

Customer, Sustainability and Operations Panel Forward Plan

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

Abbreviations: CCO (Chief Capital Officer), CCSO (Chief Customer and Strategy Officer), COO (Chief Operating Officer), CSHEO (Chief Safety, Health and Environment Officer), DRA (Director Risk and Assurance)

Standing Items

Customer, Sustainability and Operations Report (COO, CCSO and CSHEO)
Risk and Assurance Report (DRA)

13 March 2025

Bus Operations and Ridership (COO)
Enterprise Risk Update – Deterioration of Operational Performance (ER06) (annual) (COO)
Equity in Motion (initially six-monthly then annual) (CCSO)
Capital Environment Update (annual) (CCO)
Strategic Environment Metrics (CSHEO)
Anniversary reflection of the Green Infrastructure and Biodiversity Plan and Adaptation Plans (CSHEO)
Update on TfL's "Care Score" – Differences in Care Scores (CCSO)

July 2025

Cycling Action Plan update (annual) (CCSO)
TfL International Benchmarking Report (every two years) (CCSO)
TfL Go (CCSO)
Places for London Environment Update (annual) (CCSO)

October 2025

TfL Corporate Environment Plan – Operations (annual) (COO)
Deep-Dive on TfL's "Care Score" (annual) (CCSO)
Equity in Motion (annual) (CCSO)
Step-free Access Update (annual) (CCSO)

Items to be scheduled

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