

# Customer Service and Operational Performance Panel



**Date:** 13 July 2022

**Item:** Customer Services and Operational Performance Report - Quarter 4, 2021/22

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**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 4 2021/22, which is appended in the format of a report.

1.2 This report covers the period from 12 December 2021 – 31 March 2022.

## 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 4 2021/22

### List of Background Papers:

None

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