

Customer Service and Operational Performance Panel



Date: 7 October 2021

Item: Customer Services and Operational Performance Report – Quarter 1, 2021/22

This paper will be considered in public

1 Summary

- 1.1 The purpose of this paper is to update the Panel on TfL's customer service and operational performance for Quarter 1 2021/22 which is appended in the format of a report.
- 1.2 This report covers the period from 1 April to 26 June 2021.

2 Recommendation

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

3 Background

- 3.1 Since the outbreak of the coronavirus pandemic our priority has been on running services – at near-full-service levels – to enable Londoners who needed to travel to be able to do so, in keeping with the Government rules. We have provided regular updates to the Panel around customer services, our campaigns, engagements and face covering compliance enforcement, as well as other key information during this time.
- 3.2 London is now in a period of recovery and we are seeing increasing numbers of customers using our transport network. With this, we are reintroducing our full quarterly customer service and operational performance report – this is first since the Q3 2019/20 report presented to the Panel in February 2020.
- 3.3 The new report has been streamlined and restructured to align with our priorities post-pandemic. This reflects data sets which have changed during the pandemic on the way we track performance on TfL scorecard measures, as well as information that we report elsewhere – for example safety information which is reported quarterly to the Safety, Sustainability and Human Resources Panel. In other areas, such as security, we will be providing regular updates to the Panel instead, in the format of detailed papers on relevant topics to provide increased insight.
- 3.4 The measures in this report are supplemented by additional customer specific information including ticketing, fares, complaints and campaigns. The new template also makes it easier to comply with accessibility regulations.

List of appendices to this report:

Appendix 1: Customer Services and Operational Performance Report, Quarter 1
2021/22

List of Background Papers:

None

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