

Customer Service and Operational Performance Panel



Date: 7 December 2021

Item: Customer Services and Operational Performance Report - Quarter 2, 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 2 2021/22, which is appended in the format of a report.
- 1.2 This report covers the period from 27 June – 18 September 2021.
- 1.3 The format of this report continues to align with the Mayor's Transport Strategy and clearly highlights TfL scorecard measures.

2 Recommendation

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

3 Background

- 3.1 During the coronavirus pandemic, our priority was to run a service to enable all Londoners who needed to travel in keeping with the Government rules. London is now in a period of recovery and we are seeing increasing numbers of customers using our transport network.
- 3.2 The report outlines our performance aligns with our priorities and measures. It also provides additional information requested by Members at the previous meeting. The report will continue to be updated to better reflect reporting information requested by the Panel.

List of appendices to this report:

Appendix 1: Customer Services and Operational Performance Report, Quarter 2 2021/22

List of Background Papers:

None

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