

Customer Service and Operational Performance Panel



Date: 5 March 2024

Item: Customer Service and Operational Performance Report – Quarter 3, 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 3 of 2023/24, which is appended in the format of a report.
- 1.2 This report covers the period from 17 September to 9 December 2023.

2 Recommendation

- 2.1 **The Panel is asked to note the report.**

List of appendices to this report:

Appendix 1 – Customer Service and Operational Performance Report, Quarter 3

List of Background Papers:

None

Contact Officer: Glynn Barton, Interim Chief Operating Officer
Email: Glynn.Barton@tfl.gov.uk

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