

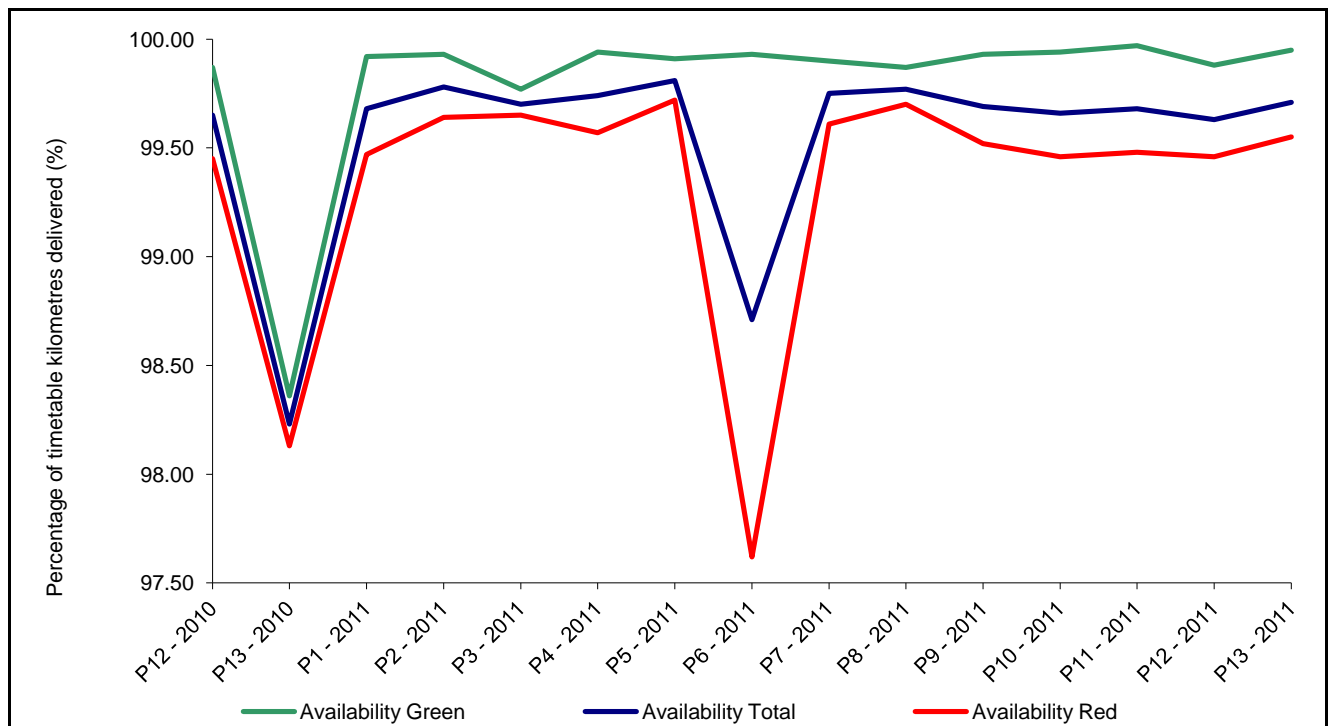


**Luas Performance Report**  
**Quarter 4 2011**  
**Reporting Periods 10 to 13**

## 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 2011 and the same information for the preceding year. The table below gives the average reliability by line for the Q4 of 2011.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q4	99.50%	99.85%	99.76%
Average year to date	99.42%	99.89%	99.66%



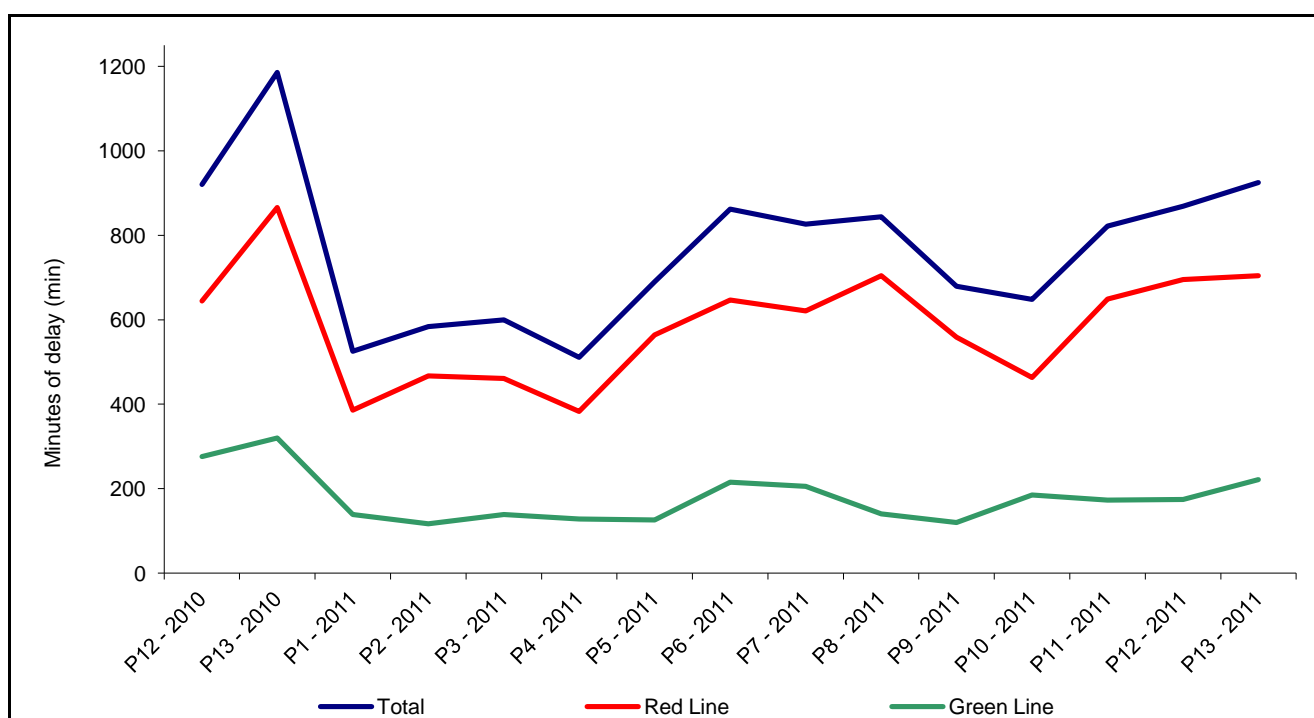
There is no contractual target for reliability; however the Operator pays a financial penalty for every kilometre of the timetable not delivered. RPA has set a notional target for reliability of 99.5%.

Note the dip in performance in period 6 corresponds to the visits of Queen Elizabeth II and President Obama. The dip in performance at the end of 2010 is a result of very severe snowfall in December.

## 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 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 Q4 of 2011.

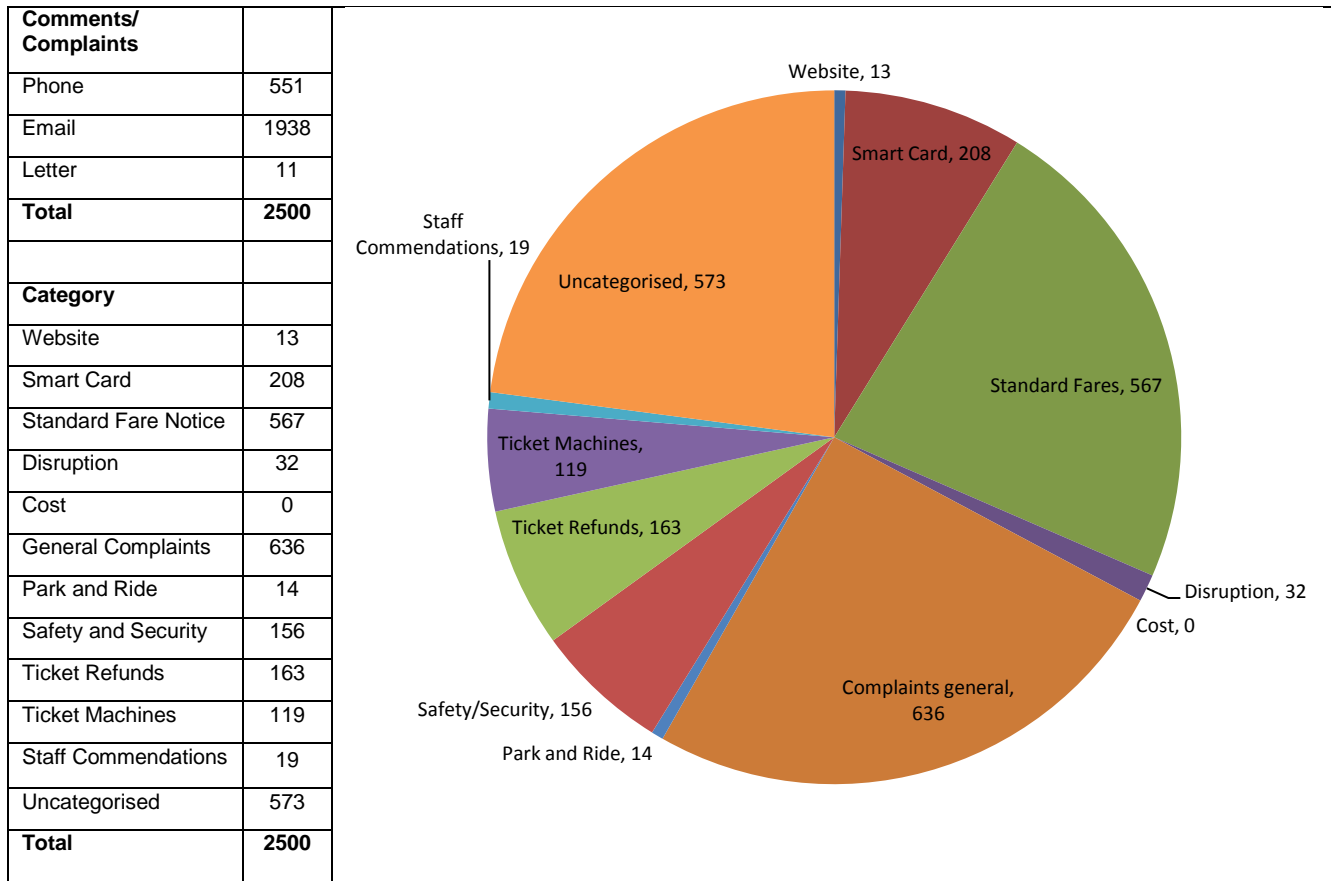
	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q4	583 minutes	188 minutes	771 minutes
Average year to date	545 minutes	158 minutes	703 minutes



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 Q4 by the Luas call centre. It also shows the categories that these comments and complaints are divided into.



This equates to 25.86 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 Q4 are as follows:

	<i>Stops (Planned)</i>	<i>Stops (Unplanned)</i>	<i>Trams</i>
Average for Q4	100.00%	88.67%	93.80%
Average year to date	99.28%	88.70%	94.43%

### 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	99.59%	99.68%
Average year to date	99.75%	99.76%