

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), General Counsel (GC)

Standing Items		
Customer Services and Operational Performance Report	CCSO & COO	Quarterly
4 October 2023		
Deep Dive: Customer Care Score	CCSO	Update
Deep Dive: Elizabeth line performance	COO	Update (Board action)
Delivery of the Mayor's Transport Strategy: Step-free Access	CCSO & COO	Annual
Taxi and Private Hire Vehicle Update – Driver complaints	GC	Update (Panel action)
Enterprise Risk Update – Deterioration of Operational Performance (ER6)	COO	Annual
5 December 2023		
Action on Inclusion – Customer	CCSO	Update
Assisted Transport Services Update	COO	Every six months
Customer Safety and Security Update	COO	Every six months
21 March 2024		
Bus Action Plan Update	COO	Annual

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Regular items

- Assisted Transport Services Update – every six months (July and December) – COO
- Bus Action Plan Update – annual (March) – COO
- Customer Safety and Security Update – every six months (July and December) – COO
- Cycling Action Plan Update – annual (July) – CCSO
- Delivering the Mayor's Transport Strategy: Step-free Access – annual (October) – CCSO & COO
- TfL International Benchmarking Report – biennial (March 2025) – CCSO
- Enterprise Risk Update – Deterioration of Operational Performance (ER6) – annual (October) – COO

Items to be scheduled

- Electrified Travel Devices Update (Micromobility) – CCSO