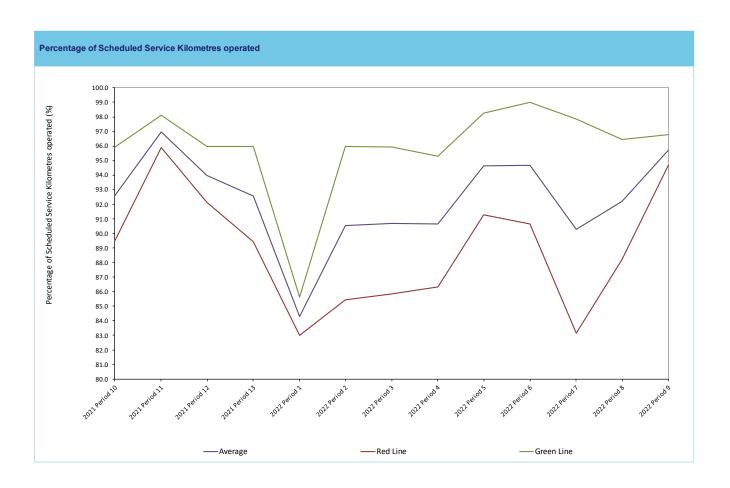


Luas Performance Report Quarter 3 2022 Reporting Periods 7 to 9

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.

Average for Q3	Red Line	Green Line	Overall
	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.



COMMENTS AND COMPLAINTS 3

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	1.07%, Leapcard
SFN Appeal and Enquiries	2,911	
Commendation	21	
Lost Property Enquiries	1,358	
Taxsaver Enquiries	101	
P&R Query	349	34.86%,
General Enquiries	218	Acknowledgements/sp am
Fares	185	
Services	2,426	
Suggestions	3	
Total Complaints	1,676	0.00%, Total refunds 16. 7
Total Refunds Issued	0	issued (rout jour
Acknowledgments/Spam	5,061	Complaints (complaints table)
Leapcard	156	
Total	14,520	

The table and chart below show the breakdown of complaints.

Comments/ Enquiries/Complaints		1.3%, Cleanliness Stop_ 6.2%, Other_
Antisocial Behaviour	238	1.7%, Overcrowding 0.2%, Clamping 14.2%, Anti Social Behaviour
Disruption to Services	312	0.0%, TVM Problem (Parking)
Staff Behaviour	118	
Luas Website/App	0	5.7%, Validator Problem
Noise	30	
Alleged Personal Injury	19	
TVM Problem	707	
Validator Problem	95	18.6%, Disruption to services
TVM Problem (Parking)	0	
P&R Problem (General)	0	
Clamping	3	
Overcrowding	28	42.2%, TVM problem
Cleanliness Stop	22	0.0%, Luas Website/App
Other*	104	1.1%, Alleged Personal Injury 1.8%, Noise
Total	1,676	

^{*}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:

	Stops	Trams
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:

	Stops	Trams
Average for Q3	99.62%	97.92%
Average Year to Date	99.87%	92.59%