



Luas Performance Report

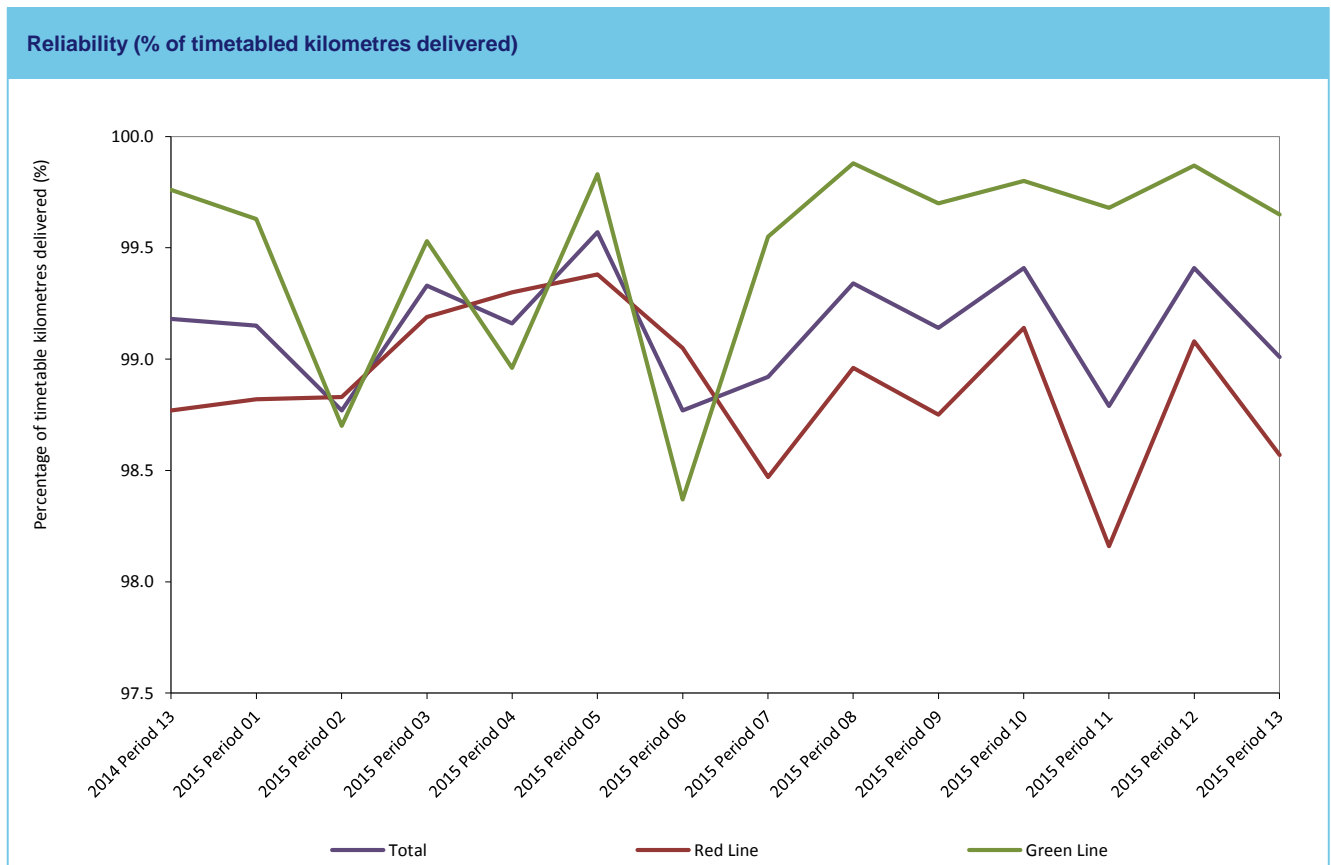
Quarter 4 2015

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 2015 and the same information for the preceding year. The table below gives the average reliability by line for the Q4 of 2015.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q4	98.75%	99.75%	99.16%
Average year to date	98.90%	99.47%	99.14%

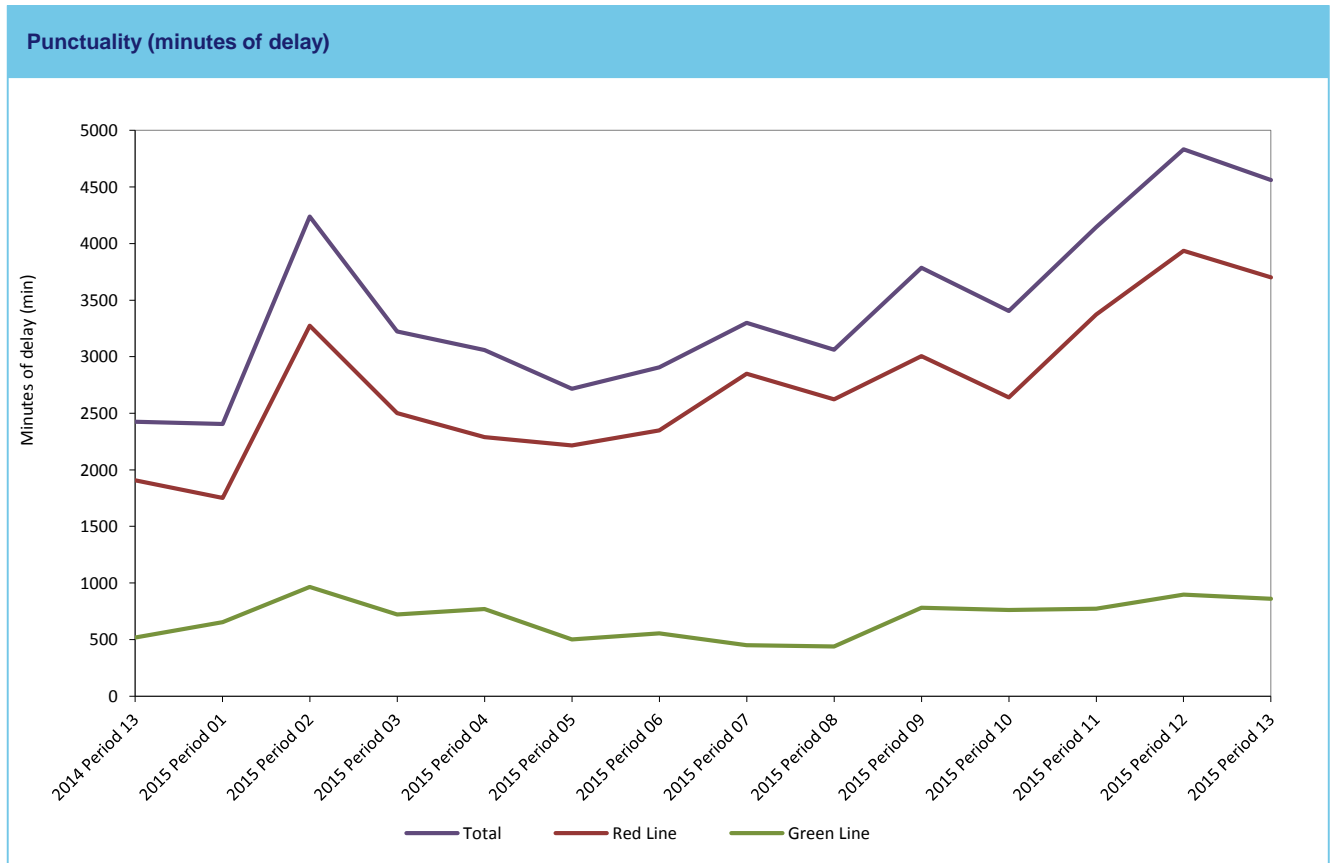


Note that the Luas Operator pays TII a financial penalty for every kilometre not delivered.

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 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 Q4 of 2015.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q4	3413 minutes	823 minutes	4236 minutes
Average year to date	2716 minutes	738 minutes	2081 minutes



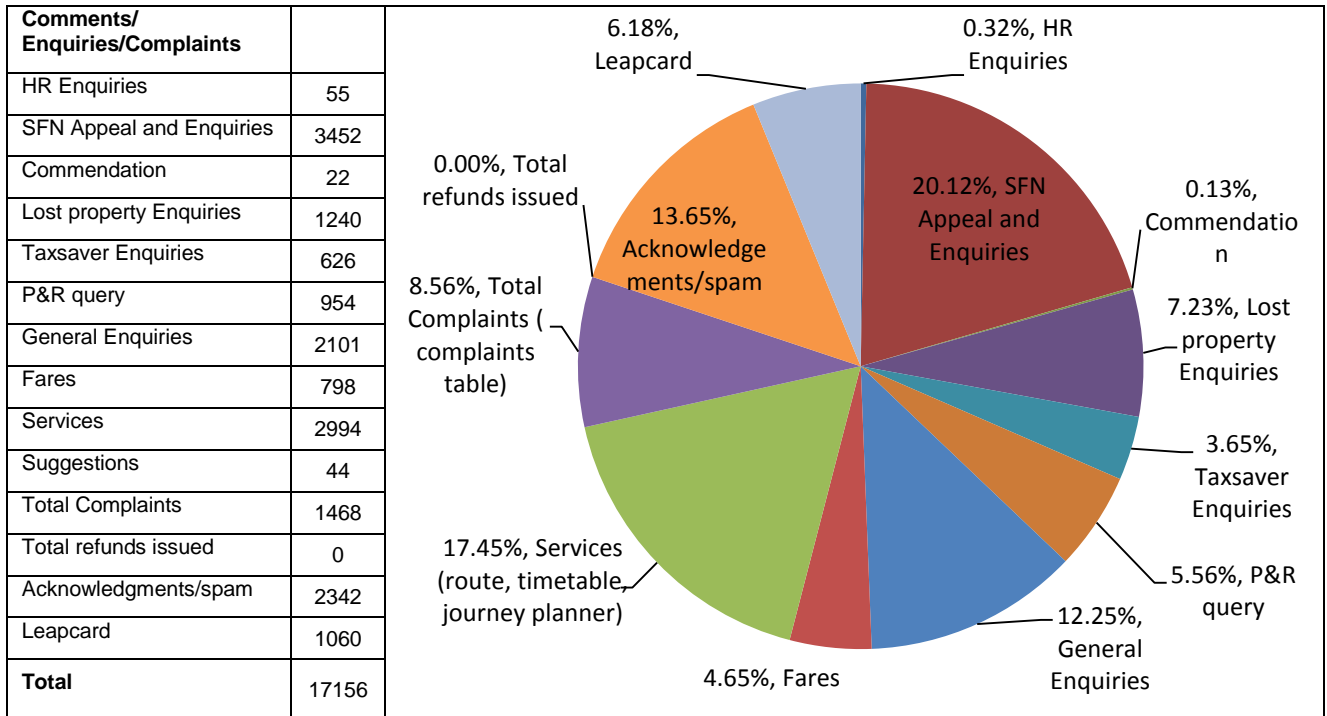
Note that the Luas Operator pays TII a financial penalty for minute of delay.

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.

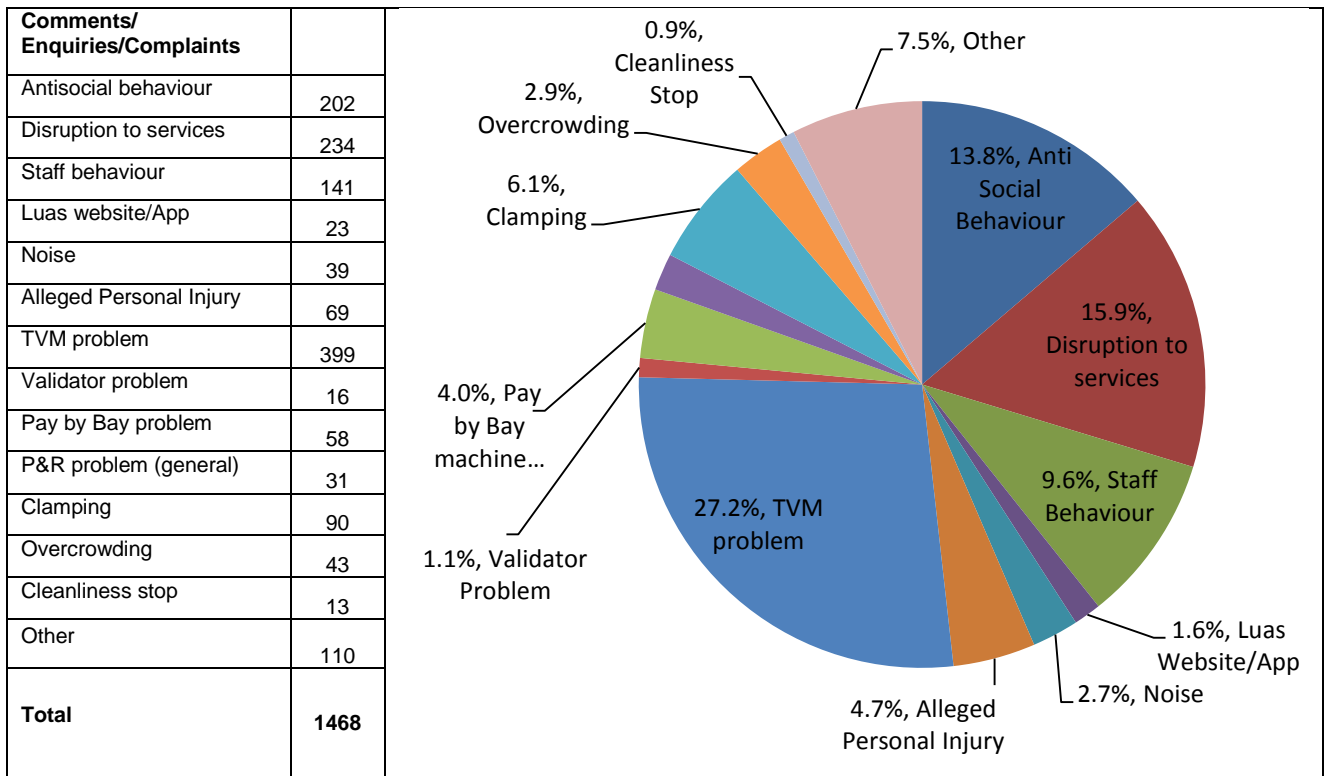
3 COMMENTS AND COMPLAINTS

The table and chart below shows the number of comments and complaints received in Q4 by the Luas call centre. It also shows the categories that these comments and complaints are divided into.

This equates to 145 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 Q4 are as follows:

	<i>Stops</i>	<i>Trams</i>
Average for Q4	98.22%	100.00%
Average year to date	99.01%	99.10%

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	99.71%	99.85%
Average year to date	99.17%	99.80%