Luas Performance Report

Quarter 2 2024

Reporting Periods 04 to 06

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 2024 and the same information for the preceding year. The table below gives the average reliability by line for Q2 of 2024.

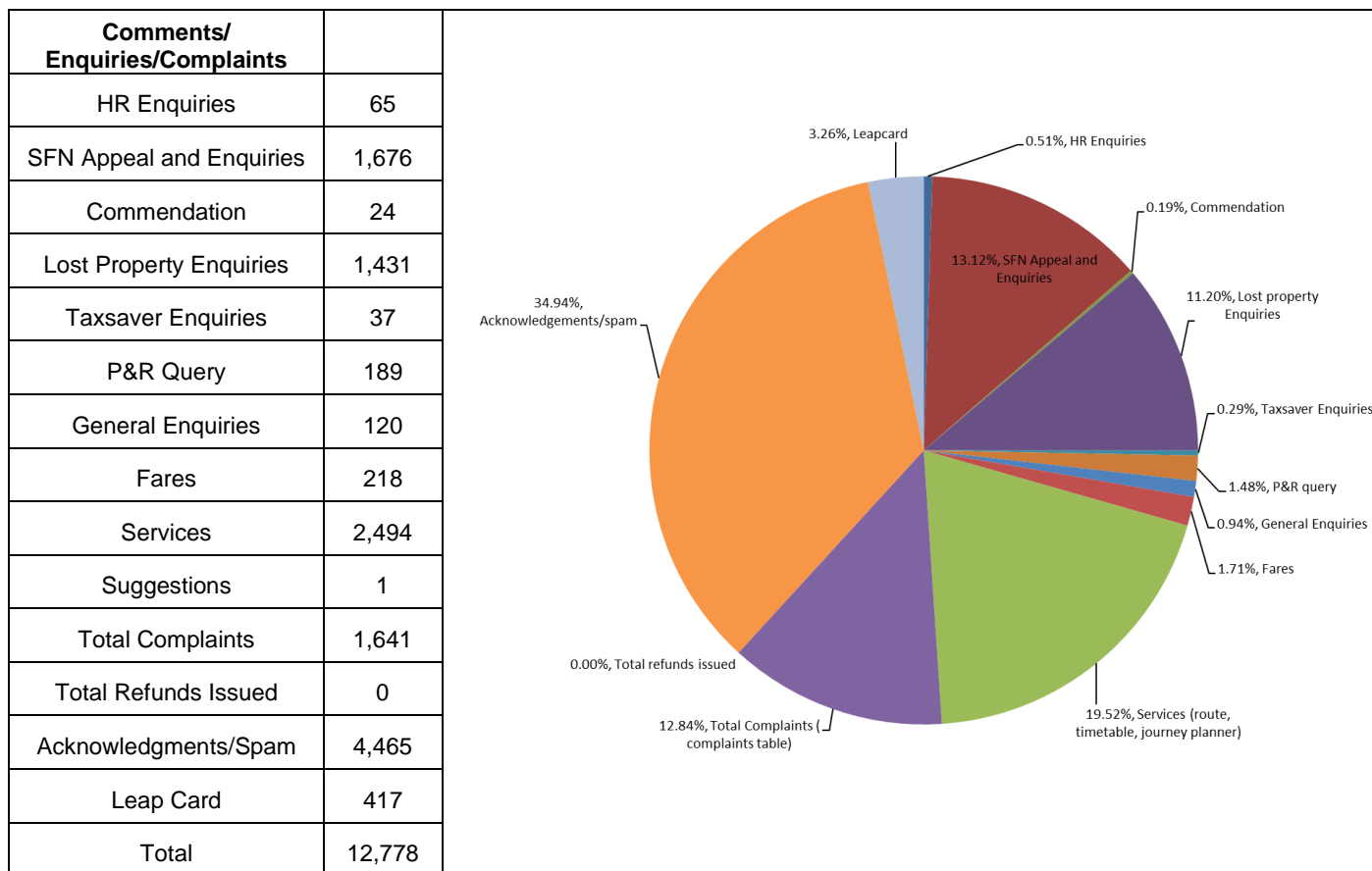|	*Red Line*	*Green Line*	*Overall*
Average for Q2	97.90%	98.79%	98.33%
Average Year to Date (P4-6)	97.25%	98.78%	97.99%
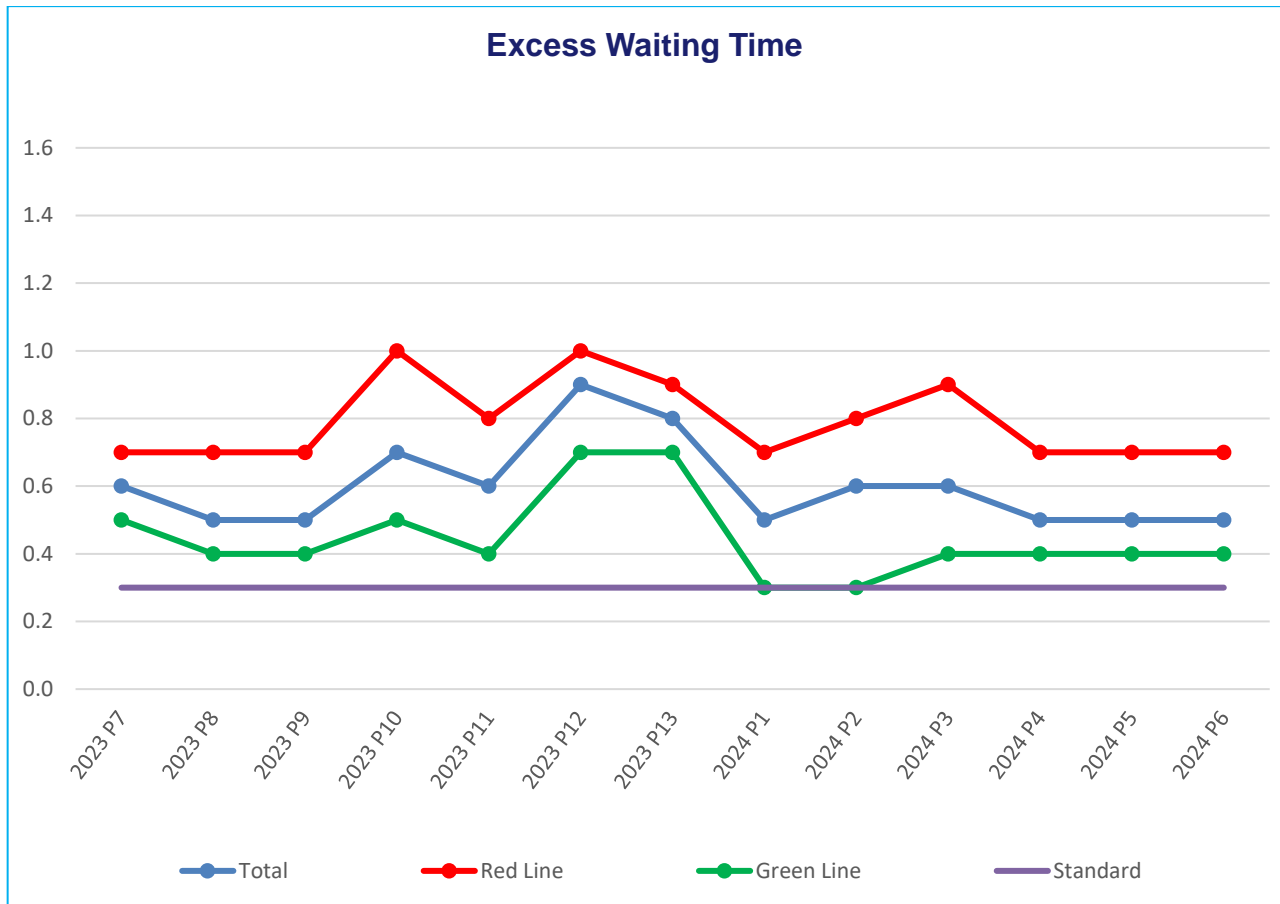
2   PUNCTUALITY

Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Periods 4 to 6 2024.
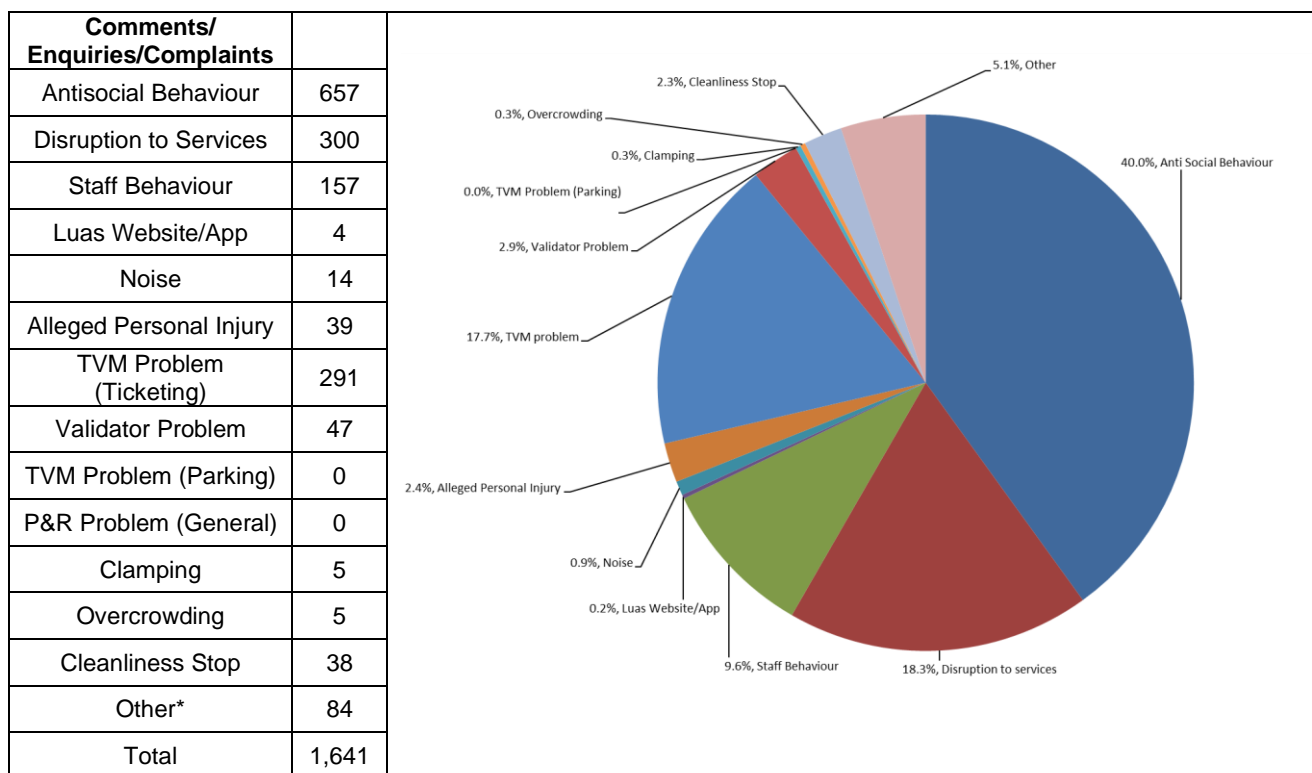
Excess Waiting Time
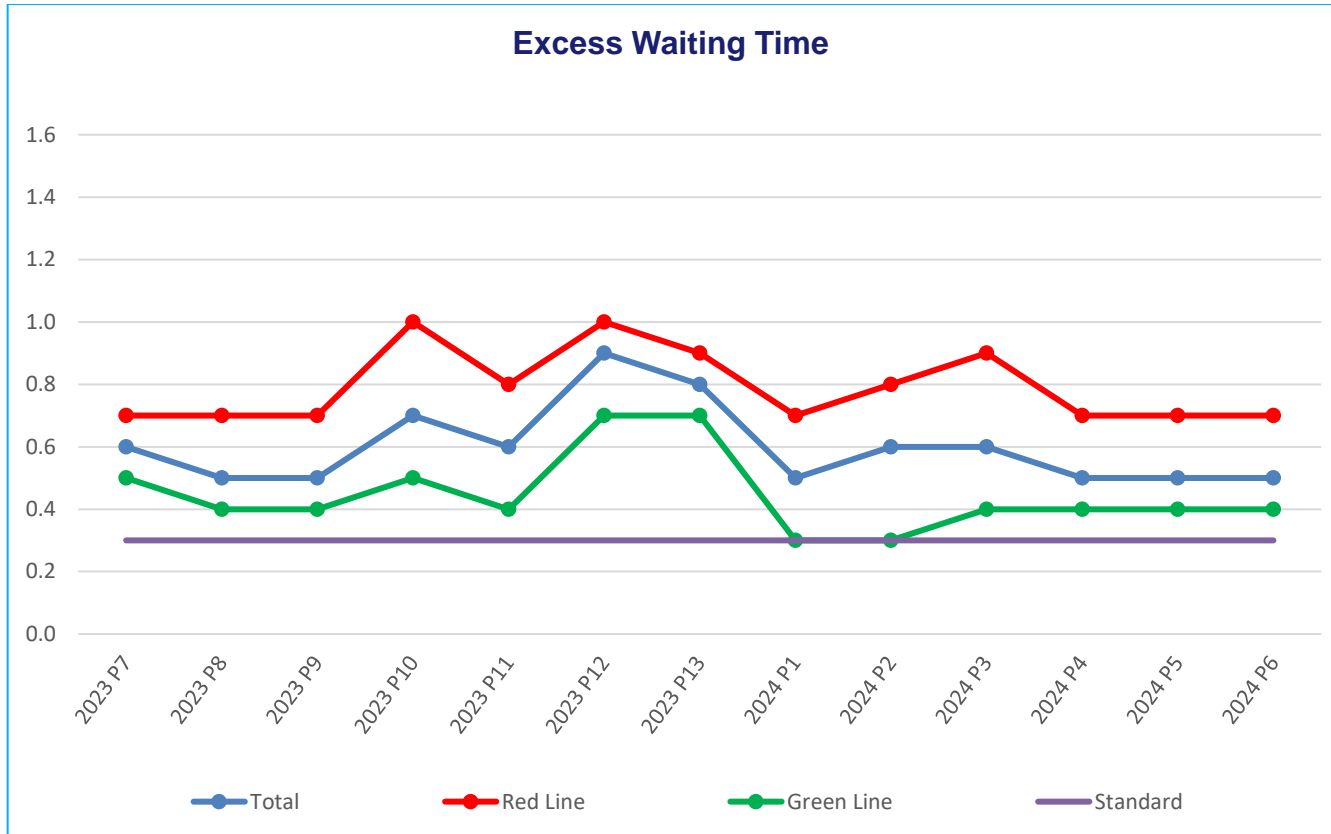
3   COMMENTS AND COMPLAINTS

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. There were no Covid-19 related enquiries.

This equates to 106 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints	
HR Enquiries	65
SFN Appeal and Enquiries	1,676
Commendation	24
Lost Property Enquiries	1,431
Taxsaver Enquiries	37
P&R Query	189
General Enquiries	120
Fares	218
Services	2,494
Suggestions	1
Total Complaints	1,641
Total Refunds Issued	0
Acknowledgments/Spam	4,465
Leap Card	417
Total	12,778

Pie chart segments:
- 3.26%, Leapcard
- 0.51%, HR Enquiries
- 0.19%, Commendation
- 13.12%, SFN Appeal and Enquiries
- 11.20%, Lost property Enquiries
- 0.29%, Taxsaver Enquiries
- 1.48%, P&R query
- 0.94%, General Enquiries
- 1.71%, Fares
- 19.52%, Services (route, timetable, journey planner)
- 12.84%, Total Complaints (complaints table)
- 0.00%, Total refunds issued
- 34.94%, Acknowledgements/spam

The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints	
Antisocial Behaviour	657
Disruption to Services	300
Staff Behaviour	157
Luas Website/App	4
Noise	14
Alleged Personal Injury	39
TVM Problem (Ticketing)	291
Validator Problem	47
TVM Problem (Parking)	0
P&R Problem (General)	0
Clamping	5
Overcrowding	5
Cleanliness Stop	38
Other*	84
Total	1,641

*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 Q2 are as follows:

	Stops	*Trams*
Average for Q2	95.12%	86.70%
Average Year to Date	93.60%	88.05%

5   PASSENGER INFORMATION

The availability of passenger information at stops and on-board trams for Q2 is as follows:

	Stops	*Trams*
Average for Q2	99.82%	98.33%
Average Year to Date	99.91%	90.83%