

Date: 2 March 2017

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: 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

Contact Officer: Howard Carter, General Counsel
Number: 020 3054 7832
Email: HowardCarter@tfl.gov.uk

Customer Service and Operational Performance Panel Forward Planner 2016/17 Appendix I

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

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

10 May 2017		
Quarterly Customer Services & Operational Performance Report	MD CCT/MD LU and MD ST	To include non-financial operational performance across all services and other customer service performance indicators.
Supporting Businesses	MD CCT and MD ST	To include freight consolidation, quiet deliveries.
Customer Behaviour & Education	MD CCT	Public education and good behaviours/ marketing campaigns/ examples of good practice.
International Benchmarking	MD LU and MD ST	Requested at 30 January 2017 CSOPP meeting. Comms and LU/ST to submit separate reports. Date moved at the request of Panel Member Greg Clark.
Future Ticketing – Customer Apps & Future Ticketing	MD CCT	
London Underground Station Action Plan Update	MD LU	Standing Item
Future of Buses/New Bus Network	MD ST	Requested at 30 January 2017 CSOPP meeting.
Disruptive Business Models – Connected Shared and Autonomous Mobility	MD ST	
Briefing/Site Visit: Possible visit to Waterloo Bus Station	MD ST	

13 July 2017		
Quarterly Customer Services & Operational Performance Report	MD CCT	Standing Item
Taxi and Private Hire Enforcement	MD ST	Update on action being taken to improve enforcement activities
Traffic Demand Management	MD CCT	
Influencing Customer Behaviours	MD CCT	
Digital Strategy – innovate partnerships	MD CCT	
London Underground Station Action Plan Update	MD LU	Standing Item
Station Signage and Wayfinding	MD CCT	

1 November 2017		
Quarterly Customer Services & Operational Performance Report	MD CCT/MD LU/ST	Standing item
How TfL works with Local Authorities	MD Planning	
Creating attractive and Iconic Places	MD Planning and MD ST	
London Underground Station Action Plan Update	MD LU	Standing item

24 January 2018		
Quarterly Customer Services & Operational Performance Report	MD CCT/MD LU/MD ST	Standing Item
Accessible Transport Strategy	MD LU and MD ST	
Affordable Transport	MD CCT	
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)

Items to be scheduled:

- Appointment of a Social Needs Transport Champion
- Taxi/PHV Regulations – only required if changes to regulations are proposed (MD ST)
- Harnessing Technology to Deliver Better Journeys (MD CCT/ MD ST) and/or refer to Data, Technology & Innovation Group
- A report on customer's perception of safety including any studies to date.
- Understanding London's diverse communities.

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

- Social Needs Transport Workshop
- Briefing on crime.
- Customer information: TfL and the App economy - include list of top 10 Apps and whether they include diverse information (i.e. accessibility etc) and/or refer to Data, Technology & Innovation Group.
- Visit to D-a-R (scheduled for 29 March 2017)
- Trams
- Cab enforcement (night time)
- Docklands Light Railway
- Crossrail 1 & 11
- Old Dalby Test Track