

## 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:** CCSO (Chief Customer and Strategy Officer), COO (Chief Operating Officer), Chief Finance Officer (CFO), Chief Capital Officer (CCO)

D (Director) - IDP (Investment Delivery Planning), PTSP (Public Transport Service Planning), SHE (Safety, Health & Environment); SI (Strategy & Innovation); SPE (Security, Policing and Enforcement), CP (City Planning), B, (Bus), C (Customer)

Standing Items		
Quarterly Customer Services and Operational Performance Report	CCSO & COO	
9 March 2023		
Strategy on Electrified Travel	CCSO & D-SI	Update
Chronic Fare Evasion, Offender Management & Work-Related Violence	D-SPE	Update
Winning Back Our Customers	CCSO & D-C	Update
Central London Bus Services Consultation	CCSO & D-PTSP	Update
TfL International Benchmarking Report	CCSO	Annual
Bus Action Plan Update	COO & D-B	Update
Extreme Heat Measures Operational review	CCO	Update
July 2023		
Cycling Action Plan Update	CCSO/D-CP	Annual
Assisted Transport Services Update	COO	Every six months
Bus Services to London Hospitals	CCSO & D-PTSP	Annual
October 2023		
(ER6) Enterprise Risk Update: Deterioration of operational performance - tbc	COO	Annual
Assisted Transport Services Update	COO	Every six months
Delivery the Mayor's Transport Strategy: Step-free Access	COO & D-IDP	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 (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 (July)
- Delivering the Mayor's Transport Strategy: Step-free Access - Annual
- (ER6) Enterprise Risk Update: Deterioration of operational performance – Annual (October)
- Differences between regions of London (TBC)