

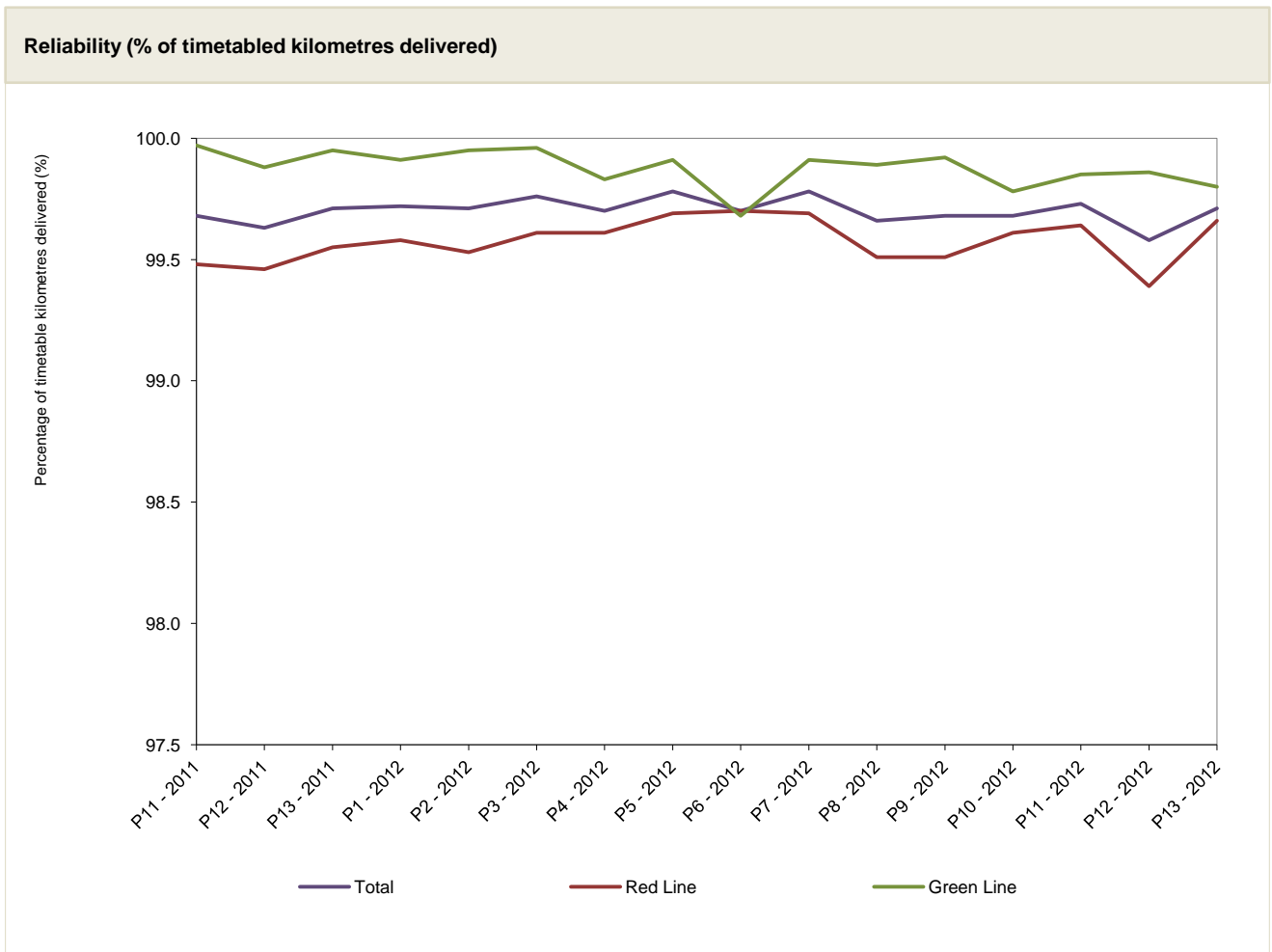


**Luas Performance Report**  
**Quarter 4 2012**  
**Reporting Periods 10 to 13**

# 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 Q4 of 2012 and the same information for the preceding year. The table below gives the average reliability by line for the Q4 of 2012.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q4	99.58%	99.82%	99.68%
Average year to date	99.59%	99.85%	99.69%

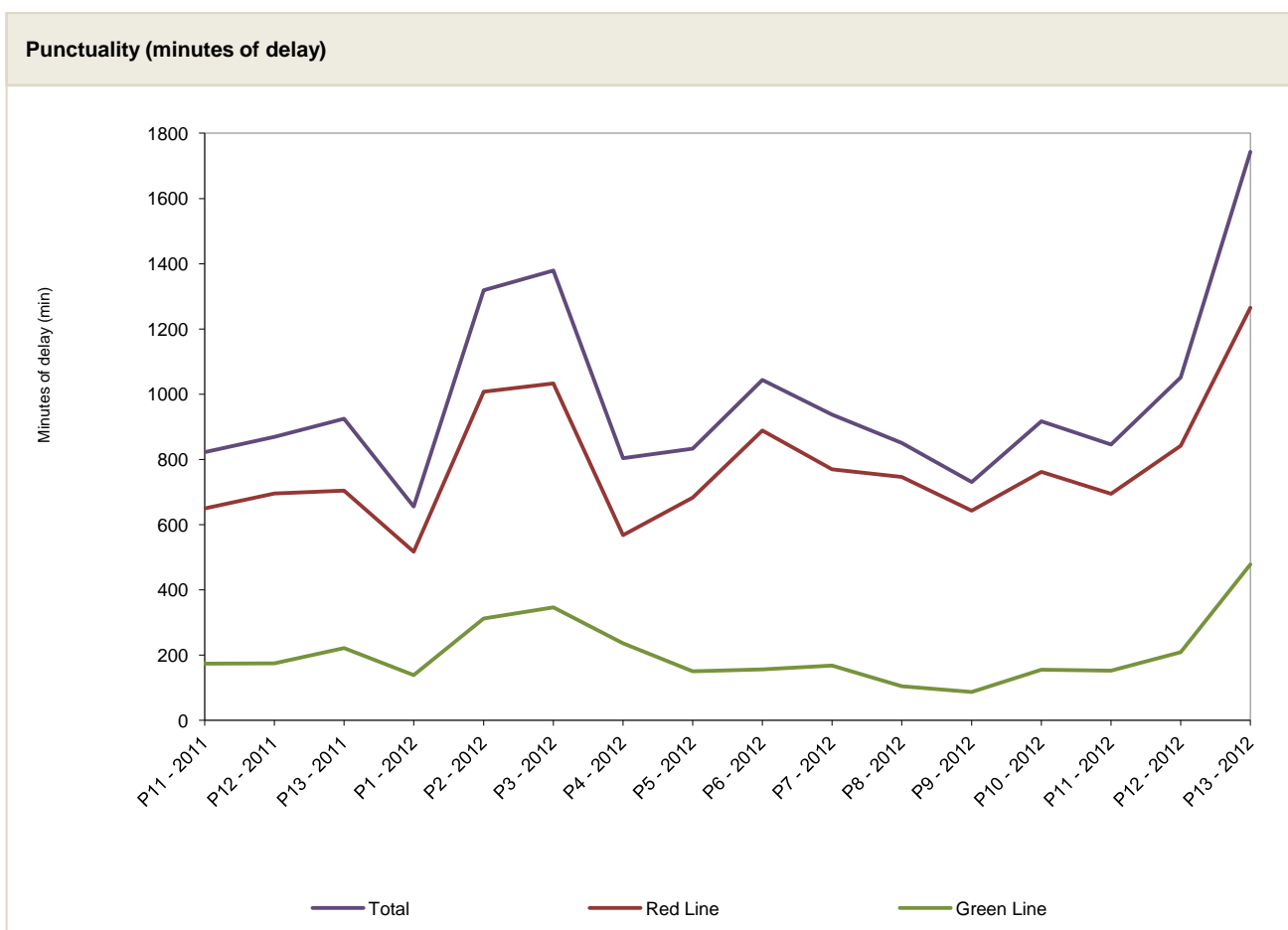


Note that the Luas Operator pays RPA a financial penalty for every kilometre not delivered.

## 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 Q4 of 2012 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 Q4 of 2012.

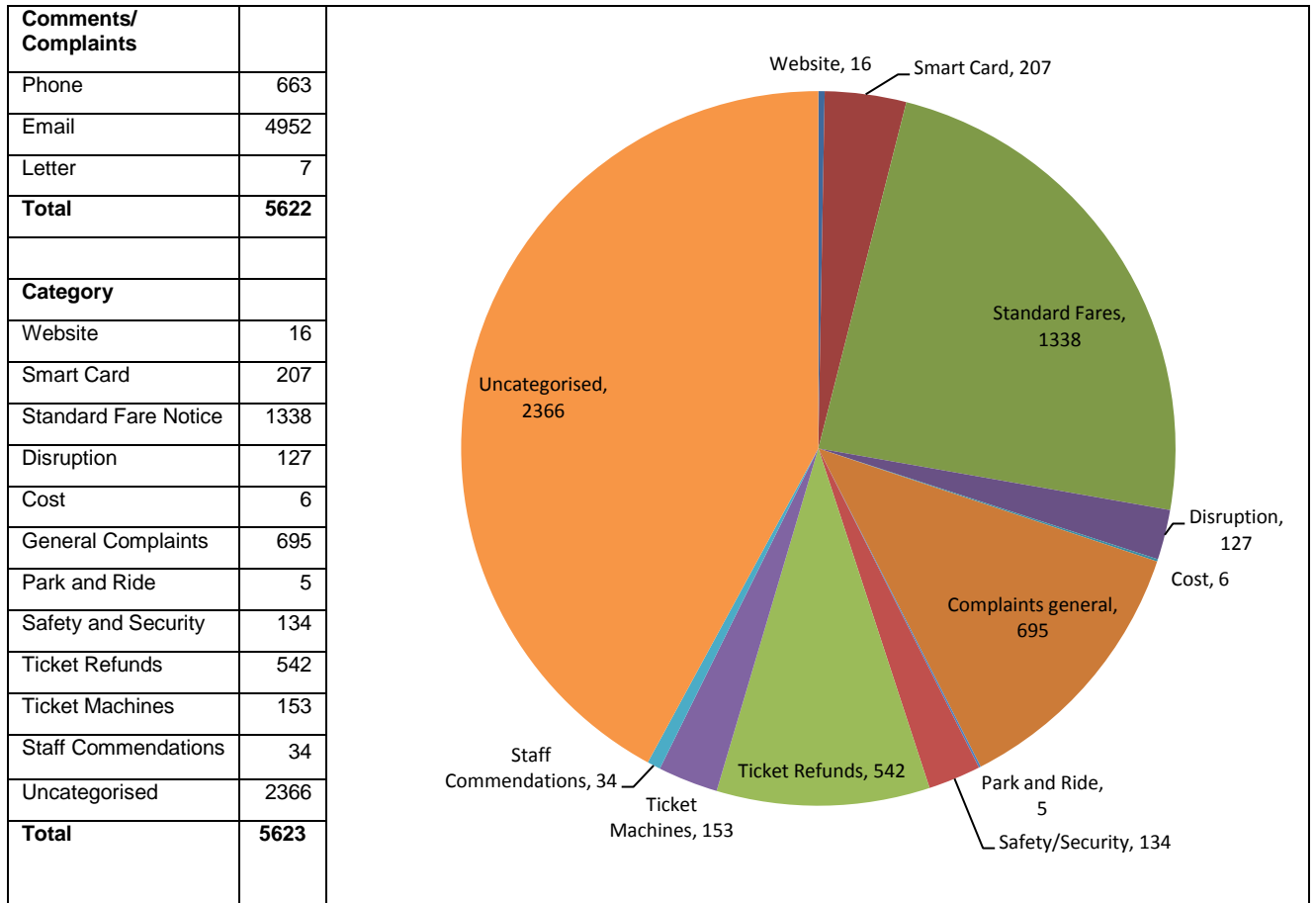
	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q4	891 minutes	249 minutes	1139 minutes
Average year to date	801 minutes	207 minutes	1008 minutes



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 Q4 by the Luas call centre. It also shows the categories that these comments and complaints are divided into.



This equates to 55.90 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 Q4 are as follows:

	<i>Stops (Planned)</i>	<i>Stops (Unplanned)</i>	<i>Trams</i>
Average for Q4	99.11%	87.62%	98.01%
Average year to date	99.70%	87.13%	97.73%

### 5 PASSENGER INFORMATION

The availability of passenger information at stops and on board trams for Q4 is as follows:

	<i>Stops</i>	<i>Trams</i>
Average for Q4	99.83%	99.80%
Average year to date	99.70%	99.75%