

# Customer Service and Operational Performance Panel



**Date:** 5 December 2023

**Item:** Customer Service and Operational Performance Report – Quarter 2, 2023/24

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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 2 2023/24, which is appended in the format of a report.
- 1.2 This report covers the period from 25 June – 16 September 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 2

### **List of Background Papers:**

None

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