How are we doing in 2018?

Edinburgh Trams

		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
Customer Journeys (000's)	2017	388	468	478	488	493	488	493	544	593	521	539	611	550
	2018	451	541	481	537	560								
	Change	63	73	3	49	67								

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

		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
Service Reliability	2017	99.70%	99.32%	99.82%	99.91%	99.42%	96.02%	99.82%	99.06%	99.48%	99.47%	99.23%	99.60%	99.62%
	2018	99.19%	99.53%	94.07%	99.65%	99.60%								
	Change	-0.51%	0.21%	-5.75%	-0.26%	0.18%								

The number of completed journeys versus planned.

		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
Mystery Shopper	2017		99.2%			97.7%			97.9%			97.5%		
	2018		97.0%											
	Change		-2.2%											

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

		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
Customer Relations Case Handling Satisfaction*	2017	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	2018	N/A	N/A	84%	87%	87%								
	Change	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Overall satisfaction with Customer Relations Officer's handling of correspondence.

*A new in-house Customer Relations department was created in period 3, 2018 to handle all communications channels therefore previous data is incomplete or incomparable.