



# **Luas Performance Report**

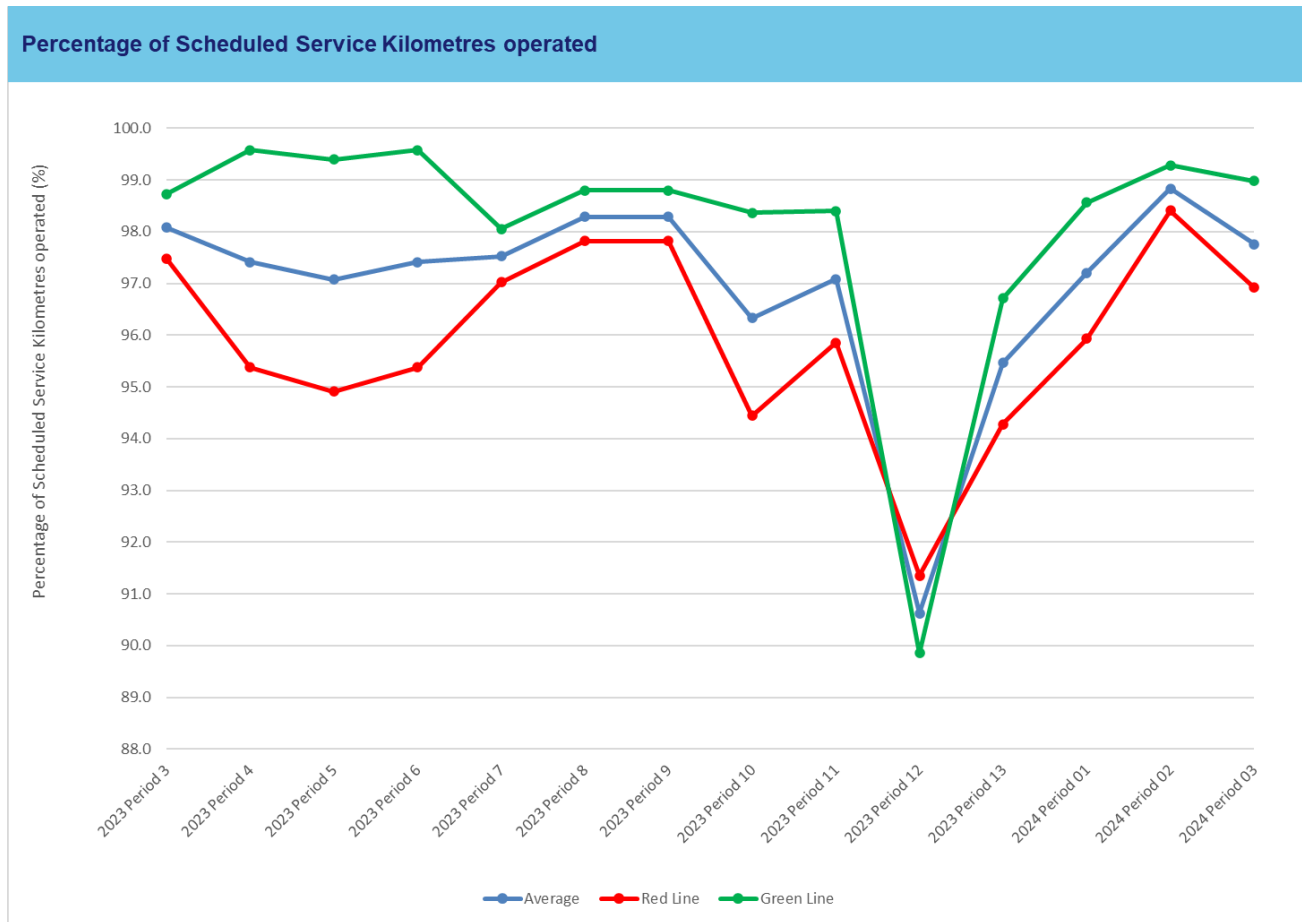
## **Quarter 1 2024**

### **Reporting Periods 01 to 03**

# 1 RELIABILITY

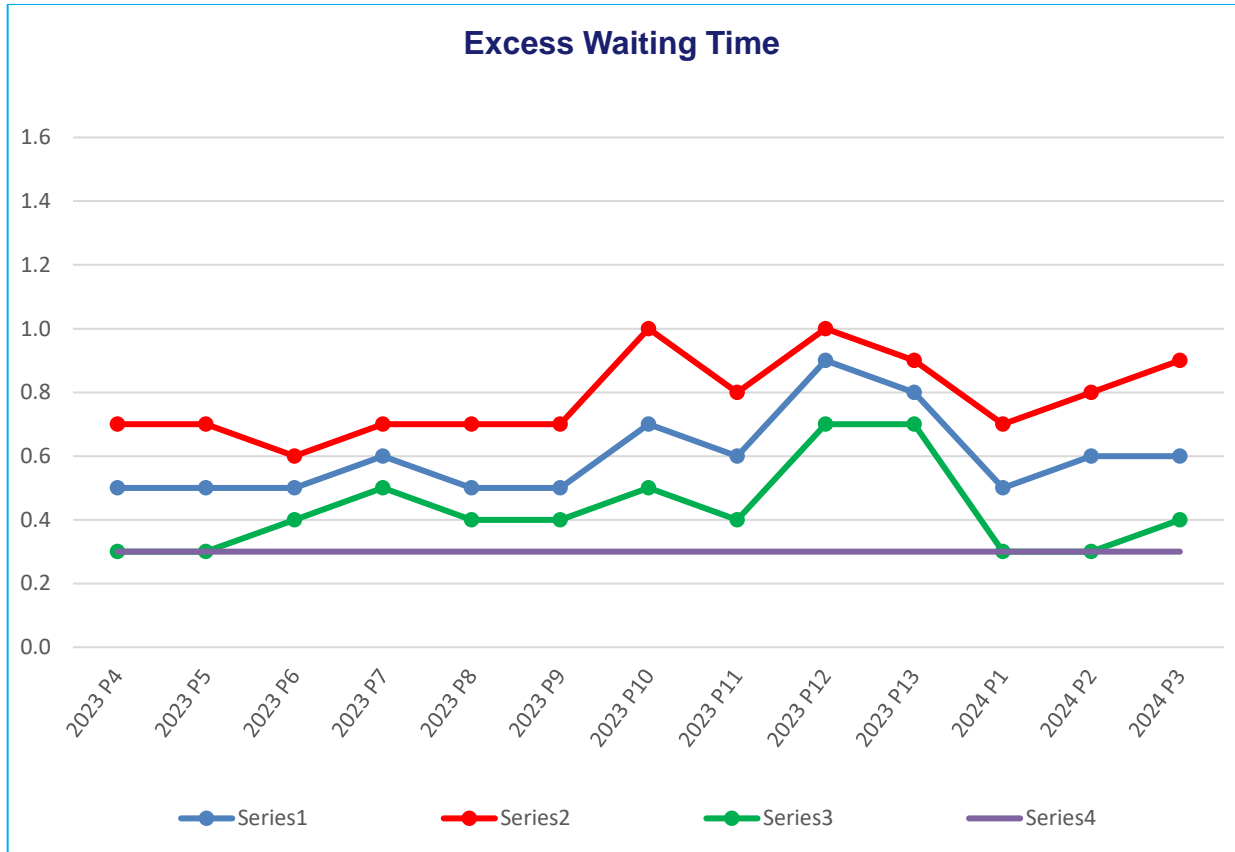
Luas measures reliability in terms of the percentage of scheduled service kilometres operated. The chart below shows the reliability in the reporting periods comprising Q1 of 2024 and the same information for the preceding year. The table below gives the average reliability by line for Q1 of 2024.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q4	96.60%	98.77%	97.65%
Average Year to Date (P1-3)	96.60%	98.77%	97.65%



## 2 PUNCTUALITY

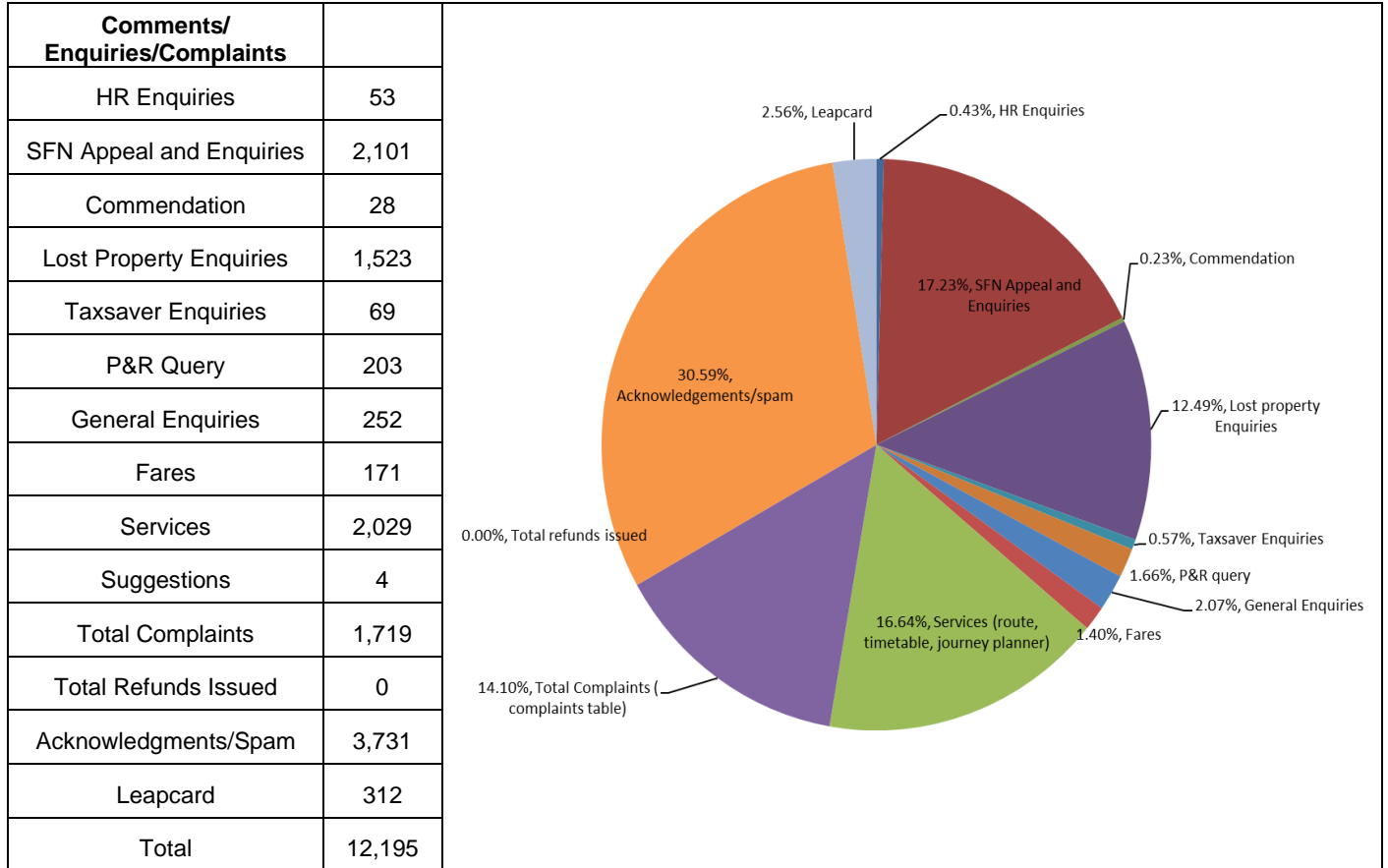
Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Periods 1 to 3 2024.



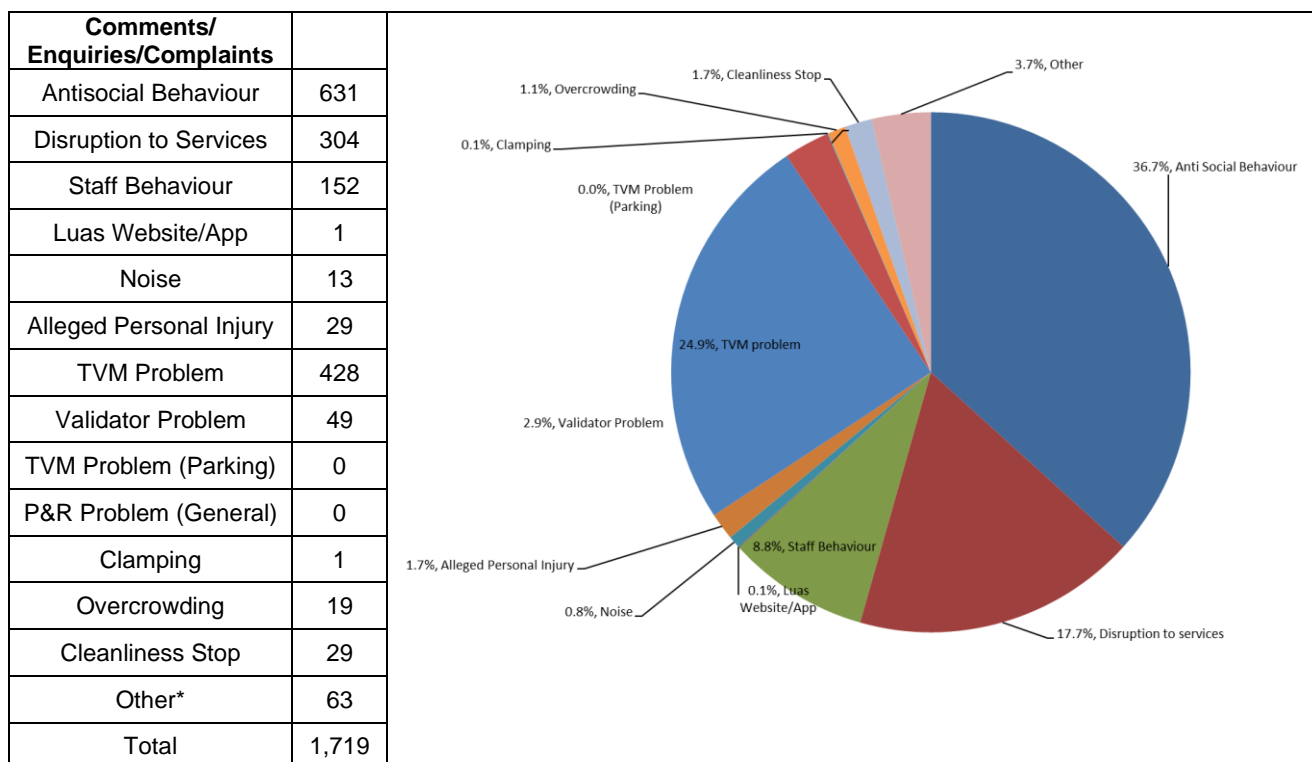
### 3 COMMENTS AND COMPLAINTS

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. There were no Covid-19 related enquiries.

This equates to 103 comments or complaints per 100,000 passenger journeys.



The table and chart below shows the breakdown of complaints.



\*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 Q1 are as follows:

	<i>Stops</i>	<i>Trams</i>
Average for Q1	92.09%	89.40%
Average Year to Date	92.09%	89.40%

## 5 PASSENGER INFORMATION

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

	<i>Stops</i>	<i>Trams</i>
Average for Q1	100.00%	83.33%
Average Year to Date	100.00%	83.33%