

Customer Service and Operational Performance Panel Forward Planner 2023/24

Appendix 1

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), Director of Strategy and Chief Technology Officer (D-SCTO)

Standing Items		
Customer Services and Operational Performance Report	CCSO & COO	Quarterly
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
Artificial Intelligence	CCSO & D-SCTO	Update (Board action)
Future of E-bikes Contracting	CCSO	Update (Board action)
Revenue Protection Strategic Approach	CCO	Update
21 March 2024		
Bus Action Plan Update	COO	Annual
Enterprise Risk Update – Deterioration of Operational Performance (ER6)	COO	Annual

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 (March) – COO

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Items to be scheduled

- Electrified Travel Devices (Micromobility) – Update - CCSO
- Digital Wayfinding for Cycling – Update - CCSO