

Agenda

**Meeting: Customer Service and
Operational Performance Panel**

Date: Thursday 13 July 2017

Time: 10.00am

**Place: Conference Rooms 1 and 2,
Ground Floor, Palestra, 197
Blackfriars Road, London, SE1
8NJ**

Members

Dr Mee Ling Ng OBE (Chair)

Dr Alice Maynard CBE (Vice-Chair)

Prof Greg Clark CBE

Baroness Grey-Thompson DBE

Anne McMeel

Dr Nelson Ogunshakin OBE

Dr Lynn Sloman

Copies of the papers and any attachments are available on [tfl.gov.uk How We Are Governed](http://tfl.gov.uk/How-We-Are-Governed).

This meeting will be open to the public, except for where exempt information is being discussed as noted on the agenda. There is access for disabled people and induction loops are available. A guide for the press and public on attending and reporting meetings of local government bodies, including the use of film, photography, social media and other means is available on www.london.gov.uk/sites/default/files/Openness-in-Meetings.pdf.

Further Information

If you have questions, would like further information about the meeting or require special facilities please contact: Sue Riley, Secretariat Officer; telephone: 020 7983 4392; email: SueRiley@TfL.gov.uk.

For media enquiries please contact the TfL Press Office; telephone: 0845 604 4141; email: PressOffice@tfl.gov.uk

Howard Carter, General Counsel
Wednesday 5 July 2017

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Customer Service and Operational Performance Panel
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1 Apologies for Absence and Chair's Announcements

2 Declarations of Interest

General Counsel

Members are reminded that any interests in any matter under discussion must be declared at the start of the meeting, or at the commencement of the item of business.

Members must not take part in any discussion or decision on such matter and, depending on the nature of the interest, may be asked to leave the room during the discussion.

3 Minutes of the Previous Meeting

General Counsel

The Panel is asked to approve the minutes of the meeting held on 2 March 2017 and authorise the Chair to sign them.

4 Matters Arising and Actions List

General Counsel

The Panel is asked to note the updated actions list.

5 Quarter 4 Customer and Operational Performance Report

Managing Director of Surface Transport, Managing Director of London Underground and Managing Director of Customers, Communication and Technology.

The Panel is asked to note the report.

6 Review of Bus Services to London's Hospitals

Managing Director, Surface Transport

The Panel is asked to note the paper.

7 Taxi and Private Hire Licence Fees

Managing Director, Surface Transport

The Panel is asked to note the paper, prior to its submission to the Board.

8 Taxi and Private Hire - An Overview of Enforcement Activity

Managing Director, Surface Transport

The Panel is asked to note the paper.

9 Cash Free Trams

Managing Director, Surface Transport

The Panel is asked to note the report

10 Future Mobility Business Models

Managing Director, Surface Transport

The Panel is asked to note the paper.

11 Ticketing: Improvements for Customers and Driving Down Costs (

Managing Director, Customers, Communication and Technology

The Panel is asked to note the report.

12 TfL International Benchmarking

Managing Director, London Underground, Managing Director Surface Transport and Director of Strategy and Contracted Services

The Panel is asked to note the paper.

13 Working in Partnership with Other UK Cities

Managing Director, Customers, Communication and Technology

The Panel is asked to note the paper.

14 London Underground Station Action Plan

Managing Director, London Underground

The Panel is asked to note the update.

15 Travel Demand Management

Managing Director, Customers, Communication & Technology

The Panel is asked to note the paper.

16 Social Needs Transport

Managing Director, Surface Transport

The Panel is asked to note the paper.

17 Member Suggestions for Future Agenda Discussions

The Panel is asked to note the forward programme and is invited to raise any suggestions for future discussion items for the forward programme and for informal briefings.

18 Any Other Business the Chair Considers Urgent

The Chair will state the reason for urgency of any item taken.

19 Date of Next Meeting

Wednesday 1 November 2017 at 10.00am.