

**Date:** 30 January 2017

**Item:** Members' Suggestions for Future Discussion Items

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**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: Examples include the Annual Report and Accounts, Health, Safety and Environment Annual Report.
  - (c) Matters reserved for annual approval or review: Examples include taxi and private hire fees, taxi fares and tariffs, the treasury management strategy and policies on derivative investments.
  - (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 2016 /17

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

2 March 2017		
Quarterly Customer Services Report	MD Customers, Communication and Technology	To include non-financial operational performance across all services and other customer service performance indicators.
Quarterly Operational Performance Report	MD Surface Transport and MD LU	
International Benchmarking	MD LU and MD Surface Transport	Benchmarking raised at Board on 22 September 2016.
Night Tube update	MD LU	Update.
Transparency	General Counsel	Update.
TfL's Customer Information Strategy	MD Customers, Communication and Technology	

### Regular items:

- Quarterly Customer Services Report (MD CC&T)
- Quarterly Operational Performance Report MD ST & MD LU)
- Transparency Strategy (GC and MD CC&T)

### Items to be scheduled:

- Fares and Ticketing Technology and Data (MD CC&T)
- Taxi /PHV Enforcement (MD ST)
- Taxi /PHV Regulations (MD ST)
- Affordable Transport (MD CC&T)
- Healthy Streets (MD Planning / MD ST)
- Future of buses /New Bus Network (MD ST)
- Accessible Transport Strategy (MD LU/MD ST)
- Harnessing Technology to Deliver Better Journeys (MD CC&T)
- Creating attractive and Iconic Places (MD Planning / MD ST)
- Supporting Businesses (e.g freight consolidation, quiet deliveries, TDM) (MD CC&T/MD ST)
- How TfL works with Local Authorities (MD Planning)