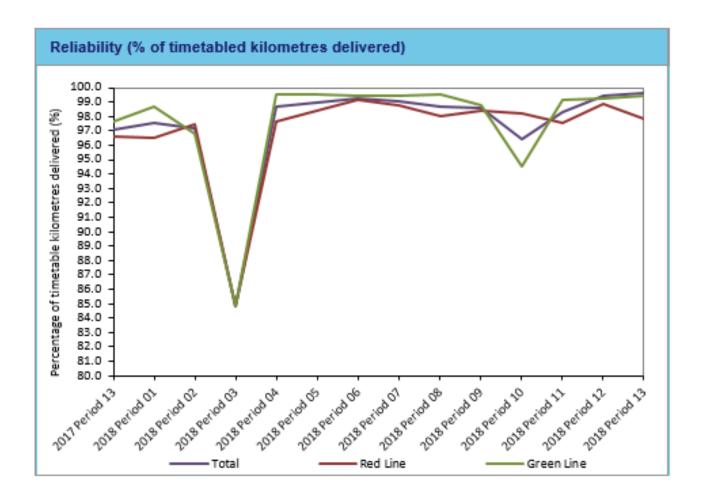


Luas Performance Report Quarter 4 2018 Reporting Periods 10 to 13

1 RELIABILITY

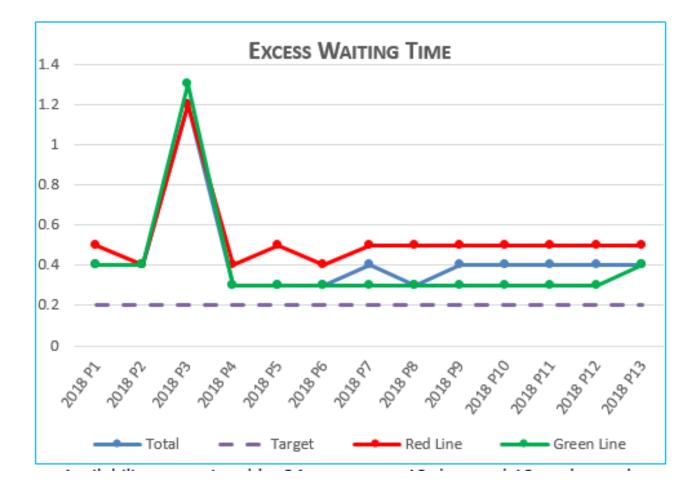
Luas measures reliability in terms of the percentage of timetabled kilometres delivered. The chart below shows the reliability in the reporting periods comprising Q4 of 2018 and the same information for the preceding year. The table below gives the average reliability by line for the Q4 of 2018.

Average for Q4	Red Line	Green Line	<i>Overall</i>
	98.04%	98.06%	98.05%
Average year to date	97.05%	97.64%	97.33%



2 PUNCTUALITY

Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Q10 – Q13 2018.



3 COMMENTS AND COMPLAINTS

The table and chart below shows the number of comments and complaints received in Q4 by the Luas call centre. It also shows the categories that these comments and complaints are divided into.

This equates to 138 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints		
HR Enquiries	72	4.27% (
SFN Appeal and Enquiries	5,073	4.27%, Leapcard 0.37%, HR Enquiries
Commendation	49	
Lost property Enquiries	2,434	0.00%, Total 13.60%,
Taxsaver Enquiries	722	refunds issued Acknowledgements/s 7.16%, Total 25.90%, SFN Appeal
P&R query	787	Complaints (complaints table)
General Enquiries	2,217	0.25%, Commendation
Fares	137	15.67%, Services
Services	3,069	(route, timetable, journey planner)
Suggestions	122	12.43%, Lost property Enquiries
Total Complaints	1,403	
Total refunds issued	0	0.70%, Fares 3.69%, Taxsaver Enquiries
Acknowledgments/spam	2,663	11.32%, General Enquiries 4.02%, P&R query
Leapcard	836	
Total	19,584	

The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints			_	5.8%, Other
Enquines/Complaints		7.3%, C	Cleanliness	7.8%, Anti
Antisocial Behaviour	109	Overcrowding	Stop	Social
Disruption to Services	374			Behaviour
Staff Behaviour	169			
Luas website/App	18	8.0%, Clamping		
Noise	8	Ciamping		26.6%,
Alleged Personal Injury	76			Disruption to services
TVM Problem	249	0.1%, TVM.,		SCIVICCS
Validator Problem	71			
TVM Problem (Parking)	1		17.7%, TVM	
P&R Problem (General)	25		problem	12.0%, Staff
Clamping	112			Behaviour
Overcrowding	103			
Cleanliness stop	10	5.0%, Validator	5.4%, Alleged	-1.3%, Luas
Other	81	Problem	Personal Injury0.6%, Nois	se ^l Website/App
Total	1406			

4 CLEANLINESS

Cleanliness audits are performed every 4 weeks (once per period) in all areas. The average scores for Q4 are as follows:

	<i>σιυμ</i> δ	Hallis
Average for Q4	99.66%	96.56%
Average year to date	99.63%	96.83%

5 PASSENGER INFORMATION

The availability of passenger information at stops and on board trams for Q4 is as follows:

	Stops	Trams
Average for Q4	99.79%	99.99%
Average year to date	99.84%	99.93%