

# Luas Performance Report Quarter 1 2024 Reporting Periods 01 to 03

## 1 RELIABILITY

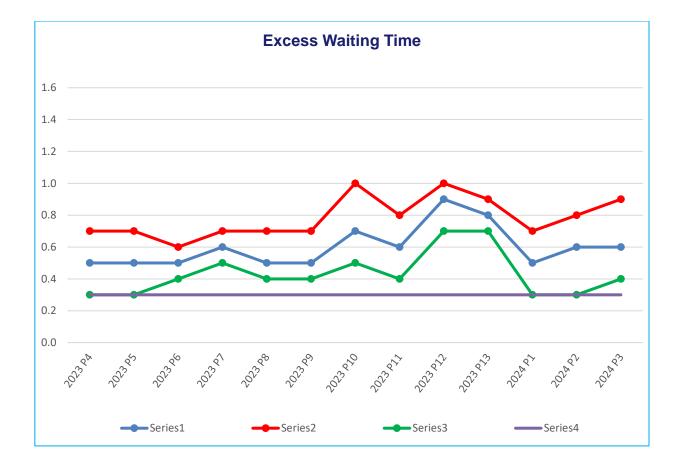
Luas measures reliability in terms of the percentage of scheduled service kilometres operated. The chart below shows the reliability in the reporting periods comprising Q1 of 2024 and the same information for the preceding year. The table below gives the average reliability by line for Q1 of 2024.

Average for Q4	Red Line	Green Line	Overall
	96.60%	98.77%	97.65%
Average Year to Date	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.

Comments/ Enquiries/Complaints				
HR Enquiries	53	0.43%, HR Enquiries ے۔ 2.56%, Leapcard		
SFN Appeal and Enquiries	2,101			
Commendation	28			
Lost Property Enquiries	1,523	17.23%, SFN Appeal and		
Taxsaver Enquiries	69	17.23%, SEN Appeal and Enquiries		
P&R Query	203	30.59%,		
General Enquiries	252	Acknowledgements/spam  12.49%, Lost property Enquiries		
Fares	171			
Services	2,029	0.00%, Total refunds is <mark>sued</mark>		
Suggestions	4	1.66%, P&R query		
Total Complaints	1,719	16.64%, Services (route, timetable, journey planner)  2.07%, General Enquiries		
Total Refunds Issued	0	14.10%, Total Complaints (		
Acknowledgments/Spam	3,731	companies audicy		
Leapcard	312			
Total	12,195			

The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints		3.7%, Other
Antisocial Behaviour	631	1.1%, Overcrowding
Disruption to Services	304	0.1%, Clamping
Staff Behaviour	152	0.0%, TVM Problem (Parking)
Luas Website/App	1	(ranning)
Noise	13	
Alleged Personal Injury	29	24.9%, TVM problem
TVM Problem	428	
Validator Problem	49	2.9%, Validator Problem
TVM Problem (Parking)	0	
P&R Problem (General)	0	
Clamping	1	1.7%, Alleged Personal Injury
Overcrowding	19	0.1%, bias 0.8%, Noise Website/App
Cleanliness Stop	29	17.7%, Disruption to services
Other*	63	
Total	1,719	

<sup>\*</sup>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:

	Stops	Trams
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:

	Stops	Trams
Average for Q1	100.00%	83.33%
Average Year to Date	100.00%	83.33%