

Agenda

**Meeting: Customer Service and
Operational Performance Panel**

Date: Tuesday 5 March 2024

Time: 10:30am

**Place: Paddington Room (11YC1),
11th Floor, Palestra, 197
Blackfriars Road, London, SE1
8NJ**

Members

Dr Mee Ling Ng OBE (Chair)
Marie Pye (Vice-Chair)
Councillor Ross Garrod
Bronwen Handyside

Anne McMeel
Dr Lynn Sloman MBE
Peter Strachan

Copies of the papers and any attachments are available on [tfl.gov.uk How We Are Governed](https://tfl.gov.uk/How-We-Are-Governed).

This meeting will be open to the public and webcast live on [TfL YouTube channel](#), except for where exempt information is being discussed as noted on the agenda.

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Further Information

If you have questions, would like further information about the meeting or require special facilities please contact:

Zoe Manzoor, Secretariat Officer; Email: v_ZoeManzoor@tfl.gov.uk.

For media enquiries please contact the TfL Press Office; telephone: 0343 222 4141; email: PressOffice@tfl.gov.uk

Andrea Clarke, Interim General Counsel
Monday 26 February 2024

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Customer Service and Operational Performance Panel
Tuesday 5 March 2024

1 Apologies for Absence and Chair's Announcements

2 Declarations of Interest

Head of Secretariat

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 5 December 2023 (Pages 1 - 8)

Head of Secretariat

The Panel is asked to approve the minutes of the meeting of the Panel held on 5 December 2023 and authorise the Chair to sign them.

4 Matters Arising and Actions List (Pages 9 - 16)

Head of Secretariat

The Panel is asked to note the updated actions list.

5 Bus Action Plan Update (Pages 17 - 34)

Interim Chief Operating Officer

The Panel is asked to note the paper.

6 Equity in Motion (Pages 35 - 38)

Chief Customer and Strategy Officer and Customer Director

The Panel is asked to note the paper.

7 Update on TfL Programme to end violence against Women and Girls
(Pages 39 - 42)

Director of Security, Policing and Enforcement

The Panel is asked to note the paper.

8 Enterprise Risk Update - Deterioration of Operational Performance (ER6) (Pages 43 - 46)

Interim Chief Operating Officer

The Panel is asked to note the paper and exempt supplementary information on Part 2 of the agenda.

9 Risk and Assurance Report Quarter 3 2023/24 (Pages 47 - 54)

Director of Risk and Assurance

The Panel is asked to note the report and exempt supplementary information on Part 2 of the agenda.

10 Elizabeth Line Performance (Pages 55 - 60)

Director Elizabeth line

The Panel is asked to note the paper.

11 Customer Service and Operational Performance Report - Quarter 3 2023/24 (Pages 61 - 102)

Interim Chief Operating Officer and Chief Customer and Strategy Officer

The Panel is asked to note the report.

12 Members' Suggestions for Future Discussion Items (Pages 103 - 106)

Head of Secretariat

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.

13 Any Other Business the Chair Considers Urgent

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

14 Date of Next Meeting

TBC June 2024

15 Exclusion of the Press and Public

The Panel is recommended to agree to exclude the press and public from the meeting, in accordance with paragraphs 3 and 7 of Schedule 12A to the Local Government Act 1972 (as amended), in order to consider the following items of business.

Agenda Part 2

16 Enterprise Risk Update - Deterioration of Operational Performance (ER6) (Pages 107 - 114)

Exempt supplementary information relating to the item on Part 1 of the agenda.

17 Risk and Assurance Report Quarter 3 2023/24 (Pages 115 - 122)

Exempt supplementary information relating to the item on Part 1 of the agenda.