

# Customer Service and Operational Performance Panel



**Date:** 10 July 2024

**Item:** Customer Service and Operational Performance Report – Quarter 4, 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 4 of 2023/24, which is appended in the format of a report.
- 1.2 This report covers the period from 10 December 2023 to 31 March 2024.

## **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 4 2023/24

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

None

Contact Officer: Claire Mann, Chief Operating Officer  
Email: [ClaireMann@tfl.gov.uk](mailto:ClaireMann@tfl.gov.uk)

Contact Officer: Alex Williams, Chief Customer and Strategy Officer  
Email: [AlexWilliams@tfl.gov.uk](mailto:AlexWilliams@tfl.gov.uk)