

Board



Date: 8 December 2021

Item: Report of the Meeting of the Customer Service and Operational Performance Panel held on 7 December 2021

This paper will be considered in public

1 Summary

1.1 This paper provides a summary of the items to be considered by the Customer Service and Operational Performance Panel at its meeting on 7 December 2021 (after the date that the papers for this meeting of the Board are published).

2 Recommendation

2.1 **The Board is asked to note the report.**

3 Panel Agenda and Summary

3.1 The papers for the meeting of the Panel to be held on 7 December 2021 were published on 29 November 2021 and are available on the [TfL website](#) with a link to the video recording of the meeting on [TfL's YouTube channel](#).

3.2 The main matters to be considered by the Panel are:

(a) Customer Services and Operational Performance Report - Quarter 2, 2021/22;

(b) Assisted Transport Services Update; and

(c) Customer Safety and Security Update.

3.3 A summary of the items to be considered at the meeting is provided below. The more detailed minutes of the meeting will be published ahead of the meeting of the Panel on 17 March 2022.

4 Issues To Be Discussed

Customer Services and Operational Performance Report - Quarter 2, 2021/22

4.1 The Panel is asked to note the quarterly report for Quarter 2, 2021/22, covering the period from 27 June to 18 September 2021.

- 4.2 The report outlines performance and our priorities and provides additional information requested by Members at the previous meeting.

Assisted Transport Services Update

- 4.3 The Panel is asked to note the report, which outlines the work carried out to progress the Assisted Transport Services (ATS) strategy since the last update to the Panel on 24 February 2021.
- 4.4 The report provides an update on how ATS continues to adapt to support Londoners with reduced mobility during the ongoing coronavirus pandemic, as well as information on Demand Responsive Bus Trials and the emerging work with London Councils around Taxicard.

Customer Safety and Security Update

- 4.5 The Panel is asked to note the report, which provides an overview of the key elements of TfL's work to improve the safety of women and girls while travelling on the TfL network and outlines patterns and trends in customers' personal safety and security.
- 4.6 The report sets out the work TfL has done to improve the safety of women and girls on the TfL network and how TfL works with stakeholders to achieve this.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the Customer Service and Operational Performance Panel on 7 December 2021

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