



# **Luas Performance Report**

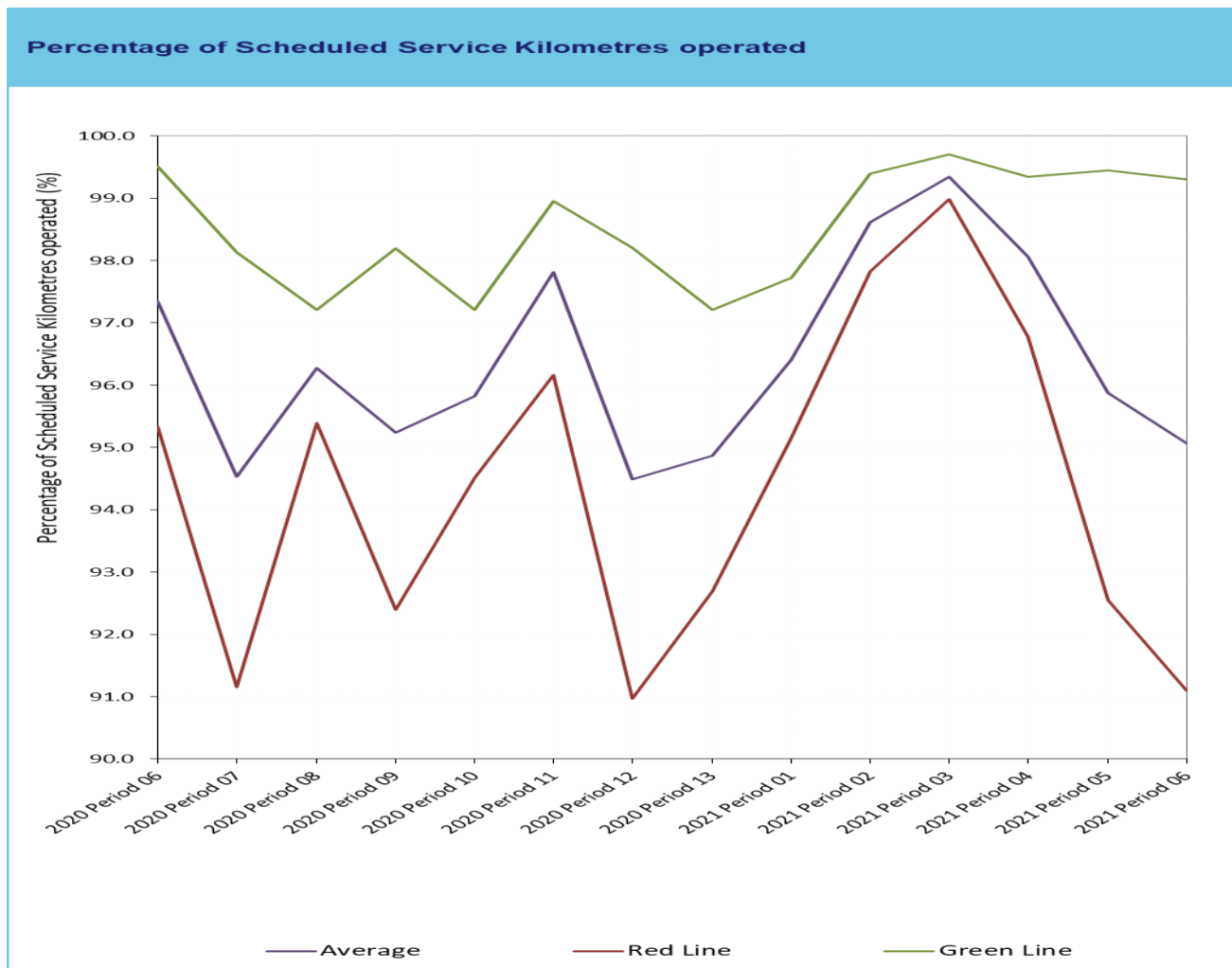
## **Quarter 2 2021**

### **Reporting Periods 4 to 6**

# 1 RELIABILITY

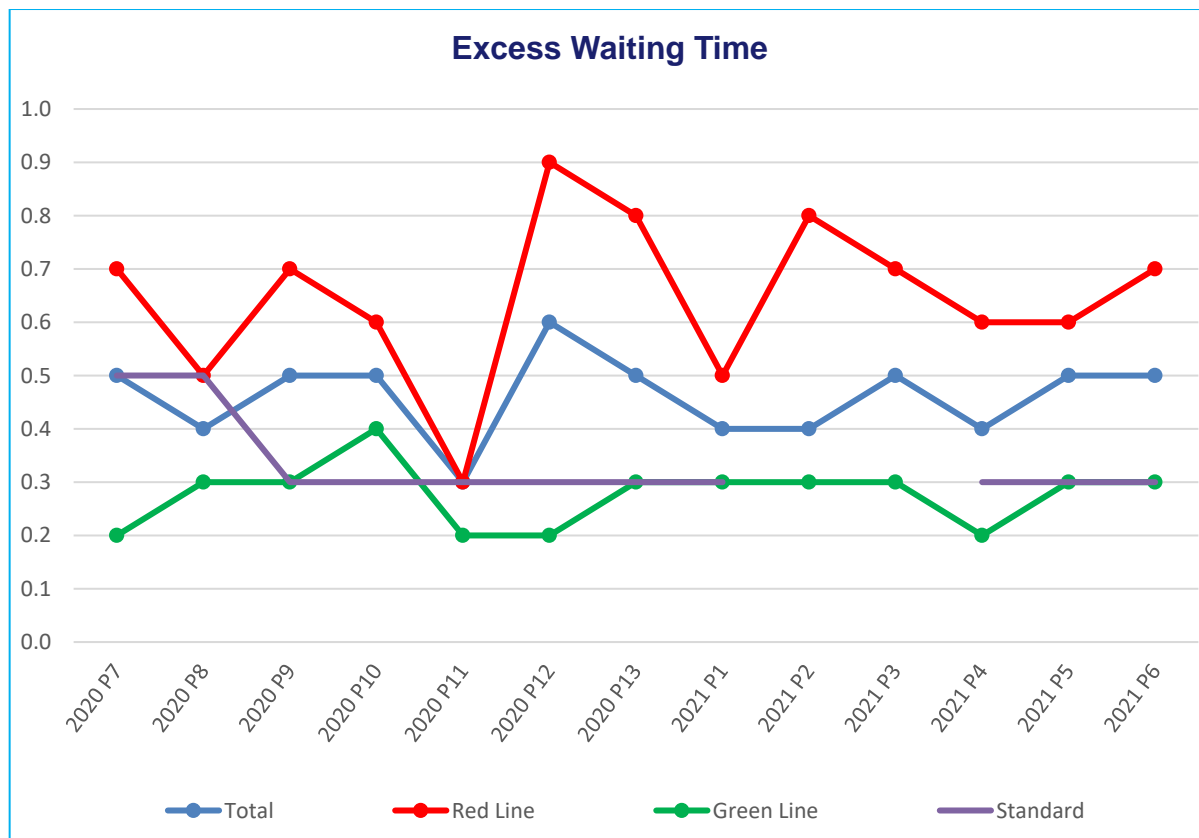
Luas measures reliability in terms of the percentage of scheduled service kilometres operated. The chart below shows the reliability in the reporting periods comprising Q2 of 2021 and the same information for the preceding year. The table below gives the average reliability by line for Q2 of 2021.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q2	93.40%	99.36%	96.32%
Average Year to Date (P1-6)	95.32%	99.13%	97.20%



## 2 PUNCTUALITY

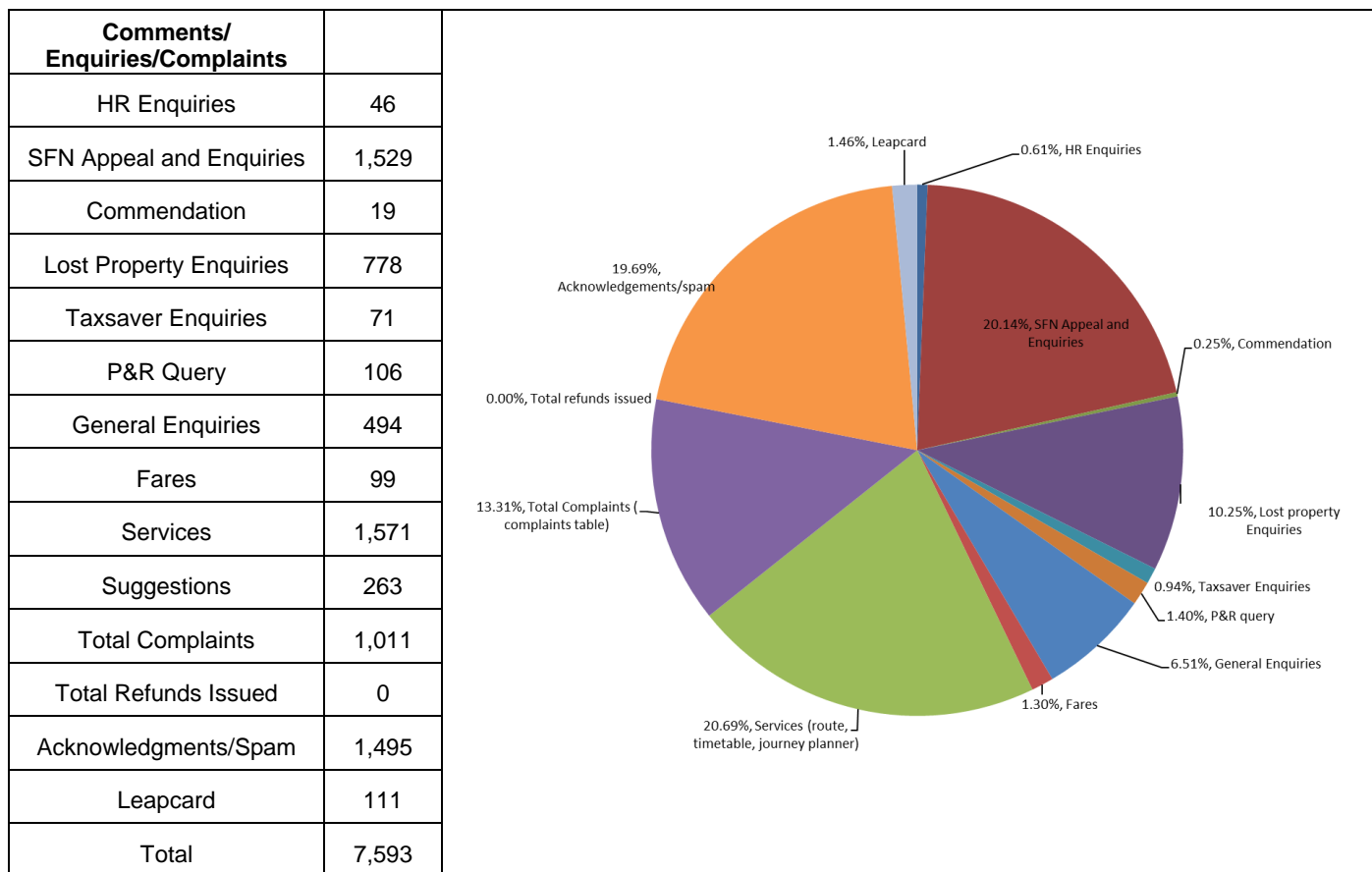
Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Periods 4 to 6 2021.



### 3 COMMENTS AND COMPLAINTS

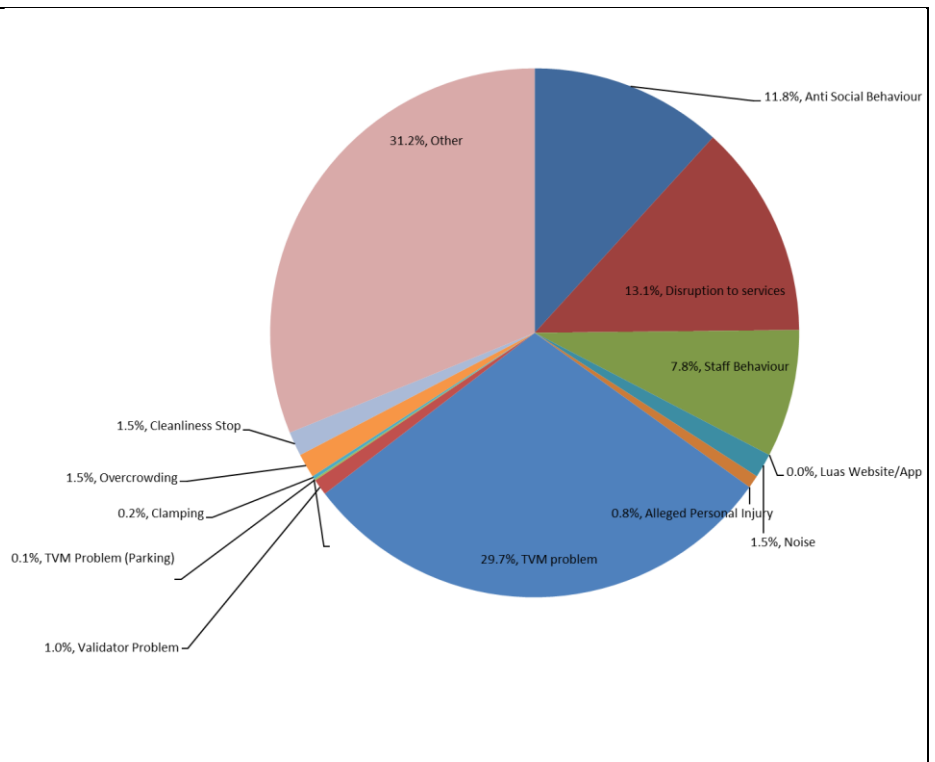
The table and chart below shows the number of comments and complaints received in Q2 by the Luas Call Centre. It also shows the categories that these comments and complaints are divided into. Covid-19 related enquiries totalled 36.

This equates to 215 comments or complaints per 100,000 passenger journeys.



The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints	
Antisocial Behaviour	119
Disruption to Services	132
Staff Behaviour	79
Luas Website/App	0
Noise	15
Alleged Personal Injury	8
TVM Problem	300
Validator Problem	10
TVM Problem (Parking)	1
P&R Problem (General)	0
Clamping	2
Overcrowding	15
Cleanliness Stop	15
Other*	315
<b>Total</b>	<b>1,011</b>



\*Other incl. 315 related C-19 Complaints

## 4 CLEANLINESS

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

	<i>Stops</i>	<i>Trams</i>
Average for Q2	100%	100%
Average Year to Date	100%	100%

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 Q2	100%	100%
Average Year to Date	100%	100%

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