



Luas Performance Report

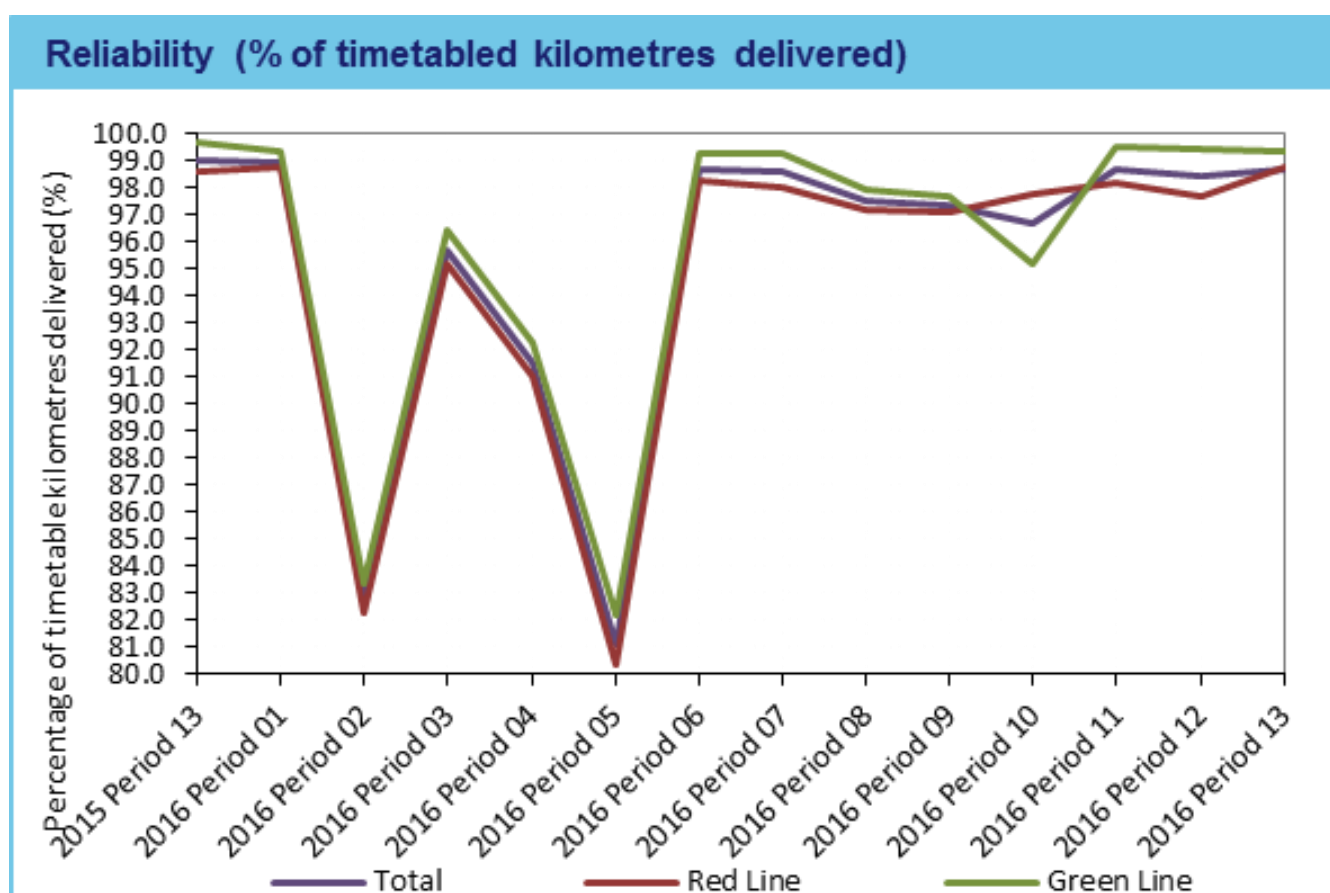
Quarter 4 2016

Reporting Periods 10 to 13

1 RELIABILITY

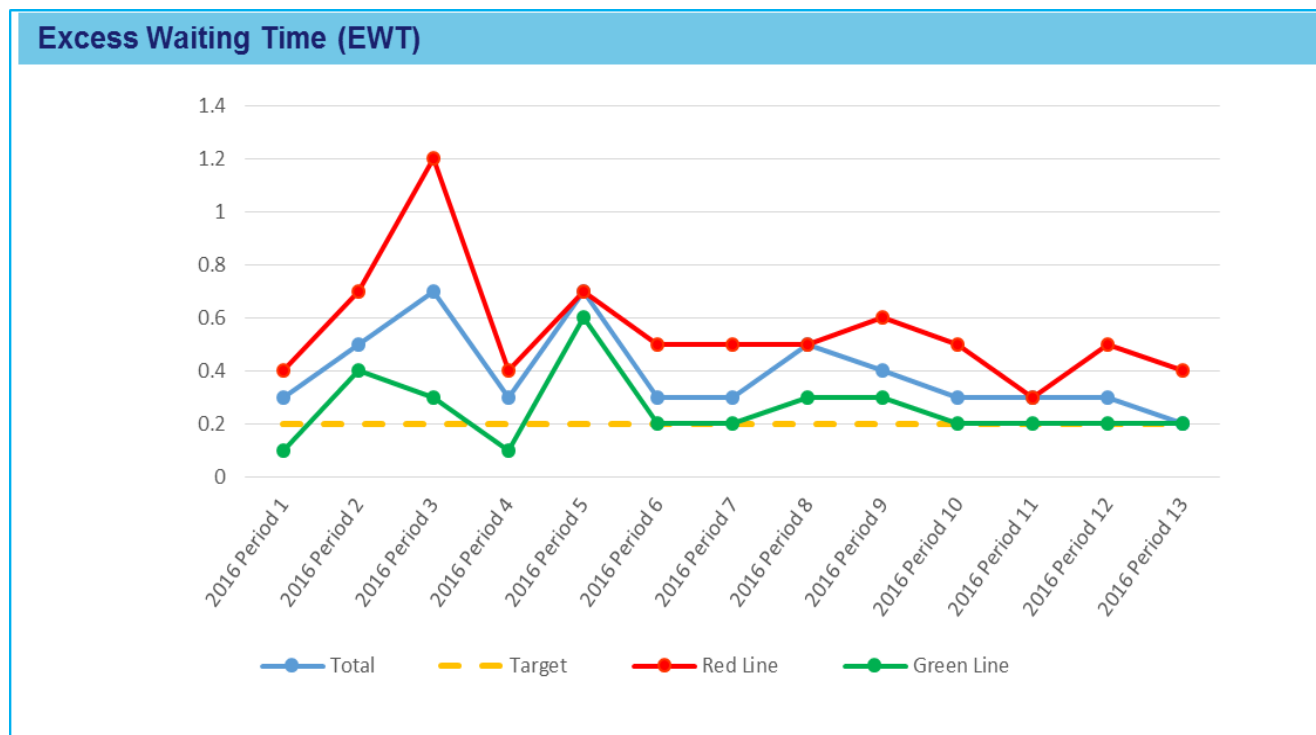
Luas measures reliability in terms of the percentage of timetabled kilometres delivered. The chart below shows the reliability in the reporting periods comprising Q4 of 2016 and the same information for the preceding year. The table below gives the average reliability by line for the Q4 of 2016.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q4	98.06%	98.30%	98.16%
Average year to date	94.59%	95.44%	94.95%



2 PUNCTUALITY

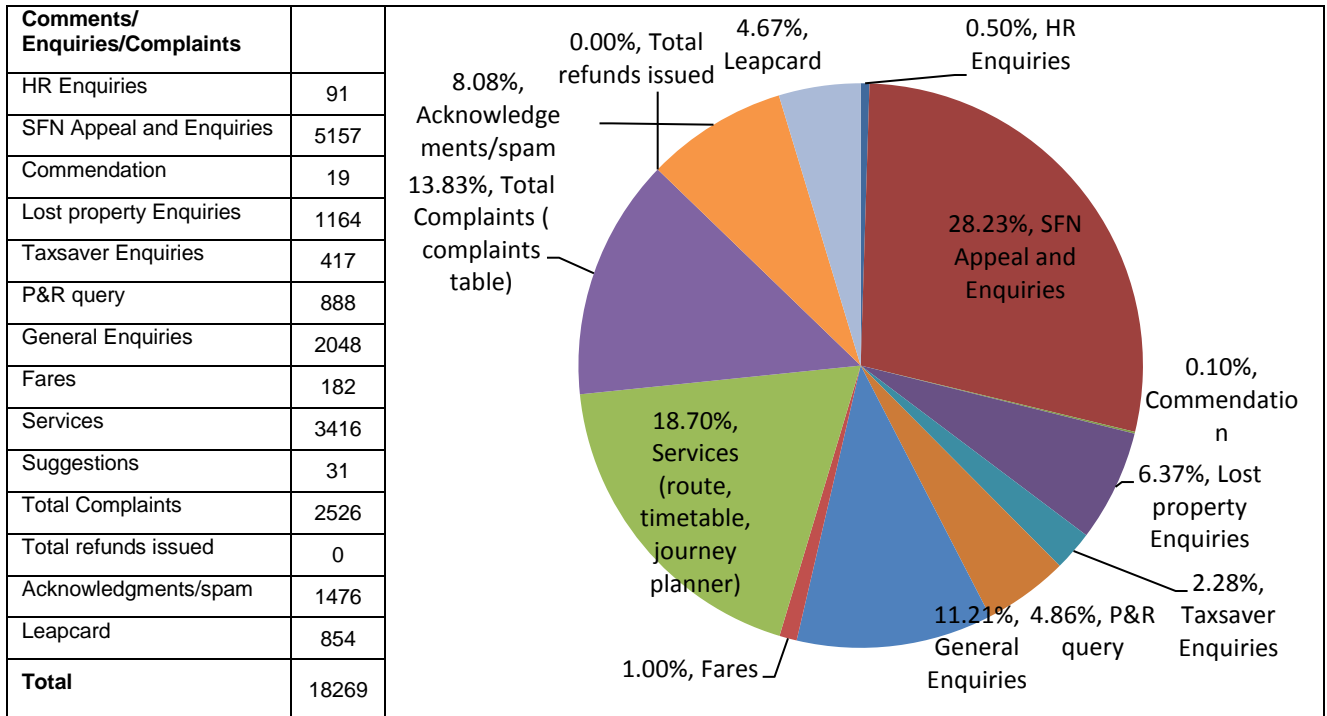
Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Q4 of 2016.



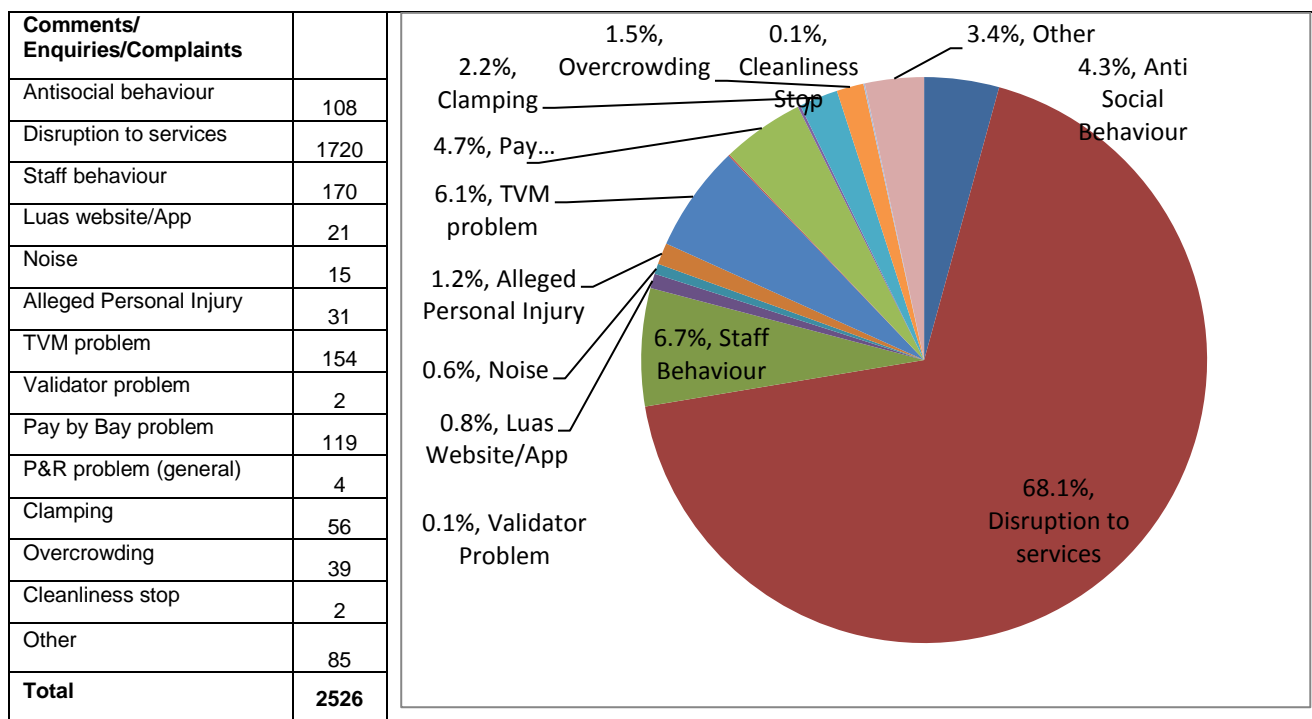
3 COMMENTS AND COMPLAINTS

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 156 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	99.78%	99.06%
Average year to date	99.51%	98.71%

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	97.87%	99.80%
Average year to date	99.20%	99.80%