

How are we doing in 2018?



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)	2017	388	468	478	488	493	488	493	544	593	521	539	611	550
	2018	451	541	481	537	560	564	557						
	Change	63	73	3	49	67	76	64						

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

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%	98.53%	98.00%						
	Change	-0.51%	0.21%	-5.75%	-0.26%	0.18%	2.51%	-1.82%						

The number of completed journeys versus planned.

Mystery Shopper	2017	99.2%			97.7%			97.9%			97.5%		
	2018	97.0%			96.1%								
	Change	-2.2%			-1.6%								

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

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%	84%	83%						
	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.