



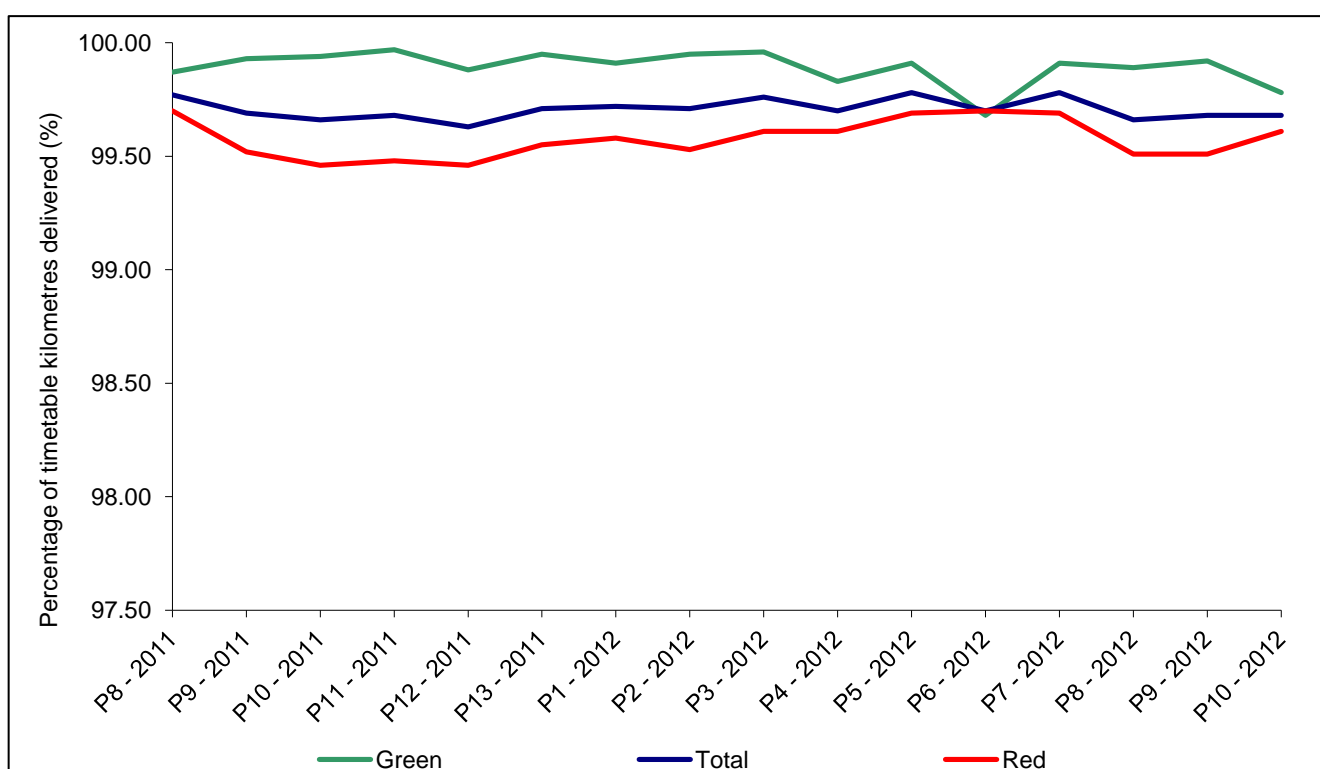
Luas Performance Report
Quarter 3 2012
Reporting Periods 7 to 9

1 RELIABILITY

Reliability

Luas measures reliability in terms of the percentage of timetabled kilometres delivered. The chart below shows the reliability in the reporting periods comprising Q3 of 2012 and the same information for the preceding year. The table below gives the average reliability by line for the Q3 of 2012.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q3	99.57%	99.91%	99.71%
Average year to date	99.60%	99.89%	99.72%



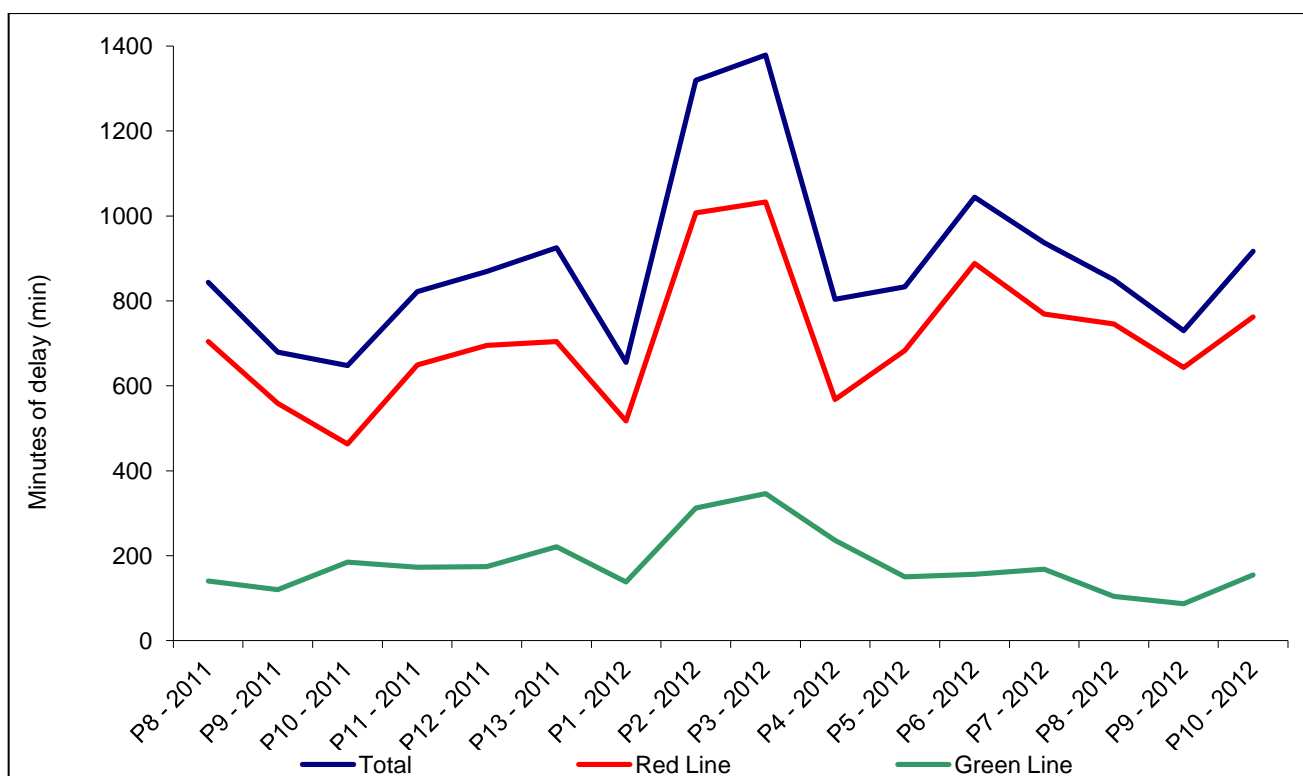
There is no contractual target for reliability; however the Operator pays a financial penalty for every kilometre of the timetable not delivered. RPA has set a notional target for reliability of 99.5%.

2 PUNCTUALITY

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 Q3 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 Q3 of 2012.

	Red Line	Green Line	Overall
Average for Q3	719 minutes	120 minutes	839 minutes
Average year to date	762 minutes	189 minutes	950 minutes



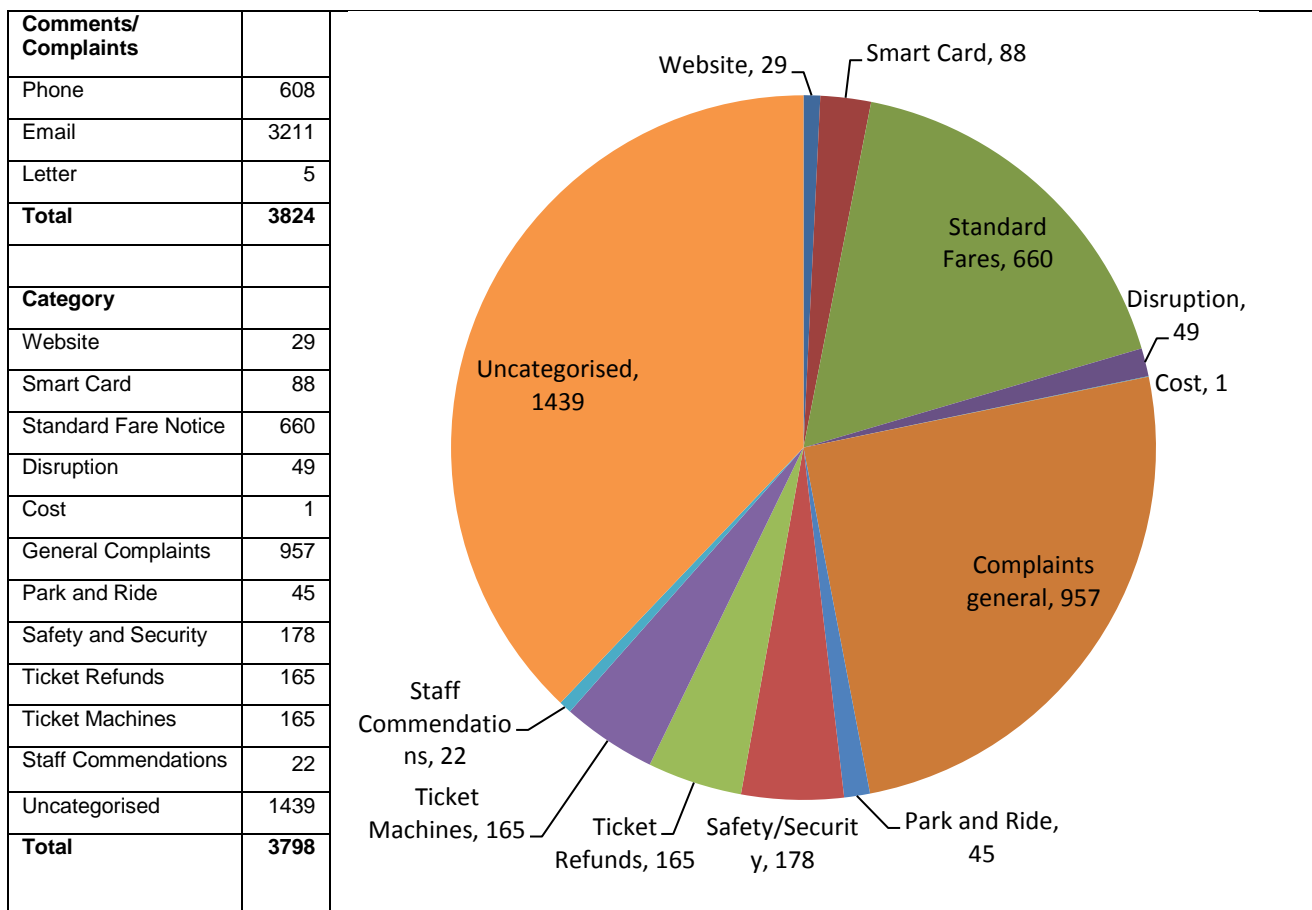
There is no contractual target for punctuality; however the Operator pays a financial penalty for every minute of delay. RPA has set a notional target for punctuality of 600 minutes per period.

The spike in minutes of delay in periods 3 and 4 relates primarily to the disruption caused by a fire in a derelict building on Benburb Street.

3 COMMENTS AND COMPLAINTS

Comments and Complaints

The table and chart below shows the number of comments and complaints received in Q3 by the Luas call centre. It also shows the categories that these comments and complaints are divided into.



This equates to 56.83 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 Q3 are as follows:

	Stops (Planned)	Stops (Unplanned)	Trams
Average for Q3	99.70%	86.96%	98.10%
Average year to date	99.85%	86.97%	97.75%

5 PASSENGER INFORMATION

The availability of passenger information at stops and on board trams for Q3 is as follows:

	Stops	Trams
Average for Q3	99.85%	99.84%
Average year to date	99.77%	99.76%