

# Luas Performance Report Quarter 4 2019 Reporting Periods 10 to 13

### 1 RELIABILITY

Luas measures reliability in terms of the percentage of scheduled service kilometres operated. The chart below shows the reliability in the reporting periods comprising Q4 of 2019 and the same information for the preceding year. The table below gives the average reliability by line for the Q4 of 2019.

Average for Q4	<i>Red Line</i>	Green Line	<i>Overall</i>
	96.91%	98.61%	97.74%
Average Year to Date (P1-13)	97.30%	98.77%	98.01%



# 2 PUNCTUALITY

Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Periods 1 to 13 2019.

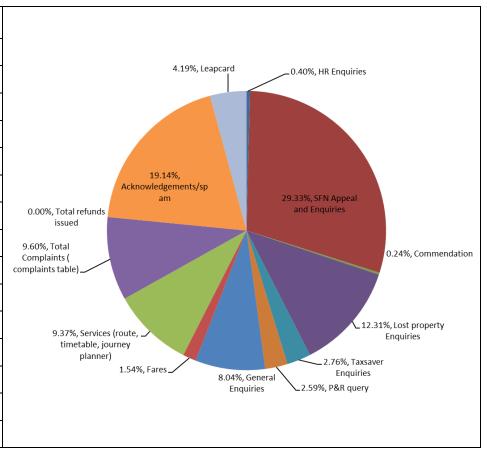


### 3 COMMENTS AND COMPLAINTS

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 124 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints	
HR Enquiries	80
SFN Appeal and Enquiries	5,855
Commendation	47
Lost Property Enquiries	2,457
Taxsaver Enquiries	551
P&R Query	516
General Enquiries	1,604
Fares	308
Services	1,870
Suggestions	98
Total Complaints	1,917
Total Refunds Issued	0
Acknowledgments/Spam	3,821
Leapcard	837
Total	19,961



The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints		1.5%, Cleanliness Stop		
Antisocial Behaviour	144	1.9%, Overcrowding		
Disruption to Services	665	3.6%, Clamping		
Staff Behaviour	201	2.1%, TVM Problem		
Luas Website/App	20	(Parking)		
Noise	25			
Alleged Personal Injury	97			
TVM Problem	435	34.7%, Disruption to		
Validator Problem	39	2.0%, Validator		
TVM Problem (Parking)	40	Trouch		
P&R Problem (General)	27			
Clamping	69			
Overcrowding	36	10.5%, Staff		
Cleanliness Stop	28	5.1%, Alleged Personal Behaviour Injury		
Other	91	1.0%, Luas		
Total	1,917	1.3%, Noise Website/App		

# 4 CLEANLINESS

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

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Average for Q4	97.34%	96.81%
Average Year to Date	99.17%	96.70%

# 5 PASSENGER INFORMATION

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

	Stops	Trams
Average for Q4	99.99%	98.67%
Average Year to Date	99.91%	99.64%