

Customer, Sustainability and Operations Panel Forward Planner 2024/25

Membership: Marie Pye (Chair), Sara Turnbull (Vice Chair), Councillor Ross Garrod, Tanya Joseph, Arthur Kay, Keith Richards OBE, Omid Shiraji

Abbreviations: CCSO (Chief Customer and Strategy Officer), COO (Chief Operating Officer), CFO (Chief Finance Officer), CCO (Chief Capital Officer), GC (General Counsel), CSHEO (Chief Safety, Health and Environment Officer), CTO (Chief Technology Officer), D-IP (Director of Investment Planning), C-D (Customer Director), DRA (Director Risk and Assurance)

Standing Items		
Customer, Sustainability and Operations Report	COO CCSO and CSHEO	Quarterly
Risk and Assurance Report	DRA	Quarterly

3 December 2024		
Assisted Transport Services Update	COO	Six monthly
Bus Ridership and Superloop Monitoring	CCSO & COO	Six monthly
Bus Journey Improvements Information	COO	Update
Strategic Environment Metrics	CSHEO	Update
Adaptation Reporting Power	CSHEO	Update
London Surface Water Strategy (TBC)	CSHEO	Update
Operations Environment Update (TBC)	CSHE	Annual

13 March 2025		
Bus Action Plan Update	COO	Six monthly
TfL International Benchmarking Report	CCSO	Update biennial
Enterprise Risk Update – Deterioration of Operational Performance (ER06)	COO	Annual
Equity in Motion	C-D	Six monthly
Anniversary reflection of the Green Infrastructure and Biodiversity Plan and Adaptation Plans	CSHEO	Update
Capital Environment Update (TBC)	CSHEO	Annual

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Regular items

- Assisted Transport Services Update – every six months (July and December) – COO
- Cycling Action Plan Update – annual (July) – CCSO
- Bus Ridership and Superloop Monitoring – every six months (July and December) – CCSO and COO
- Bus Action Plan Update – every six months (July/March) – COO
- Deep-Dive on TfL’s “Care Score” – annual (October) – CCSO
- Equity in Motion – every six months (October/March) – C-D
- Operations Environment Update – annual (December) – CSHE (TBC)
- TfL International Benchmarking Report – biennial (March 2025) – CCSO
- Enterprise Risk Update – Deterioration of Operational Performance (ER06) – annual (March) – COO
- Enterprise Risk Update – Environment Including Climate Adaptation (ER03) – annual (May) – CSHEO
- Capital Environment Update - annual (March 2025) – CSHEO
- Step-free Access Update – annual – D-IP

Items to be scheduled

- Electrified Travel Devices (Micromobility) Update – CCSO
- Digital Wayfinding for Cycling Update – CCSO
- Customer Journey on the Integrated Transport Network - CCSO
- Artificial Intelligence - CCSO