

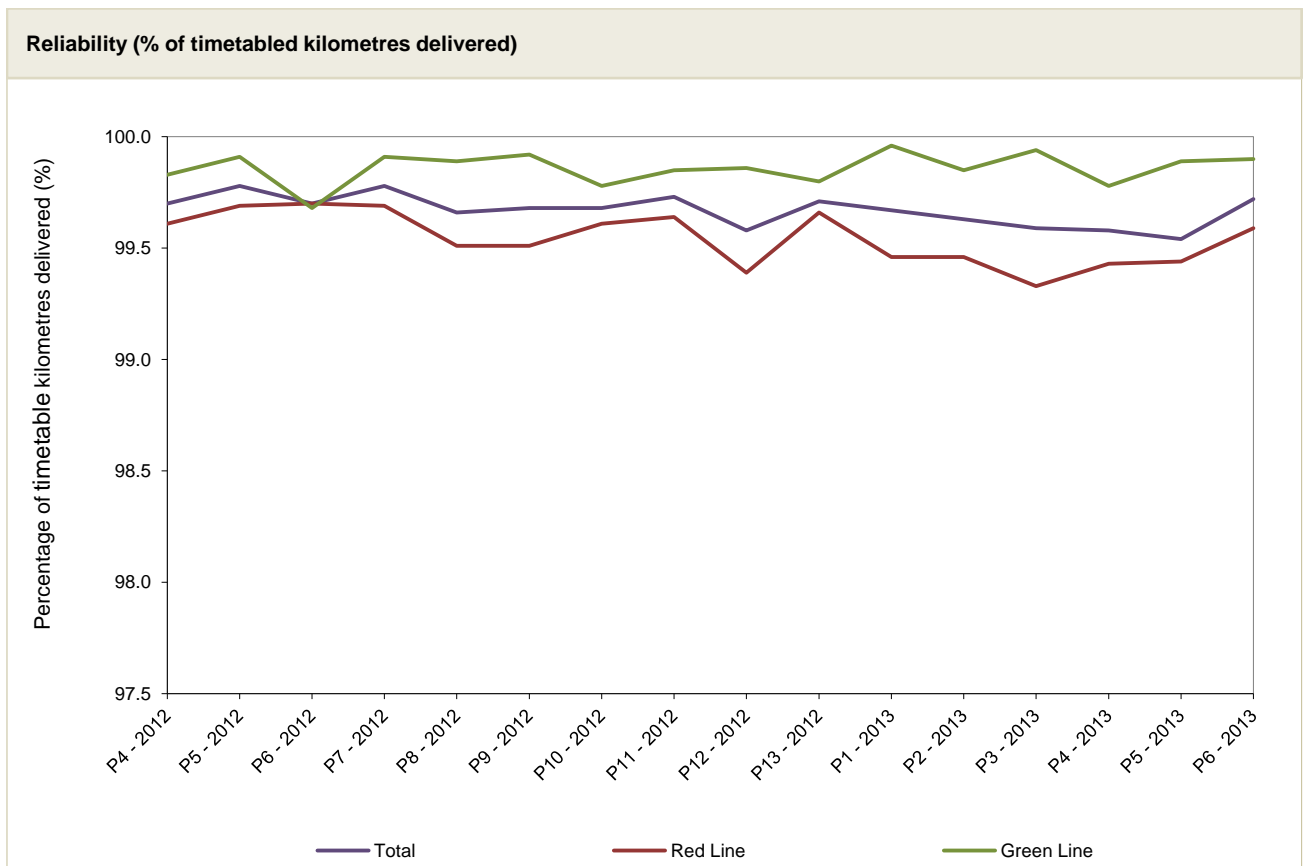


**Luas Performance Report**  
**Quarter 2 2013**  
**Reporting Periods 4 to 6**

# 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 Q2 of 2013 and the same information for the preceding year. The table below gives the average reliability by line for the Q2 of 2013.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q2	99.49%	99.86%	99.65%
Average year to date	99.45%	99.89%	99.64%

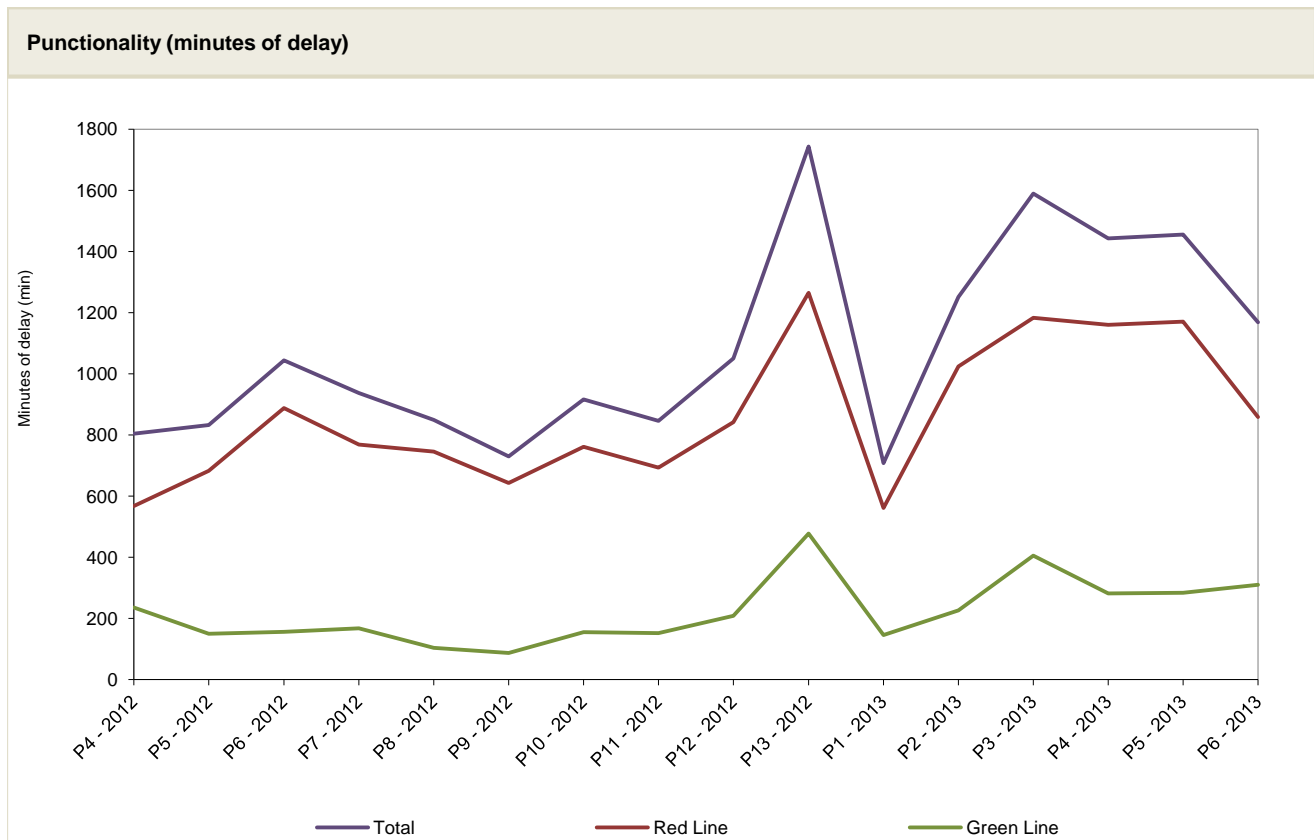


Note that the Luas Operator pays RPA a financial penalty for every kilometre not delivered.

## 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 Q2 of 2013 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 Q2 of 2013.

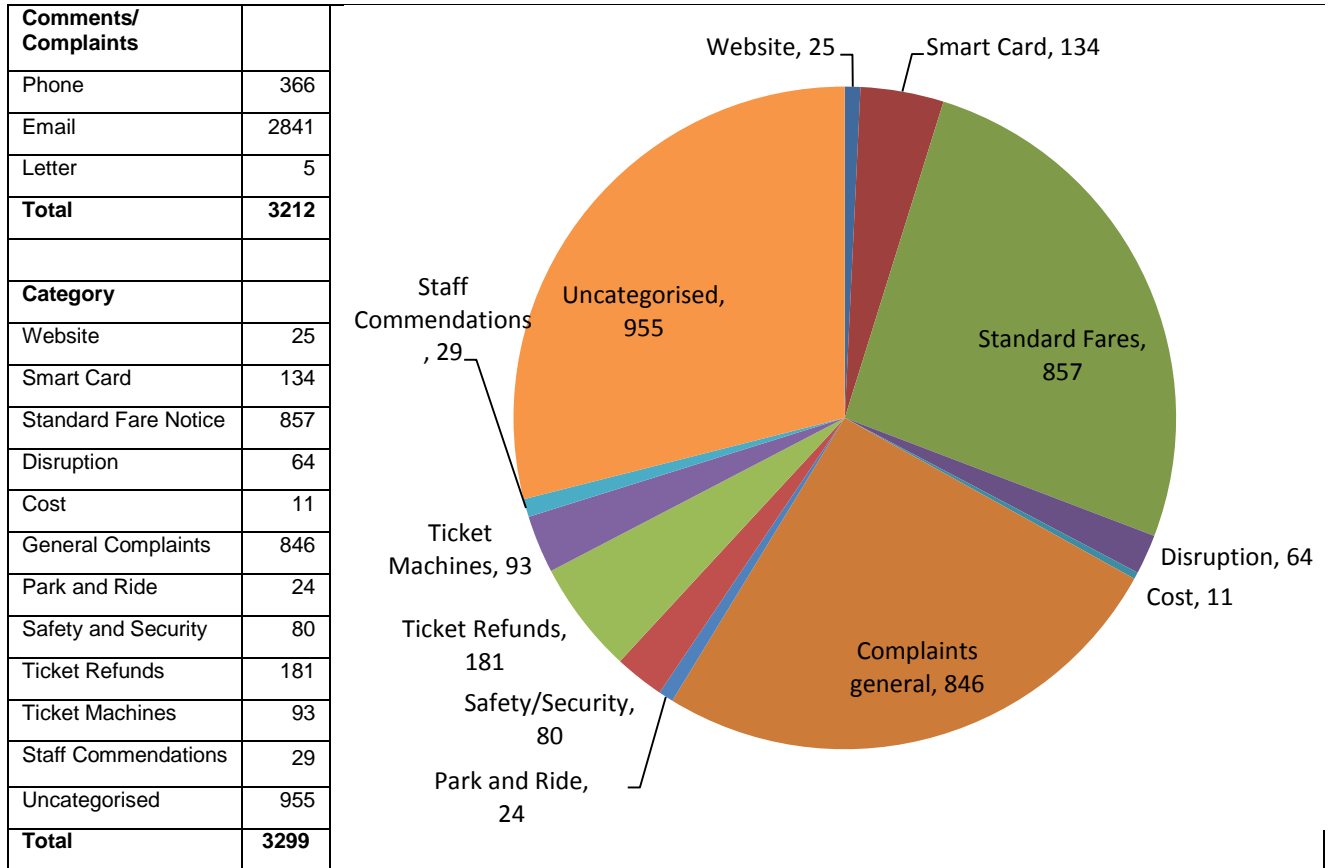
	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q2	966 minutes	273 minutes	1239 minutes
Average year to date	945 minutes	266 minutes	1211 minutes



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

### 3 COMMENTS AND COMPLAINTS

The table and chart below shows the number of comments and complaints received in Q2 by the Luas call centre. It also shows the categories that these comments and complaints are divided into.



This equates to 49.22 comments or complaints per 100,000 passenger journeys. Note that “uncategorised” calls can relate to general queries such as lost property or information about Leap card amongst other types.

### 4 CLEANLINESS

Cleanliness audits are performed every 4 weeks (once per period) in all areas. The average scores for Q2 are as follows:

	<i>Stops (Planned)</i>	<i>Stops (Unplanned)</i>	<i>Trams</i>
Average for Q2	99.42%	84.02%	97.75%
Average year to date	99.49%	86.56%	97.94%

### 5 PASSENGER INFORMATION

The availability of passenger information at stops and on board trams for Q2 is as follows:

	<i>Stops</i>	<i>Trams</i>
Average for Q2	99.93%	99.87%
Average year to date	99.72%	99.88%