

Date: 6 June 2018

Item: Members' Suggestions for Future Discussion Items

This paper will be considered in public

1 Summary

- 1.1 This paper presents the current forward programme for the Panel and explains how this is put together. Members are invited to suggest additional future discussion items.

2 Recommendation

- 2.1 **The Panel is asked to note the forward programme and is invited to raise any suggestions for future discussion items.**

3 Forward Plan Development

- 3.1 The Board and its Committees and Panels have forward plans. The content of the plans arise from a number of sources:
- (a) Standing items for each meeting: Minutes; Matters Arising and Actions List; and any regular quarterly reports. For this Panel these are the Operational Performance Report and the Customer Service Report.
 - (b) Regular items (annual, half-year or quarterly) which are for review and approval or noting.
 - (c) Matters reserved for annual approval or review: Examples include taxi and private hire fees and taxi fares and tariffs.
 - (d) Programmes and Projects at a level requiring Committee approval or review prior to Board approval. These are scheduled following advice from the operating businesses.
 - (e) Items requested by Members: The Deputy Chair of TfL and the Chair of this Panel will regularly review the forward plan and may suggest items. Other items will arise out of actions from previous meetings (including meetings of the Board or other Committees and Panels) and any issues suggested under this agenda item.

4 **Current Plan**

- 4.1 The current plan is attached as Appendix 1. Like all plans, it is a snapshot in time and items may be added, removed or deferred to a later date.

List of appendices to this report:

Appendix 1: Customer Services and Operational Performance Forward Plan.

List of Background Papers:

None

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Customer Service and Operational Performance Panel Forward Planner 2018/19

Membership: Dr Mee Ling Ng OBE (Chair), Dr Alice Maynard CBE (Vice Chair), Baroness Grey-Thompson DBE, Bronwen Handyside, Anne McMeel, Dr Nelson Ogunshakin OBE and Dr Lynn Sloman

Abbreviations: Managing Director (MD), Customers, Communication and Technology (CCT), London Underground (LU), Surface Transport (ST)

11 September 2018 [re-scheduled from 18 July 2018]		
Quarterly Customer Services & Operational Performance Report	MD CCT/MD LU/MD ST	Standing Item
London Underground Station Action Plan Update	MD LU	Standing Item
Mapping of Customer Groups and Engagement	MD CCT	Action 61/01/18
Future Mobility Business Models - Update	MD ST	Action 32/07/17
International Benchmarking Report	Director of Strategy and Chief Technology Officer	Action 34/07/17
Bus Driver Facilities	MD ST	Deferred from 7 June meeting
14 November 2018		
Quarterly Customer Services & Operational Performance Report	MD CCT/MD LU/MD ST	Standing Item
London Underground Station Action Plan Update	MD LU	Standing Item
Bus Strategy Update	MD ST	Deferred from 6 June 2018 meeting due to a large consultation on central London bus changes which will influence the strategy.
13 February 2019		
Quarterly Customer Services & Operational Performance Report	MD CCT/MD LU/MD ST	Standing Item
London Underground Station Action Plan Update	MD LU	Standing Item

Regular items:

- Quarterly Customer Services & Operational Performance Report (MDCCT/MD ST & MD LU)
- London Underground Station Action Plan Update (MD, LU)
- TfL International Benchmarking Report – Annual (June/July)
- Bus Services to London’s Hospitals – Annual (June/July)

Items to be scheduled:

- Understanding London's diverse communities.
- Customer Excellence Plan in London Underground

Informal Briefings/Visits on the following topics (from a customer perspective and how TfL impacts and addresses):

- Trams
- Docklands Light Railway
- Elizabeth Line