

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

2 October 2024		
Delivering the Mayor's Transport Strategy: Step-free Access	D IDP	Annual
Deep-Dive on TfL's "Care Score"	CCSO	Annual
Bus Action Plan Update	COO	Update
Equity in Motion	C-D	Update
Fare Evasion	COO	Update
Bus Journey Improvements Information	COO	Update
Artificial Intelligence	CCSO	Update (Board Action)
Customer Safety and Security Update	COO / D-SPE	Six monthly

Customer Service and Operational Performance Panel Forward Planner 2024/25

3 December 2024		
Assisted Transport Services Update	COO	Six monthly
Customer Safety and Security Update – Ending Violence and Women and Girls update	COO/D-SPE	Six monthly
Superloop Monitoring	CCSO & COO	Six monthly

13 March 2025		
Bus Action Plan Update	COO	Update
TfL International Benchmarking Report	CCSO	Update biennial
Enterprise Risk Update – Deterioration of Operational Performance (ER06)	COO	Annual
Equity in Motion	C-D	Six monthly

Regular items

- Assisted Transport Services Update – every six months (July and December) – COO
- Customer Safety and Security Update – every six months (July and December) – COO/D-SPE
- Cycling Action Plan Update – annual (July) – CCSO
- Superloop Monitoring - every six months (July and December) – CCSO and COO
- Bus Action Plan Update – every six months (July/March) – COO
- Delivering the Mayor’s Transport Strategy: Step-free Access – annual (October) – D-IDP
- Deep-Dive on TfL’s “Care Score” - annual (October) – CCSO
- TfL International Benchmarking Report – biennial (March 2025) – CCSO
- Enterprise Risk Update – Deterioration of Operational Performance (ER06) – annual (March) – COO
- Equity in Motion - every six months (October/March) – C-D

Items to be scheduled

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