

Board

Date: 4 December 2024

Item: Report of the Meeting of the Customer, Sustainability and Operations Panel to be held on 28 November 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, Sustainability and Operations Panel at its meeting on 28 November 2024 (after the papers for this meeting of the Board have been 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 28 November 2024 were published on 20 November 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) TfL Corporate Environment Plan – Operations;
 - (b) Assisted Transport Services Update;
 - (c) TfL Action to Identify and Manage Physical Climate Risks;
 - (d) Customer, Sustainability and Operations Report – Quarter 2 2024/25; and
 - (e) Risk and Assurance Report Quarter 2 2024/25.
- 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 meeting of the Panel on 13 March 2025.

4 Issues to be Discussed

TfL Corporate Environment Plan – Operations

- 4.1 The Panel is asked to note the update on the implementation of the key themes within the TfL Corporate Environment Plan in Operations relating to

the climate emergency, air quality, sustainable resource, green infrastructure, and best environmental practices.

- 4.2 The paper sets out details of how the key themes are continuing to be embedded by the TfL Operations team. The update also provides a summary of the Operations Green milestones.

Assisted Transport Services Update

- 4.3 The Panel is asked to note the update on the work carried out to progress the Assisted Transport Services strategy and the updated Roadmap. The paper provides an update on the trends in Dial-a Ride services and Taxicard performance, the use of the new booking and scheduling platform and customer call performance. The next annual customer satisfaction survey is already underway for 2024/25, with results expected in spring 2025.
- 4.4 An update is also provided on the Travel Mentoring Service for individuals with special needs and disabilities, particularly Special Educational Needs schools. Currently, work is being undertaken to refresh and standardise bus days programme to provide a consistent approach to delivering these sessions across London. A working partnership is in place with train operators Govia and South Western Railway to assist customers traveling between interchanges with the TfL network.

TfL Action to Identify and Manage Physical Climate Risks

- 4.5 The Panel is asked to note the update on TfL's work to understand its physical climate risks ahead of the publication of TfL's fourth submission to the Department for Environment, Food and Rural Affairs under the Adaptation Reporting Power in December 2024.
- 4.6 TfL is working on adapting to climate change, including extreme weather, by reducing the impacts of climate change (for example, by installing flood barriers and Sustainable Drainage Systems).
- 4.7 An update on the implementation of the Adaptation Plan in the two years since its publication in March 2023 will be brought to the meeting of the Panel on 13 March 2025.

Customer, Sustainability and Operations Report – Quarter 2 2024/25

- 4.8 The Panel is asked to note the update on TfL's customer, sustainability and operations performance for Quarter 2 of 2024/25 (23 June to 14 September 2024).

Risk and Assurance Report Quarter 2 2024/25.

- 4.9 The Panel is asked to note the report which provides an overview of the status of, and changes to Enterprise Risk 06 - 'Deterioration of Operational Performance'. The paper also summarises the findings from the assurance activity associated with the risk, based on the second line of defence audit

work of the Quality, Safety and Security Assurance team and the third line of defence work by the Internal Audit team during Quarter 2 of 2024/25.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the meeting of the Customer, Sustainability and Operations Panel on 28 November 2024

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