

Customer Service and Operational Performance Panel



Date: 12 July 2023

Item: Customer Service and Operational Performance Report –
Quarter 4, 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 4 2022/23, which is appended in the format of a report.
- 1.2 This report covers the period from 11 December 2022 – 31 March 2023.

2 Recommendation

- 2.1 The Panel is asked to note the paper.

List of appendices to this report:

Appendix 1: Customer Service and Operational Performance Report, Quarter 4 2022/23

List of Background Papers:

None

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