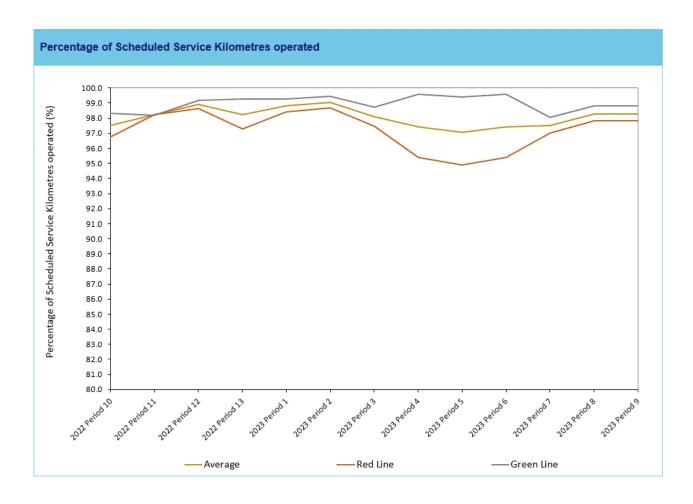


Luas Performance Report Quarter 3 2023 Reporting Periods 7 to 9

1 RELIABILITY

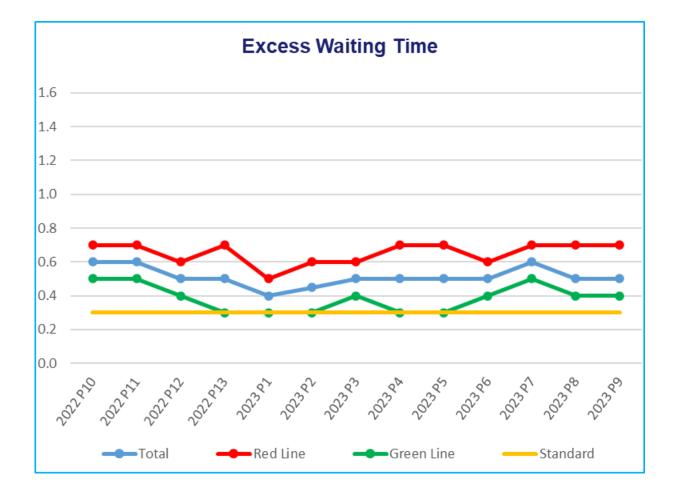
Luas measures reliability in terms of the percentage of scheduled service kilometres operated. The chart below shows the reliability in the reporting periods comprising Q3 of 2023 and the same information for the preceding year. The table below gives the average reliability by line for Q3 of 2023.

Average for Q3	<i>Red Line</i>	Green Line	<i>Overall</i>
	97.36%	98.19%	97.76%
Average Year to Date (P1-9)	97.21%	99.94%	98.05%



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 9 2023.

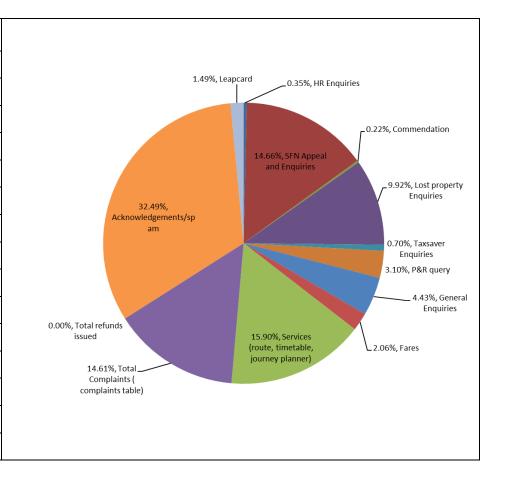


3 COMMENTS AND COMPLAINTS

The table and chart below shows 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. There were no Covid-19 related enquiries.

This equates to 102 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints	
HR Enquiries	38
SFN Appeal and Enquiries	1,573
Commendation	24
Lost Property Enquiries	1,065
Taxsaver Enquiries	75
P&R Query	333
General Enquiries	476
Fares	221
Services	1,707
Suggestions	6
Total Complaints	1,568
Total Refunds Issued	0
Acknowledgments/Spam	3,487
Leapcard	160
Total	10,733



The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints		1.3%, Cleanliness Stop 4.3%, Other
Antisocial Behaviour	643	1.0%, Overcrowding 0.4%, Clamping 0.0%, TVM Problem
Disruption to Services	207	((Parking)
Staff Behaviour	156	1.9%, Validator Problem
Luas Website/App	3	
Noise	18	24.4%, TVM problem
Alleged Personal Injury	18	41.0%, Anti Social Behaviou
TVM Problem	382	
Validator Problem	30	
TVM Problem (Parking)	0	
P&R Problem (General)	0	
Clamping	7	1.1%, Alleged Personal Injury
Overcrowding	16	1.1%, Noise 0.2%, Luas Website/App
Cleanliness Stop	20	9.9%, Staff Behaviour
Other*	68	
Total	1,568	

^{*}Other incl. 0 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	93.93%	100.00%
Average Year to Date	96.08%	90.89%

5 PASSENGER INFORMATION

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

	Stops	Trams
Average for Q3	99.98%	100.00%
Average Year to Date	99.50%	97.01%