

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 | | | | | | | | | | |
| | Change | 63 | 73 | 3 | 49 | | | | | | | | | | |

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% | | | | | | | | | |
| | Change | -0.51% | 0.21% | -5.75% | -0.26% | | | | | | | | | |

The number of completed journeys versus planned.

| 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.

| 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% | | | | | | | | | |
| | 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.