

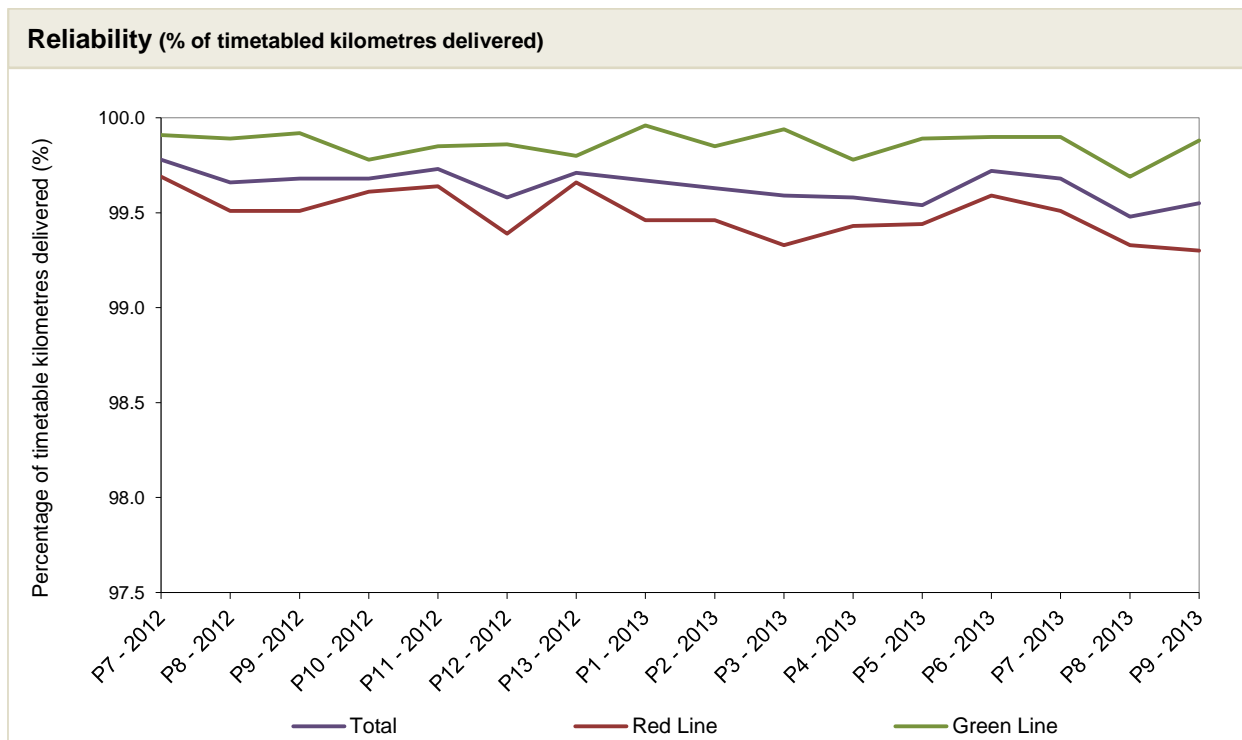


Luas Performance Report
Quarter 3 2013
Reporting Periods 7 to 9

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 2013 and the same information for the preceding year. The table below gives the average reliability by line for the Q3 of 2013.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q3	99.38%	99.82%	99.57%
Average year to date	99.43%	99.86%	99.62%

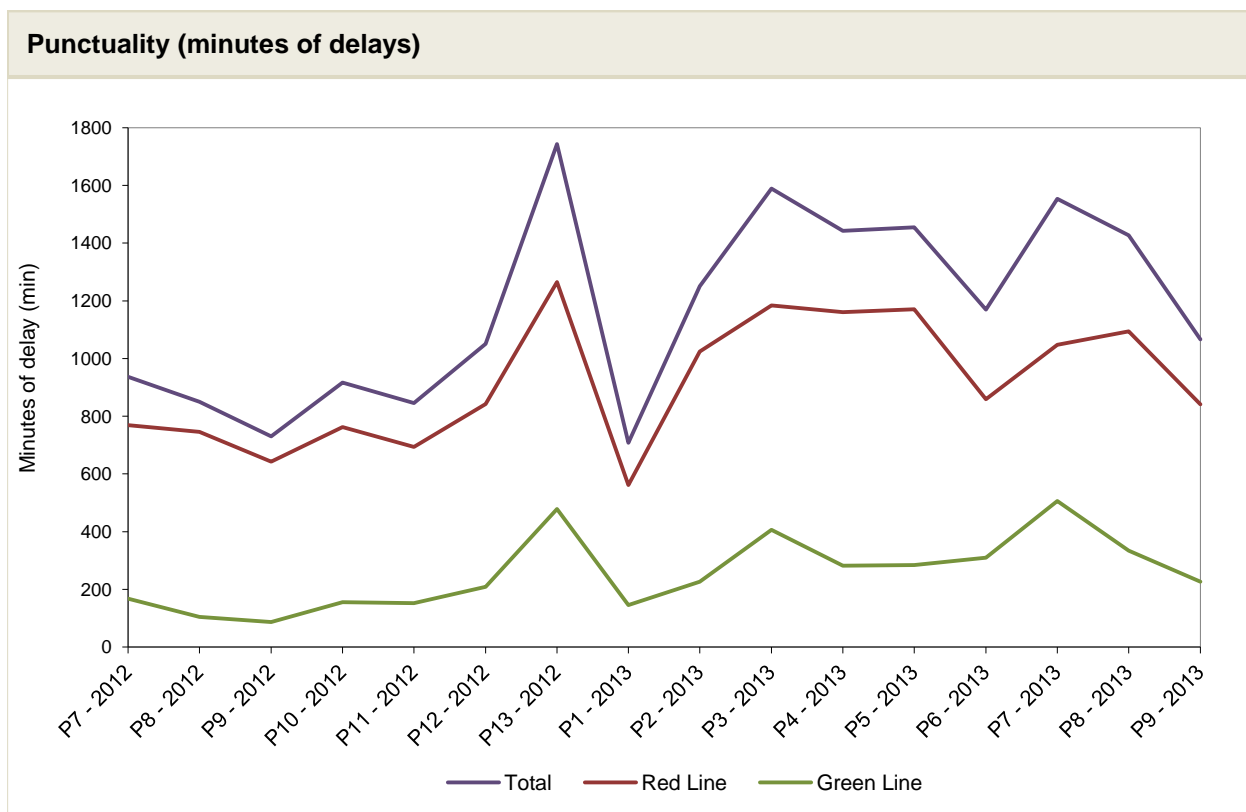


Note that the Luas Operator pays RPA a financial penalty for every kilometre not delivered.

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 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 Q3 of 2013.

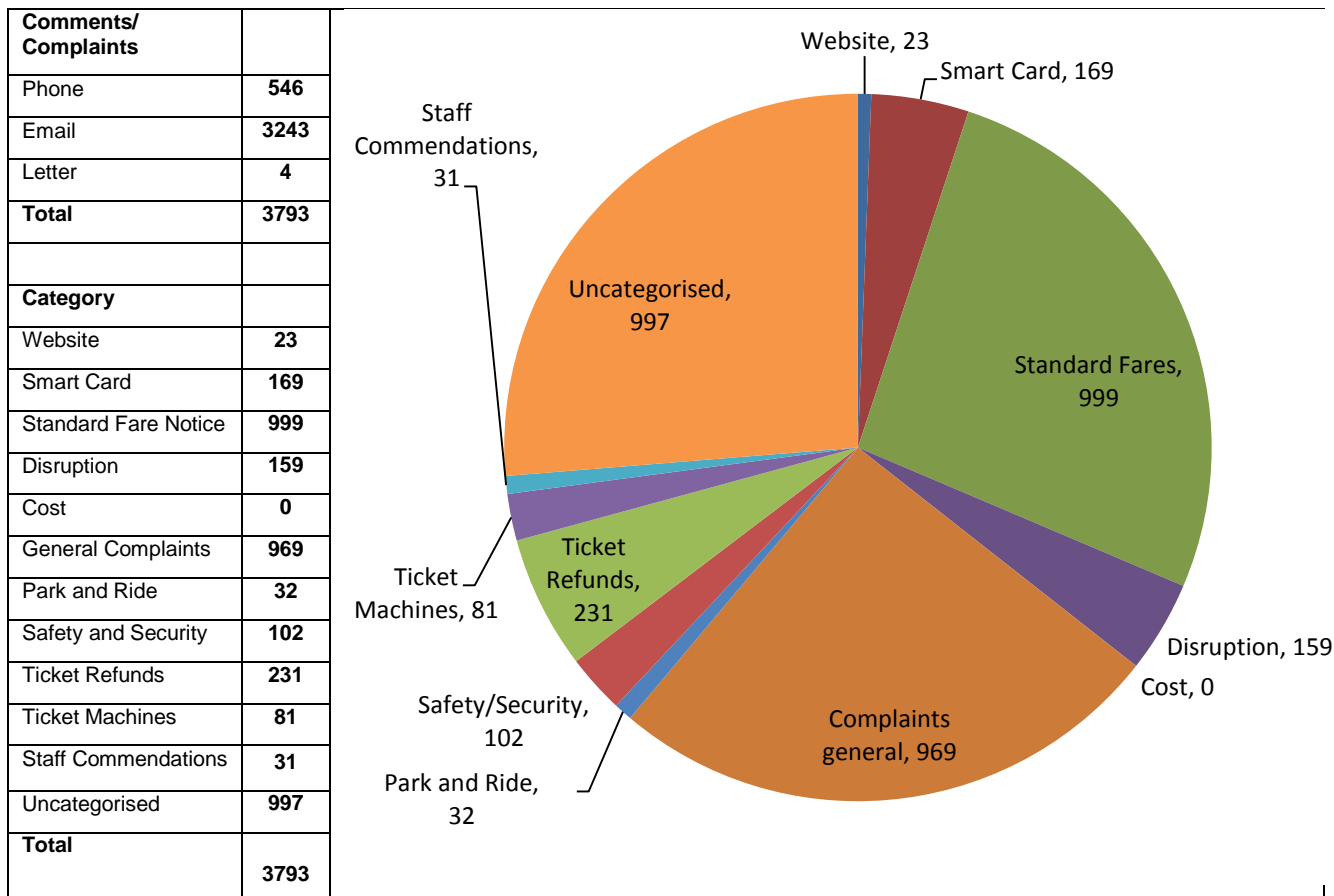
	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q3	994 minutes	355 minutes	1349 minutes
Average year to date	961 minutes	296 minutes	1257 minutes



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 Q3 by the Luas call centre. It also shows the categories that these comments and complaints are divided into.



This equates to 55.2 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 Q3 are as follows:

	<i>Stops (Planned)</i>	<i>Stops (Unplanned)</i>	<i>Trams</i>
Average for Q3	97.93%	84.27%	98.33%
Average year to date	99.00%	86.64%	98.14%

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	99.88%	99.97%
Average year to date	99.71%	99.91%