

How are we doing in 2017?



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)	2016	344	384	401	393	399	428	419	487	501	446	436	489	467
	2017	388	468	478	488	493	488	493	544	593	521	539	611	550
	Change	44	84	77	95	94	60	74	57	92	75	103	122	83

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

Service Reliability	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%
	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%
	Change	-0.13%	1.15%	0.11%	0.04%	-0.33%	-3.81%	0.65%	-0.65%	-0.29%	-0.73%	-0.08%	0.91%	-0.50%

The number of completed journeys versus planned.

Mystery Shopper	2016	96.3%	97.3%	97.0%	98.1%
	2017	99.2%	97.7%	97.9%	97.5%
	Change	2.9%	0.4%	0.9%	-0.6%

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