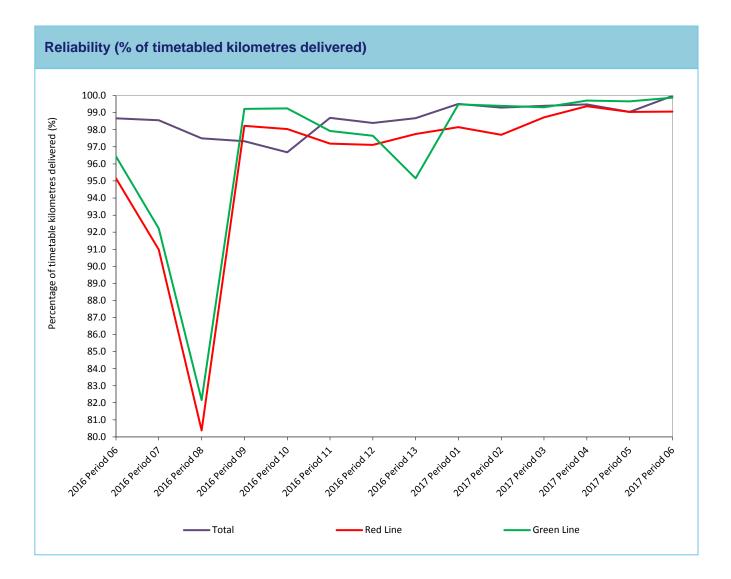


Luas Performance Report Quarter 2 2017 Reporting Periods 4 to 6

1 RELIABILITY

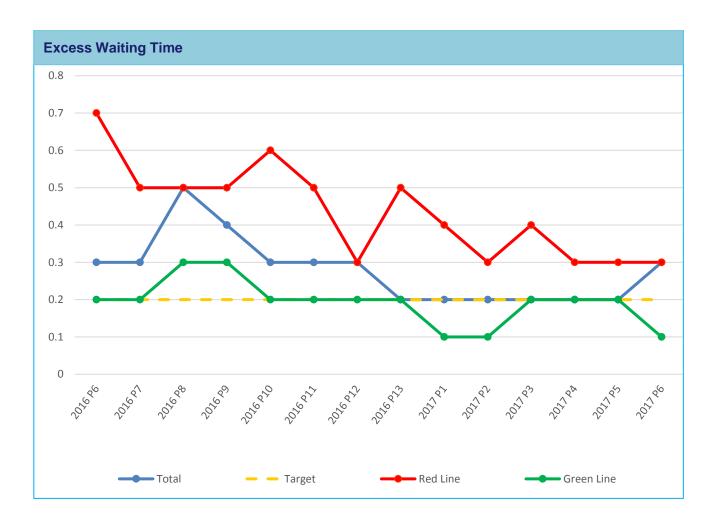
Luas measures reliability in terms of the percentage of timetabled kilometres delivered. The chart below shows the reliability in the reporting periods comprising Q2 of 2017 and the same information for the preceding year. The table below gives the average reliability by line for the Q2 of 2017.

Average for Q2	Red Line	Green Line	<i>Overall</i>
	98.79%	99.72%	99.17%
Average year to date	99.00%	99.74%	99.30%



2 PUNCTUALITY

Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Q2 of 2017.



3 COMMENTS AND COMPLAINTS

The table and chart below shows the number of comments and complaints received in Q2 by the Luas call centre. It also shows the categories that these comments and complaints are divided into.

This equates to 176 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints		11.79%,	5.72%, Leapcard	0.34%, HR Enquiries	
HR Enquiries	50	Acknowledge			32.17%, SFN
SFN Appeal and Enquiries	4,765	ments/spam			Appeal and
Commendation	2				Enquiries
Lost property Enquiries	830	0.00%, Total refunds issued			
Taxsaver Enquiries	239				
P&R query	516	7.63%, Total			
General Enquiries	743	Complaints (complaints			0.01%,
Fares	70	table)			Commendation
Services	3,865				~
Suggestions	8				5.60%, Lost
Total Complaints	1,130	26.09%, Services			property
Total refunds issued	0	(route,			Enquiries
Acknowledgments/spam	1,747	journey planner)	0.470/ 5-000	´ _ 3.48%,	Taxsaver
Leapcard	848		0.47%, Fares	5.02%, quer General	Y Enquiries
Total	14,813			Enquiries	

Comments/ Enquiries/Complaints		1.5%, 0.6%, Cleanliness 4.1%, Overcrowding Stop 3.3%, Other 11.2%, Anti
Antisocial behaviour	126	4.1%, Overcrowding Stop 11.2%, Anti Clamping Social
Disruption to services	219	Behaviour
Staff behaviour	93	1.5%, Pay by
Luas website/App	14	Bay machine Disruption to
Noise	19	Problem
Alleged Personal Injury	57	
TVM problem	436	
Validator problem	16	1.4%, Validator
Pay by Bay problem	17	Problem
P&R problem (general)	26	8.2%, Staff Behaviour
Clamping	46	38.6%, TVM
Overcrowding	17	problem
Cleanliness stop	7	
Other	37	5.0%, Alleged 1.2%, Luas
Total	1,130	Personal Injury 1.7%, Noise Website/App

The table and chart below shows the breakdown of complaints.

4 CLEANLINESS

Cleanliness audits are performed every 4 weeks (once per period) in all areas. The average scores for Q2 are as follows:

	Stops	Trams
Average for Q2	100%	97.50%
Average year to date	100%	98.33%

5 PASSENGER INFORMATION

The availability of passenger information at stops and on board trams for Q2 is as follows:

	Stops	Trams
Average for Q2	95.74%	99.91%
Average year to date	96.16%	99.91%