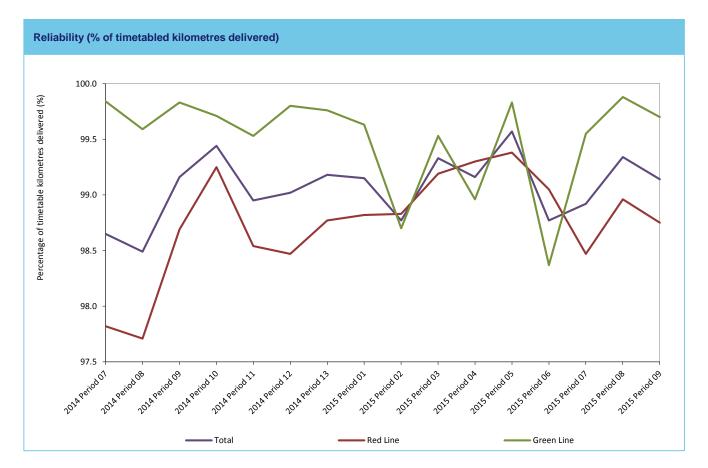


Luas Performance Report Quarter 3 2015 Reporting Periods 7 to 9

1 RELIABILITY

Luas measures reliability in terms of the percentage of timetabled kilometres delivered. The chart below shows the reliability in the reporting periods comprising Q3 of 2015 and the same information for the preceding year. The table below gives the average reliability by line for the Q3 of 2015.



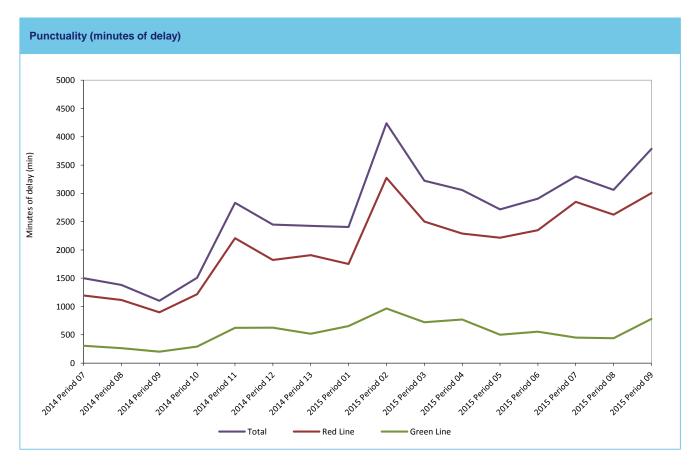


Note that the Luas Operator pays RPA a financial penalty for every kilometre not delivered.

2 PUNCTUALITY

Luas measures punctuality in terms of the total number of minutes lost due to delays. The chart below shows the reliability in the reporting periods comprising Q3 of 2015 and the same information for the preceding year. The table below gives the average number of minutes lost due to delays per period by line for Q3 of 2015.

| | Red Line | Green Line | Overall |
|----------------------|--------------|-------------|--------------|
| Average for Q3 | 2826 minutes | 557 minutes | 3382 minutes |
| Average year to date | 2542 minutes | 649 minutes | 3192 minutes |
| | | | |



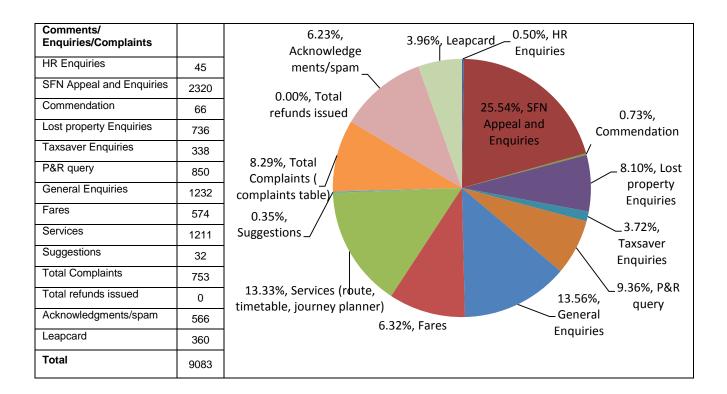
Note that the Luas Operator pays RPA a financial penalty for minute of delay.

Under the new Operating Contract, service reliability is measured by means of excess waiting time (EWT). The EWT Deduction for each Reporting period shall only apply when a modification to the Control Systems, which shall record the time that every Light Rail Vehicle in passenger service arrives at the exit loop at each stop, has been implemented.

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 116 comments or complaints per 100,000 passenger journeys.



Comments/ 13.0%, Anti 0.1%, Overcrowding 1.5%, Cleanliness Stop **Enquiries/Complaints** Social Antisocial behaviour **Behaviour** 1.1%, Clamping 98 Other Disruption to services 0.9%, Park and Ride 163 Staff behaviour Problem General 114 Luas website/App 16 1.1%, Pay by Noise 14 Bay machine, 21.6%, Alleged Personal Injury 20 **Disruption to** TVM problem services 209 27.8%, TVM 0.8%, Validator Validator problem problem 6 Problem Pay by Bay problem 8 P&R problem (general) 7 Clamping 8 15.1%, Staff Overcrowding 2.7%, Alleged 2.1%, Luas **Behaviour** 1 Cleanliness stop Personal Injury 1.9%, Noise Website/App 11 Other 78 Total 753

The table and chart below shows the breakdown of 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 | 98.92% | 100.00% |
| Average year to date | 99.09% | 99.19% |

5 PASSENGER INFORMATION

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

| | Stops | Trams |
|----------------------|--------|--------|
| Average for Q3 | 99.49% | 99.69% |
| Average year to date | 99.09% | 99.76% |