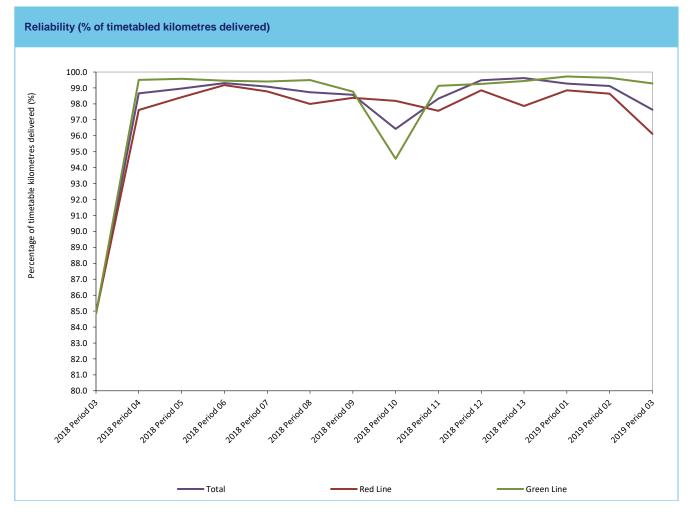


# Luas Performance Report Quarter 1 2019 Reporting Periods 1 to 3

#### 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 2019 and the same information for the preceding year. The table below gives the average reliability by line for the Q1 of 2019.

Average for Q1	<i>Red Line</i>	Green Line	<i>Overall</i>
	97.61%	99.54%	98.54%
Average year to date	97.61%	99.54%	98.54%



## 2 PUNCTUALITY

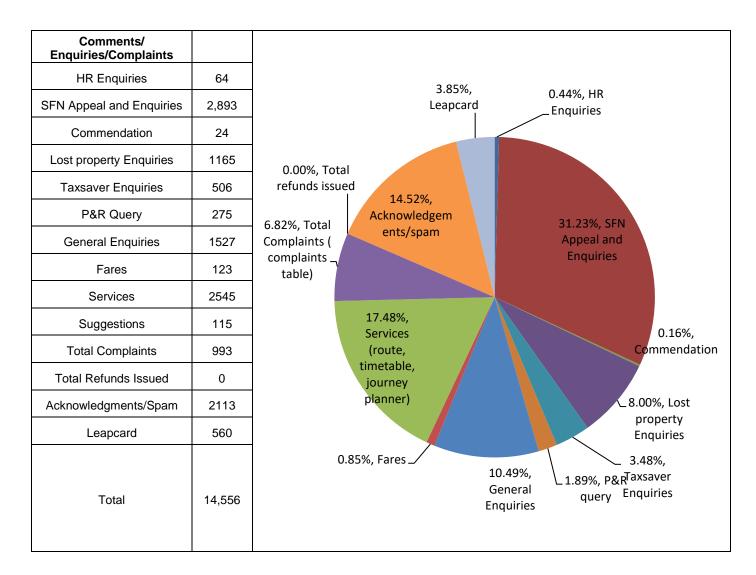


Luas measures punctuality in terms of Excess Waiting Time (EWT).

### **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 139 comments or complaints per 100,000 passenger journeys.



Comments/ Enquiries/Complaints		0.5%,8.0%, Other Cleanliness7.0%, Anti
Antisocial behaviour	70	1.4%, Stop / Social
Disruption to services	258	Overcrowding
Staff behaviour	161	9.9%,
Luas website/App	27	Clamping
Noise	11	
Alleged Personal Injury	56	26.0%, Disruption to
TVM problem	175	0.0%, TVM
Validator problem	28	
TVM Problem (Parking)	0	17.6%, TVM
P&R problem (general)	11	problem
Clamping	98	16.2%, Staff
Overcrowding	14	Behaviour
Cleanliness stop	5	2.8%, Validator
Other	79	Problem 5.6%, Alleged 2.7%, Luas
Total	993	Personal Injury 1.1%, Noise - Website/App

The table and chart below shows the breakdown of complaints.

## **4** CLEANLINESS

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

	Stops	Trams
Average for Q1	99.86%	96.67%
Average year to date	99.86%	96.67%

### **5** PASSENGER INFORMATION

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

	Stops	Trams
Average for Q1	99.87%	100%
Average year to date	99.87%	100%