

Customer Service and Operational Performance Panel Forward Planner 2024/25

Membership: Dr Mee Ling Ng OBE (Chair), Marie Pye (Vice Chair), Councillor Ross Garrod, Bronwen Handyside, Anne McMeel, Dr Lynn Sloman MBE and Peter Strachan

Abbreviations: CCSO (Chief Customer and Strategy Officer), COO (Chief Operating Officer), CFO (Chief Finance Officer), CCO (Chief Capital Officer), GC (General Counsel), CTO (Chief Technology Officer), D-EL (Director Elizabeth line), D- SPE (Director of Security, Policing and Enforcement), D-IDP (Director of Investment Delivery Planning), C-D (Customer Director), DRA (Director Risk and Assurance)

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

June 2024		
Assisted Transport Services Update	COO	Six monthly
Customer Safety and Security Update	COO / D-SPE	Six monthly
Cycling Action Plan Update	CCSO	Annual
Artificial Intelligence	CCSO	Update (Board Action)
Bus Ridership	CCSO & COO	Update
Superloop Monitoring	CCSO & COO	Update

October 2024		
Delivering the Mayor's Transport Strategy: Step-free Access	D IDP	Annual
Deep-Dive on TfL's "Care Score"	CCSO	Annual
Superloop Monitoring	CCSO & COO	Update

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December 2024		
Assisted Transport Services Update	COO	Six monthly
Customer Safety and Security Update	D-SPE / COO	Six monthly

March 2025		
Bus Action Plan Update	COO	Annual
TfL International Benchmarking Report	CCSO	Update biennial
Enterprise Risk Update – Deterioration of Operational Performance (ER6)	CCO	Annual

Regular items

- Assisted Transport Services Update – every six months (June and December) – COO
- Customer Safety and Security Update – every six months (June and December) – D-SPE
- Cycling Action Plan Update – annual (June) – CCSO
- Delivering the Mayor’s Transport Strategy: Step-free Access – annual (October) – D-IDP
- Deep-Dive on TfL’s “Care Score” annual (October) CCSO
- Bus Action Plan Update – annual (March) – 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
- Cycle Hire Update – CCSO/COO