# Luas Performance Report

Quarter 3 2017

Reporting Periods 7 to 9

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 Q3 of 2017 and the same information for the preceding year. The table below gives the average reliability by line for the Q3 of 2017.

	Red Line	*Green Line*	*Overall*
Average for Q3	98.26%	99.75%	98.88%
Average year to date	98.75%	99.74%	99.16%

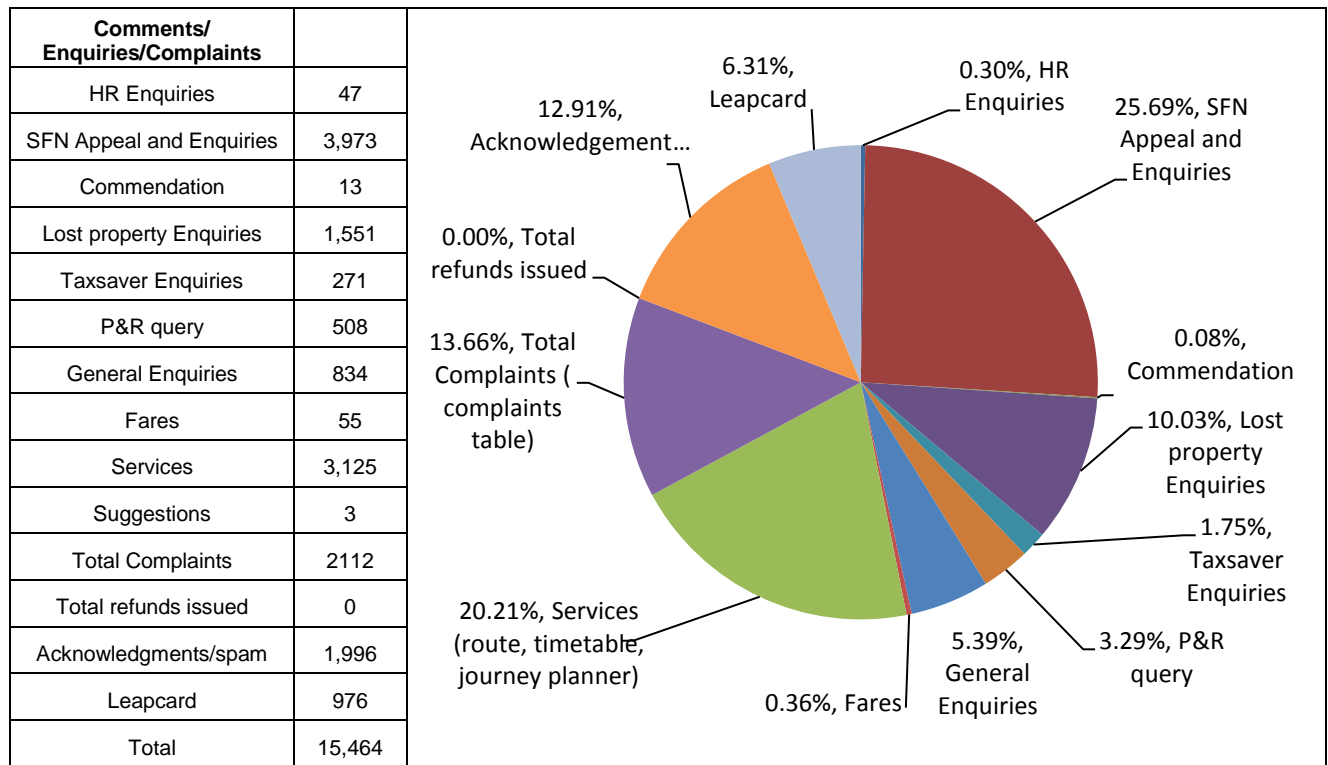**Reliability (% of timetabled kilometres delivered)**
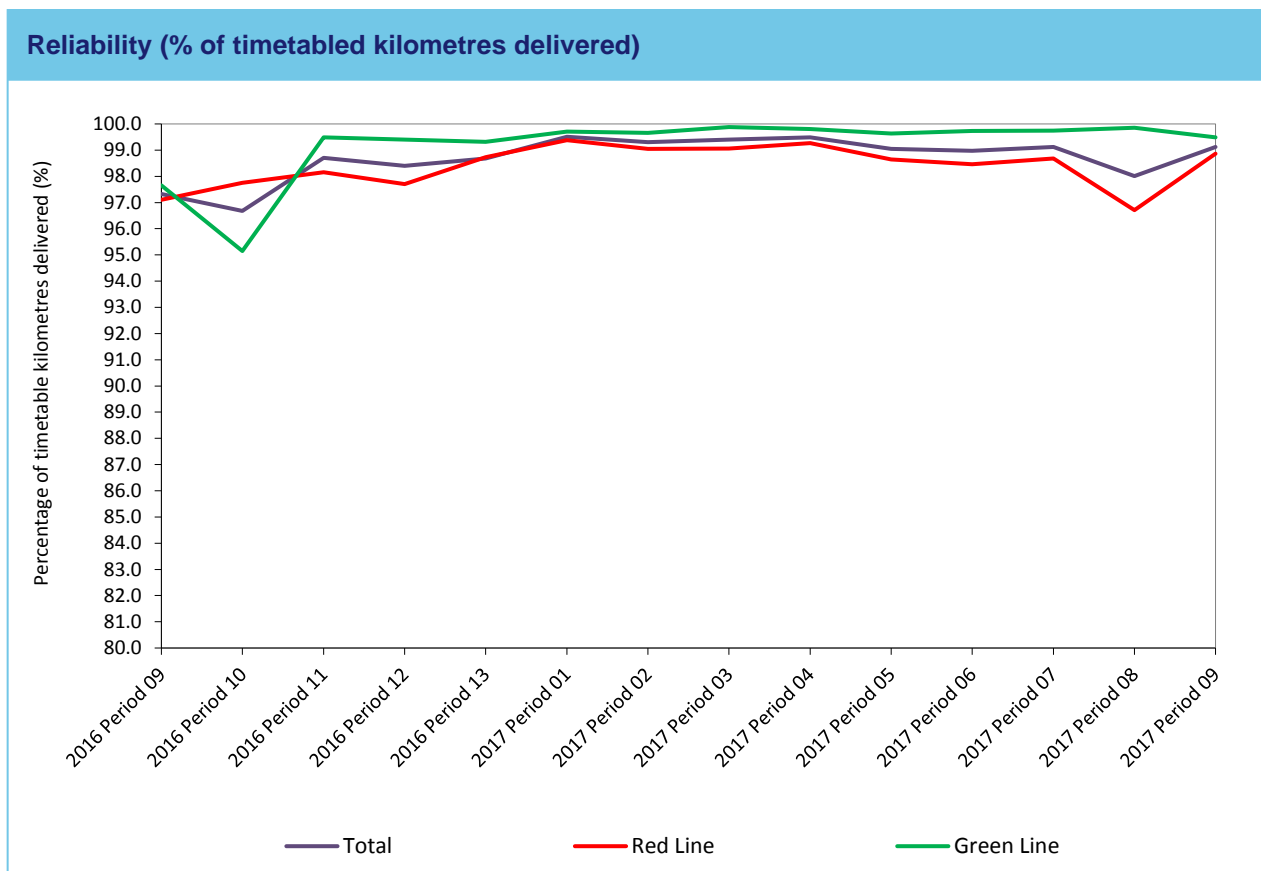
2   PUNCTUALITY

Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Q3 of 2017.
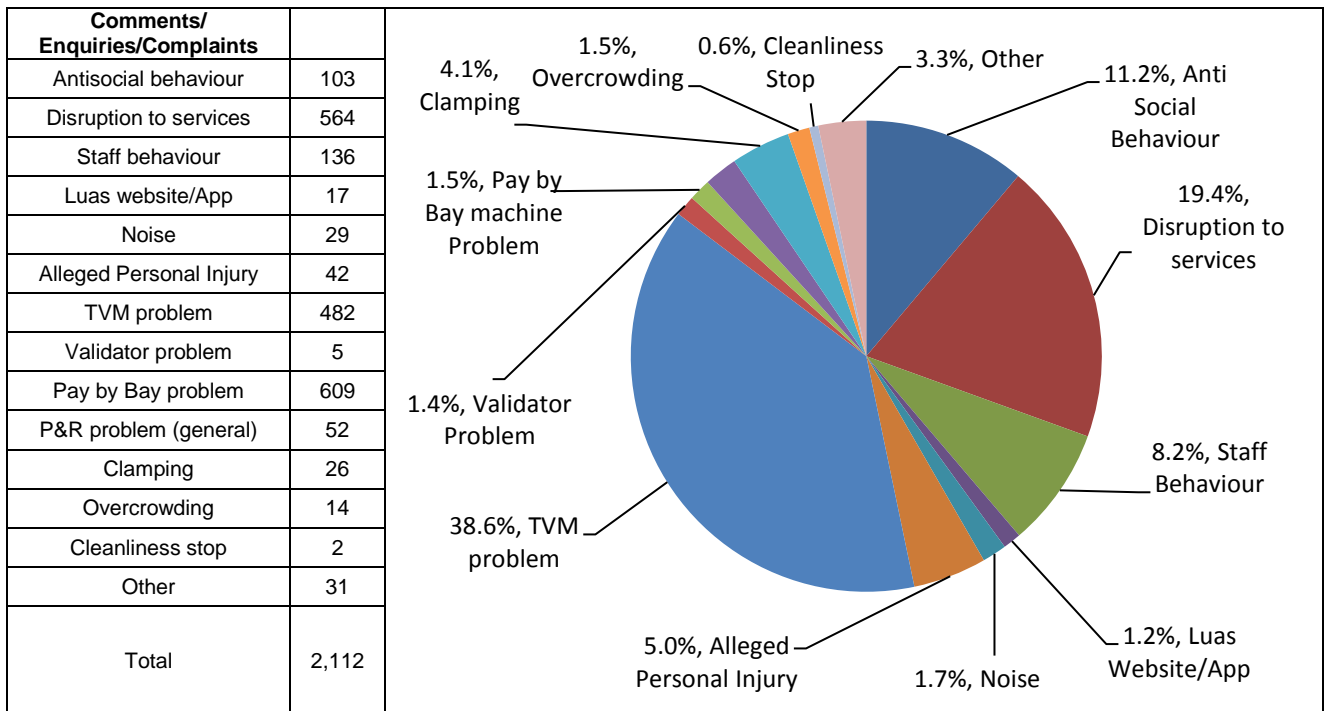
Excess Waiting Time
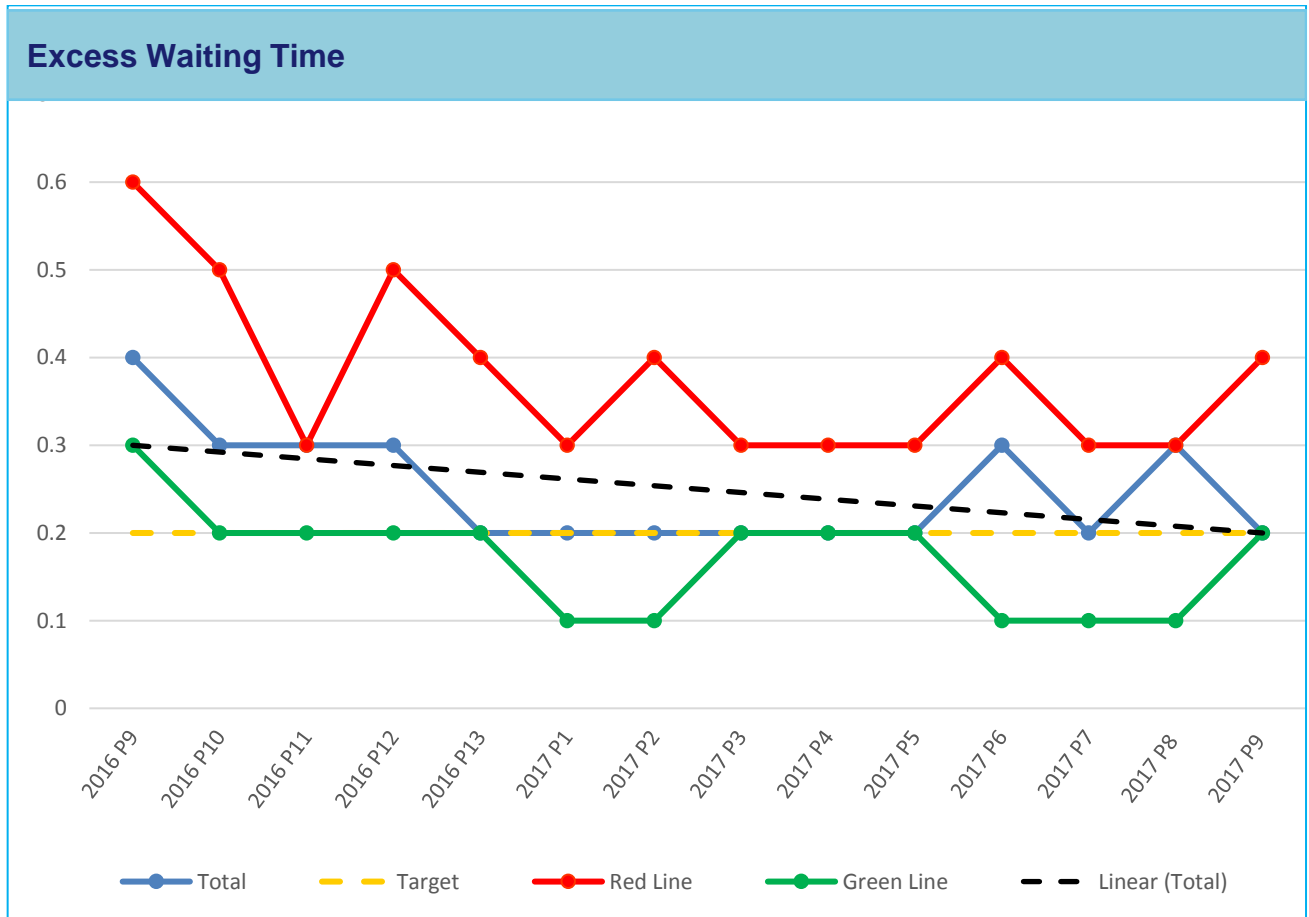
3   COMMENTS AND COMPLAINTS

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 185 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints	
HR Enquiries	47
SFN Appeal and Enquiries	3,973
Commendation	13
Lost property Enquiries	1,551
Taxsaver Enquiries	271
P&R query	508
General Enquiries	834
Fares	55
Services	3,125
Suggestions	3
Total Complaints	2112
Total refunds issued	0
Acknowledgments/spam	1,996
Leapcard	976
Total	15,464

Pie chart labels:
- 6.31%, Leapcard
- 12.91%, Acknowledgement...
- 0.30%, HR Enquiries
- 25.69%, SFN Appeal and Enquiries
- 0.00%, Total refunds issued
- 13.66%, Total Complaints (complaints table)
- 0.08%, Commendation
- 10.03%, Lost property Enquiries
- 1.75%, Taxsaver Enquiries
- 3.29%, P&R query
- 20.21%, Services (route, timetable, journey planner)
- 0.36%, Fares
- 5.39%, General Enquiries

The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints	
Antisocial behaviour	103
Disruption to services	564
Staff behaviour	136
Luas website/App	17
Noise	29
Alleged Personal Injury	42
TVM problem	482
Validator problem	5
Pay by Bay problem	609
P&R problem (general)	52
Clamping	26
Overcrowding	14
Cleanliness stop	2
Other	31
Total	2,112

Pie chart labels:
- 4.1%, Clamping
- 1.5%, Overcrowding
- 0.6%, Cleanliness Stop
- 3.3%, Other
- 11.2%, Anti Social Behaviour
- 19.4%, Disruption to services
- 1.5%, Pay by Bay machine Problem
- 1.4%, Validator Problem
- 38.6%, TVM problem
- 5.0%, Alleged Personal Injury
- 1.7%, Noise
- 1.2%, Luas Website/App
- 8.2%, Staff Behaviour

4   CLEANLINESS

Cleanliness audits are performed every 4 weeks (once per period) in all areas. The average scores for Q3 are as follows:

	Stops	Trams
Average for Q3	100%	97.92%
Average year to date	100%	98.19%

5   PASSENGER INFORMATION

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

	Stops	Trams
Average for Q3	95.83%	99.85%
Average year to date	96.05%	99.89%