



**Agenda**  
**Customer Service and Operational Performance Panel**  
**Wednesday 10 July 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 March 2024 (Pages 1 - 10)**

Head of Secretariat

**The Panel is asked to approve the minutes of the meeting of the Panel held on 5 March 2024 and authorise the Chair to sign them.**

**4 Matters Arising and Actions List (Pages 11 - 20)**

Head of Secretariat

**The Panel is asked to note the updated actions list.**

**5 Assisted Transport Services Update (Pages 21 - 30)**

Chief Operating Officer and Director of Buses

**The Panel is asked to note the paper.**

**6 Cycling Action Plan 2** (Pages 31 - 50)

Chief Customer and Strategy Officer and Head of Transport Strategy & Planning

**The Panel is asked to note the progress in the delivery of the Cycling Action Plan 2 and the latest cycling trends.**

**7 Santander Cycles Customer Hires** (Pages 51 - 54)

Chief Customer and Strategy Officer and Director of Rail & Sponsored Services

**The Panel is asked to note the paper.**

**8 Bus Ridership and Superloop Demand Monitoring** (Pages 55 - 62)

Chief Operating Officer and Chief Customer and Strategy Officer

**The Panel is asked to note the paper.**

**9 London Transport Museum - School Programmes** (Pages 63 - 70)

Chief Customer and Strategy Officer and Director of Learning & Participation, London Transport Museum

**The Panel is asked to note the paper and the forthcoming activities and to consider opportunities for further raising the profile of this work internally and externally.**

**10 Elizabeth Line Performance** (Pages 71 - 74)

Director Elizabeth line

**The Panel is asked to note the paper.**

**11 Customer Service and Operational Performance Report - Quarter 4, 2023/24** (Pages 75 - 118)

Chief Operating Officer and Chief Customer and Strategy Officer

**The Panel is asked to note the paper**

**12 Risk and Assurance Report Quarter 4 2023/24** (Pages 119 - 126)

Director of Risk and Assurance

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

**13 Members' Suggestions for Future Discussion Items** (Pages 127 - 130)

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.**

**14 Any Other Business the Chair Considers Urgent**

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

**15 Date of Next Meeting**

Wednesday 2 October 2024 at 10:30am

**16 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**

**17 Risk and Assurance Report Quarter 4 2023/24** (Pages 131 - 134)

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