

Customer Service and Operational Performance Panel



Date: 4 October 2022

Item: Customer Services and Operational Performance Report - Quarter 1, 2022/23

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 2022/23, which is appended in the format of a report.

1.2 This report covers the period from 1 April 2022 – 25 June 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 1 2022/23

List of Background Papers:

None

Contact Officer: Andy Lord, Chief Operating Officer
Email: AndyLord@tfl.gov.uk

Contact Officer: Alex Williams, Interim Chief Customer and Strategy Officer
Email: AlexWilliams@tfl.gov.uk