

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

Items to be scheduled

Electrified Travel Devices (Micromobility) – Update - CCSO

Digital Wayfinding for Cycling – Update - CCSO