

Performance Report - Period 4

20 March – 16 April 2016

	Period 3	Period 4	% difference [increase/ decrease] between last 2 periods
On Time Departures	95.65	98.24%	Up by 2.59%
The % of departures that departed the Airport tramstop within 3 minutes of their allocated time.			
Journeys Completed	100.29%	99.87%	Down by 0.42%
The % of customer journeys that were completed without a break in the journey.			
Number of Passengers V 2015	401,418	393,460	Down 2%
The number of passengers carried in the period.			
Mystery Shopper Survey Results	Q4 2015 was 94.8%	Q1 2016 was 96.3%	Up by 1.5%
The overall % score obtained from a questionnaire comprising 90 questions completed by an independent company in ever four week period.			