

Customer Service and Operational Performance Panel



Date: 17 March 2022

Item: Customer Services and Operational Performance Report - Quarter 3, 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 3 2021/22, which is appended in the format of a report.

1.2 This report covers the period from 19 September – 11 December 2021.

2 Recommendation

2.1 The Panel is asked to note the paper.

List of appendices to this report:

Appendix 1: Customer Services and Operational Performance Report, Quarter 3 2021/22

List of Background Papers:

None.

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