# Luas Performance Report

Quarter 4 2017

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 2017 and the same information for the preceding year. The table below gives the average reliability by line for the Q4 of 2017.

	Red Line	*Green Line*	*Overall*
Average for Q4	96.40%	97.58%	96.90%
Average year to date	98.04%	99.06%	98.46%

Reliability (% of timetabled kilometres delivered)
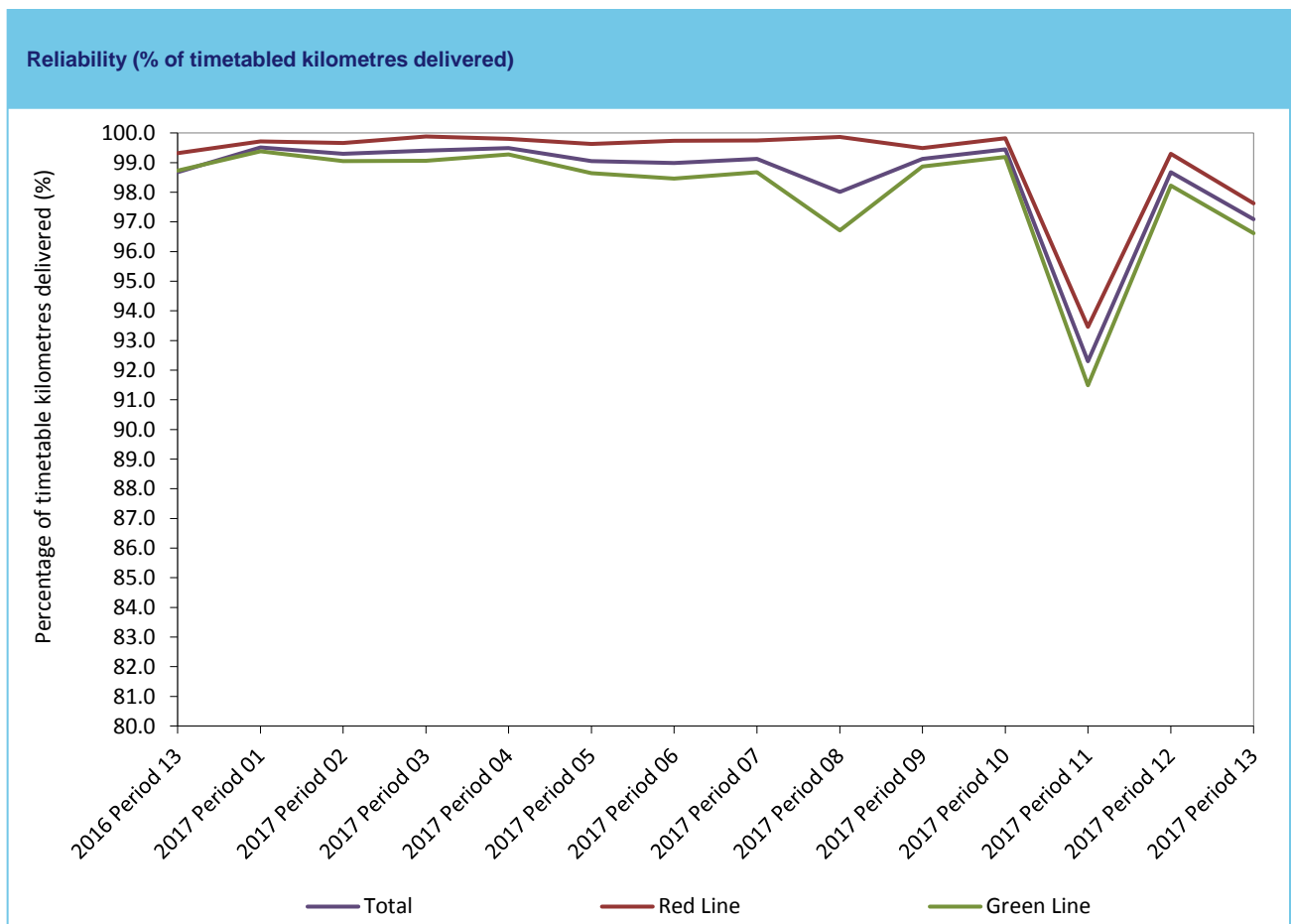
2   PUNCTUALITY

Luas measures punctuality in terms of Excess Waiting Time (EWT).
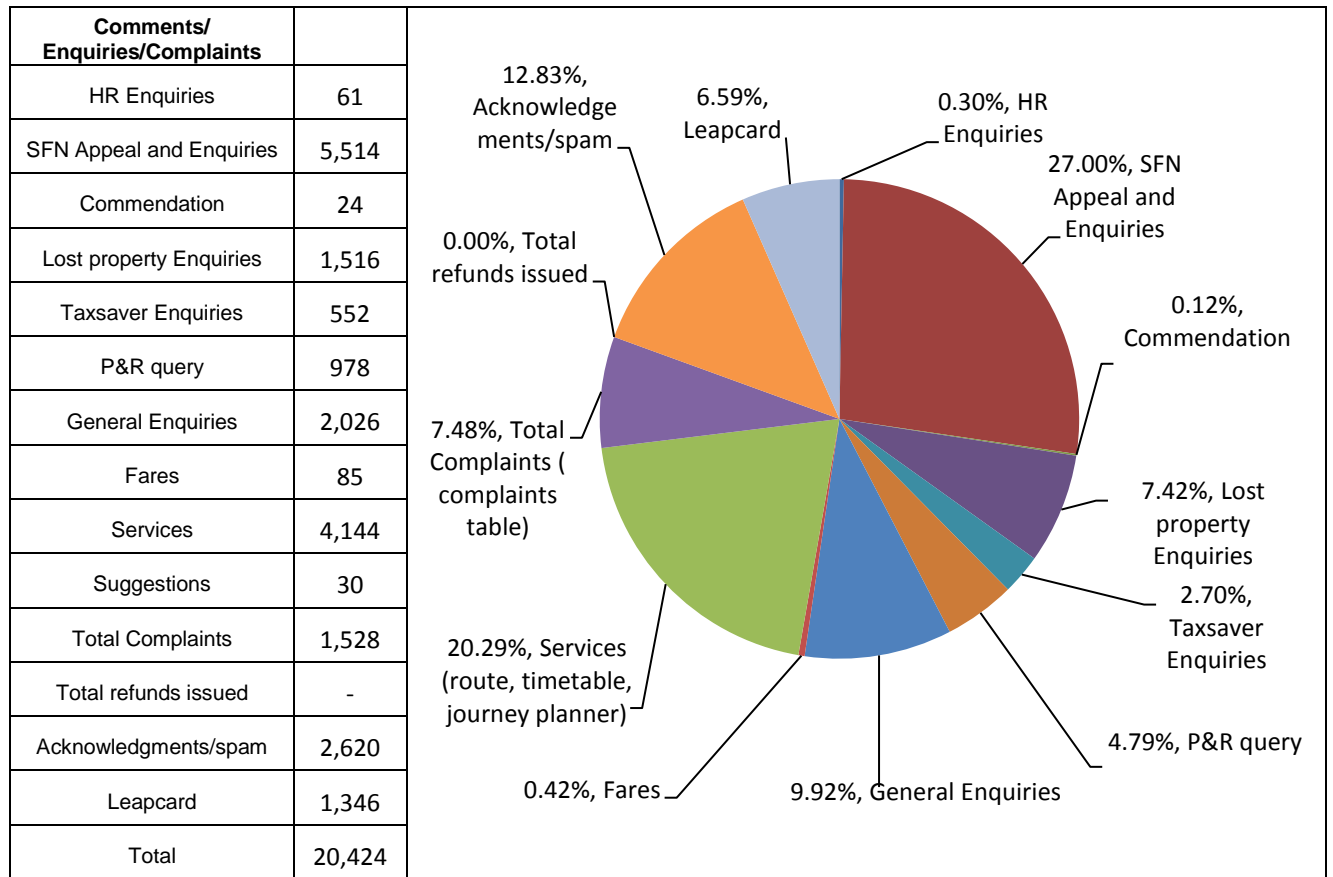
Excess Waiting Time
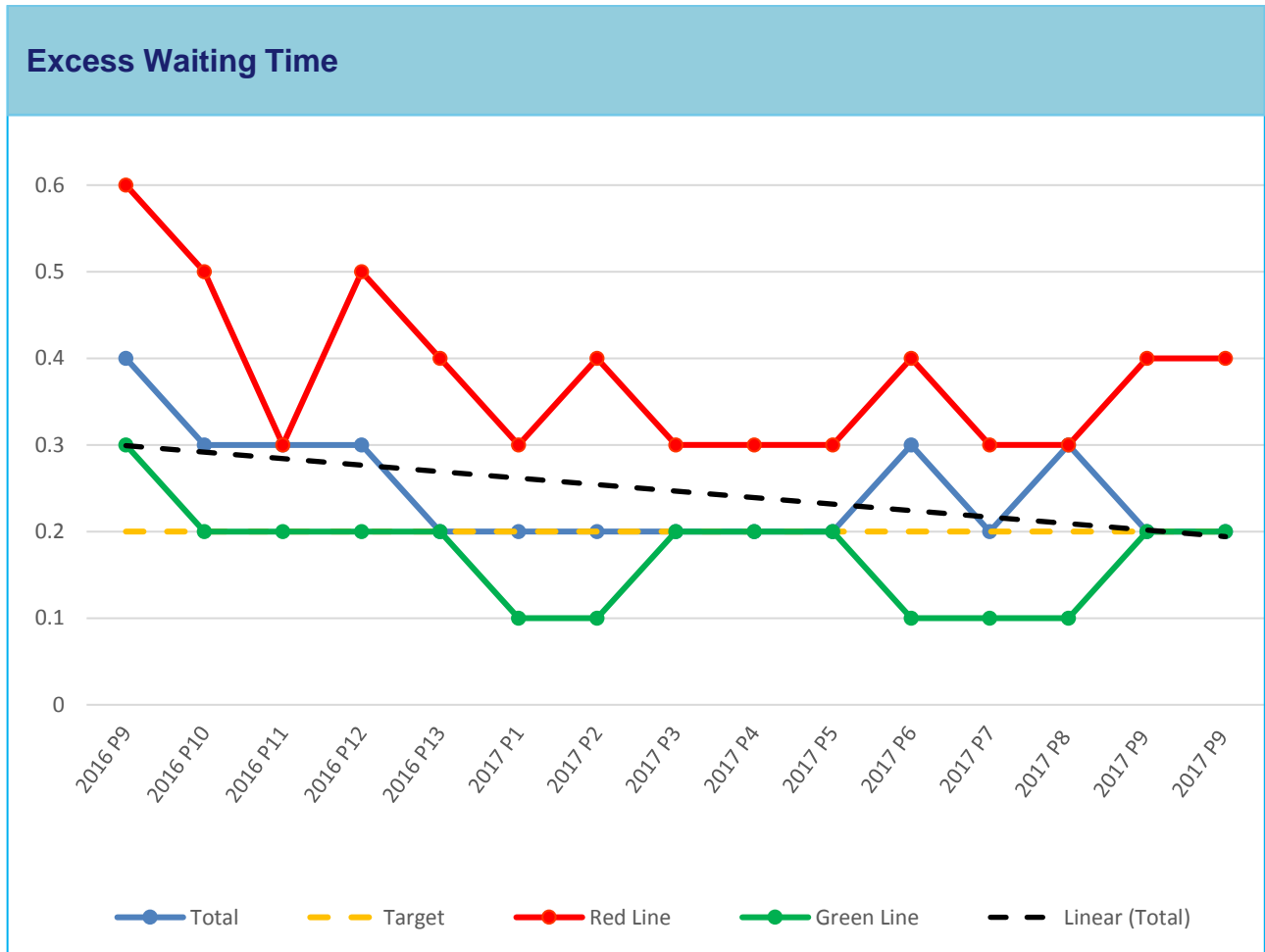
Due to a systems fault Transdev are unable to generate an EWT report for periods 10 - 13.
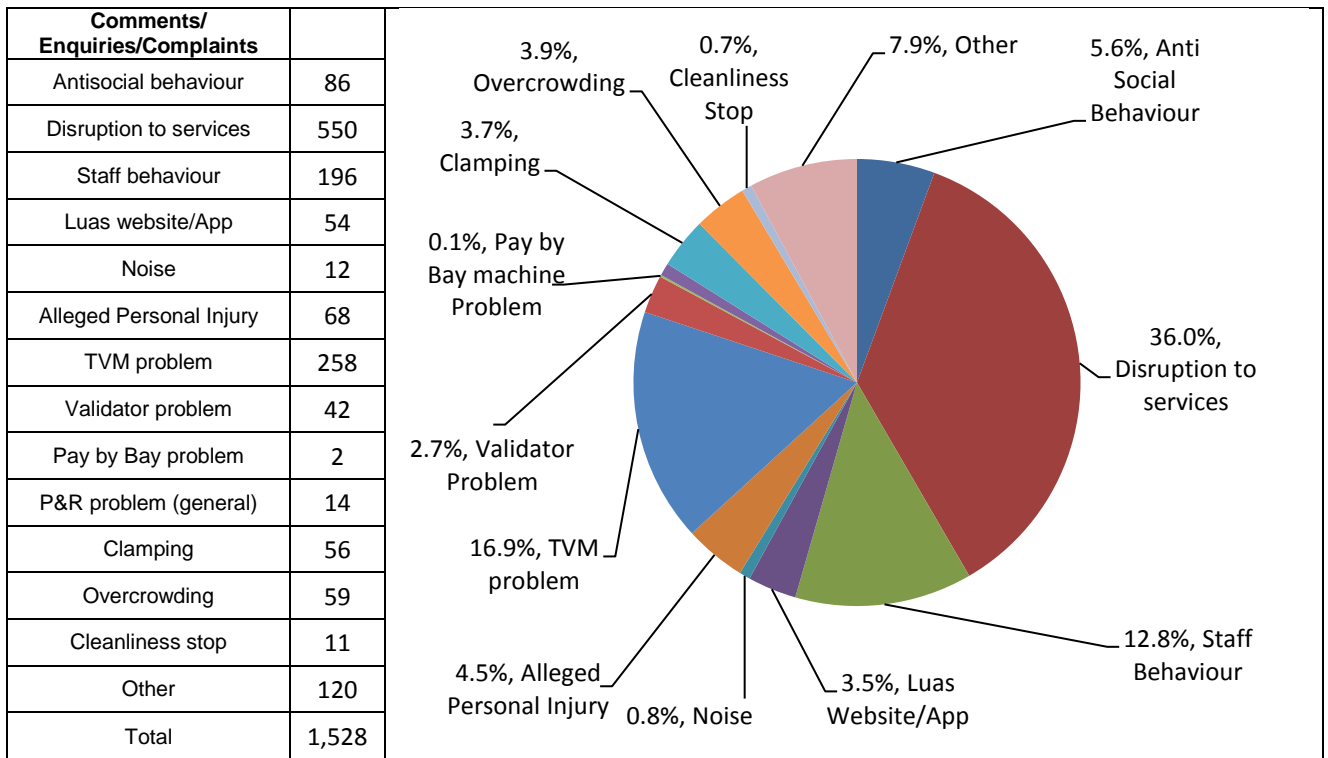
3   COMMENTS AND COMPLAINTS

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 163 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints	
HR Enquiries	61
SFN Appeal and Enquiries	5,514
Commendation	24
Lost property Enquiries	1,516
Taxsaver Enquiries	552
P&R query	978
General Enquiries	2,026
Fares	85
Services	4,144
Suggestions	30
Total Complaints	1,528
Total refunds issued	-
Acknowledgments/spam	2,620
Leapcard	1,346
Total	20,424

The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints	
Antisocial behaviour	86
Disruption to services	550
Staff behaviour	196
Luas website/App	54
Noise	12
Alleged Personal Injury	68
TVM problem	258
Validator problem	42
Pay by Bay problem	2
P&R problem (general)	14
Clamping	56
Overcrowding	59
Cleanliness stop	11
Other	120
Total	1,528

4   CLEANLINESS

Cleanliness audits are performed every 4 weeks (once per period) in all areas. The average scores for Q4 are as follows:

	Stops	Trams
Average for Q4	100%	97.19%
Average year to date	100%	97.94%

5   PASSENGER INFORMATION

The availability of passenger information at stops and on board trams for Q4 is as follows:

	Stops	Trams
Average for Q4	98.88%	99.92%
Average year to date	96.76%	99.90%