

Agenda
Customer Service and Operational Performance Panel
Wednesday 4 October 2023

1 Apologies for Absence and Chair's Announcements

2 Declarations of Interest

Interim General Counsel

Members are reminded that any interests in any matter under discussion must be declared at the start of the meeting, or at the commencement of the item of business.

Members must not take part in any discussion or decision on such matter and, depending on the nature of the interest, may be asked to leave the room during the discussion.

3 Minutes of the Meeting of the Panel held on 12 July 2023 (Pages 1 - 8)

Interim General Counsel

The Panel is asked to approve the minutes of the meeting of the Panel held on 12 July 2023 and authorise the Chair to sign them.

4 Matters Arising and Actions List (Pages 9 - 18)

Interim General Counsel

The Panel is asked to note the updated actions list.

5 Customer Service and Operational Performance Report - Quarter 1 2023/24 (Pages 19 - 62)

Chief Operating Officer and Chief Customer and Strategy Officer

The Panel is asked to note the paper.

6 Deep-dive on TfL's "Care Score" (Pages 63 - 82)

Chief Customer and Strategy Officer and Director of Customer

The Panel is asked to note the paper.

7 Elizabeth Line Performance (Pages 83 - 86)

Director Elizabeth line

The Panel is asked to note the paper.

8 Step-Free Access Update (Pages 87 - 96)

Director of Investment Delivery Planning

The Panel is asked to note the paper.

9 Taxi and Private Hire Vehicle Complaints Update (Pages 97 - 106)

Chief Operating Officer

The Panel is asked to note the paper

10 Members' Suggestions for Future Discussion Items (Pages 107 - 110)

Interim General Counsel

The Panel is asked to note the forward plan and is invited to raise any suggestions for future discussion items for the forward plan and for informal briefings.

11 Any Other Business the Chair Considers Urgent

The Chair will state the reason for urgency of any item taken.

12 Date of Next Meeting

Tuesday 5 December 2023 at 1pm