



Luas Performance Report

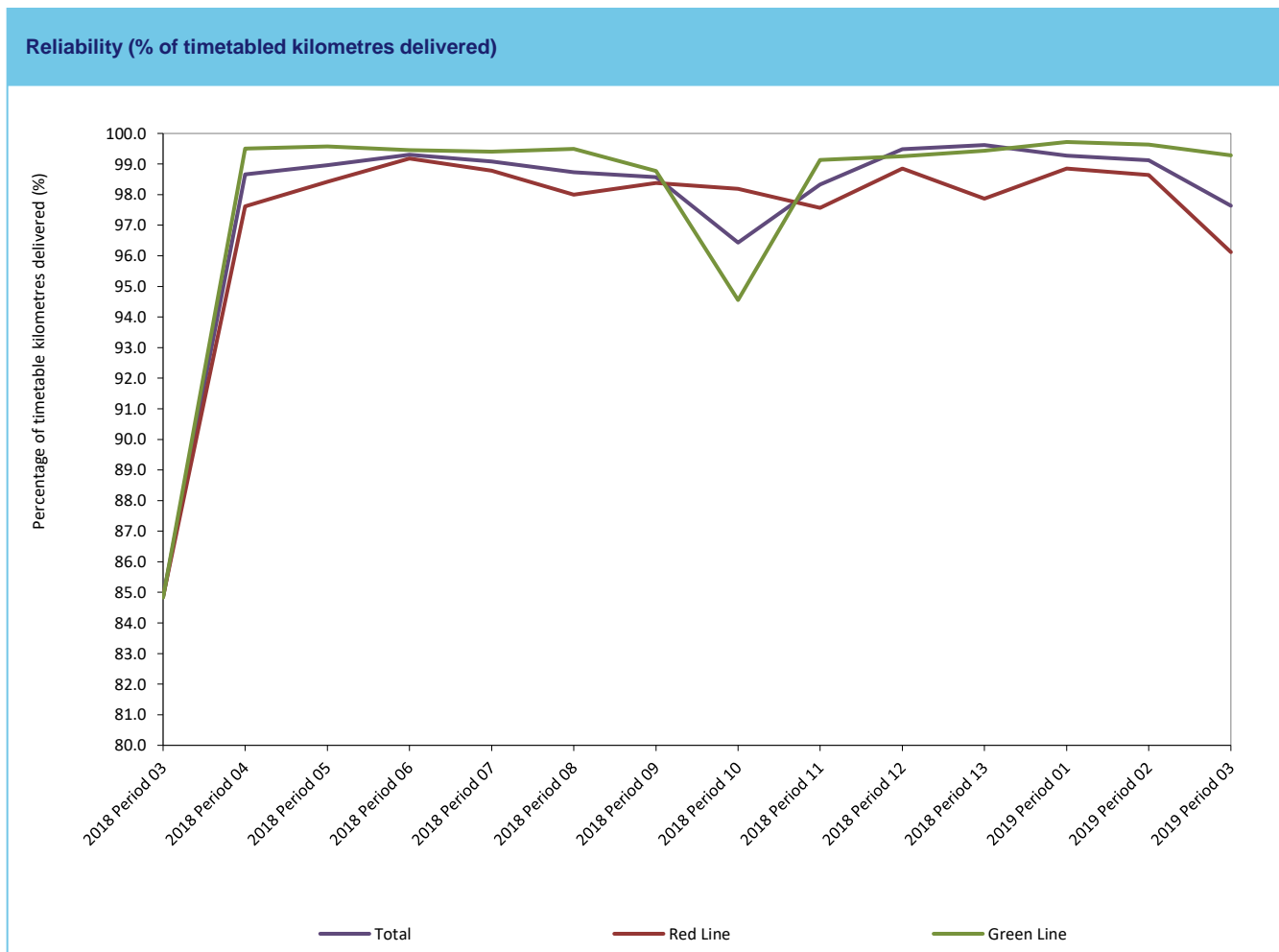
Quarter 1 2019

Reporting Periods 1 to 3

1 RELIABILITY

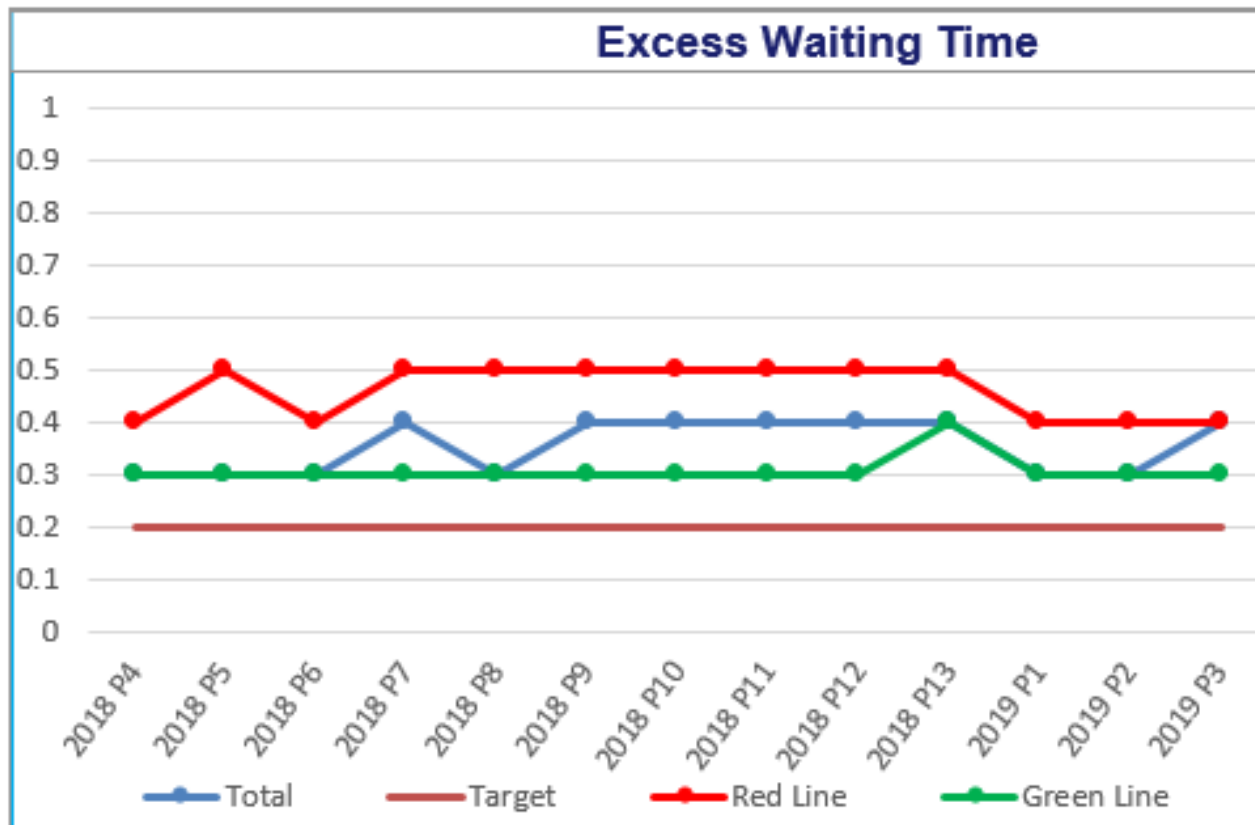
Luas measures reliability in terms of the percentage of timetabled kilometres delivered. The chart below shows the reliability in the reporting periods comprising Q1 of 2019 and the same information for the preceding year. The table below gives the average reliability by line for the Q1 of 2019.

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



2 PUNCTUALITY

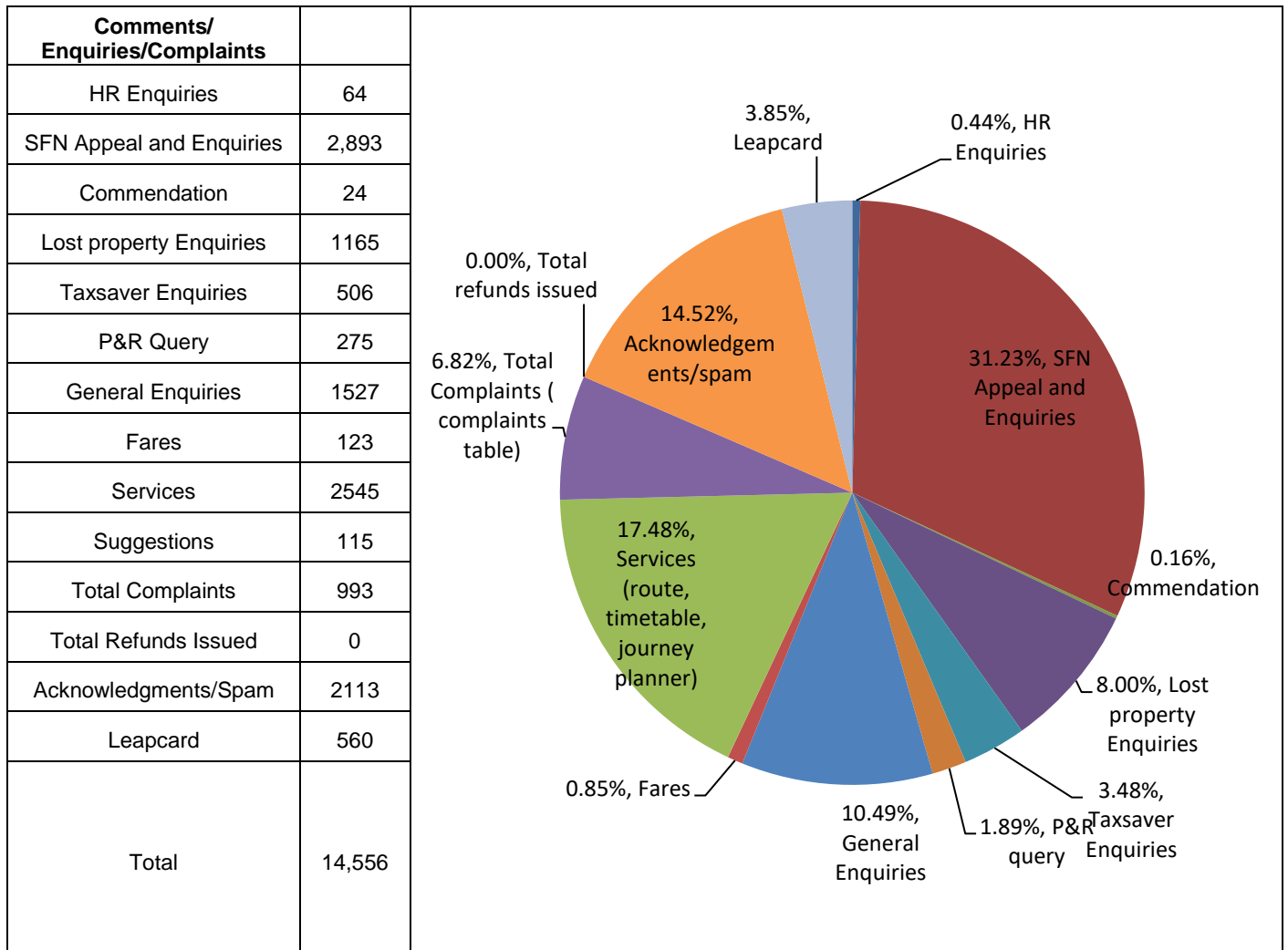
Luas measures punctuality in terms of Excess Waiting Time (EWT).



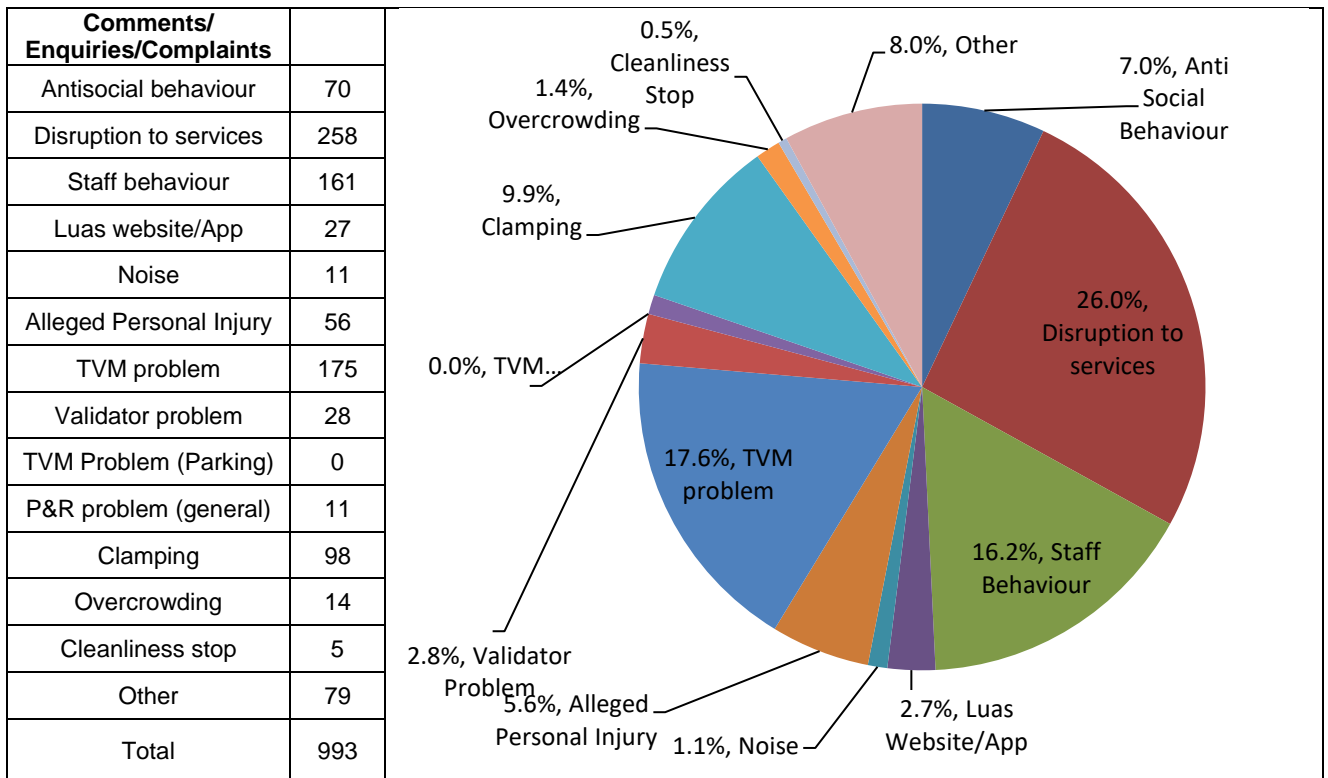
3 COMMENTS AND COMPLAINTS

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.



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:

	<i>Stops</i>	<i>Trams</i>
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:

	<i>Stops</i>	<i>Trams</i>
Average for Q1	99.87%	100%
Average year to date	99.87%	100%