



# **Luas Performance Report**

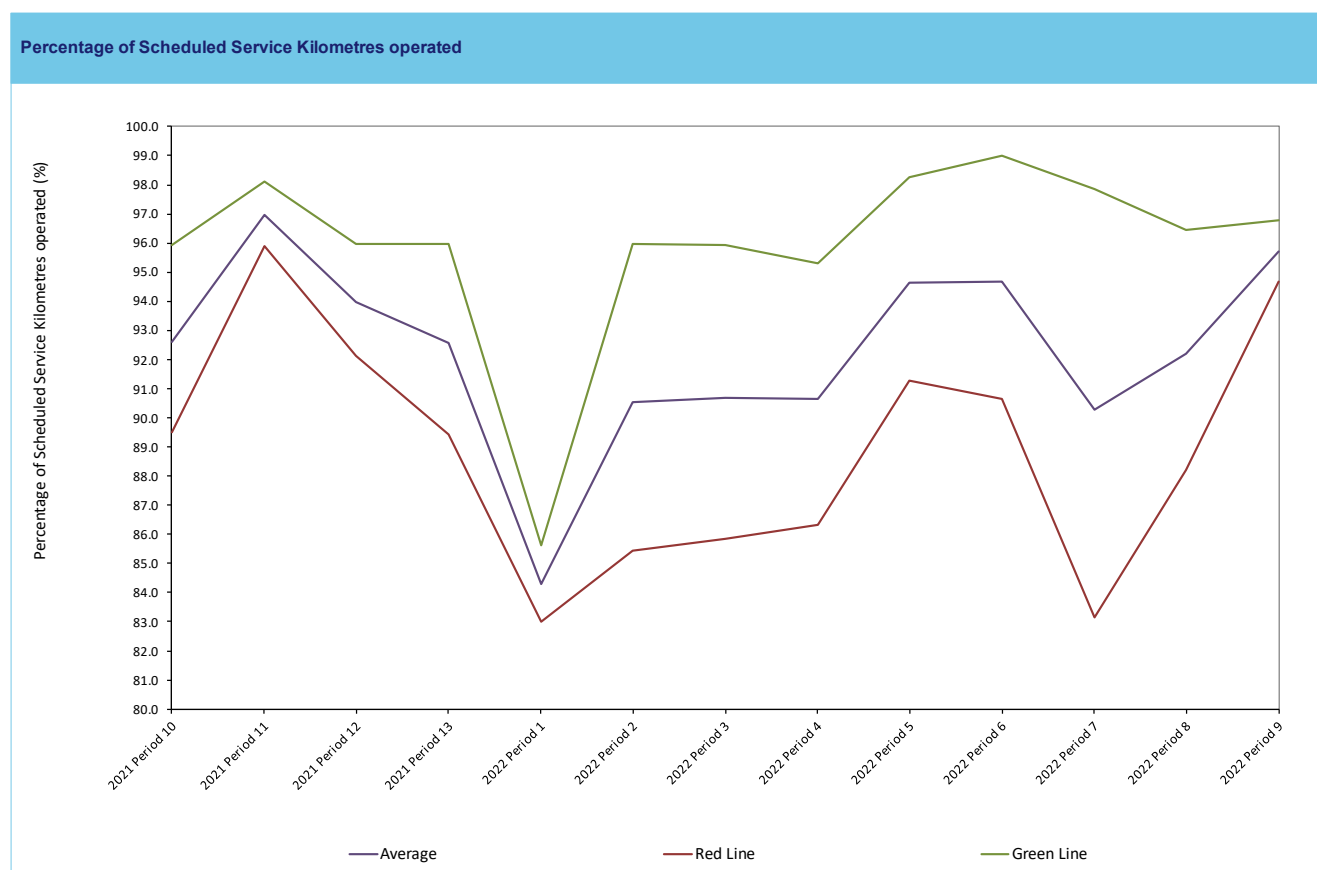
## **Quarter 3 2022**

### **Reporting Periods 7 to 9**

## 1 RELIABILITY

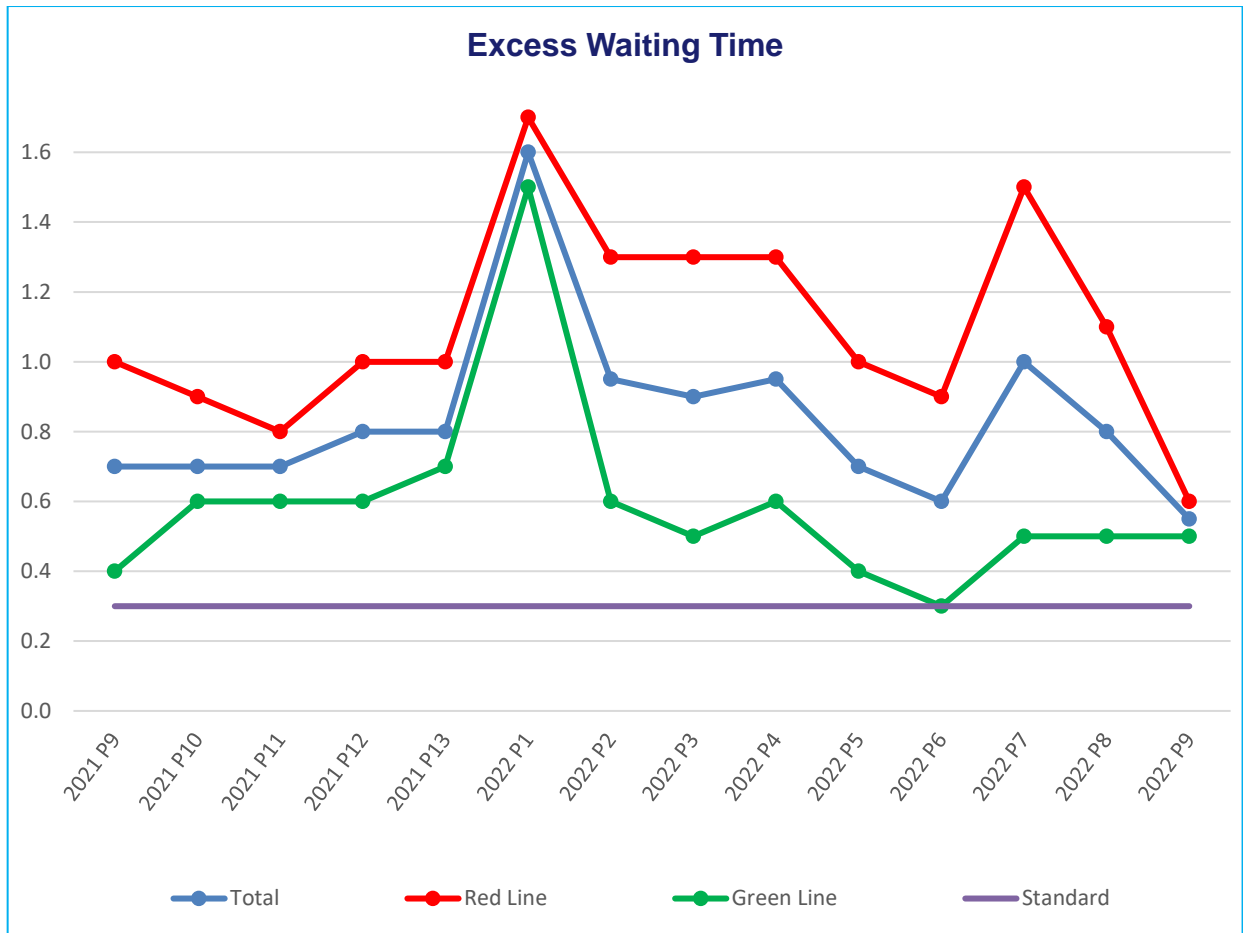
Luas measures reliability in terms of the percentage of scheduled service kilometres operated. The chart below shows the reliability in the reporting periods comprising Q3 of 2022 and the same information for the preceding year. The table below gives the average reliability by line for Q3 of 2022.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q3	88.68%	97.03%	92.72%
Average Year to Date (P7-9)	87.61%	95.65%	91.49%



## 2 PUNCTUALITY

Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Periods 7 to 9 2022.

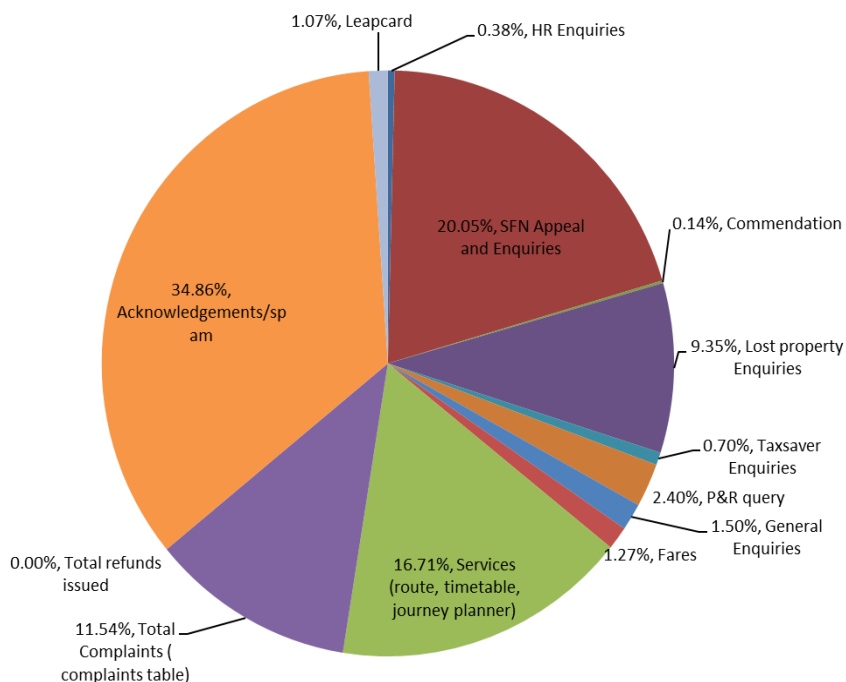


### 3 COMMENTS AND COMPLAINTS

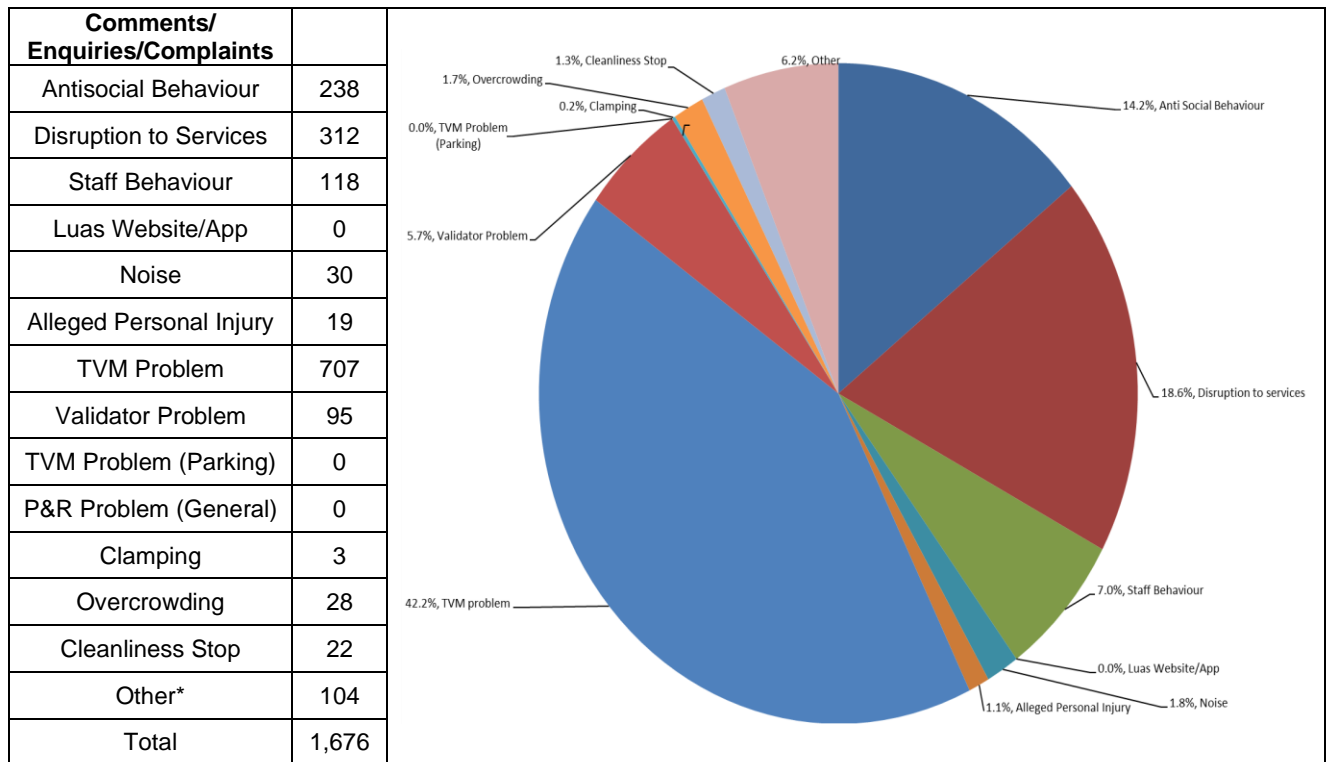
The table and chart below show the number of comments and complaints received in Q3 by the Luas Call Centre. It also shows the categories that these comments and complaints are divided into. Covid-19 related enquiries totalled 3.

This equates to 161 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints	
HR Enquiries	55
SFN Appeal and Enquiries	2,911
Commendation	21
Lost Property Enquiries	1,358
Taxsaver Enquiries	101
P&R Query	349
General Enquiries	218
Fares	185
Services	2,426
Suggestions	3
Total Complaints	1,676
Total Refunds Issued	0
Acknowledgments/Spam	5,061
Leapcard	156
Total	14,520



The table and chart below show the breakdown of complaints.



\*Other incl. 35 related C-19 Complaints

## 4 CLEANLINESS

Cleanliness audits are performed every 4 weeks (once per period) in all areas. The average scores for Q3 are as follows:

	<i>Stops</i>	<i>Trams</i>
Average for Q3	97.21%	94.43%
Average Year to Date	98.34%	94.58%

## 5 PASSENGER INFORMATION

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

	<i>Stops</i>	<i>Trams</i>
Average for Q3	99.62%	97.92%
Average Year to Date	99.87%	92.59%