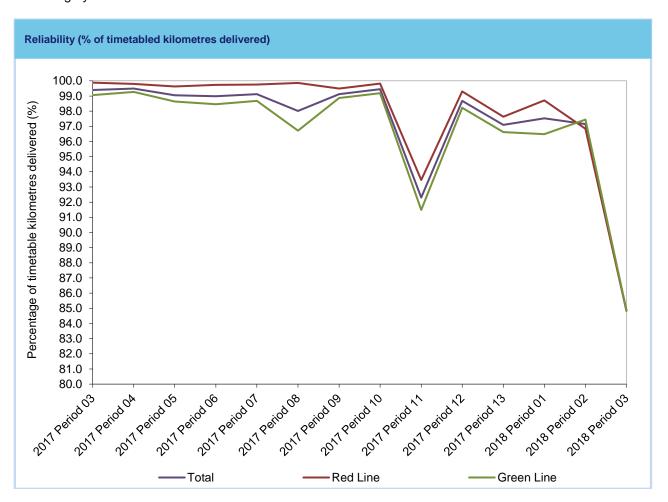


Luas Performance Report Quarter 1 2018 Reporting Periods 1 to 3

1 RELIABILITY

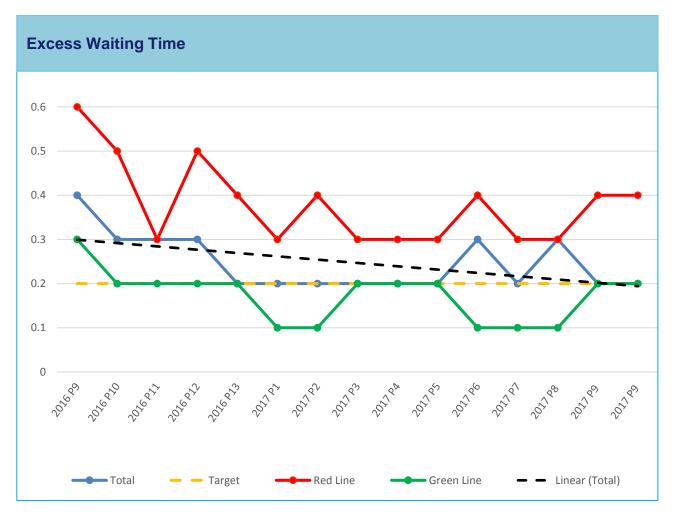
Luas measures reliability in terms of the percentage of timetabled kilometres delivered. The chart below shows the reliability in the reporting periods comprising Q1 of 2018 and the same information for the preceding year. The table below gives the average reliability by line for the Q1 of 2018.

Average for Q1	Red Line 92.95%	Green Line 93.49%	<i>Overall</i> 93.20%
Average year to date	92.95%	93.49%	93.20%



2 PUNCTUALITY

Luas measures punctuality in terms of Excess Waiting Time (EWT).



Due to a systems fault Transdev are unable to generate an EWT report for periods 1 - 3.

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 167 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints		0.56%, HR Enquiries 19.80%, SFN
HR Enquiries	82	Appeal and
SFN Appeal and Enquiries	2,893	6.50%, Enquiries 18.32%, Leapcard Acknowledgement
Commendation	32	s/spam
Lost property Enquiries	944	Commendation
Taxsaver Enquiries	228	0.00%, Total
P&R query	492	refunds 6.46%, Lost property
General Enquiries	1,958	property
Fares	76	
Services	2,573	1.56%, Taxsaver
Suggestions	45	Complaints () Enquiries
Total Complaints	1,662	complaints table) \(\square 3.37%, P&R \\ query
Total refunds issued	-	13.40%, General
Acknowledgments/spam	2,677	17.61%. Services (route. / Enquiries
Leapcard	949	timetable, journey 0.52%, Fares
Total	14,611	

The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints		Park and Ride Clamping Overcrowding Cleanliness Stop 0.2%
Antisocial behaviour	79	Problem 3.4%
Disruption to services	1,101	Pay by Bay General 0.1% Other 2.8%
Staff behaviour	126	Problem 3.0% Anti Social
Luas website/App	41	Validator Behaviour
Noise	6	Problem 2.0% 4.8%
Alleged Personal Injury	39	TVM problem
TVM problem	55	3.3%
Validator problem	34	Alleged Personal Injury 2.3%
Pay by Bay problem	50	
P&R problem (general)	2	Noise 0.4%
Clamping	56	Luas Website/App
Overcrowding	23	2.5%
Cleanliness stop	3	Disruption to
Other	47	Staff Behaviour 7.6% services 66.2%
Total	1,662	J

4 CLEANLINESS

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

	3ιυρς	Hailis
Average for Q1	100%	97.92%
Average year to date	100%	97.92%

5 PASSENGER INFORMATION

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

	Stops	irams
Average for Q1	99.71%	99.83%
Average year to date	99.71%	99.83%