# Luas Performance Report

Quarter 2 2019

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 2019 and the same information for the preceding year. The table below gives the average reliability by line for the Q2 of 2019.

	Red Line	*Green Line*	*Overall*
Average for Q2	97.99%	99.23%	98.59%
Average year to date	97.80%	99.39%	98.57%

Reliability (% of timetabled kilometres delivered)
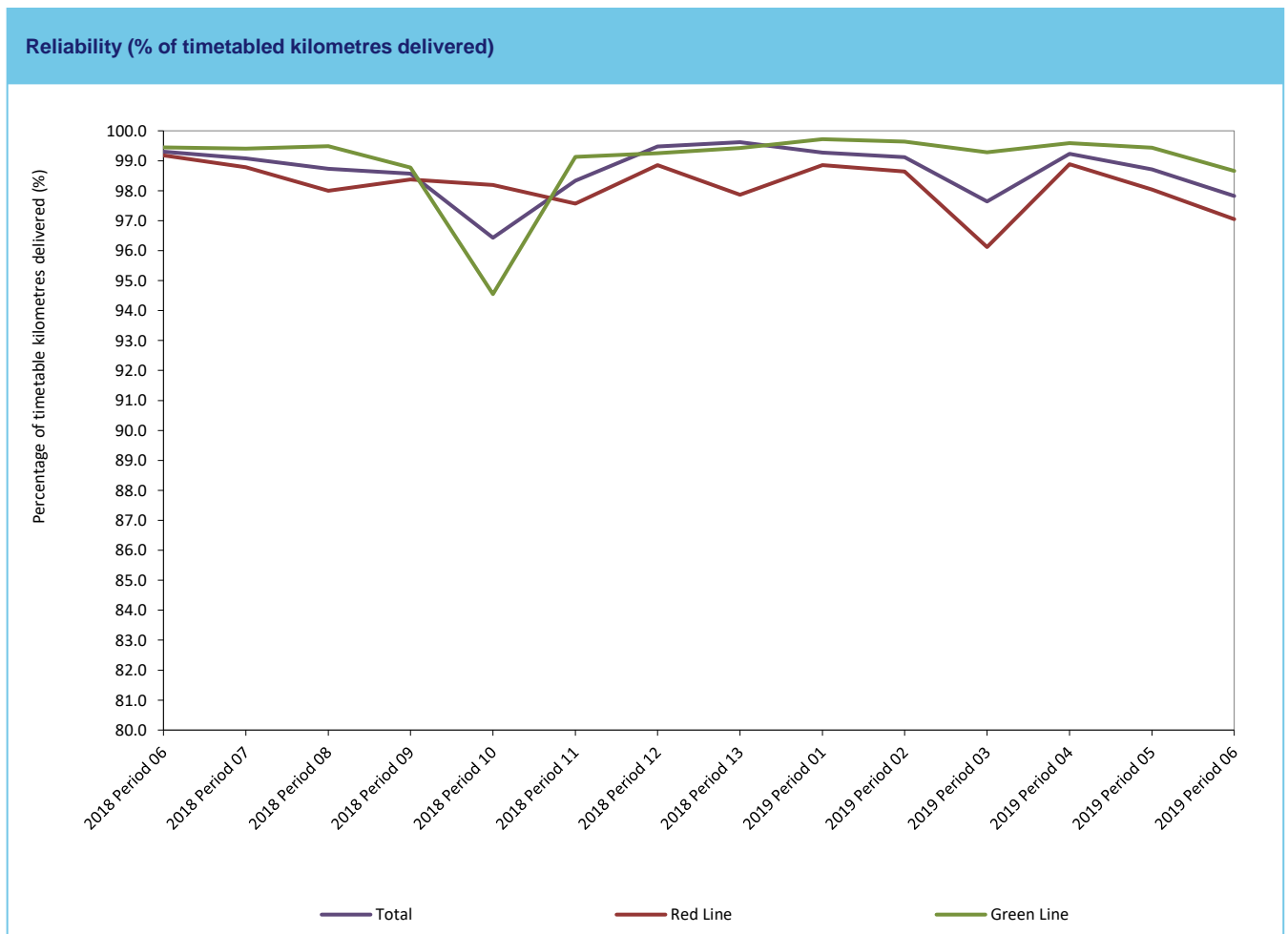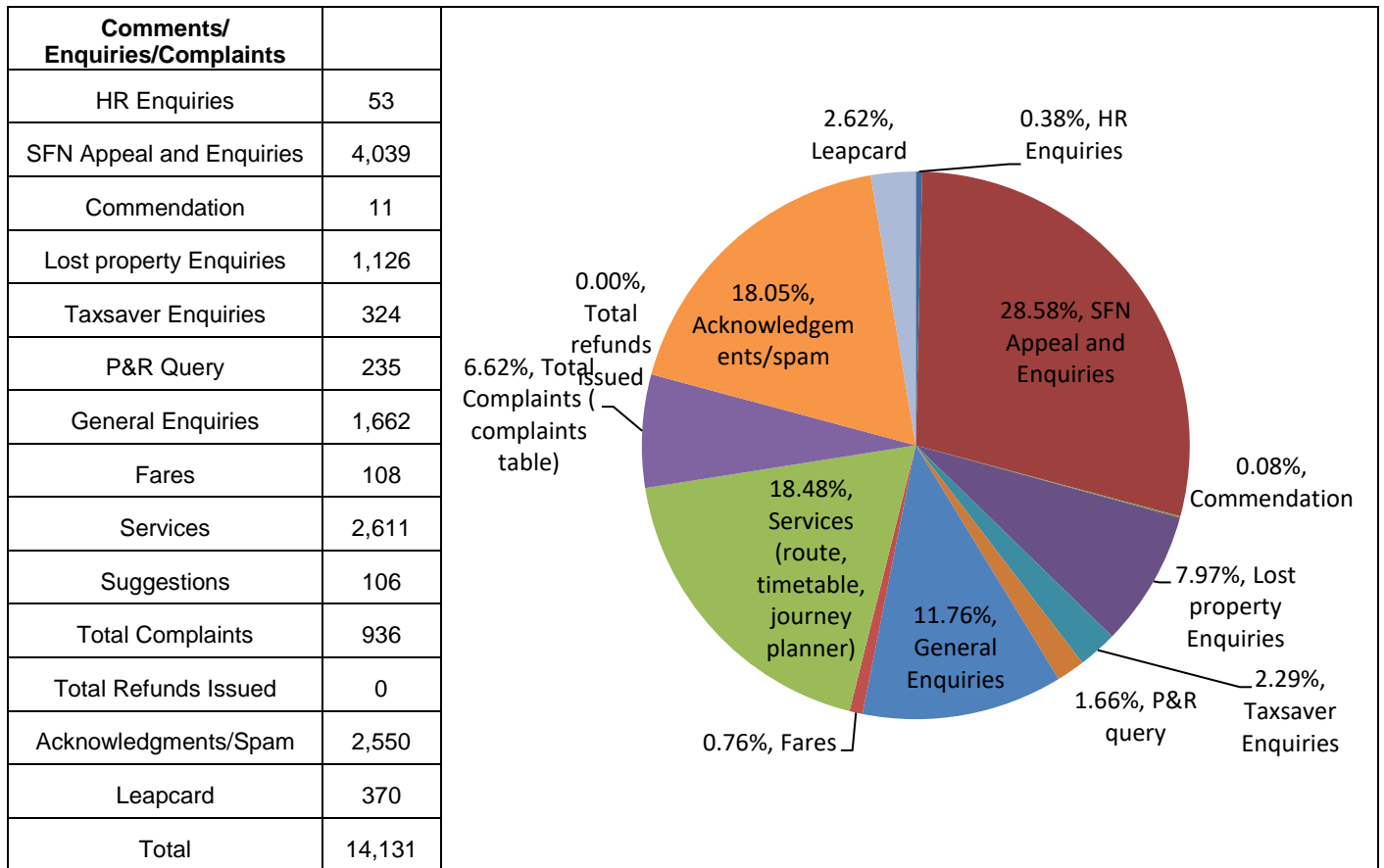
2   PUNCTUALITY

Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Q4-Q6 2019.
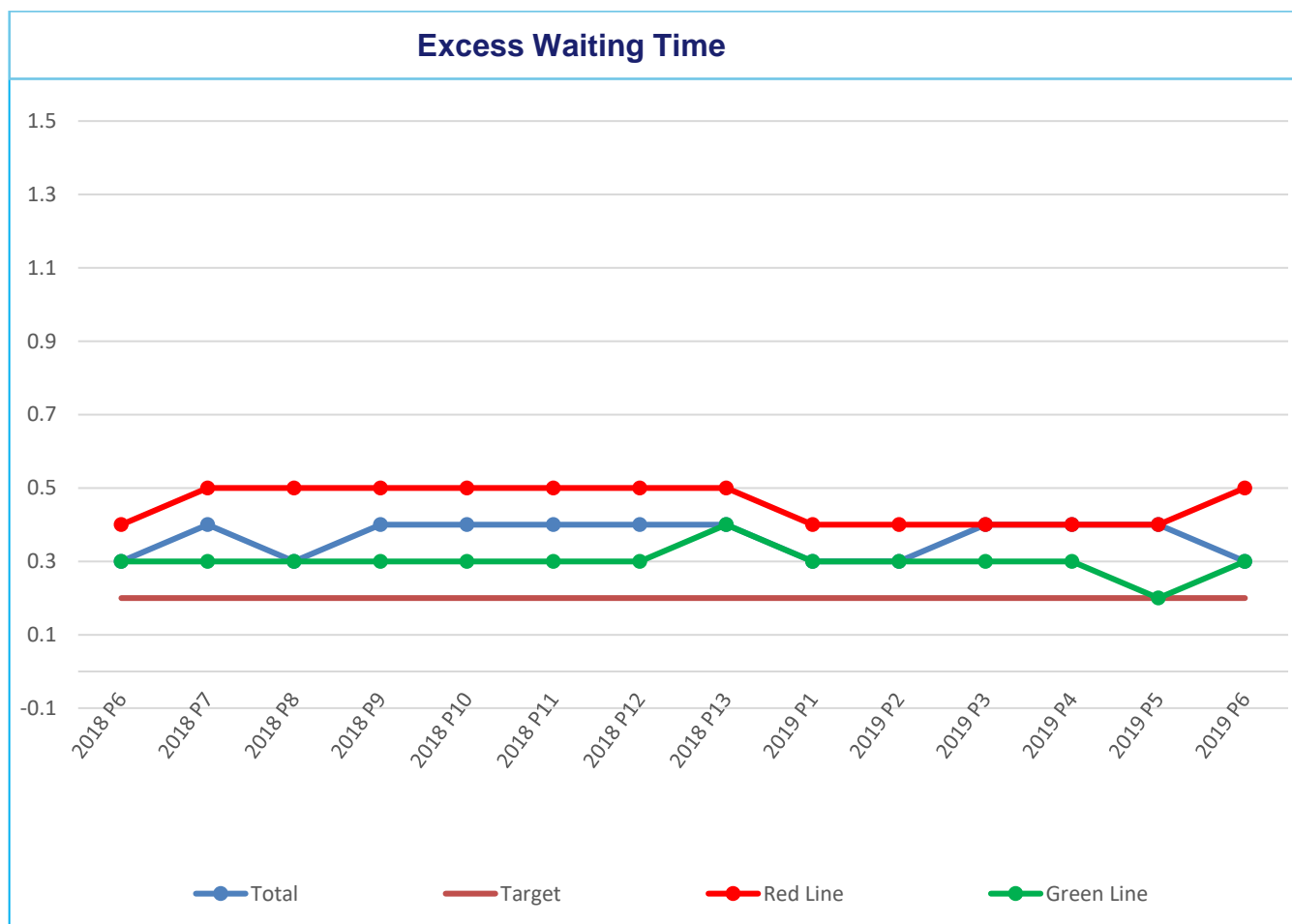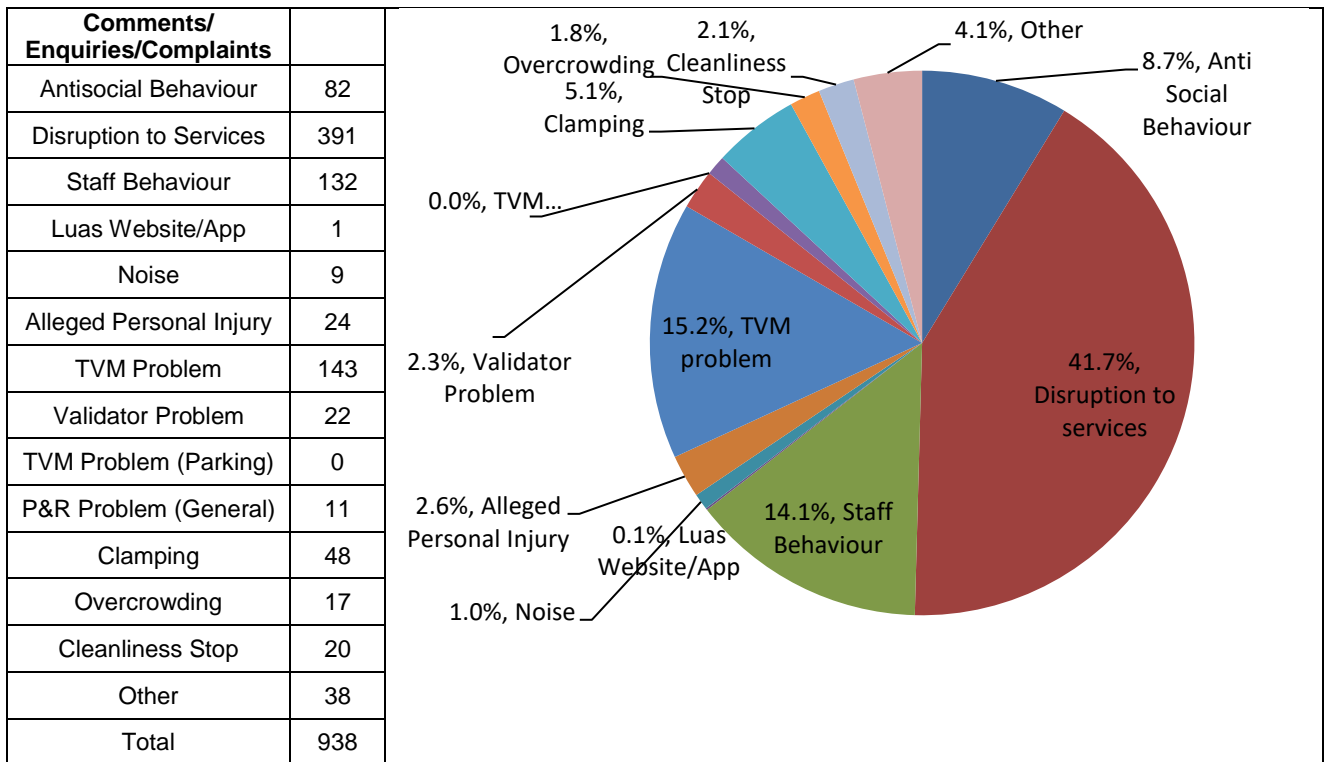
3   COMMENTS AND COMPLAINTS

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 131 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints	
HR Enquiries	53
SFN Appeal and Enquiries	4,039
Commendation	11
Lost property Enquiries	1,126
Taxsaver Enquiries	324
P&R Query	235
General Enquiries	1,662
Fares	108
Services	2,611
Suggestions	106
Total Complaints	936
Total Refunds Issued	0
Acknowledgments/Spam	2,550
Leapcard	370
Total	14,131

Pie chart percentages:
- 2.62%, Leapcard
- 0.38%, HR Enquiries
- 18.05%, Acknowledgements/spam
- 28.58%, SFN Appeal and Enquiries
- 0.00%, Total refunds Issued
- 6.62%, Total Complaints (complaints table)
- 0.08%, Commendation
- 18.48%, Services (route, timetable, journey planner)
- 7.97%, Lost property Enquiries
- 11.76%, General Enquiries
- 2.29%, Taxsaver Enquiries
- 1.66%, P&R query
- 0.76%, Fares

The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints	
Antisocial Behaviour	82
Disruption to Services	391
Staff Behaviour	132
Luas Website/App	1
Noise	9
Alleged Personal Injury	24
TVM Problem	143
Validator Problem	22
TVM Problem (Parking)	0
P&R Problem (General)	11
Clamping	48
Overcrowding	17
Cleanliness Stop	20
Other	38
Total	938

Pie chart of complaints breakdown: 1.8% Overcrowding; 2.1% Cleanliness Stop; 4.1% Other; 8.7% Anti Social Behaviour; 5.1% Clamping; 0.0% TVM...; 2.3% Validator Problem; 15.2% TVM problem; 2.6% Alleged Personal Injury; 0.1% Luas Website/App; 1.0% Noise; 14.1% Staff Behaviour; 41.7% Disruption to services.

4   CLEANLINESS

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

	Stops	Trams
Average for Q2	100%	96.67%
Average year to date	99.93%	96.67%

5   PASSENGER INFORMATION

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

	Stops	Trams
Average for Q2	99.88%	100%
Average year to date	99.87%	100%