

Customer Service and Operational Performance Panel Forward Planner 2023/24

Membership: Dr Mee Ling Ng OBE (Chair), Marie Pye (Vice Chair), Bronwen Handyside, Anne McMeel, Dr Lynn Sloman MBE Peter Strachan and Cllr Kieron Williams.

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	
Customer Safety and Security Update (different focus each meeting)	CCSO & COO	

12 July 2023		
Cycling Action Plan Update	CCSO	Annual
Deep Dive of Customer Care Score	CCSO (D-C)	Annual
Customer Safety and Security Update: Chronic Fare Evasion, Offender Management & Work-Related Violence	COO (D-SPE)	Update
Assisted Transport Services Update	COO	Every six months
Extreme Heat Measures Operational Readiness Plan Update	COO	Update (action from Board)

4 October 2023		
Customer Safety and Security Update	D-SPE	Every six months
Enterprise Risk Update: Deterioration of Operational Performance (ER6)	COO	Annual
Delivery of the Mayor's Transport Strategy: Step-free Access	COO (D-IDP)	Annual
Winning Back Our Customers	CCSO	Update
Bus Services to London Hospitals	CCSO (D-PTSP)	Annual
Customer Journey Modernisation	COO	Every six months

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5 December 2023		
Assisted Transport Services Update	COO	Every six months
Customer Safety and Security Update	D-SPE	Every six months

21 March 2024		
TfL International Benchmarking Report	CCSO & D-SI	Annual
Customer Safety and Security Update	D-SPE	Every six months
Customer Journey Modernisation	COO	Every six months

Regular items/Items to be scheduled

- Customer Safety and Security Update – quarterly
- Winning Back Our Customers – Update
- TfL International Benchmarking Report – annual (March)
- Bus Services to London’s Hospitals – annual (October)
- Assisted Transport Services Update – every six months (July and December)
- Customer Journey Modernisation – every six months (October and March)
- Cycling Action Plan Update – annual (July)
- Delivering the Mayor’s Transport Strategy: Step-free Access – annual (October)
- Enterprise Risk Update: Deterioration of Operational Performance (ER6) – annual
- Deep Dive of Customer Care Score – (annual) July