

Date: 28 November 2024

Item: Customer, Sustainability and Operations Report - Quarter 2, 2024/25

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, sustainability, and operations performance for Quarter 2 2024/25, which is appended in the format of three reports.
- 1.2 The Quarter 2 reports cover the period from 23 June to 14 September 2024.

2 Recommendation

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

List of appendices to this report:

Appendix 1: Customer Report, Quarter 2 2024/25
Appendix 2: Sustainability Report, Quarter 2 2024/25
Appendix 3: Operations Report, Quarter 2 2024/25

List of Background Papers:

None

Contact Officer: Claire Mann, Chief Operating Officer
Email: ClaireMann@tfl.gov.uk

Contact Officer: Lilli Matson, Chief Safety, Health and Environment Officer
Email: LilliMatson@tfl.gov.uk

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