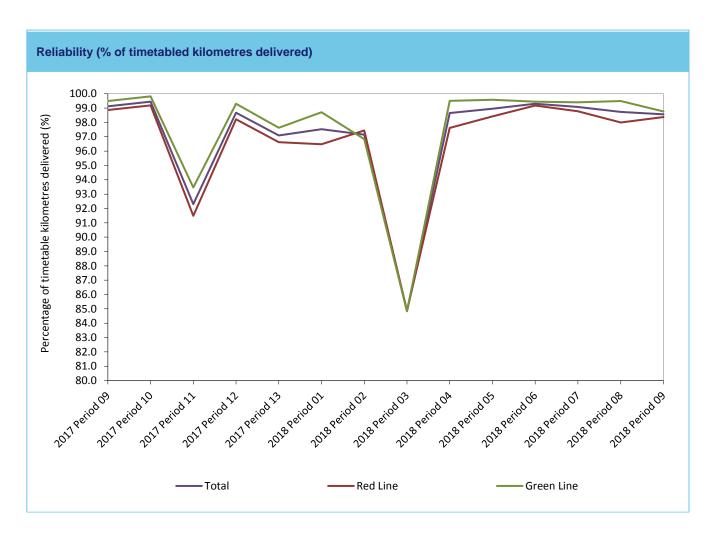


Luas Performance Report Quarter 3 2018 Reporting Periods 7 to 9

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 2018 and the same information for the preceding year. The table below gives the average reliability by line for the Q3 of 2018.

Average for Q3	Red Line	Green Line	Overall
	98.39%	99.21%	98.79%
Average year to date	95.69%	96.46%	96.06%



2 PUNCTUALITY

Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Q1 - Q3 2018.



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 150 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints		10.95% 4.32%,
HR Enquiries	61	10.85%, 4.32%, Acknowledgements Leapcard 0.44%, HR Enquiries
SFN Appeal and Enquiries	3,140	/spam 22.52%, SFN
Commendation	33	0.00%, Total refunds issued Enquiries
Lost property Enquiries	1,628	
Taxsaver Enquiries	491	7.08%, Total 0.24%,
P&R query	537	Complaints (Commendation complaints
General Enquiries	1,764	table)
Fares	186	11.67%, Lost property
Services	2,933	Enquiries
Suggestions	69	21.03%, Services 3.52%,
Total Complaints	988	(route, timetable, journey planner) Taxsaver Enquiries
Total refunds issued	0	12.65%, L3.85%, P&R
Acknowledgments/spam	1,513	1.33%, Fares General query
Leapcard	602	Enquiries
Total	13,945	

The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints		2.2%, 1.2%, Cleanliness 8.2%, Other 8.5%, Anti
Antisocial behaviour	84	Overcrowding Stop Social Behaviour
Disruption to services	242	8.8%,
Staff behaviour	143	Clamping 24.5%,
Luas website/App	39	Disruption to
Noise	13	0.7%, Pay by Bay machine Problem
Alleged Personal Injury	37	masime v osiem
TVM problem	202	
Validator problem	19	1.9%, Validator Problem
Pay by Bay problem	7	Problem
P&R problem (general)	0	
Clamping	87	20.4%, TVM14.5%, Staff
Overcrowding	22	problem
Cleanliness stop	12	3.7%, Alleged
Other	81	Personal Injury 3.9%, Luas
Total	988	1.3%, Noise Website/App

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	99.86%	97.08%
Average year to date	99.93%	97.91%

5 PASSENGER INFORMATION

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

	Stops	Trams
Average for Q3	99.95%	99.96%
Average year to date	98.26%	99.93%