

# Luas Performance Report Quarter 1 2023 Reporting Periods 1 to 3

## 1 RELIABILITY

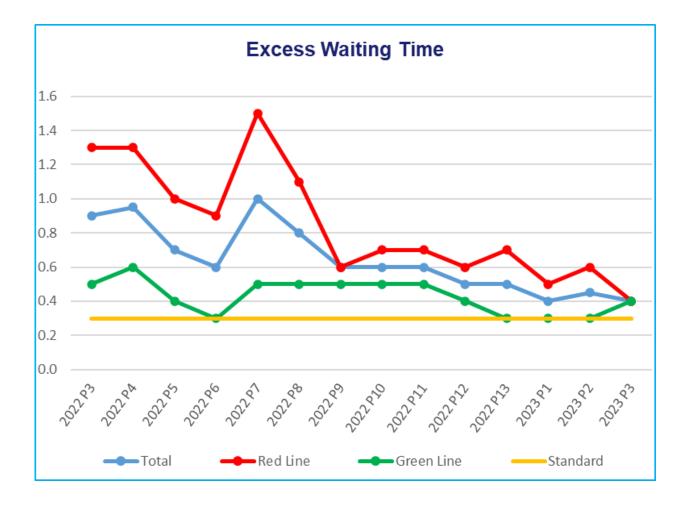
Luas measures reliability in terms of the percentage of scheduled service kilometres operated. The chart below shows the reliability in the reporting periods comprising Q1 of 2023 and the same information for the preceding year. The table below gives the average reliability by line for Q1 of 2023.

Average for Q1	<i>Red Line</i>	Green Line	<i>Overall</i>
	98.19%	99.16%	98.66%
Average Year to Date (P1-3)	98.19%	99.16%	98.66%



# 2 PUNCTUALITY

Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Periods 1 to 3 2023.



# 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 6.

This equates to 108 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints		
HR Enquiries	54	
SFN Appeal and Enquiries	2,194	1.47%, Leapcard 0.46%, HR Enquiries
Commendation	37	
Lost Property Enquiries	1,557	
Taxsaver Enquiries	109	18.80%, SFN Appeal and Enquiries
P&R Query	203	34.62%,
General Enquiries	190	Acknowledgements/spam
Fares	146	13.34%, Lost property Enquiries
Services	1,646	
Suggestions	4	0.00%, Total refunds issued 0.93%, Taxsaver Enquiries
Total Complaints	1,320	14.10%, Services (route, timetable, journey planner)  1.63%, General Enquiries
Total Refunds Issued	0	11.31%, Total Complaints (
Acknowledgments/Spam	4,041	complaints table)
Leapcard	171	
Total	11,672	

The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints		5.7%, Other
Antisocial Behaviour	335	0.3%, Overcrowding
Disruption to Services	299	0.3%, Clamping
Staff Behaviour	143	0.0%, TVM Problem
Luas Website/App	1	(Parking)
Noise	12	
Alleged Personal Injury	10	
TVM Problem	365	27.7%, TVM problem
Validator Problem	47	3.6%, Validator Problem
TVM Problem (Parking)	0	3.50g, Valuator Problem
P&R Problem (General)	0	
Clamping	4	
Overcrowding	4	0.8%, Alleged Personal Injury
Cleanliness Stop	25	0.1%, Luas Website/App
Other*	75	
Total	1,320	

\*Other incl. 15 related C-19 Complaints

# 4 CLEANLINESS

Cleanliness audits are performed every 4 weeks (once per period) in all areas. The average scores for Q1 are as follows:

	Stops	Trams
Average for Q1	98.84%	84.11%
Average Year to Date	98.84%	84.11%

# **5 PASSENGER INFORMATION**

The availability of passenger information at stops and on board trams for Q1 is as follows:

	Stops	Trams
Average for Q1	98.66%	93.12%
Average Year to Date	98.66%	93.12%