

## Customer Service and Operational Performance Panel Forward Planner 2022/23

**Membership:** Dr Mee Ling Ng OBE (Chair), Marie Pye (Vice Chair), Bronwen Handyside, Anne McMeel, Dr Lynn Sloman MBE and Peter Strachan.

**Abbreviations:** CCO (Chief Capital Officer), CCSO (Chief Customer and Strategy Officer), CFO (Chief Finance Officer), COO (Chief Operating Officer), D IDP (Director Investment Delivery Planning), D (Director)

Standing Items		
Quarterly Customer Services and Operational Performance Report	MD CCT/MD LU/MD ST	
13 July 2022		
Assisted Transport Services	CCSO	Every six months
Bus Services to London's Hospitals	CCSO	Annual
Strategic Overview of Cycling	D City Planning / CCSO	Every six months
Enterprise Risk Update: Loss of Stakeholder Trust (ER6)	D Communications and Corporate Affairs	Annual
4 October 2022		
TfL International Benchmarking Report	CCSO	Annual
Winning Back Our Customers	CCSO	Update
Enterprise Risk Update: Asset condition unable to support TfL outcomes (ER12)	COO	Annual
6 December 2022		
Assisted Transport Services	CCSO	Every six months
Enterprise Risk Update: Disparity leading to unequal or unfair outcomes (ER11)	D Diversity and Inclusion	Annual

## Customer Service and Operational Performance Panel Forward Planner 2021/22

8 March 2023		
Strategic Overview of Cycling	D City Planning / CCSO	Annual
Enterprise Risk Update: Loss of Stakeholder Trust (ER6)	D Communications and Corporate Affairs	Annual
Enterprise Risk Update: Major Service Disruption (ER3)	COO	Annual

### Regular items:

- Quarterly Customer Services and Operational Performance Report (Quarterly)
- TfL International Benchmarking Report – Annual
- Bus Services to London's Hospitals – Annual (June/July)
- Assisted Transport Services Update (every six months)
- Customer Journey Modernisation (every six months)
- Strategic Overview of Cycling – Annual (February/March)
- TfL International Benchmarking Report (Annual)