

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 (Director), IDP (Investment Delivery Planning), CPOS (Compliance, Policing, Operations and Security)

Standing Items		
Quarterly Customer Services and Operational Performance Report	MD CCT/MD LU/MD ST	
6 December 2022		
Assisted Transport Services Update	CCSO	Every six months
Bus Action Plan Update	COO	Update
Chronic Fare Evasion, Offender Management and Work-Related Violence	D CPOS	Update
Future Step-free Access Priorities	COO / D City Planning	Update
TfL International Benchmarking Report	CCSO	Annual
Enterprise Risk Update - Disparity leading to unequal or unfair outcomes (ER11)	D Diversity and Inclusion	Annual
8 March 2023		
Strategy on Electrified Travel	CCSO	Update
Winning Back Our Customers	CCSO	Update
Cycling Action Plan Update	D City Planning / CCSO	Annual
Enterprise Risk Update - Loss of Stakeholder Trust (ER06)	D Communications and Corporate Affairs	Annual
Enterprise Risk Update - Major Service Disruption (ER03)	COO	Annual

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Regular items:

- Quarterly Customer Services and Operational Performance Report (Quarterly)
- TfL International Benchmarking Report (Annual)
- 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)
- Differences between regions of London (TBC)