



# **Luas Performance Report**

## **Quarter 3 2015**

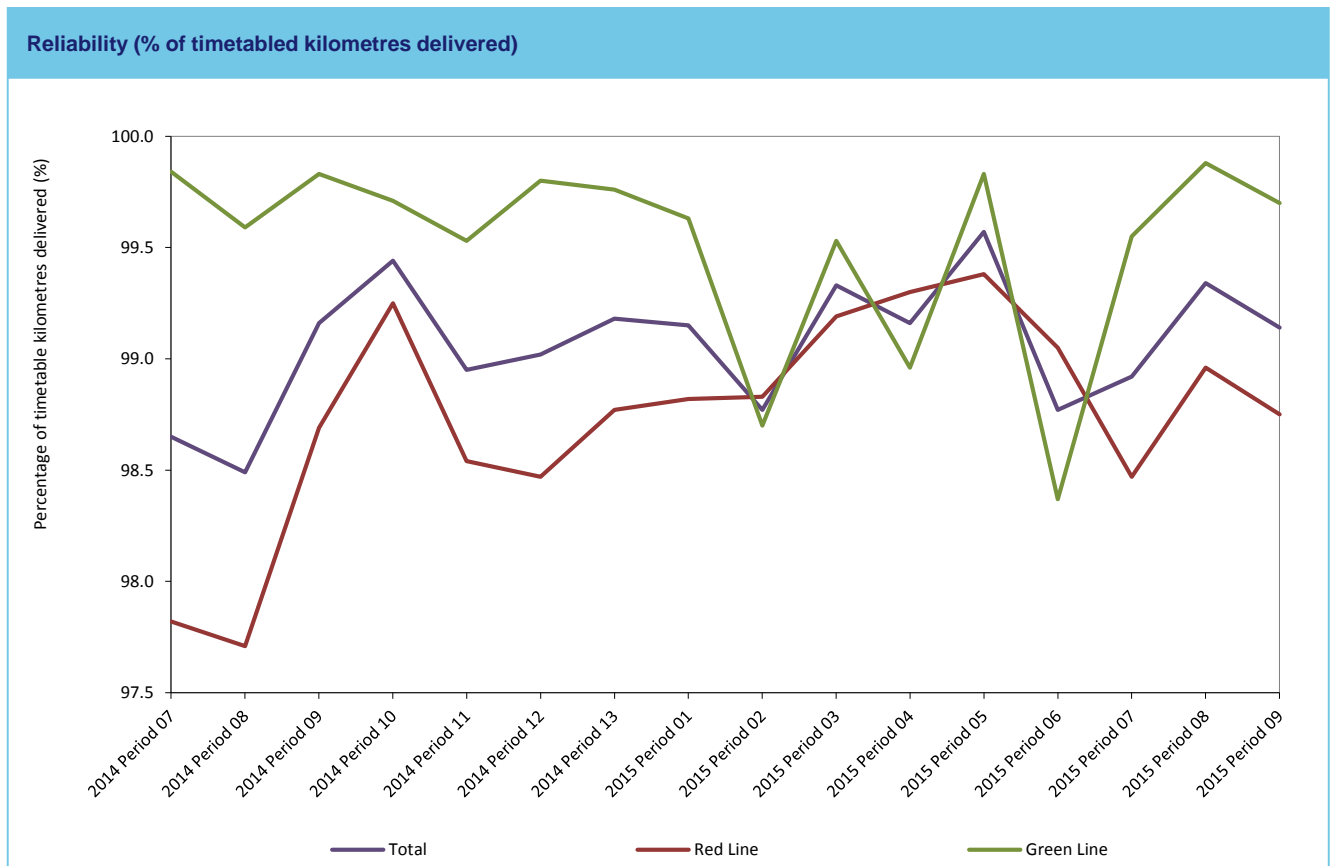
### **Reporting Periods 7 to 9**



# 1 RELIABILITY

Luas measures reliability in terms of the percentage of timetabled kilometres delivered. The chart below shows the reliability in the reporting periods comprising Q3 of 2015 and the same information for the preceding year. The table below gives the average reliability by line for the Q3 of 2015.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q3	98.73%	99.71%	99.13%
Average year to date	98.97%	99.34%	99.13%

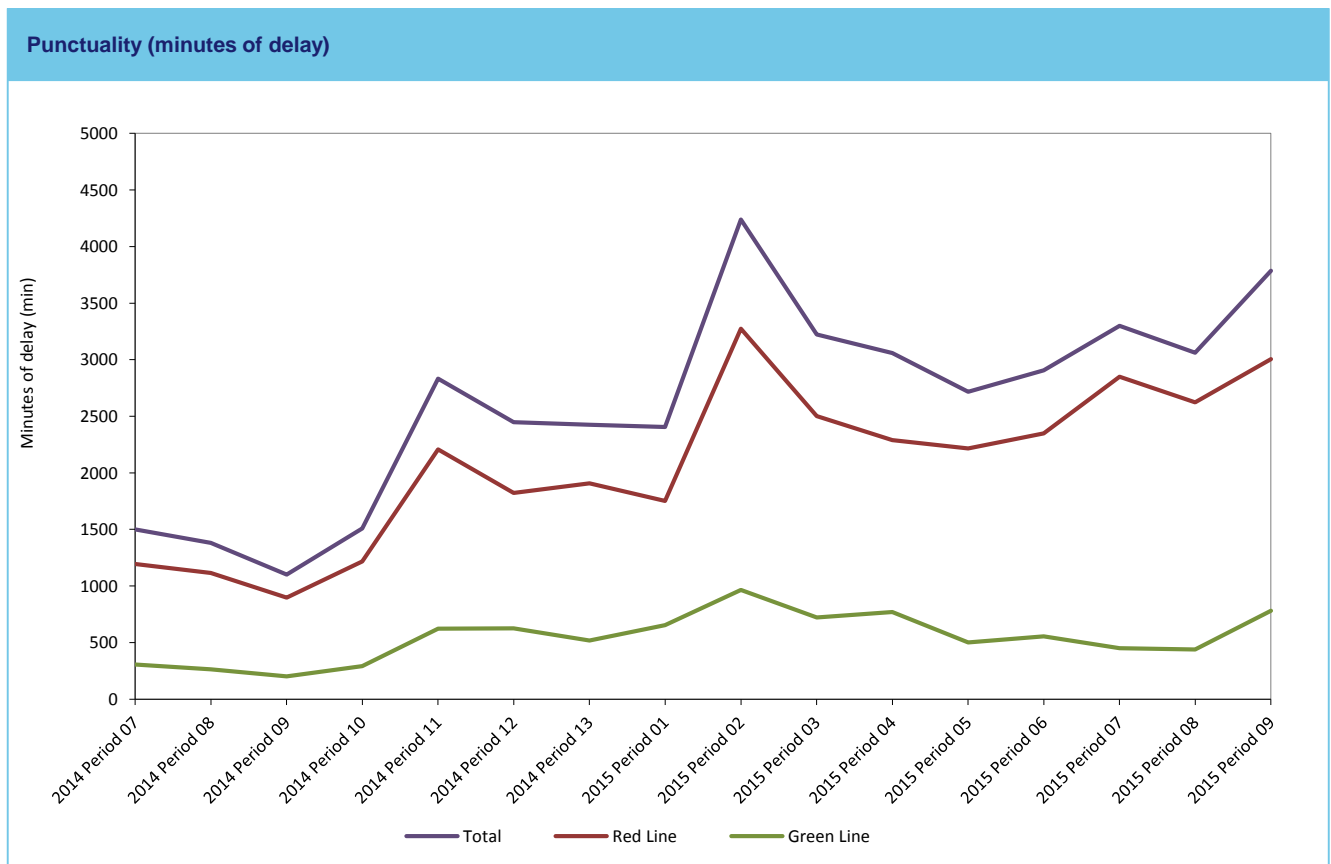


Note that the Luas Operator pays RPA a financial penalty for every kilometre not delivered.

## 2 PUNCTUALITY

Luas measures punctuality in terms of the total number of minutes lost due to delays. The chart below shows the reliability in the reporting periods comprising Q3 of 2015 and the same information for the preceding year. The table below gives the average number of minutes lost due to delays per period by line for Q3 of 2015.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q3	2826 minutes	557 minutes	3382 minutes
Average year to date	2542 minutes	649 minutes	3192 minutes



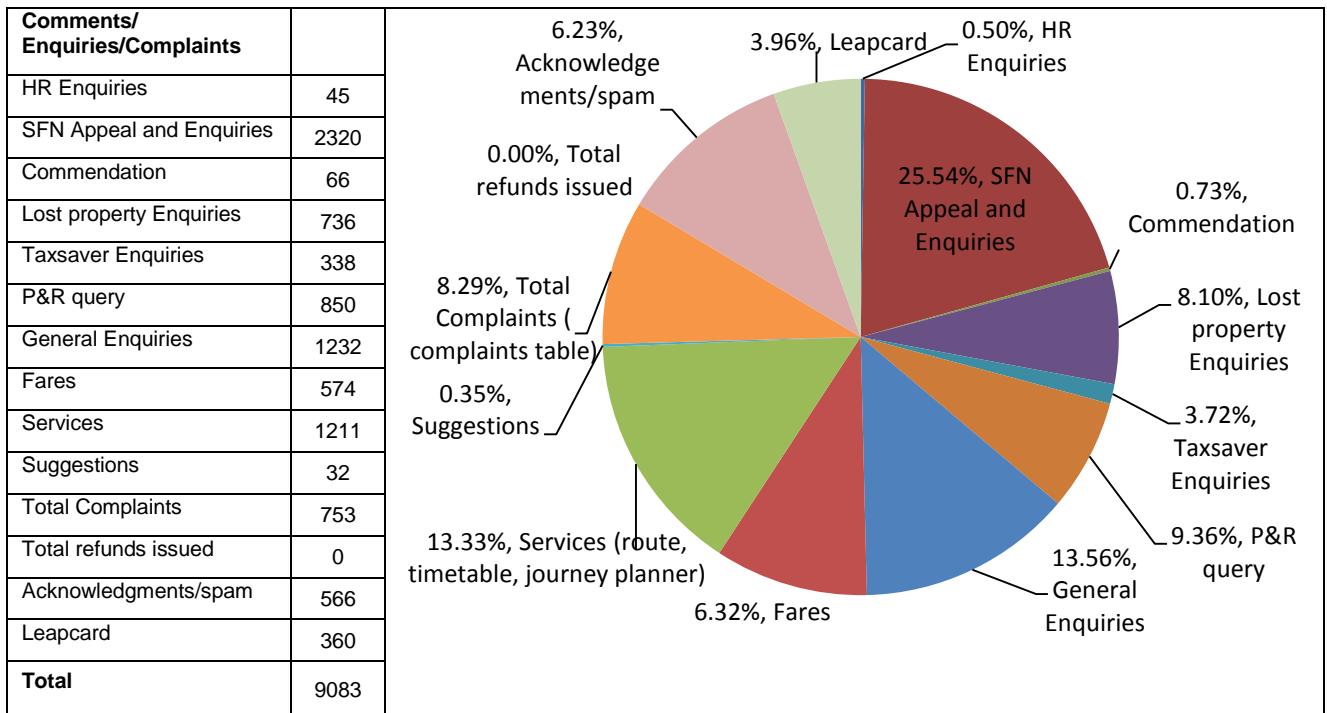
Note that the Luas Operator pays RPA a financial penalty for minute of delay.

Under the new Operating Contract, service reliability is measured by means of excess waiting time (EWT). The EWT Deduction for each Reporting period shall only apply when a modification to the Control Systems, which shall record the time that every Light Rail Vehicle in passenger service arrives at the exit loop at each stop, has been implemented.

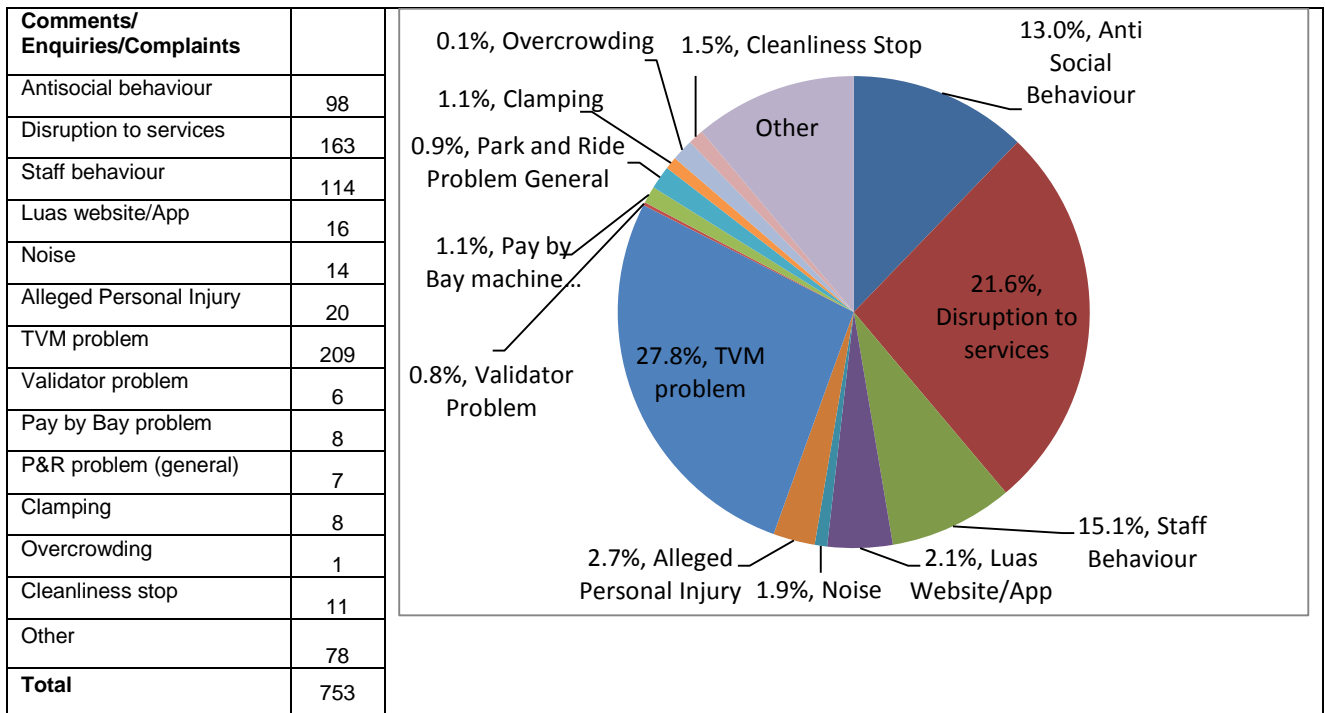
### 3 COMMENTS AND COMPLAINTS

The table and chart below shows the number of comments and complaints received in Q3 by the Luas call centre. It also shows the categories that these comments and complaints are divided into.

This equates to 116 comments or complaints per 100,000 passenger journeys.



The table and chart below shows the breakdown of complaints.



#### 4 CLEANLINESS

Cleanliness audits are performed every 4 weeks (once per period) in all areas. The average scores for Q3 are as follows:

	<i>Stops</i>	<i>Trams</i>
Average for Q3	98.92%	100.00%
Average year to date	99.09%	99.19%

#### 5 PASSENGER INFORMATION

The availability of passenger information at stops and on board trams for Q3 is as follows:

	<i>Stops</i>	<i>Trams</i>
Average for Q3	99.49%	99.69%
Average year to date	99.09%	99.76%