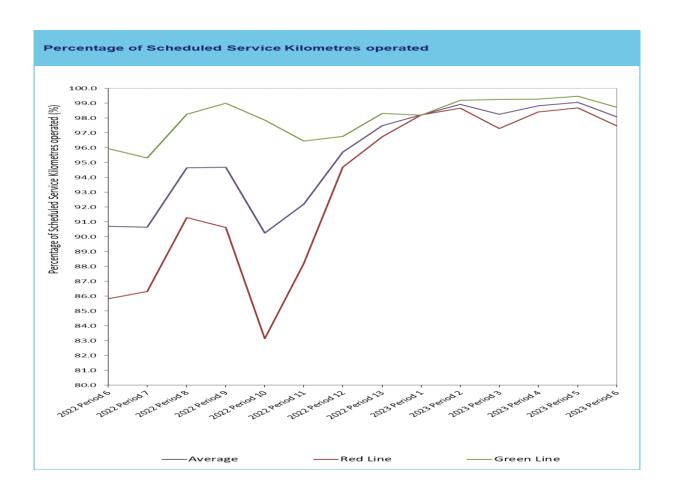


Luas Performance Report Quarter 2 2023 Reporting Periods 4 to 6

1 RELIABILITY

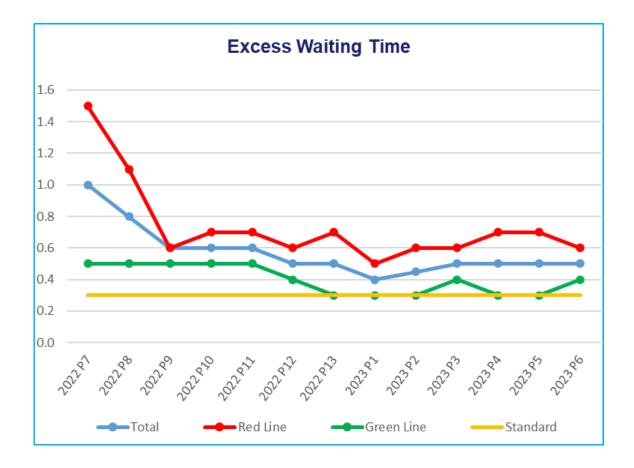
Luas measures reliability in terms of the percentage of scheduled service kilometres operated. The chart below shows the reliability in the reporting periods comprising Q2 of 2023 and the same information for the preceding year. The table below gives the average reliability by line for Q2 of 2023.

Average for Q2	Red Line	Green Line	Overall
	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.

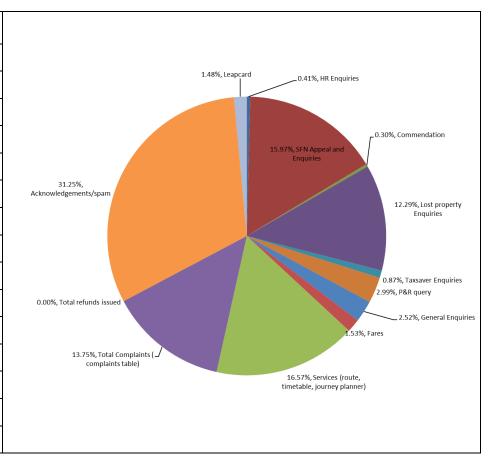


3 COMMENTS AND COMPLAINTS

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.

Comments/ Enquiries/Complaints	
HR Enquiries	52
SFN Appeal and Enquiries	2,044
Commendation	39
Lost Property Enquiries	1,574
Taxsaver Enquiries	111
P&R Query	383
General Enquiries	322
Fares	196
Services	2,122
Suggestions	9
Total Complaints	1,761
Total Refunds Issued	0
Acknowledgments/Spam	4,001
Leapcard	189
Total	11,672



The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints		6.2%, Other م
Antisocial Behaviour	418	1.8%, Cleanliness Stop
Disruption to Services	602	1.1%, Overcrowding
Staff Behaviour	172	0.2%, Clamping
Luas Website/App	0	3.3%, Validator Problem
Noise	19	
Alleged Personal Injury	7	18.2%, TVM problem
TVM Problem	321	
Validator Problem	58	
TVM Problem (Parking)	0	
P&R Problem (General)	0	0.4%, Alleged Personal Injury
Clamping	4	1.1%, Noise
Overcrowding	19	0.0% Tuas Website/Ann
Cleanliness Stop	31	34.2%, Disruption to services
Other*	110	9.8%, Staff Behaviour
Total	1,761	

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	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:

	Stops	Trams
Average for Q2	99.86%	97.90%
Average Year to Date	99.26%	95.51%