

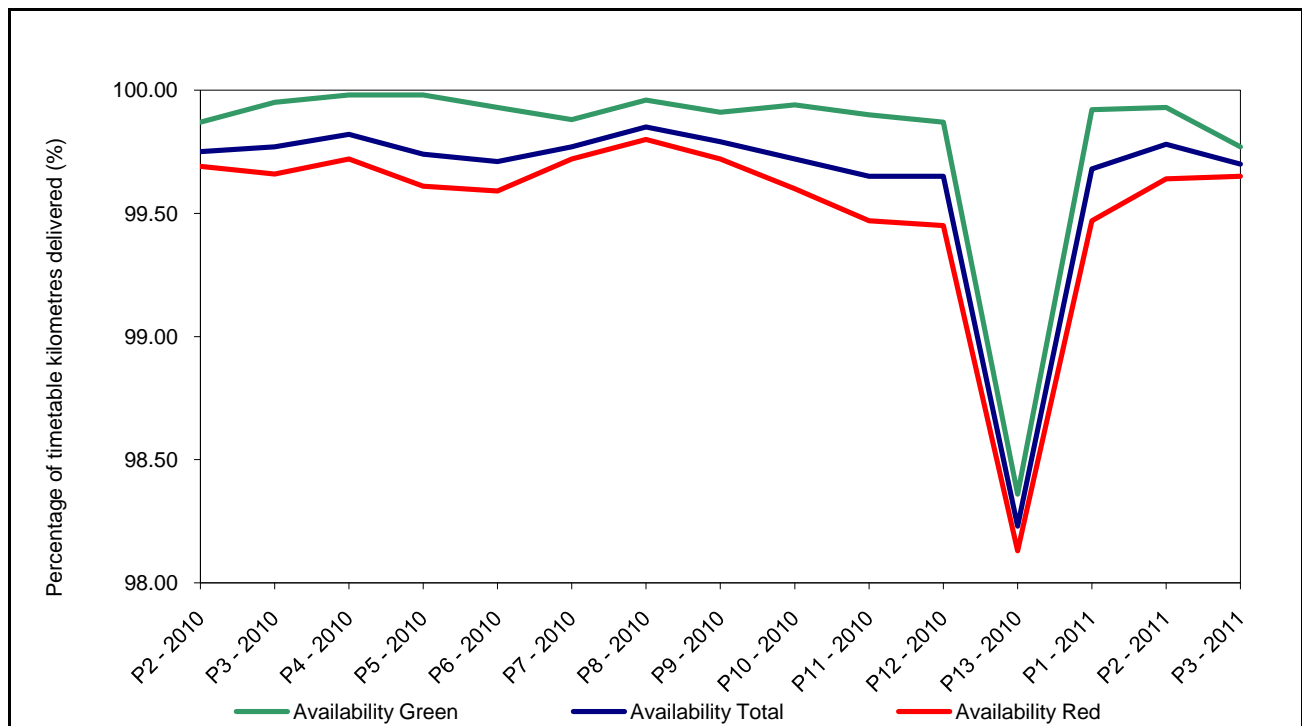


**Luas Performance Report**  
**Quarter 1 2011**  
**Reporting Periods 1 to 3**

## 1 RELIABILITY

Luas measures reliability in terms of the percentage of timetabled kilometres delivered. The chart below shows the reliability in the first three periods of 2011 and the same information for the preceding year. The table below gives the average reliability by line for the first quarter of 2011.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q1	99.59%	99.87%	99.72%
Average year to date	99.59%	99.87%	99.72%

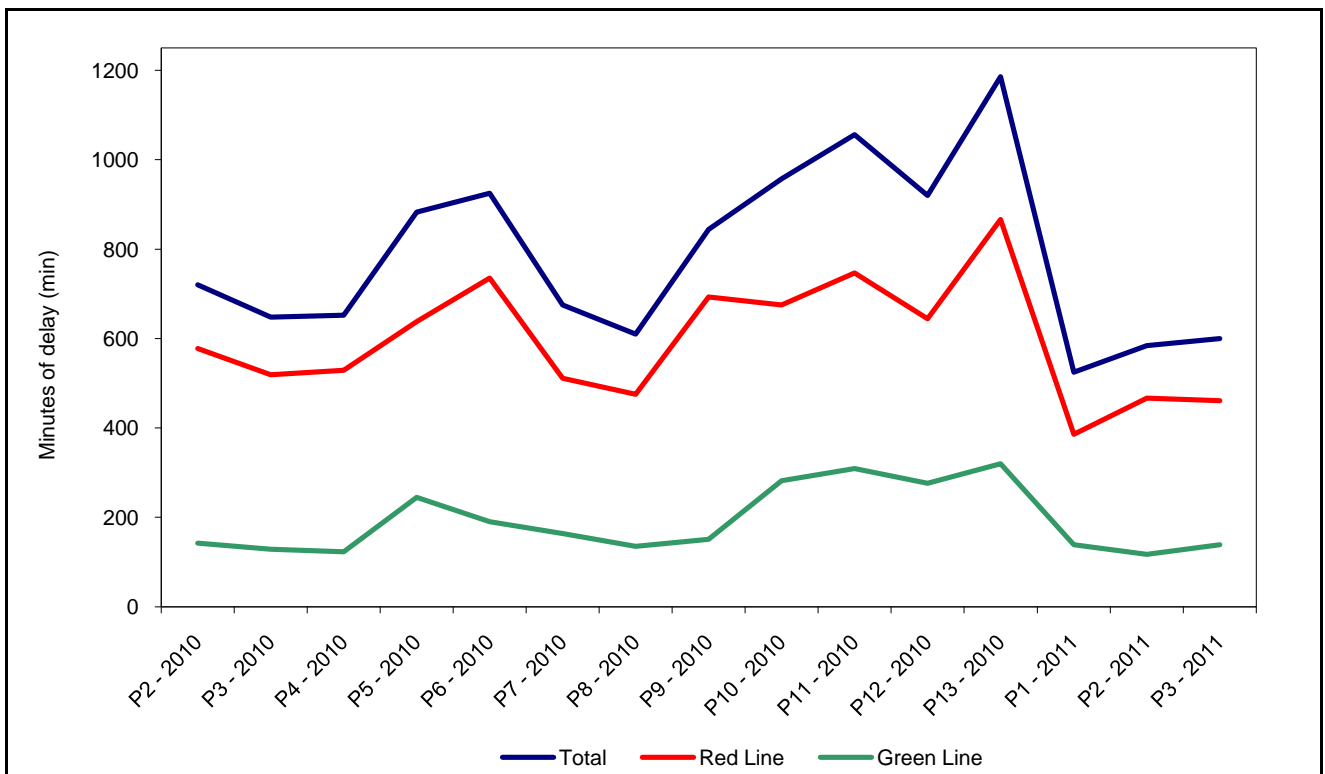


There is no contractual target for reliability; however Veolia pays a financial penalty for every kilometre of the timetable not delivered. RPA has set a notional target for reliability of 99.5%.

## 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 first three periods of 2011 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 the first quarter of 2011.

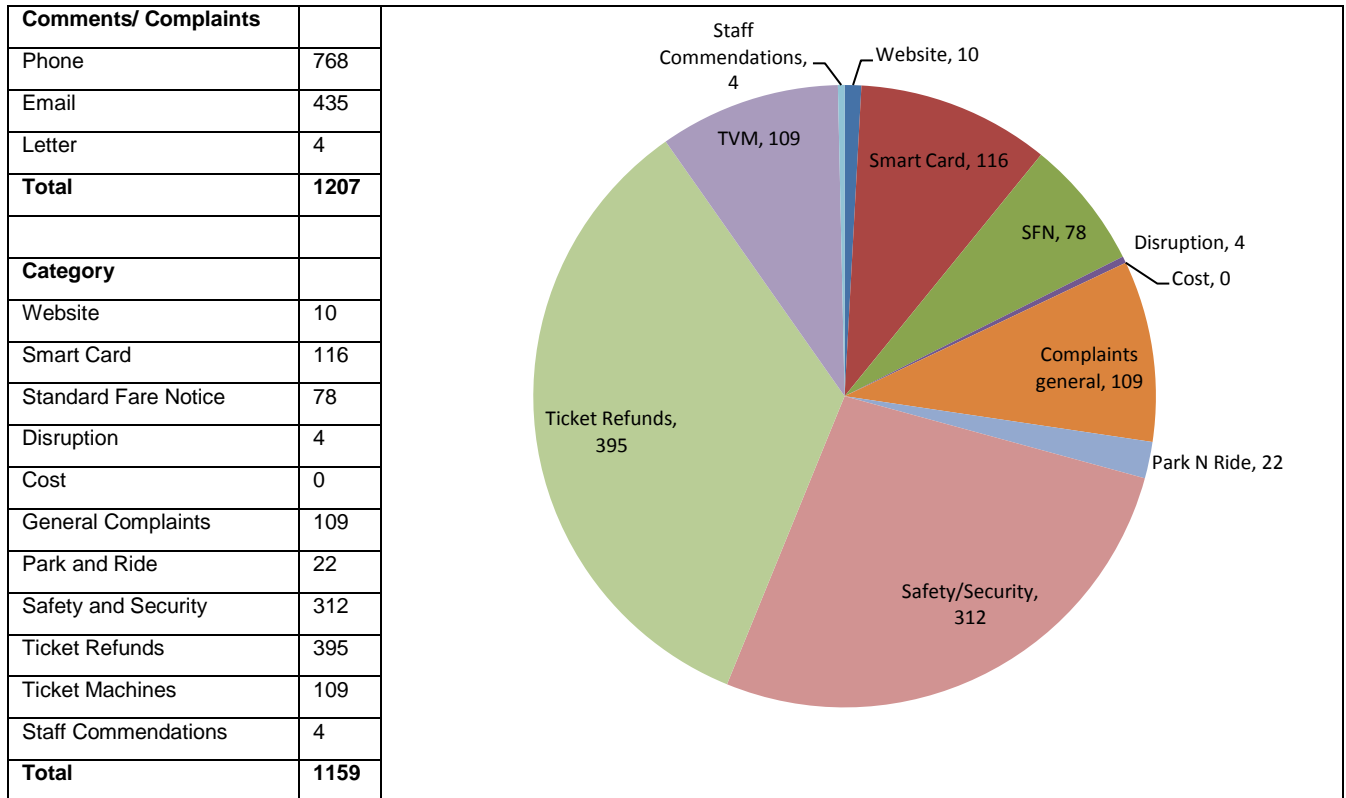
	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q1	438 minutes	132 minutes	570 minutes
Average year to date	438 minutes	132 minutes	570 minutes



There is no contractual target for punctuality; however Veolia pays a financial penalty for every minute of delay. RPA has set a notional target for punctuality of 600 minutes per period.

### 3 COMMENTS AND COMPLAINTS

The table and chart below shows the number of comments and complaints received in Q1 by the Luas call centre. It also shows the categories that these comments and complaints are divided into.



This equates to 18.08 comments or complaints per 100,000 passenger journeys.

### 4 CLEANLINESS

Cleanliness audits are performed every 4 weeks (once per period) in all areas. The average scores for Q1 are as follows:

	<i>Stops (Planned)</i>	<i>Stops (Unplanned)</i>	<i>Trams</i>
Average for Q1	98.56%	89.69%	93.10%
Average year to date	98.56%	89.69%	93.10%

### 5 PASSENGER INFORMATION

The availability of passenger information at stops and on board trams for Q1 is as follows:

	<i>Stops</i>	<i>Trams</i>
Average for Q1	99.74%	99.75%
Average year to date	99.74%	99.75%