

# How are we doing in 2016?



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)	2015	312	361	365	382	366	398	399	441	507	428	421	414	415
	2016	344	384	401	393	399	428	419	487	501	446	436	489	467
	Change	32	23	36	11	33	30	20	46	-6	18	15	75	52

The number of customer journeys recorded to the nearest thousand through ticket purchase, smartcard validation, mticket activation and TSA manual counts.

Service Reliability	2015	99.36%	99.75%	98.13%	99.24%	99.68%	99.30%	99.26%	99.71%	97.84%	99.81%	99.13%	99.30%	98.57%
	2016	99.83%	98.17%	99.71%	99.87%	99.75%	99.83%	99.17%	99.71%	99.77%	100.20%	99.31%	98.69%	100.12%
	Change	0.47%	-1.58%	1.58%	0.63%	0.07%	0.53%	-0.09%	0.00%	1.93%	0.39%	0.18%	-0.61%	1.55%

The number of completed journeys versus planned.

Mystery Shopper*	2015	N/A		94.0%		93.7%		94.8%	
	2016	96.3%		97.3%		97.0%		98.1%	
	Change	N/A		3.3%		3.3%		3.3%	

Overall satisfaction with more than 90 questions asked in 50 journeys made on 5 occasions during each quarter.

\*Mystery Shopper programme introduced Q2, 2015.