

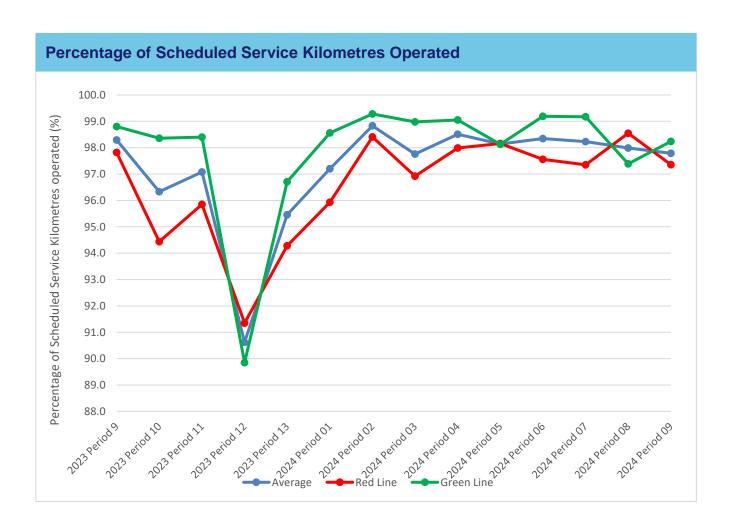
Luas Performance Report Quarter 3 2024

Reporting Periods 07 to 09

1 RELIABILITY

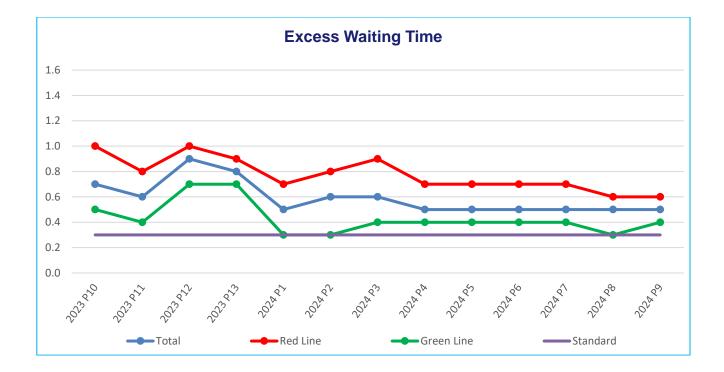
Luas measures reliability in terms of the percentage of scheduled service kilometres operated. The chart below shows the reliability in the reporting periods comprising Q3 of 2024 and the same information for the preceding year. The table below gives the average reliability by line for Q3 of 2024.

Average for Q3	Red Line	Green Line	Overall
	97.75%	98.27%	98.00%
Average Year to Date	97.42%	98.61%	97.99%



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 2024.

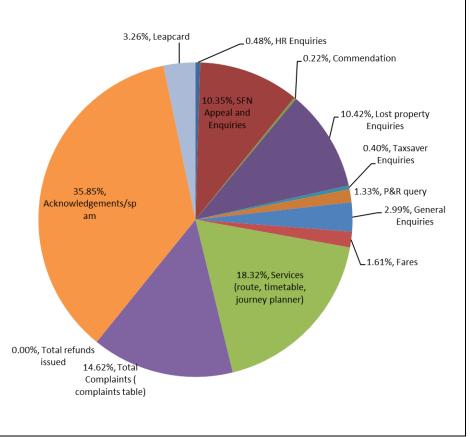


3 COMMENTS AND COMPLAINTS

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.

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

Comments/ Enquiries/Complaints	
HR Enquiries	58
SFN Appeal and Enquiries	1,256
Commendation	27
Lost Property Enquiries	1,265
Taxsaver Enquiries	48
P&R Query	161
General Enquiries	363
Fares	195
Services	2,223
Suggestions	18
Total Complaints	1,774
Total Refunds Issued	0
Acknowledgments/Spam	4,351
Leap Card	396
Total	12,135



The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints		3.5%, Cleanliness Stop 5.0%, Other
Antisocial Behaviour	565	0.6%, Overcrowding
Disruption to Services	343	0.0%, TVM Problem 0.2%, Clamping (Parking)
Staff Behaviour	189	
Luas Website/App	4	4.7%, Validator Problem31.8%, Anti Social Behaviour
Noise	10	
Alleged Personal Injury	24	
TVM Problem (Ticketing)	380	21.4%, TVM problem
Validator Problem	84	
TVM Problem (Parking)	0	
P&R Problem (General)	2	
Clamping	4	1.4%, Alleged Personal Injury
Overcrowding	10	19.3%, Disruption to services
Cleanliness Stop	70	0.6%, Noise 10.7%, Staff Behaviour
Other*	89	
Total	1,774	

^{*}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	94.32%	84.66%
Average Year to Date	93.84%	86.92%

5 PASSENGER INFORMATION

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

	Stops	Trams
Average for Q3	99.95%	98.33%
Average Year to Date	99.92%	93.33%