

Board



Date: 29 March 2023

Item: Report of the Meeting of the Customer Service and Operational Performance Panel to be held on 22 March 2023

This paper will be considered in public

1 Summary

1.1 This paper provides a summary of the items to be considered by the Customer Service and Operational Performance Panel at its meeting to be held on 22 March 2023 (after the date that the papers for this meeting of the Board are published).

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 to be held on 22 March 2023 were published on 14 March 2023 and 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 to be considered by the Panel are:

- (a) Customer Service and Operational Performance Report - Quarter 3, 2022/23;
- (b) Electrified Travel Devices (Micromobility);
- (c) TfL International Benchmarking Report 2023; and
- (d) Bus Action Plan Update.

3.3 A summary of the items to be considered is provided below. The more detailed minutes of the meeting will be published ahead of the meeting of the Panel on 12 July 2023.

4 Issues to be Discussed

Customer Service and Operational Performance Report - Quarter 3, 2022/23

- 4.1 The Panel is asked to note the Customer Services and Operational Performance Report for Quarter 3 of 2022/23 (18 September to 10 December 2022).

Electrified Travel Devices (Micromobility)

- 4.2 The Panel is asked to note the report setting out TfL's current position on Electrified Travel Devices, following their increase in use, covering: the London e-scooter trial, bike and e-bike rental and proposals for legislation.

TfL International Benchmarking Report 2023

- 4.3 The Panel is asked to note the paper, which provides a high-level overview of TfL's performance in customer-centric areas against international benchmarks. The paper highlights successes as well as areas for improvement, and signposts subjects for potential benchmarking focus in 2023 and beyond.
- 4.4 The report also provides a summary of key operational benchmarking groups that TfL are members of, and how outputs are utilised to help drive value for money and improved service performance.

Bus Action Plan Update

- 4.5 The Panel is asked to note the Bus Action Plan, which sets out TfL's vision for 2030, its actions across five thematic areas and its approach to uncertainty around demand and funding.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the Customer Service and Operational Performance Panel on 22 March 2023

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