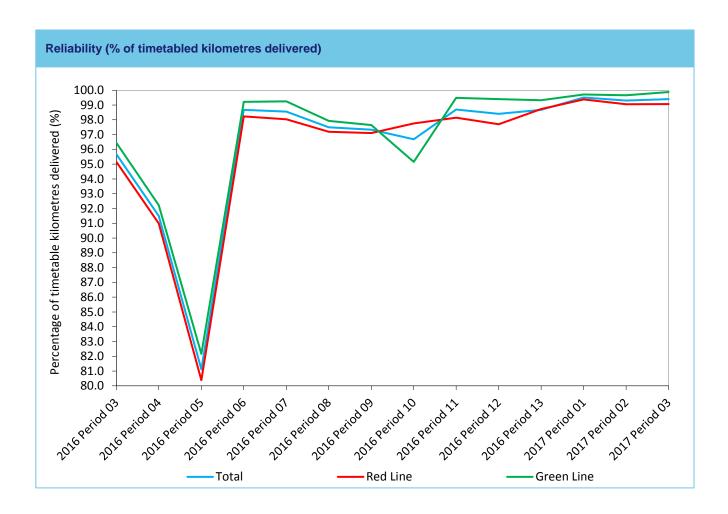


# Luas Performance Report Quarter 1 2017 Reporting Periods 1 to 3

### 1 RELIABILITY

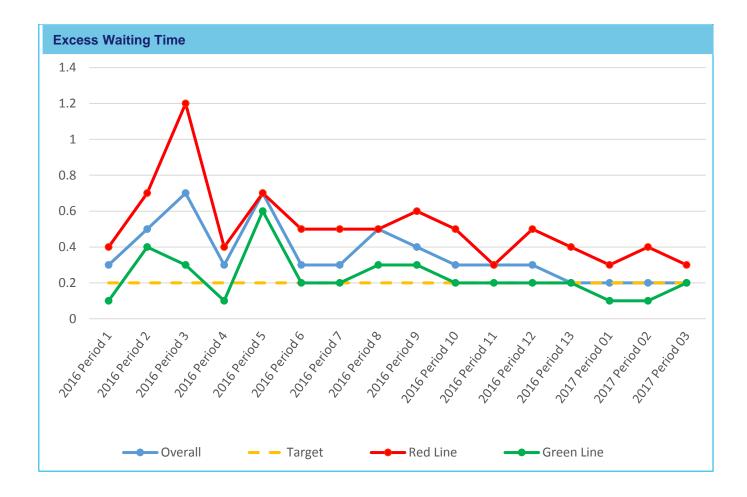
Luas measures reliability in terms of the percentage of timetabled kilometres delivered. The chart below shows the reliability in the reporting periods comprising Q1 of 2017 and the same information for the preceding year. The table below gives the average reliability by line for the Q1 of 2017.

Average for Q1	Red Line	Green Line	<i>Overall</i>
	99.21%	99.75%	99.44%
Average year to date	99.21%	99.75%	99.44%



# **2 PUNCTUALITY**

Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Q1 of 2017.



# 3 COMMENTS AND COMPLAINTS

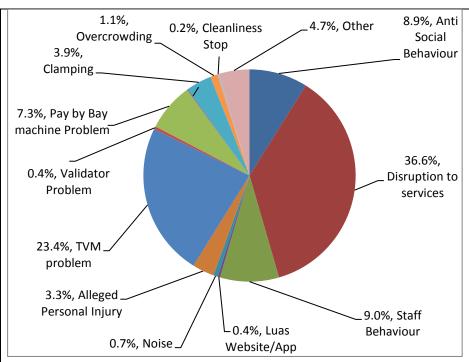
The table and chart below shows the number of comments and complaints received in Q1 by the Luas call centre. It also shows the categories that these comments and complaints are divided into.

This equates to 190 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints		11.65%,	6.26%, Leapcard	3.58%, HR _Enquiries	
HR Enquiries	562	Acknowledgem ents/spam		Linquiries	28.65%, SFN
SFN Appeal and Enquiries	4,503	circs/spain			Appeal and
Commendation	6	0.00%, Total			Enquiries
Lost property Enquiries	1,123	refunds issued			$\Gamma$
Taxsaver Enquiries	500	8.58%, Total		•	
P&R query	681	Complaints (			
General Enquiries	853	complaints table)			0.04%,
Fares	170	table)			Commendation
Services	3,111				
Suggestions	46	19.79%, Services (route, timetabl <u>e,</u>			7.14%, Lost
Total Complaints	1,349	journey planner)			property
Total refunds issued	0	, ,, ,			Enquiries
Acknowledgments/spam	1,832				3.18%,
Leapcard	984	1.08%, Fares _	- F 430/ Conord	4.33%, P&R query	Taxsaver Enquiries
Total	15,720		5.43%, General Enquiries	query	

The table and chart below shows the breakdown of complaints.

	1
Comments/ Enquiries/Complaints	
Antisocial behaviour	120
Disruption to services	494
Staff behaviour	121
Luas website/App	5
Noise	9
Alleged Personal Injury	45
TVM problem	315
Validator problem	6
Pay by Bay problem	99
P&R problem (general)	2
Clamping	52
Overcrowding	15
Cleanliness stop	3
Other	63
Total	1,349



# 4 CLEANLINESS

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

	Stops	Trams
Average for Q1	100%	99.17%
Average year to date	100%	98.17%

# 5 PASSENGER INFORMATION

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

	Stops	Trams
Average for Q1	96.58%	99.91%
Average year to date	96.58%	99.91%