

## Customer Service and Operational Performance Panel

Date: 4 October 2023

Item: Customer Service and Operational Performance Report - Quarter 1 2023/24

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 2023/24, which is appended in the format of a report.

1.2 This report covers the period from 1 April – 24 June 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 1 2023/24

List of Background Papers:

None

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