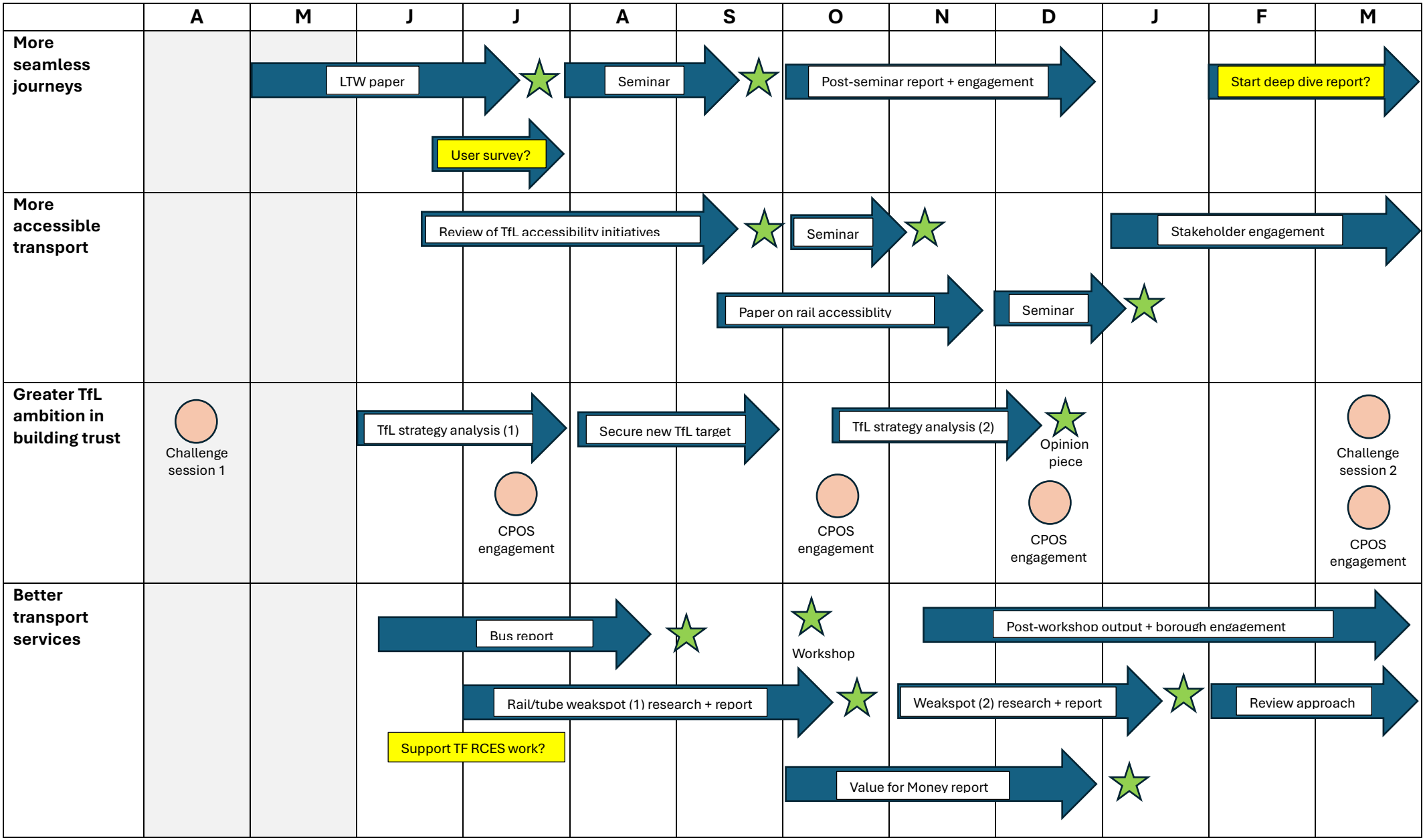
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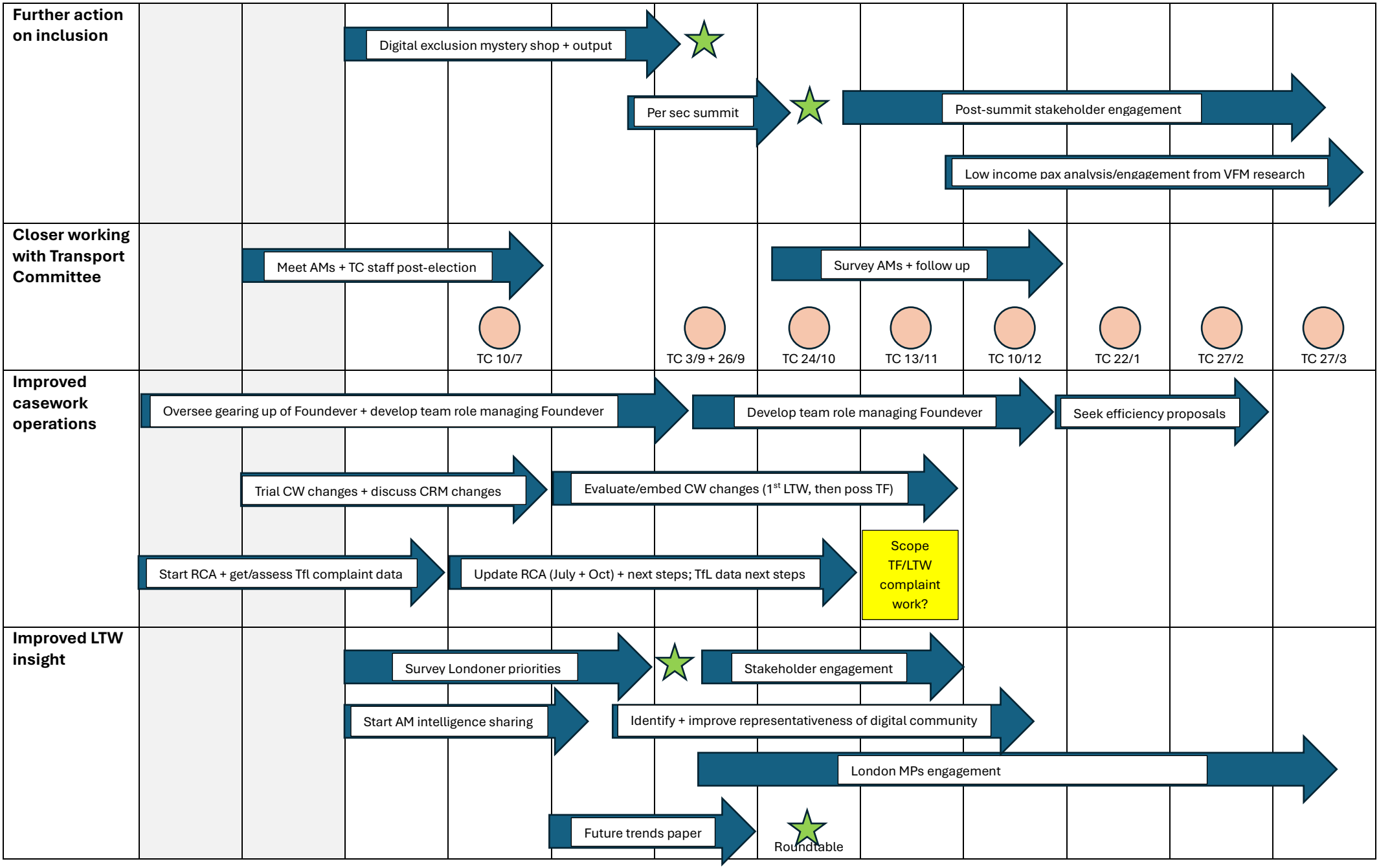
More seamless journeys
LTW paper
Seminar
Post-seminar report + engagement
Start deep dive report?
User survey?
More accessible transport
Review of TfL accessibility initiatives
Seminar
Stakeholder engagement
Paper on rail accessiblity
Seminar
Greater TfL ambition in building trust
Challenge session 1
TfL strategy analysis (1)
Secure new TfL target
TfL strategy analysis (2)
Opinion piece
Challenge session 2
CPOS engagement
CPOS engagement
CPOS engagement
CPOS engagement
Better transport services
Bus report
Workshop
Post-workshop output + borough engagement
Rail/tube weakspot (1) research + report
Weakspot (2) research + report
Review approach
Support TF RCES work?
Value for Money report


Further action on inclusion
Digital exclusion mystery shop + output
Per sec summit
Post-summit stakeholder engagement
Low income pax analysis/engagement from VFM research
Closer working with Transport Committee
Meet AMs + TC staff post-election
Survey AMs + follow up
TC 10/7
TC 3/9 + 26/9
TC 24/10
TC 13/11
TC 10/12
TC 22/1
TC 27/2
TC 27/3
Improved casework operations
Oversee gearing up of Foundever + develop team role managing Foundever
Develop team role managing Foundever
Seek efficiency proposals
Trial CW changes + discuss CRM changes
Evaluate/embed CW changes (1st LTW, then poss TF)
Start RCA + get/assess Tfl complaint data
Update RCA (July + Oct) + next steps; TfL data next steps
Scope TF/LTW complaint work?
Improved LTW insight
Survey Londoner priorities
Stakeholder engagement
Start AM intelligence sharing
Identify + improve representativeness of digital community
London MPs engagement
Future trends paper
Roundtable