

Board



Date: 12 October 2022

Item: Report of the Meeting of the Customer Service and Operational Performance Panel held on 4 October 2022

This paper will be considered in public

1 Summary

- 1.1 This paper provides a summary of the items considered by the Customer Service and Operational Performance Panel at its meeting on 4 October 2022.

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 held on 4 October 2022 were published on 26 September 2022. The papers 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 considered by the Panel were:
- (a) Customer Services and Operational Performance Report – Quarter 1, 2022/23; and
 - (b) Enterprise Risk Update – Asset Condition Unable to Support TfL Outcomes (ER12).
- 3.3 A summary of the items considered is provided below. The more detailed minutes of the meeting will be published ahead of the meeting of the Panel on 6 December 2022.

4 Issues Discussed

Customer Services and Operational Performance Report – Quarter 1, 2022/23

- 4.1 The Panel noted the report for Quarter 1 of 2022/23 (1 April to 25 June 2022) which outlined performance and our priorities.

Enterprise Risk Update – Asset Condition Unable to Support TfL Outcomes (ER12)

- 4.2 Enterprise Risk 12 applied to all TfL operational assets and reflected the ambition to develop and embed, where appropriate, standardised asset management practices.
- 4.3 The Panel noted how TfL managed the risk across its business units.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the Customer Service and Operational Performance Panel on 4 October 2022

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