

Board



Date: 23 March 2022

Item: Report of the Meeting of the Customer Service and Operational Performance Panel held on 17 March 2022

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 17 March 2022 (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 17 March 2022 were published on 9 March 2022 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 3, 2021/22; and
 - (b) Enterprise Risk Update – Major Service Disruption (ER3).
- 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 13 July 2022.

4 Issues To Be Discussed

Customer Services and Operational Performance Report – Quarter 3, 2021/22

- 4.1 The Panel is asked to note the report for Quarter 3, 2021/22, covering the period from 19 September 2021 to 11 December 2021.
- 4.2 The report outlines performance and our priorities and provides additional information requested by Members at the previous meeting.

Enterprise Risk Update – Major Service Disruption (ER3)

- 4.3 The Panel is asked to note the report which provides an update on Enterprise Risk 3 – Major Service Disruption (ER3).
- 4.4 The report set outs how, during the coronavirus pandemic, significant elements of ER3 had been realised and how TfL had enacted its crisis management processes to control the risk.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the Customer Service and Operational Performance Panel on 17 March 2022

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