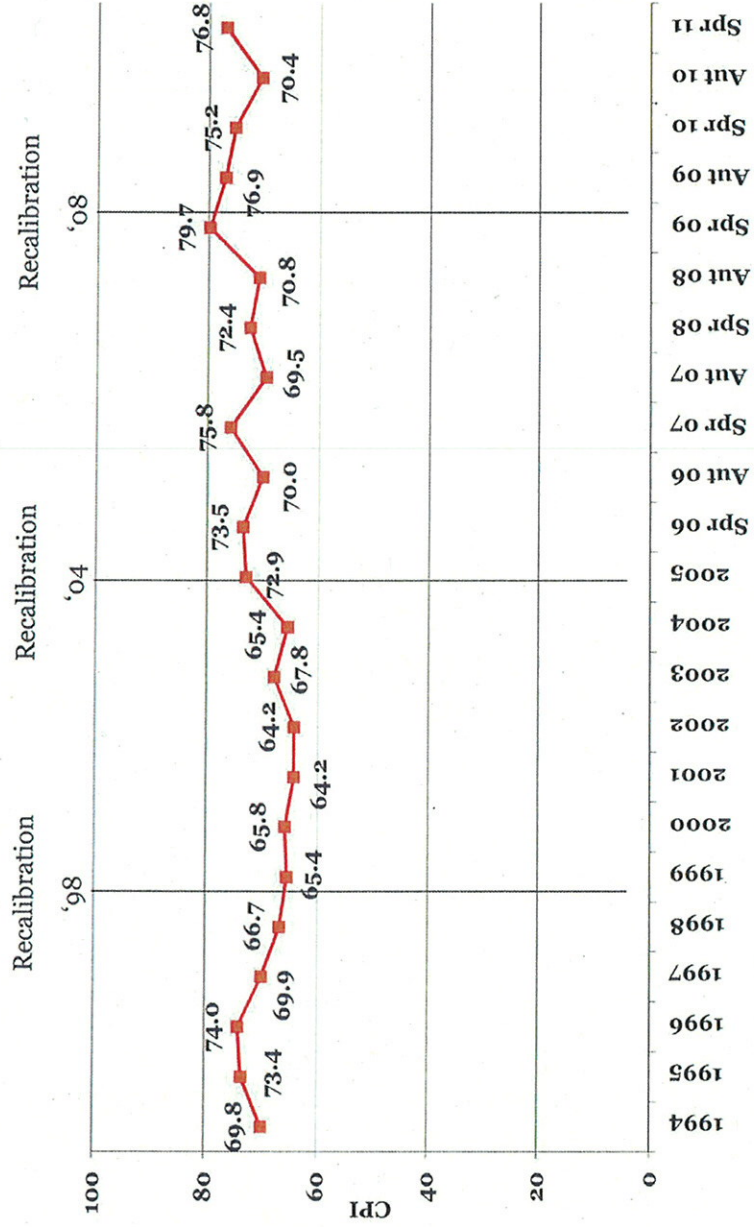


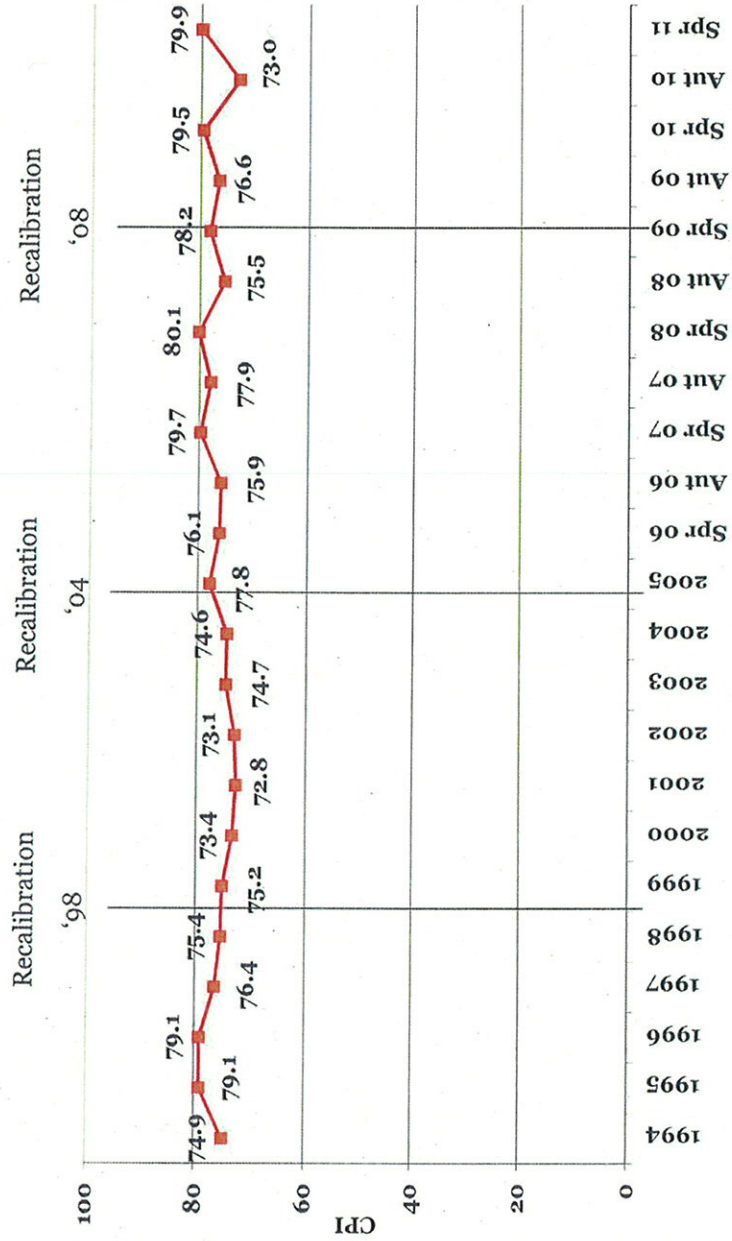
Overview of results

## Customer Performance Index (CPI) – Metro



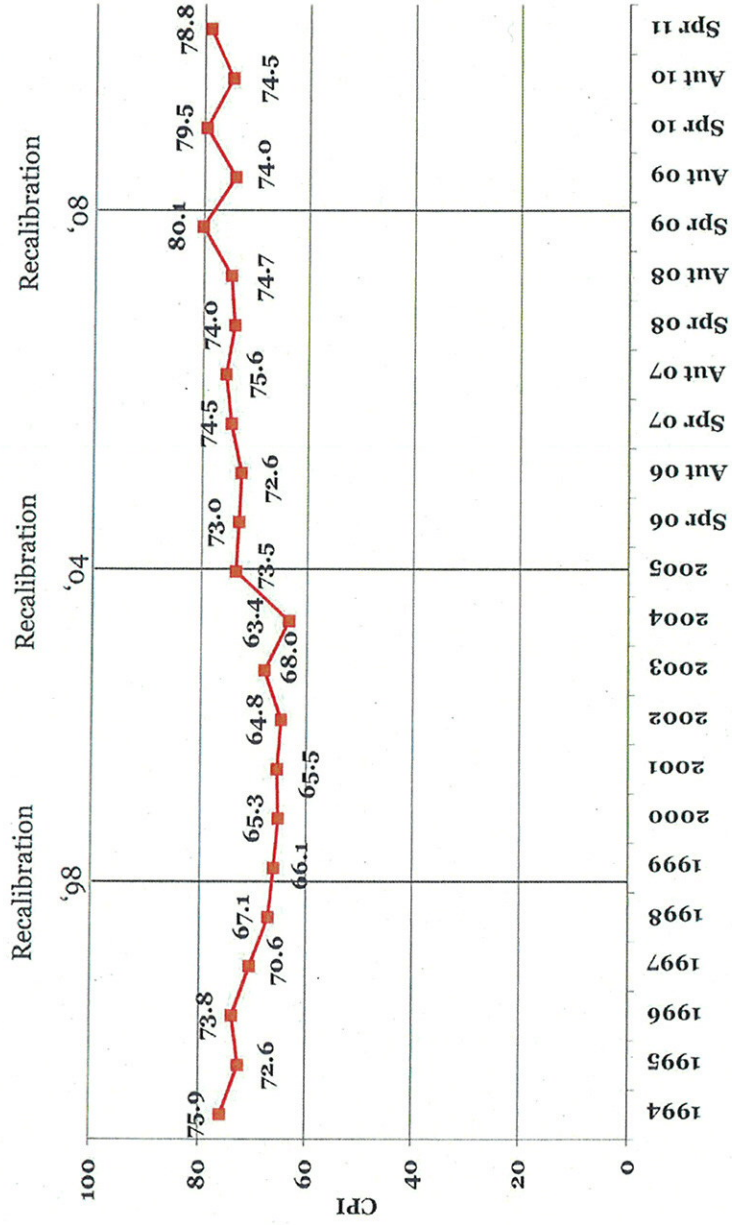
Overview of results

**Customer Performance Index (CPI) – Ulsterbus**



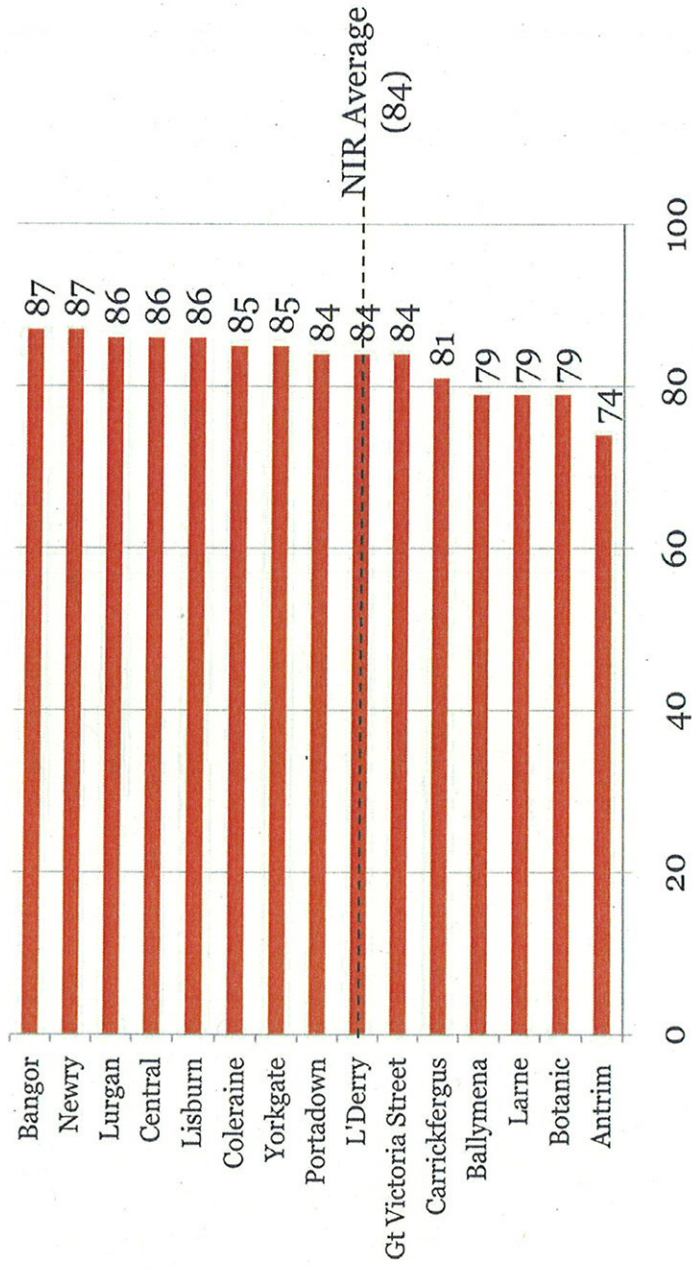
Overview of results

## Customer Performance Index (CPI) – NIR



NIR: Detailed ratings of service quality

### Individual Customer Performance Ratings – Autumn 2010 / Spring 2011



Ulsterbus: Detailed ratings of service quality

### Customer satisfaction with Ulsterbus Stations – Autumn 2010 / Spring 2011

