



Luas Performance Report

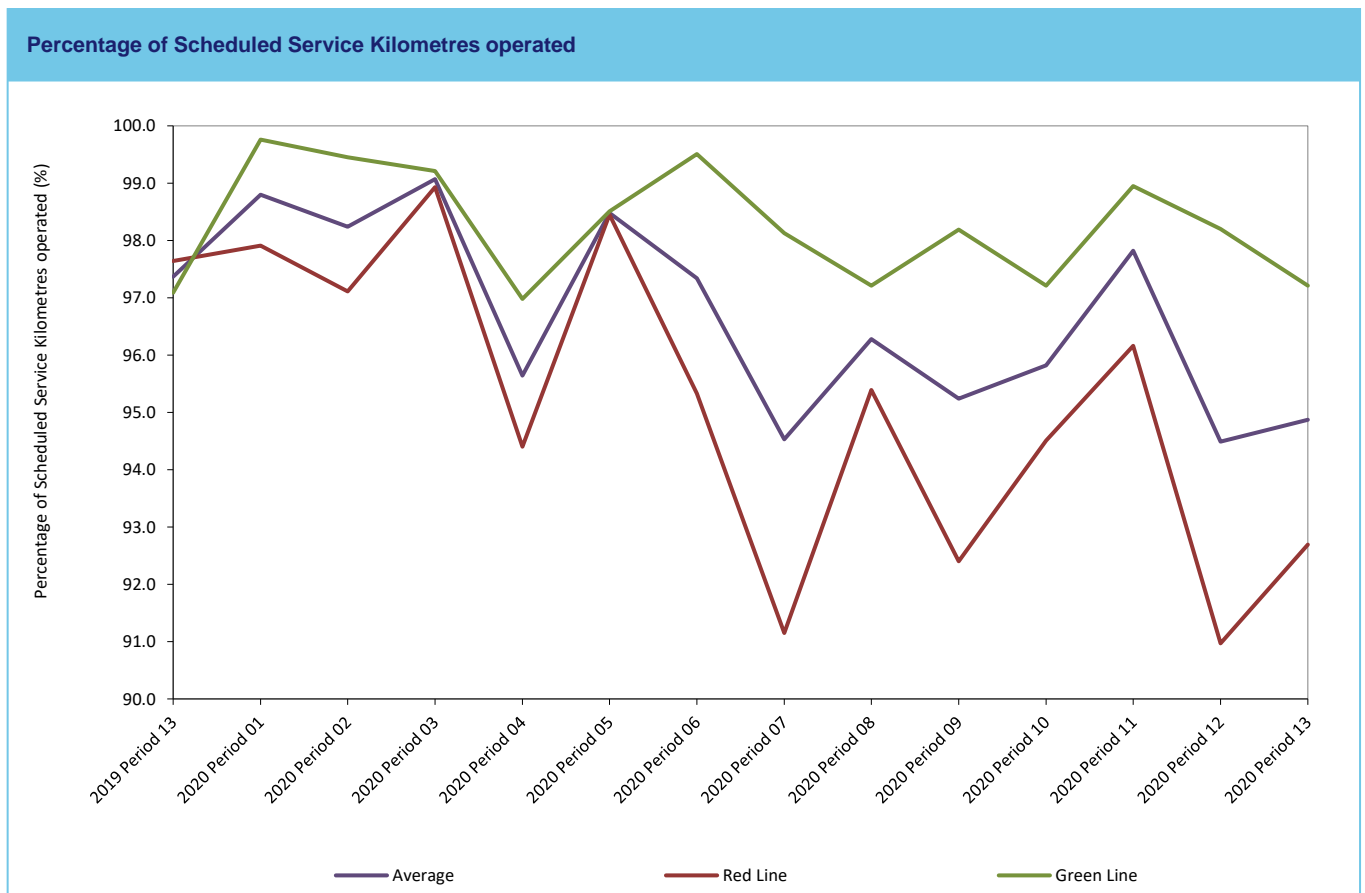
Quarter 4 2020

Reporting Periods 10 to 13

1 RELIABILITY

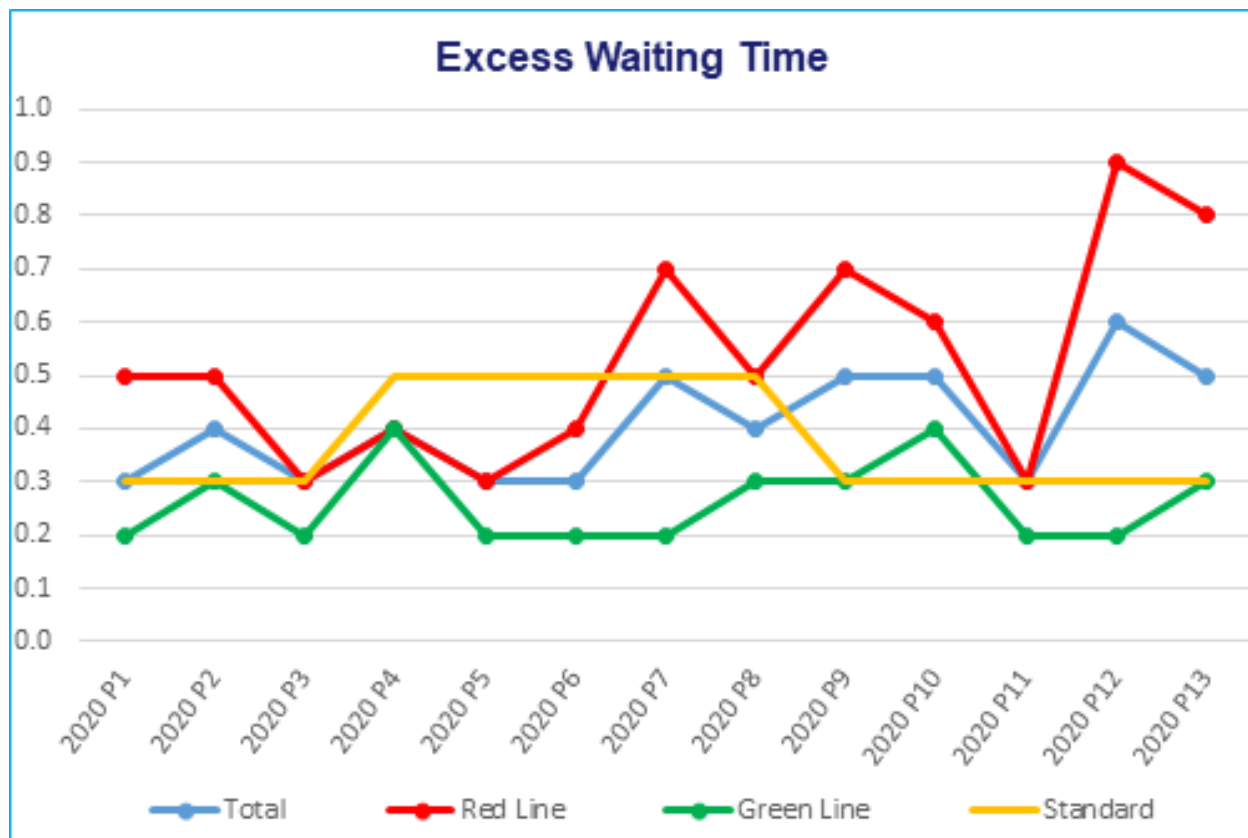
Luas measures reliability in terms of the percentage of scheduled service kilometres operated. The chart below shows the reliability in the reporting periods comprising Q4 of 2020 and the same information for the preceding year. The table below gives the average reliability by line for the Q4 of 2020.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q4	93.56%	97.88%	95.66%
Average Year to Date (P10-13)	94.76%	98.23%	96.45%



2 PUNCTUALITY

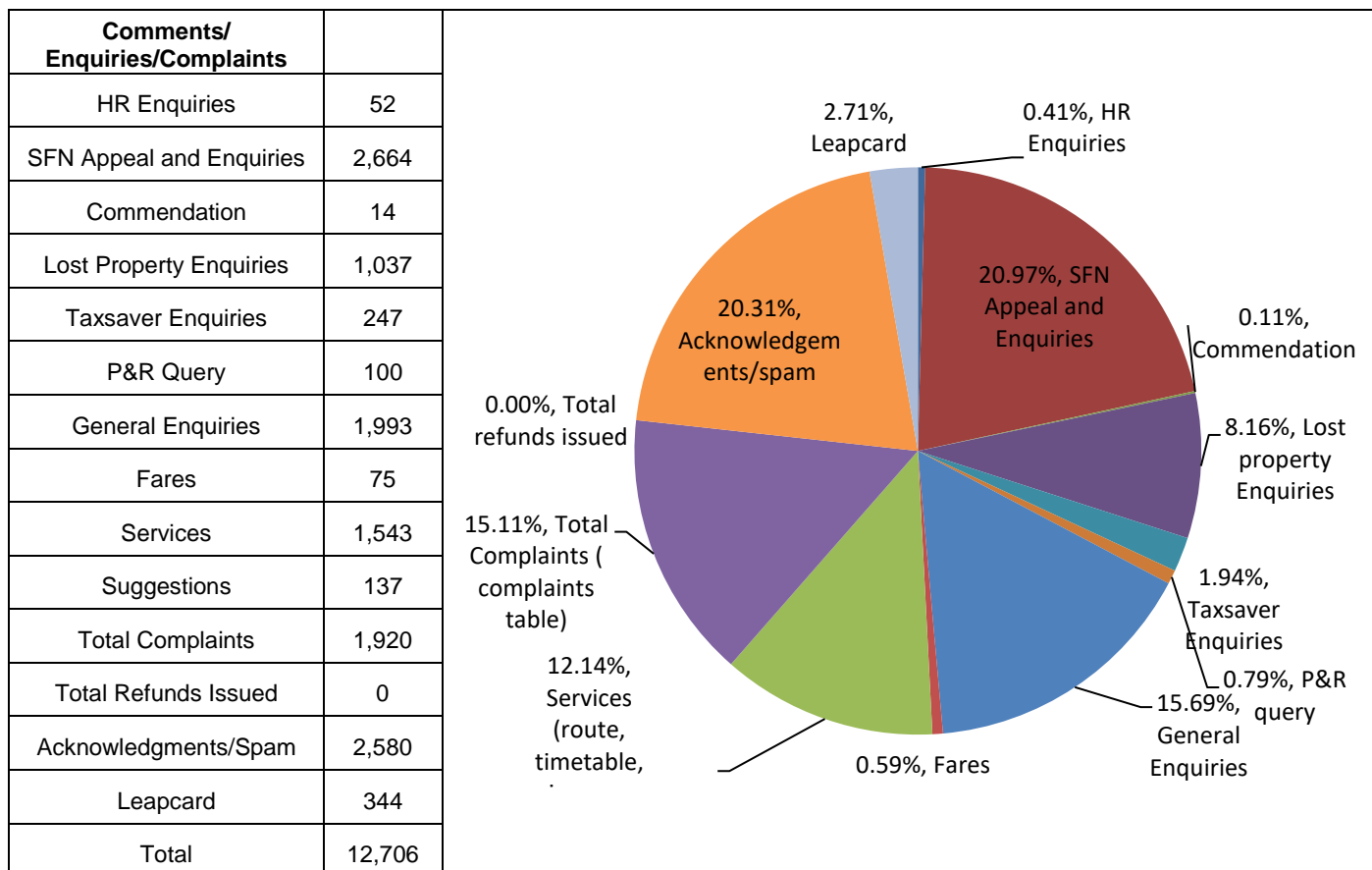
Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Periods 10 to 13 2020.



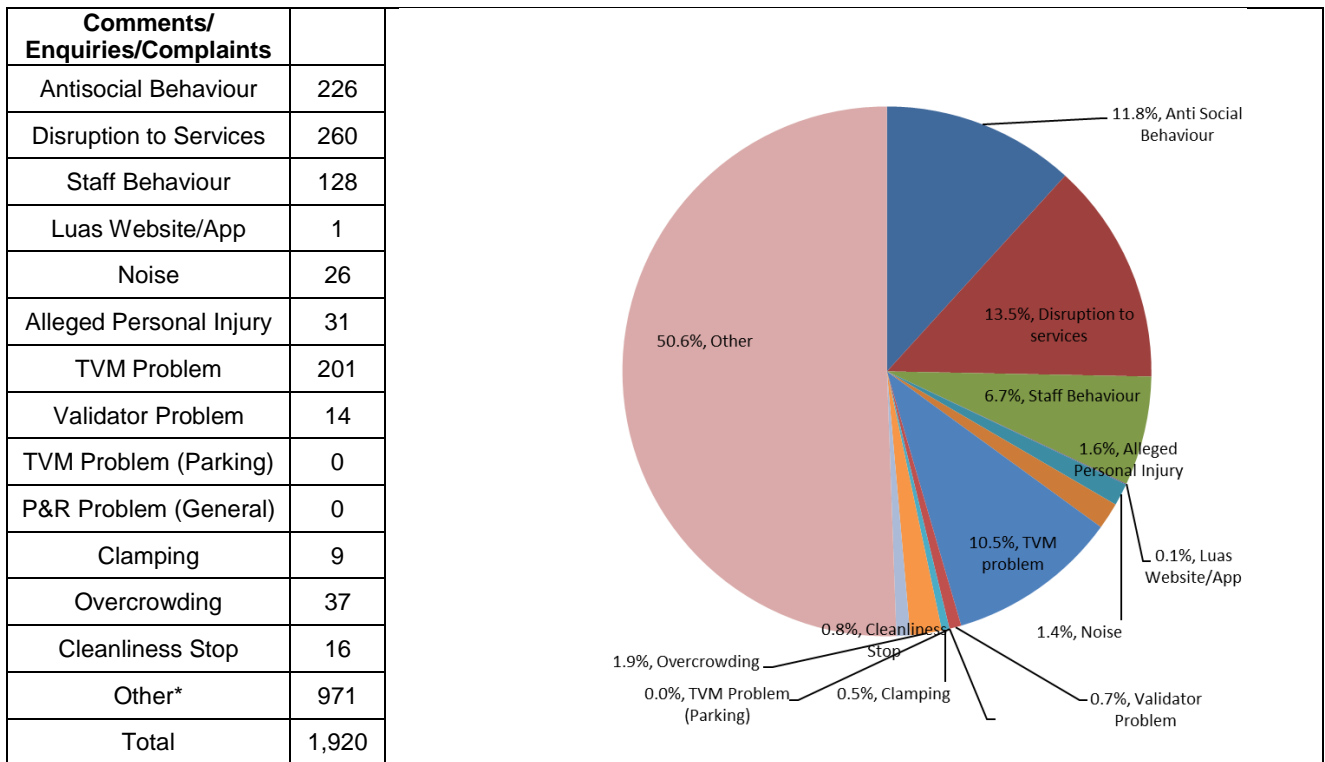
3 COMMENTS AND COMPLAINTS

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. Covid-19 related enquiries totalled 135.

This equates to 243 comments or complaints per 100,000 passenger journeys.



The table and chart below shows the breakdown of complaints.



*Other incl. 671 related C-19 Complaints

4 CLEANLINESS

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

	<i>Stops</i>	<i>Trams</i>
Average for Q4	100%	100%
Average Year to Date	99.87%	99.17%

Please note some audits were unable to take place due to Covid-19 restrictions.

5 PASSENGER INFORMATION

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

	<i>Stops</i>	<i>Trams</i>
Average for Q4	100%	100%
Average Year to Date	99.98%	99.97%

Please note some audits were unable to take place due to Covid-19 restrictions.