

How are we doing in 2014?



Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11	Period 12	Period 13
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Customer Journeys (000's)*	2014	N/A	N/A	N/A	N/A	N/A	249	380	417	404	354	381	382	378
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The number of customer journeys recorded to the nearest thousand through ticket purchase, smartcard validation, mticket activation and TSA manual counts.

Service Reliability*	2014	N/A	N/A	N/A	N/A	N/A	99.00%	99.00%	97.09%	98.40%	98.90%	99.19%	97.94%	98.46%
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The number of completed journeys versus planned.

*Edinburgh Trams entered into passenger service on 31st May 2014.