

How are we doing in 2015?



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
	2015	312	361	365	382	366	398	399	441	507	428	421	414	415
	Change	N/A	N/A	N/A	N/A	N/A	149	19	24	103	74	40	32	37

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%
	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%
	Change	N/A	N/A	N/A	N/A	N/A	0.30%	0.26%	2.62%	-0.56%	0.91%	-0.06%	1.36%	0.11%

The number of completed journeys versus planned.

Mystery Shopper*	2014	N/A			N/A			N/A			N/A		
	2015	N/A			94.0%			93.7%			94.8%		
	Change	N/A			N/A			N/A			N/A		

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

*Edinburgh Trams entered into passenger service on 31st May 2014. Mystery Shopper programme introduced Q2, 2015.