

Board



Date: 6 March 2024

Item: Report of the Meeting of the Customer Service and Operational Performance Panel to be held on 5 March 2024

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 5 March 2024 (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 5 March 2024 were published on 26 February 2024 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) Bus Action Plan Update;
 - (b) Equity in Motion;
 - (c) Update on TfL Programme to End Violence Against Women and Girls;
 - (d) Enterprise Risk Update - Deterioration of Operational Performance (ER6);
 - (e) Risk and Assurance Report Quarter 3 2023/24;
 - (f) Elizabeth Line Performance; and
 - (g) Customer Service and Operational Performance Report - Quarter 3 2023/24.
- 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 next meeting of the Panel.

4 Issues to be Discussed

Bus Action Plan Update

- 4.1 The Panel is asked to note the Bus Action Plan update. The paper sets out TfL's vision for 2030 and its actions across five thematic areas: inclusive customer experience; safety and security; journey times; connections; and decarbonisation and climate change resilience. There was also a focus on bus access to hospitals. It also sets out progress in delivering key milestones, proposed milestones and the challenges ahead.

Equity in Motion

- 4.2 The Panel is asked to note an update on TfL's new accessibility plan: Equity in Motion, which seeks to ensure as many Londoners as possible can access and benefit from public transport and that London's transport network is welcoming and inclusive.
- 4.3 The paper provides an overview of activity to date to deliver the aims of Equity in Motion and next steps. The Panel will receive further updates at future meetings.

Update on TfL Programme to End Violence Against Women and Girls

- 4.4 The Panel is asked to note a high-level update on TfL's work to tackle violence against women and girls and improve their confidence to travel on public transport networks.
- 4.5 The paper provides an overview of a range of initiatives, including details of: the partnership working to coordinate work to deliver the Mayor's commitment to end violence against women and girls and the Mayor's Women's Night Safety Charter; communication campaigns; training and education; the measures to increase crime reporting; the work to support the White Ribbon event (to end male violence against women); as well as technology and public realm improvements.

Enterprise Risk Update - Deterioration of Operational Performance (ER6)

- 4.6 The Panel is asked to note the update on Enterprise Risk 6 (ER6) - Deterioration of Operational Performance. The paper sets out the causes, consequences and analysis of the risk, evaluating both the current state and the target outcome. It also details controls and actions in place to manage this risk effectively.

Risk and Assurance Report Quarter 3 2023/24

- 4.8 The Panel is asked to note a summary of the findings from the assurance activity associated with ER6 - Deterioration of Operational Performance, based on second line of defence audit work by the Quality, Safety and

Security Assurance team and third line of defence work by the Internal Audit team within TfL's Risk and Assurance Directorate.

Elizabeth Line Performance

- 4.9 The Panel is asked to note an update on the Elizabeth line operational performance including feedback on customer experience. It covers Period 9 (12 November to 9 December 2023), Period 10 (10 December 2023 to 6 January 2024) and Period 11 (7 January to 3 February 2024).

Customer Service and Operational Performance Report - Quarter 3 2023/24

- 4.10 The Panel is asked to note the Quarter 3 Customer Service and Operational Performance Report.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the meeting of the Customer Service and Operational Performance Panel to be held on 5 March 2024

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