



Luas Performance Report
Quarter 1 2012
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 reporting periods comprising Q1 of 2012 and the same information for the preceding year. The table below gives the average reliability by line for the Q1 of 2012.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q1	99.57%	99.94%	99.73%
Average year to date	99.57%	99.94%	99.73%



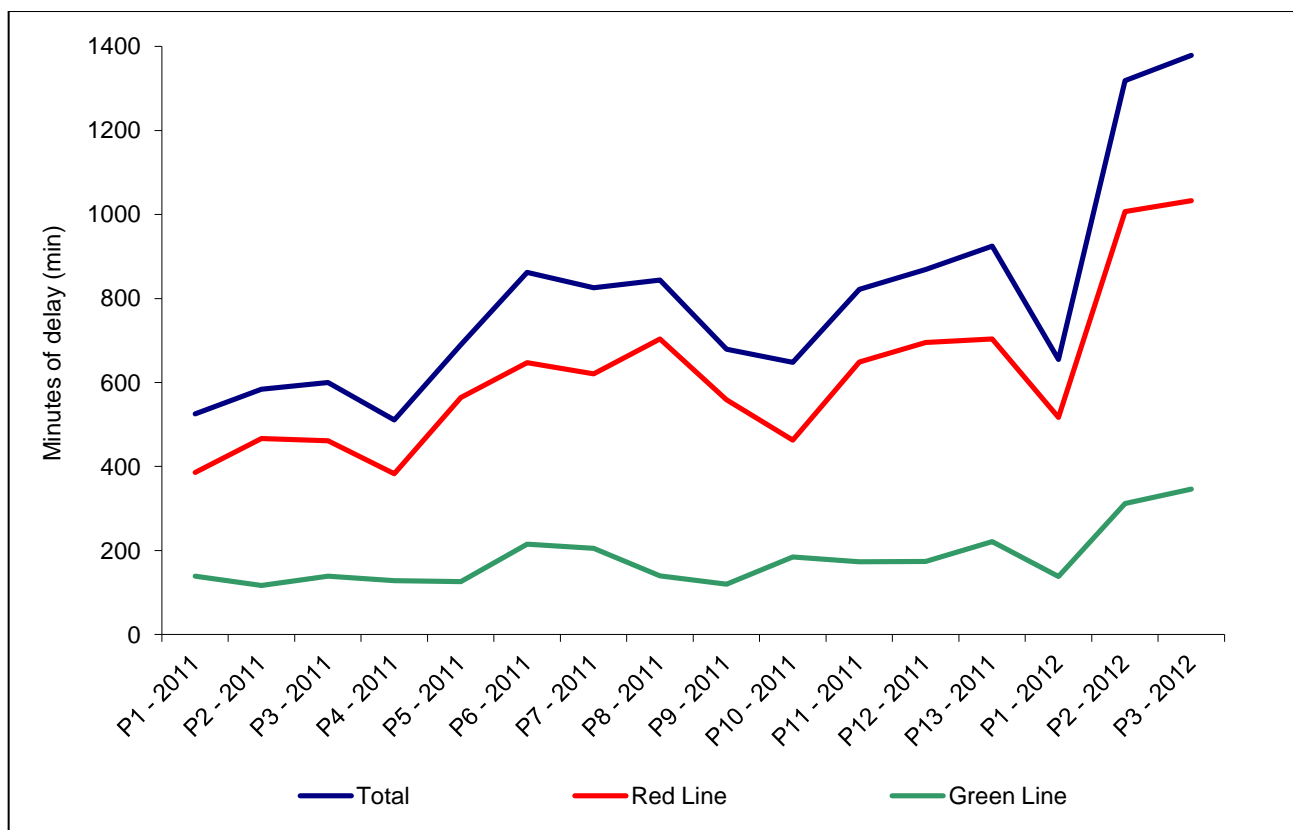
There is no contractual target for reliability; however the Operator pays a financial penalty for every kilometre of the timetable not delivered. RPA has set a notional target for reliability of 99.5%.

Note the dip in performance in period 6 corresponds to the visits of Queen Elizabeth II and President Obama.

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 Q1 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 Q1 of 2012.

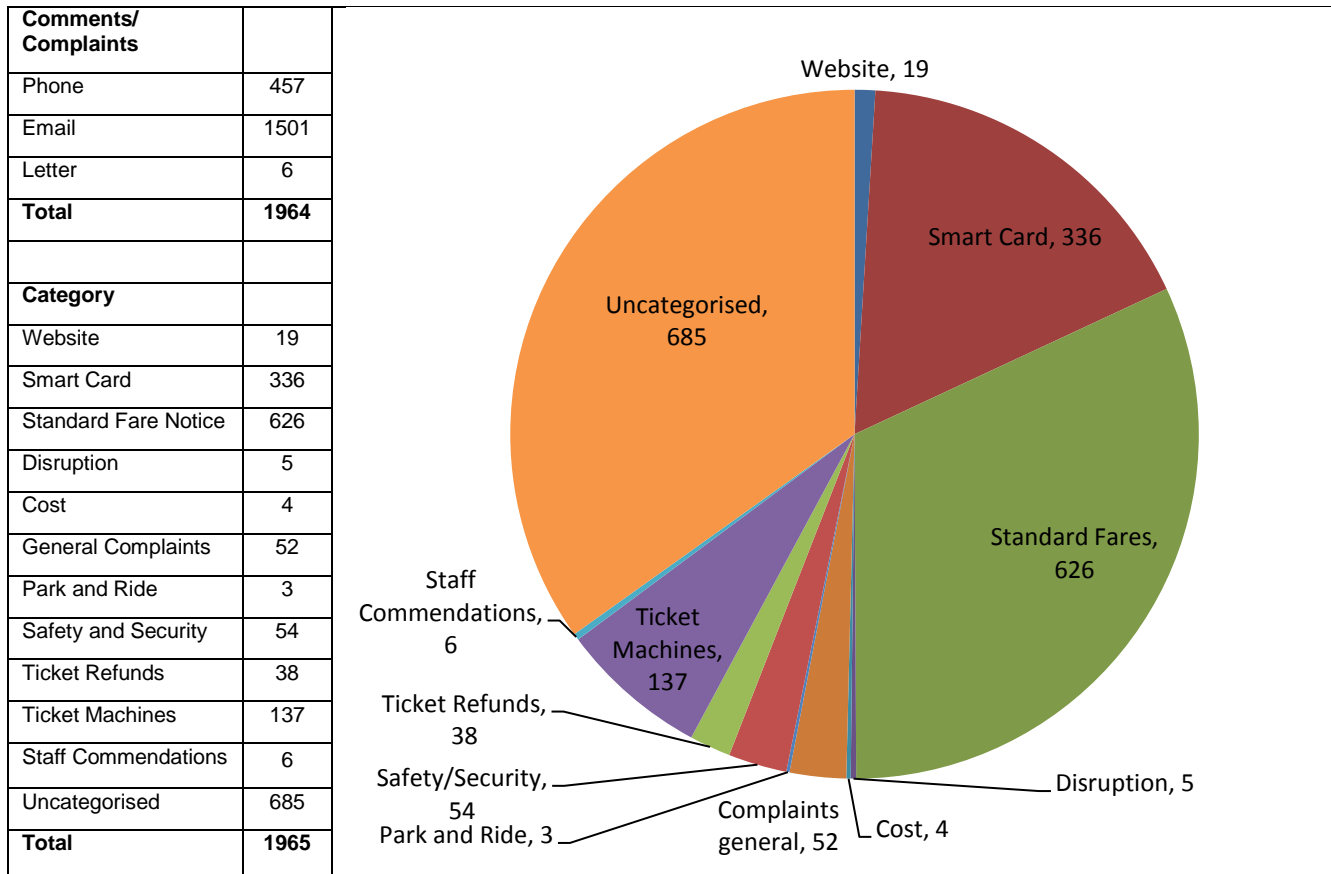
	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q1	852 minutes	265 minutes	1118 minutes
Average year to date	852 minutes	265 minutes	1118 minutes



There is no contractual target for punctuality; however the Operator 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 30.46 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 Q1 are as follows:

	<i>Stops (Planned)</i>	<i>Stops (Unplanned)</i>	<i>Trams</i>
Average for Q1	100.00%	85.98%	98.08%
Average year to date	100.00%	85.98%	98.08%

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	99.93%	99.67%
Average year to date	99.93%	99.67%