

Customer Service and Operational Performance Panel



Date: 6 December 2022

Item: Deep-dive on TfL's "Care score"

This paper will be considered in public

1 Summary

1.1 At its meeting on 4 October 2022, the Panel requested more detailed information on the drivers of Care, why there are differences in perceptions of Care, and how it is used alongside other customer insight to guide our work.

1.2 This attached presentation seeks to cover these topics

2 Recommendation

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

List of appendices to this report:

Appendix 1: Deep-dive on TfL's "Care score"

List of Background Papers:

None

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