Luas Performance Report

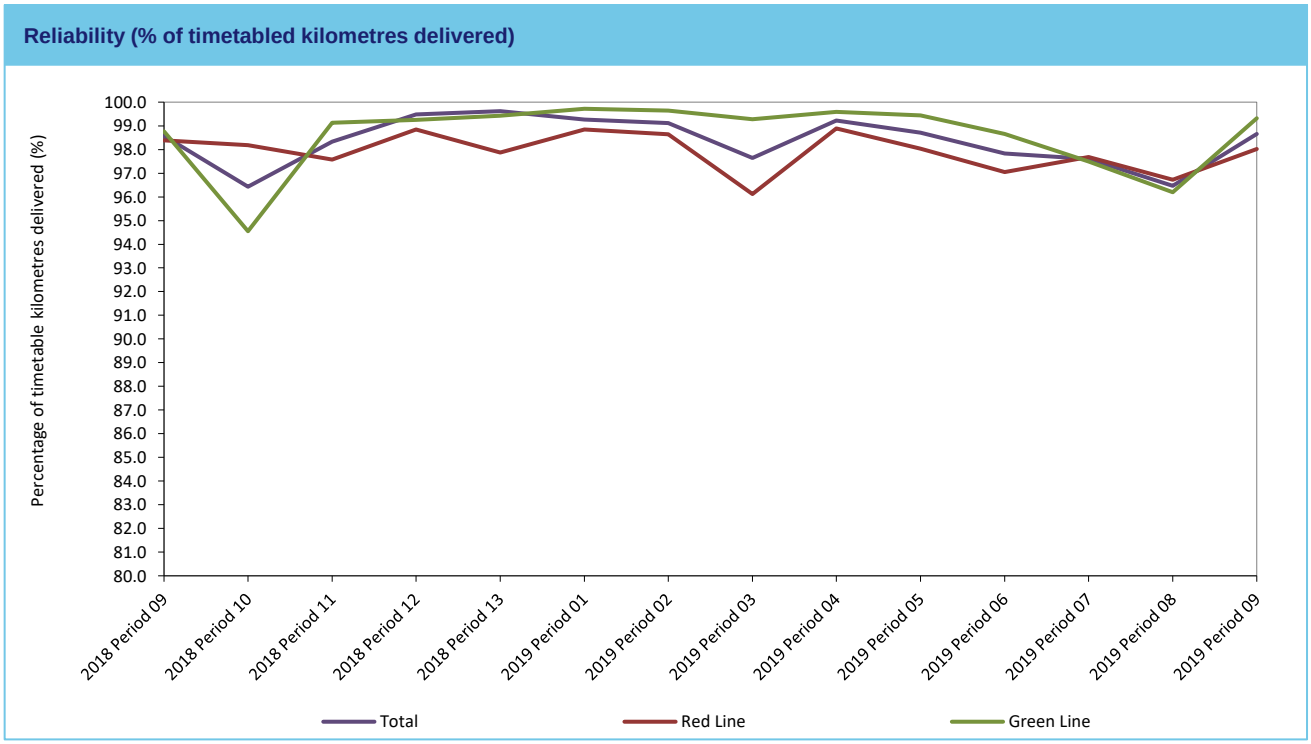
Quarter 3 2019

Reporting Periods 7 to 9

1 RELIABILITY

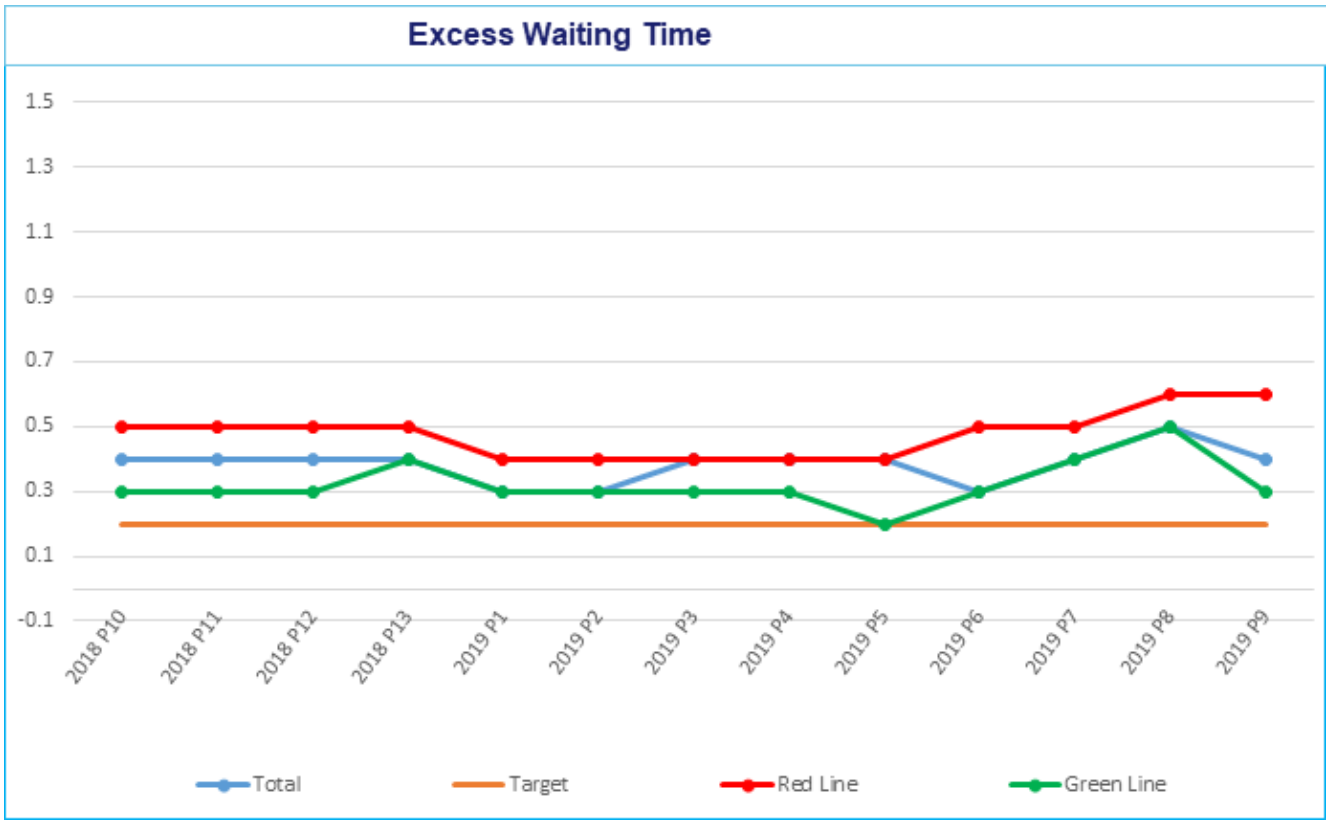
Luas measures reliability in terms of the percentage of timetabled kilometres delivered. The chart below shows the reliability in the reporting periods comprising Q3 of 2019 and the same information for the preceding year. The table below gives the average reliability by line for the Q3 of 2019.

	Red Line	*Green Line*	*Overall*
Average for Q3	96.80%	97.79%	97.28%
Average year to date	97.47%	98.85%	98.13%



2 PUNCTUALITY

Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Q7-Q9 2019.

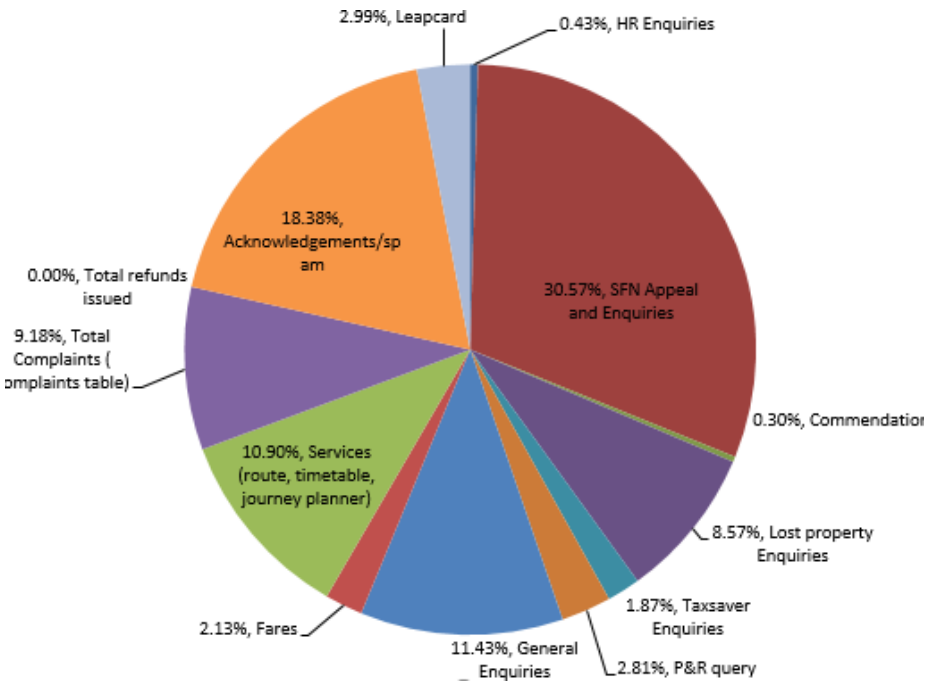


3 COMMENTS AND COMPLAINTS

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.

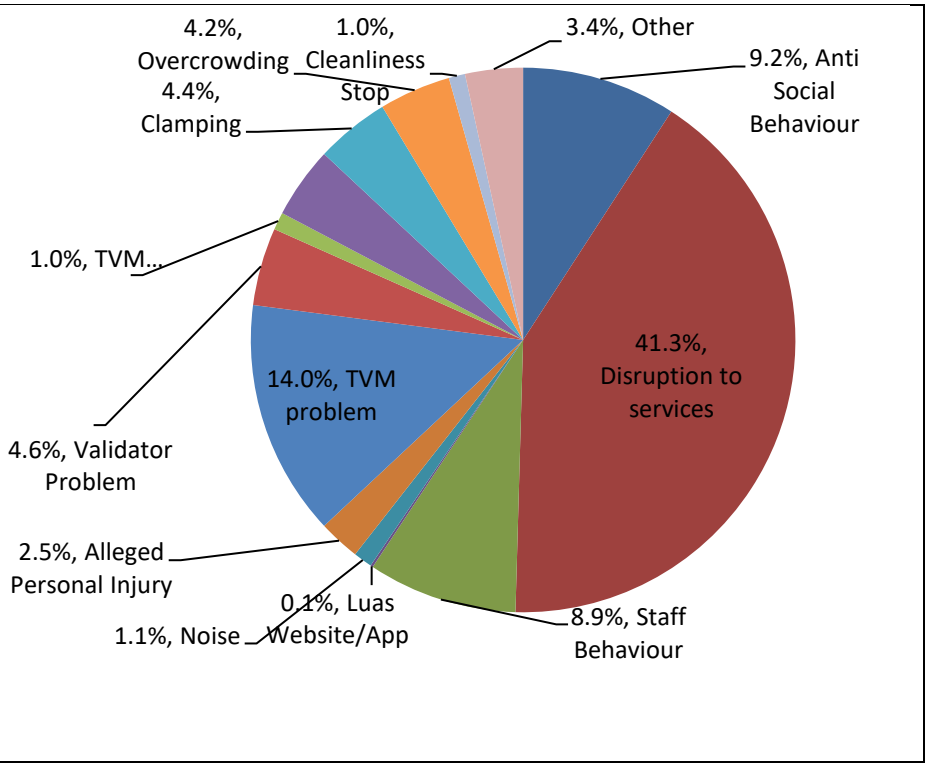
This equates to 135 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints	
HR Enquiries	63
SFN Appeal and Enquiries	4,469
Commendation	44
Lost property Enquiries	1,253
Taxsaver Enquiries	274
P&R Query	411
General Enquiries	1,671
Fares	311
Services	1,593
Suggestions	64
Total Complaints	1,342
Total Refunds Issued	0
Acknowledgments/Spam	2,687
Leapcard	437
Total	14,619



The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints	
Antisocial Behaviour	123
Disruption to Services	554
Staff Behaviour	119
Luas Website/App	2
Noise	15
Alleged Personal Injury	33
TVM Problem	188
Validator Problem	62
TVM Problem (Parking)	14
P&R Problem (General)	57
Clamping	59
Overcrowding	57
Cleanliness Stop	13
Other	46
Total	1,342



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	99.50%	96.67%
Average year to date	99.79%	96.67%

5 PASSENGER INFORMATION

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

	Stops	*Trams*
Average for Q3	99.91%	99.89%
Average year to date	99.89%	99.96%