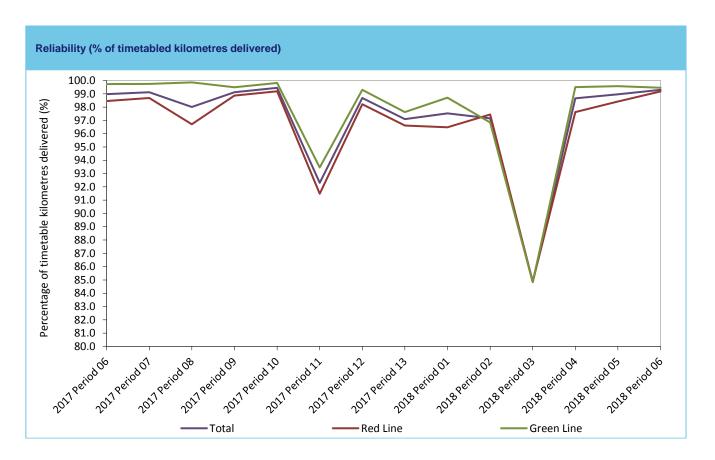


Luas Performance Report Quarter 2 2018 Reporting Periods 4 to 6

1 RELIABILITY

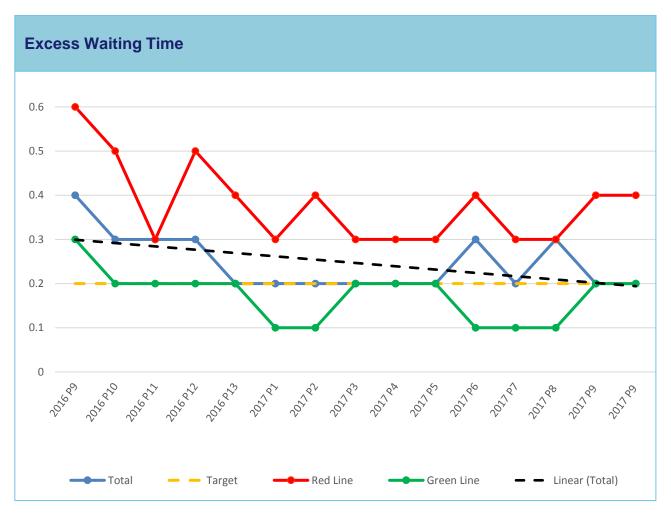
Luas measures reliability in terms of the percentage of timetabled kilometres delivered. The chart below shows the reliability in the reporting periods comprising Q2 of 2018 and the same information for the preceding year. The table below gives the average reliability by line for the Q2 of 2018.

Average for Q2	Red Line 98.51%	Green Line 99.51%	<i>Overall</i> 98.97%
Average year to date	95.71%	96.48%	96.07%



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 4 - 6.

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 167 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints		13 55% 7.53%,
HR Enquiries	48	13.55%, 7.53%, Acknowledge Leapcard 0.34%, HR
SFN Appeal and Enquiries	4,002	ments/spam Enquiries 28.40%, SFN Appeal and
Commendation	32	refunds issued _ Enquiries
Lost property Enquiries	1,248	
Taxsaver Enquiries	291	
P&R query	486	8.17%, Total
General Enquiries	1,315	Complaints (_ complaints
Fares	86	table) 0.23%,
Services	2,441	Commendation
Suggestions	20	17.32%, Services 8.86%, Lost
Total Complaints	1,151	(route, timetable, property
Total refunds issued	0	Enquiries 2.07%,
Acknowledgments/spam	1,910	9.33%, Taxsaver
Leapcard	1,061	0.61%, Fares General 3.45%, P&R Enquiries Enquiries query
Total	14,091	Liiquiiles

The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints		4.5%, 2.2%,
Antisocial behaviour	162	Overcrowding Cleanliness 3.3%, Stop 2.1%, Other
Disruption to services	355	Clamping Social
Staff behaviour	129	Behaviour
Luas website/App	15	
Noise	21	2.4%, Pay by Bay machine Problem
Alleged Personal Injury	26	
TVM problem	142	11.5%,
Validator problem	132	Problem 30.8%,
Pay by Bay problem	28	Disruption to
P&R problem (general)	2	12.3%, TVMservices
Clamping	38	problem
Overcrowding	52	2.3%, Alleged
Cleanliness stop	25	Personal Injury11.2%, Staff
Other	24	1.3%, Luas Behaviour
Total	1,151	1.8%, Noise / Website/App

4 CLEANLINESS

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

	3ιυμς	Trairis
Average for Q2	100%	95.75%
Average year to date	100%	97.24%

5 PASSENGER INFORMATION

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

	Stops	Trams
Average for Q2	99.93%	99.94%
Average year to date	98.25%	99.93%