

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	
4 October 2022		
TfL International Benchmarking Report	CCSO	Annual
Bus Action Plan	COO	Update
Winning Back Our Customers	CCSO	Update
Strategy on Electrified Travel	CCSO	Update
Bus Services to London's Hospitals	CCSO	Annual
Enterprise Risk Update - Asset condition unable to support TfL outcomes (ER12)	COO	Annual
Private briefing: Lessons Learned and good practice from the coronavirus pandemic	CCSO	Briefing
6 December 2022		
Assisted Transport Services Update	CCSO	Every six months
Enterprise Risk Update - Disparity leading to unequal or unfair outcomes (ER11)	D Diversity and Inclusion	Annual
8 March 2023		
Cycling Action Plan Update	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

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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)
- Customer Safety and Security Update (every six months)
- Cycling Action Plan Update – Annual (February/March)
- TfL International Benchmarking Report (Annual)
- Differences between regions of London (TBC)