

Agenda

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

Date: Monday 30 January 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
Friday 20 January 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 previous meetings of the Rail and Underground Panel held on 24 February 2016 and the Surface Transport Panel held on 25 February 2016 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 Operational Performance Report

Managing Director, London Underground and Managing Director, Surface Transport

The Panel is asked to note the report.

6 Customer Performance Report

Managing Director, Customers, Communication & Technology

The Panel is asked to note the report.

7 Please Offer Me A Seat Badge and Card

Managing Director Customers, Communication & Technology

That the Panel notes the roll-out of the 'Please offer me a seat' badge and card.

8 Social Needs Transport

Managing Director, Surface Transport

The Panel is asked to note TfL's plans to improve social needs transport services in London and consider appointing a Social Needs Transport Champion from among its members, who will conduct an investigation into how the relevant services can be improved.

9 Major Roadworks in Central London in 2017

Managing Director, Surface Transport

The Panel is asked to note the paper.

10 Taxi Fares and Tariffs Update

Managing Director, Surface Transport

The Panel is asked to note the paper.

11 Member Suggestions for Future Agenda Discussions

General Counsel

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

12 Any Other Business the Chair Considers Urgent

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

13 Date of Next Meeting

Thursday 2 March 2017 at 10.00am.