



# **Luas Performance Report**

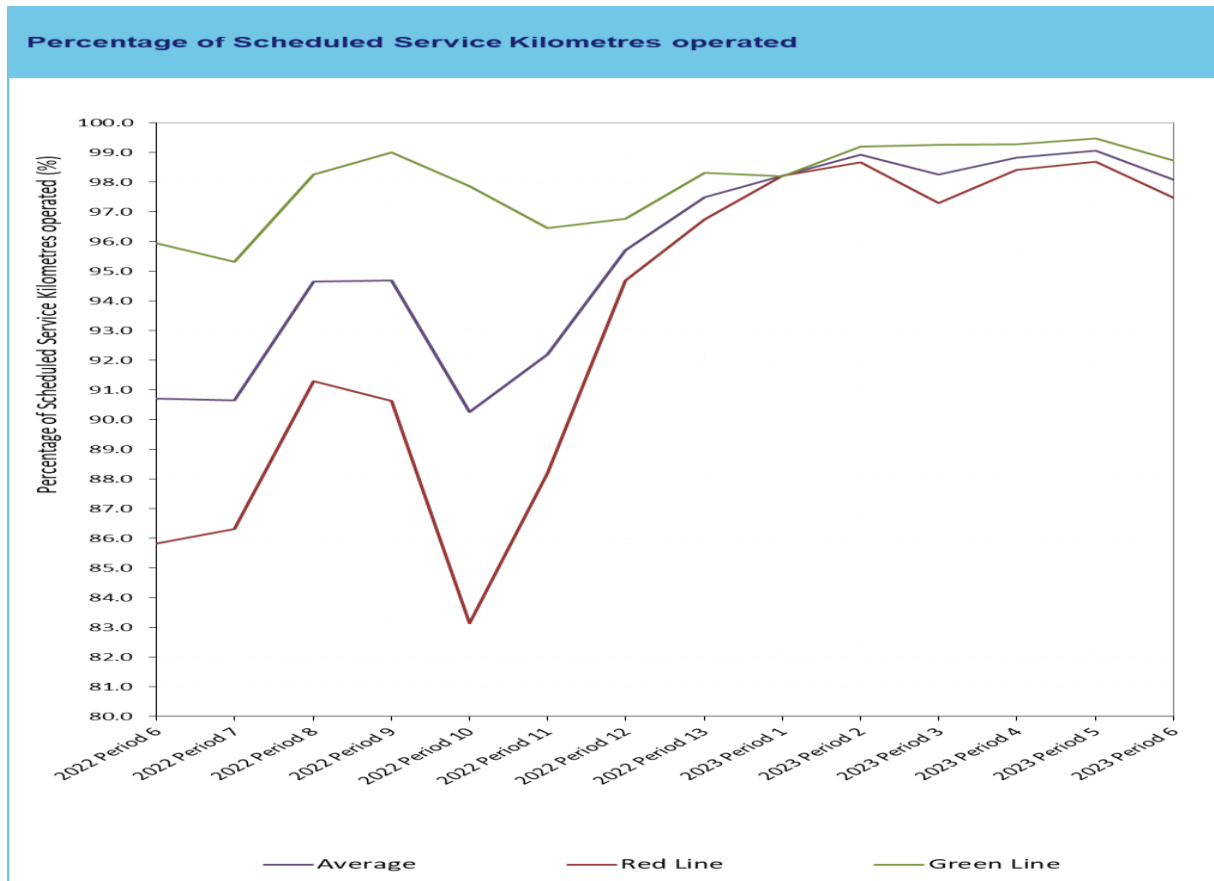
## **Quarter 2 2023**

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

# 1 RELIABILITY

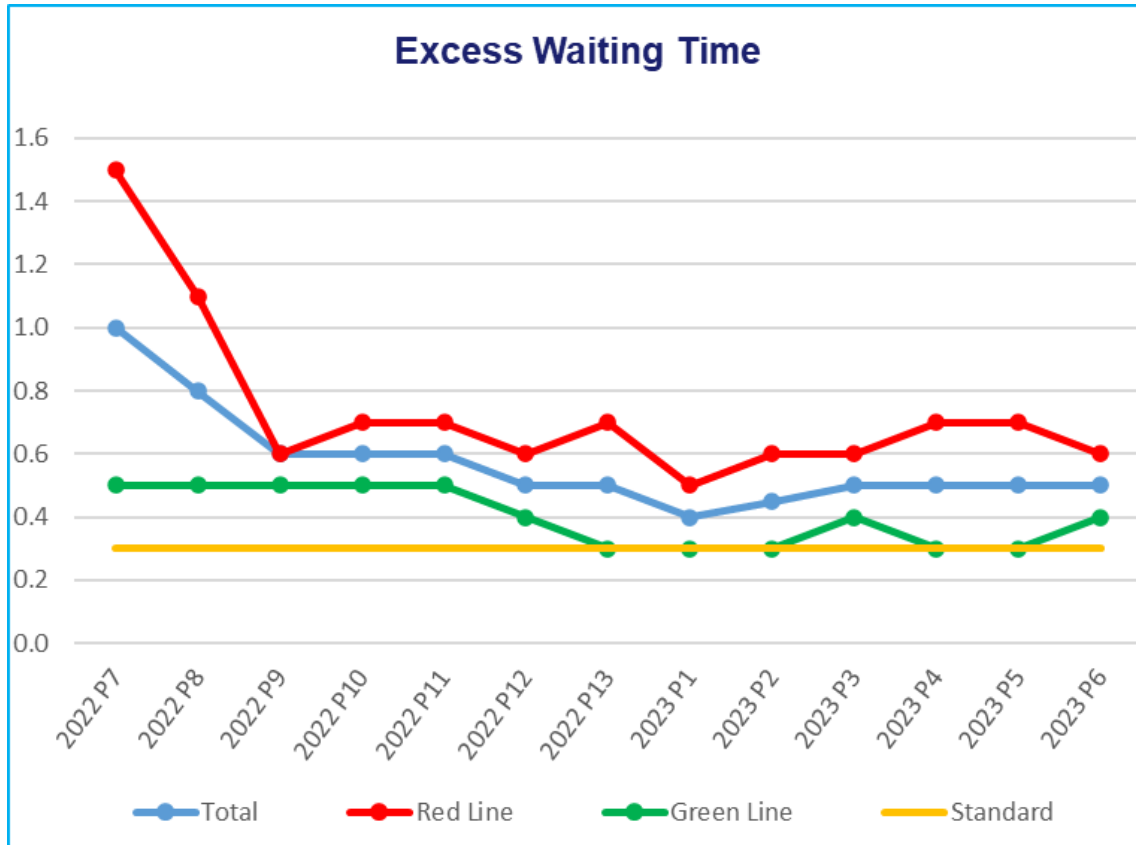
Luas measures reliability in terms of the percentage of scheduled service kilometres operated. The chart below shows the reliability in the reporting periods comprising Q2 of 2023 and the same information for the preceding year. The table below gives the average reliability by line for Q2 of 2023.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q2	96.08%	99.48%	97.72%
Average Year to Date (P1-6)	97.14%	99.32%	98.19%



## 2 PUNCTUALITY

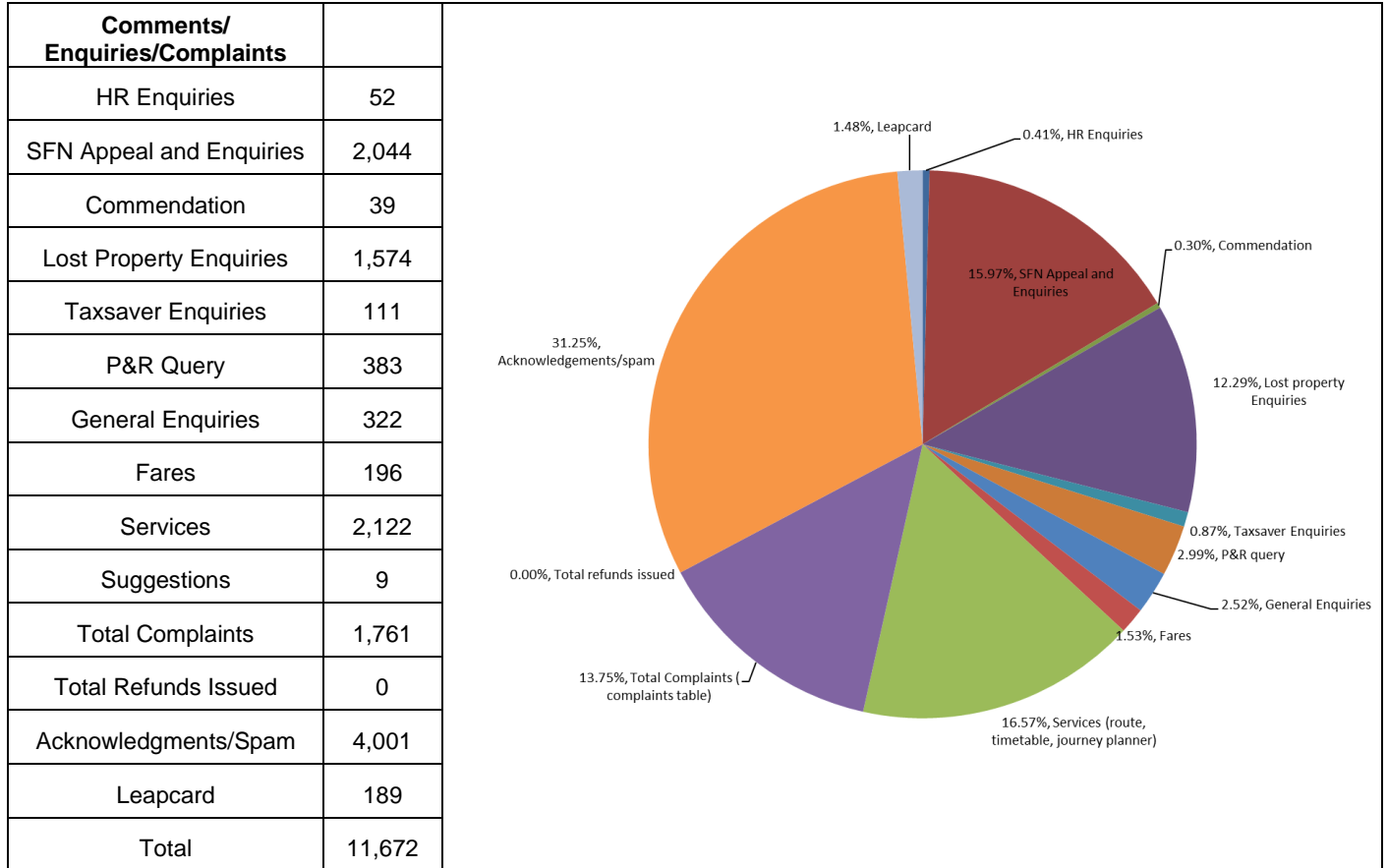
Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Periods 1 to 6 2023.



### 3 COMMENTS AND COMPLAINTS

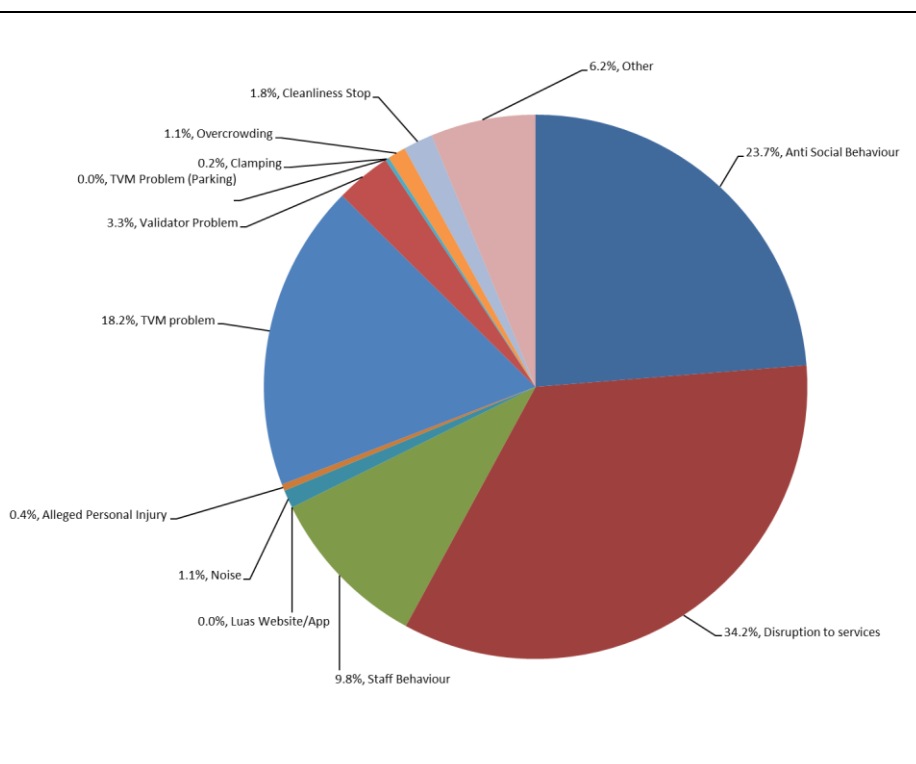
The table and chart below shows the number of comments and complaints received in Q2 by the Luas Call Centre. It also shows the categories that these comments and complaints are divided into. Covid-19 related enquiries totalled 1.

This equates to 117 comments or complaints per 100,000 passenger journeys.



The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints	
Antisocial Behaviour	418
Disruption to Services	602
Staff Behaviour	172
Luas Website/App	0
Noise	19
Alleged Personal Injury	7
TVM Problem	321
Validator Problem	58
TVM Problem (Parking)	0
P&R Problem (General)	0
Clamping	4
Overcrowding	19
Cleanliness Stop	31
Other*	110
<b>Total</b>	<b>1,761</b>



\*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 Q2 are as follows:

	<i>Stops</i>	<i>Trams</i>
Average for Q2	95.47%	88.56%
Average Year to Date	97.16%	86.34%

## 5 PASSENGER INFORMATION

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

	<i>Stops</i>	<i>Trams</i>
Average for Q2	99.86%	97.90%
Average Year to Date	99.26%	95.51%