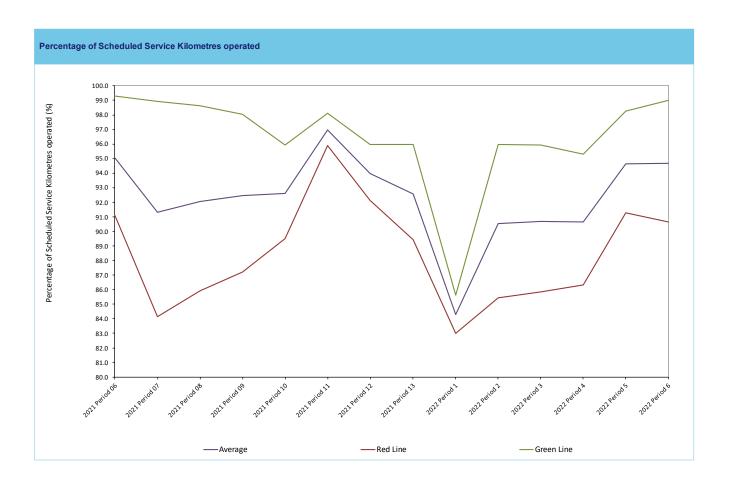


# Luas Performance Report Quarter 2 2022 Reporting Periods 4 to 6

### 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 2022 and the same information for the preceding year. The table below gives the average reliability by line for Q2 of 2022.

Average for Q2	<i>Red Line</i>	Green Line	<i>Overall</i>
	89.45%	97.54%	93.36%
Average Year to Date (P4-6)	87.07%	94.96%	90.88%



# 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 2022.

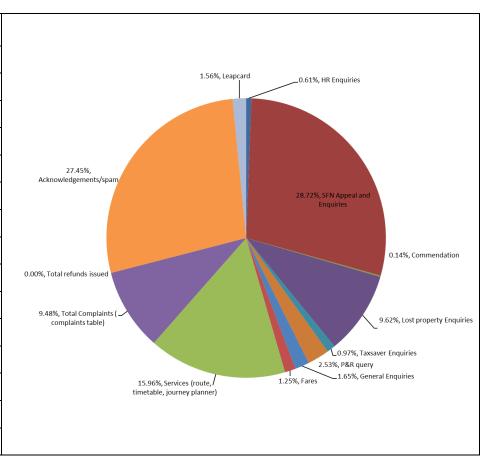


### 3 COMMENTS AND COMPLAINTS

The table and chart below shows the number of comments and complaints received in Q1 by the Luas Call Centre. It also shows the categories that these comments and complaints are divided into. Covid-19 related enquiries totalled 3.

This equates to 155 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints	
HR Enquiries	77
SFN Appeal and Enquiries	3,598
Commendation	18
Lost Property Enquiries	1,205
Taxsaver Enquiries	121
P&R Query	317
General Enquiries	207
Fares	157
Services	2,000
Suggestions	7
Total Complaints	1,188
Total Refunds Issued	0
Acknowledgments/Spam	3,439
Leapcard	196
Total	12,530



The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints		7.2%, Other
Antisocial Behaviour	225	1.5%, Cleanliness Stop
Disruption to Services	219	1.4%, Overcrowding
Staff Behaviour	118	0.6%, Clamping 18.9%, Anti Social Behaviou 0.0%, TVM Problem (Parking)
Luas Website/App	2	4.5%, Validator Problem
Noise	20	
Alleged Personal Injury	1	
TVM Problem	422	
Validator Problem	54	18.4%, Disruption to services 35.5%, TVM problem
TVM Problem (Parking)	0	
P&R Problem (General)	0	
Clamping	7	9.9%, Staff Behaviour
Overcrowding	17	
Cleanliness Stop	18	
Other*	85	0.1%, Alleged Personal Injury 0.2%, Luas Website/App
Total	1,188	

<sup>\*</sup>Other incl. 7 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:

	Stops	Trams
Average for Q2	98.75%	94.75%
Average Year to Date	98.90%	94.65%

# **5 PASSENGER INFORMATION**

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

	Stops	Trams
Average for Q2	99.99%	88.33%
Average Year to Date	99.99%	89.92%