

## Agenda

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

**Date: Wednesday 1 November 2017**

**Time: 10.15am**

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

### PLEASE NOTE START TIME

#### 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](http://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](mailto:SueRiley@TfL.gov.uk).

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

Howard Carter, General Counsel  
Tuesday 24 October 2017

**Agenda**  
**Customer Service and Operational Performance Panel**  
**Wednesday 1 November 2017**

**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 Meeting of the Customer and Service and Operational Performance Panel held on 13 July 2017**

General Counsel

**The Panel is asked to approve the minutes of the meeting held on 13 July 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 Customer and Operational Performance Report Quarter 2**

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 Crime and Confidence on Public Transport**

Managing Director, Surface Transport

**The Panel is asked to note the paper.**

## **7 Assisted Transport Services**

Managing Director, Surface Transport

**The Panel is asked to note the paper and endorse the vision for spontaneous and independent travel outlined in the paper and the roadmap for implementation of the vision proposed.**

## **8 London Underground Station Action Plan**

Managing Director, London Underground

**The Panel is asked to note the paper.**

## **9 Accessible Transport**

Managing Director of Customers, Communication and Technology.

**The Panel is asked to note the paper.**

## **10 Transparency, Freedom of Information and Data Protection**

General Counsel

**The Panel is asked to note the paper.**

## **11 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.

## **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**

Wednesday 24 January 2018 at 10.00am.