

# Special Operations Bulletin

5 October 2018



Hello everyone,

I'm aware it's been some time since we spoke to you about the Operations Review, so I wanted to update you on where we are.

The Surface On-Street Review (OSR) recognised the valuable contribution made by our operational staff and concluded that the CPOS Operations 2020 plan was viable and that we should work with our colleagues across Surface Operations to take this forward. I am currently finishing work with the senior managers from Buses and Network Management on the range of recommendations from the OSR and we are progressing how we work in a more integrated way within Surface particularly through sharing technology, analysis and strengthening ways of working.

We will be checking in on progress of these recommendations but the On-Street Review has closed. For us in CPOS this means we can now determine our future plans and the direction we want to pursue. The CPOS Operations Senior Management Team is currently revisiting the Ops 2020 Plan and assessing how far we have come in the past 2-3 years and what remains outstanding. We are looking again at the vision and principles set out in that Plan to see if they are still relevant and prepare us for the future.

I recognise that you have been patiently waiting for clarity on what the outcome of the Surface On-Street Review means for you and we have been updating managers and the Union on the latest information. This bulletin serves to update everyone and we hope to involve you further in discussions to bring you up to speed and include you in the thinking on how we can deliver a more integrated on-street function building on the foundations of Operations 2020. Most importantly we need to make sure that our operating model is cost effective and that we continue to play our full part in delivering TfL priorities and the Mayor's Transport Strategy.

We are planning on some all staff briefings in a few months which will also be an opportunity for you all to meet our new Director Siwan Hayward.

If you have any questions or comments in the meantime you can use the CPOS Operations Yammer group or email us at [CPOSOpsReview@tfl.gov.uk](mailto:CPOSOpsReview@tfl.gov.uk)

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