

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 and Peter Strachan

Abbreviations: CCSO (Chief Customer and Strategy Officer), COO (Chief Operating Officer), Chief Finance Officer (CFO), Chief Capital Officer (CCO), Interim General Counsel (GC), Director of Strategy and Chief Technology Officer (D-SCTO) Director Elizabeth line (D-EL), Director of Security, Policing and Enforcement (D- SPE)

Standing Items		
Customer Service and Operational Performance Report	COO and CCSO	Quarterly
Elizabeth Line Performance	D-EL	Quarterly

21 March 2024 (date to be revised due to pre-election period)		
Bus Action Plan Update	COO	Annual
Superloop Monitoring	COO and CCSO	Update
Bus Ridership	CCO and CCSO	Update
Update on Violence against Women and Girls	D-SPE	Update
Equity in Motion	CCSO	Update
Artificial Intelligence	CCSO	Update (Board action)
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
- Deep-Dive on TfL’s “Care Score” annual (October)
- 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
- Future of E-bikes Contracting – CCSO – Update (Board action)
- Superloop Monitoring – Phase 2 Update – COO and CCSO