

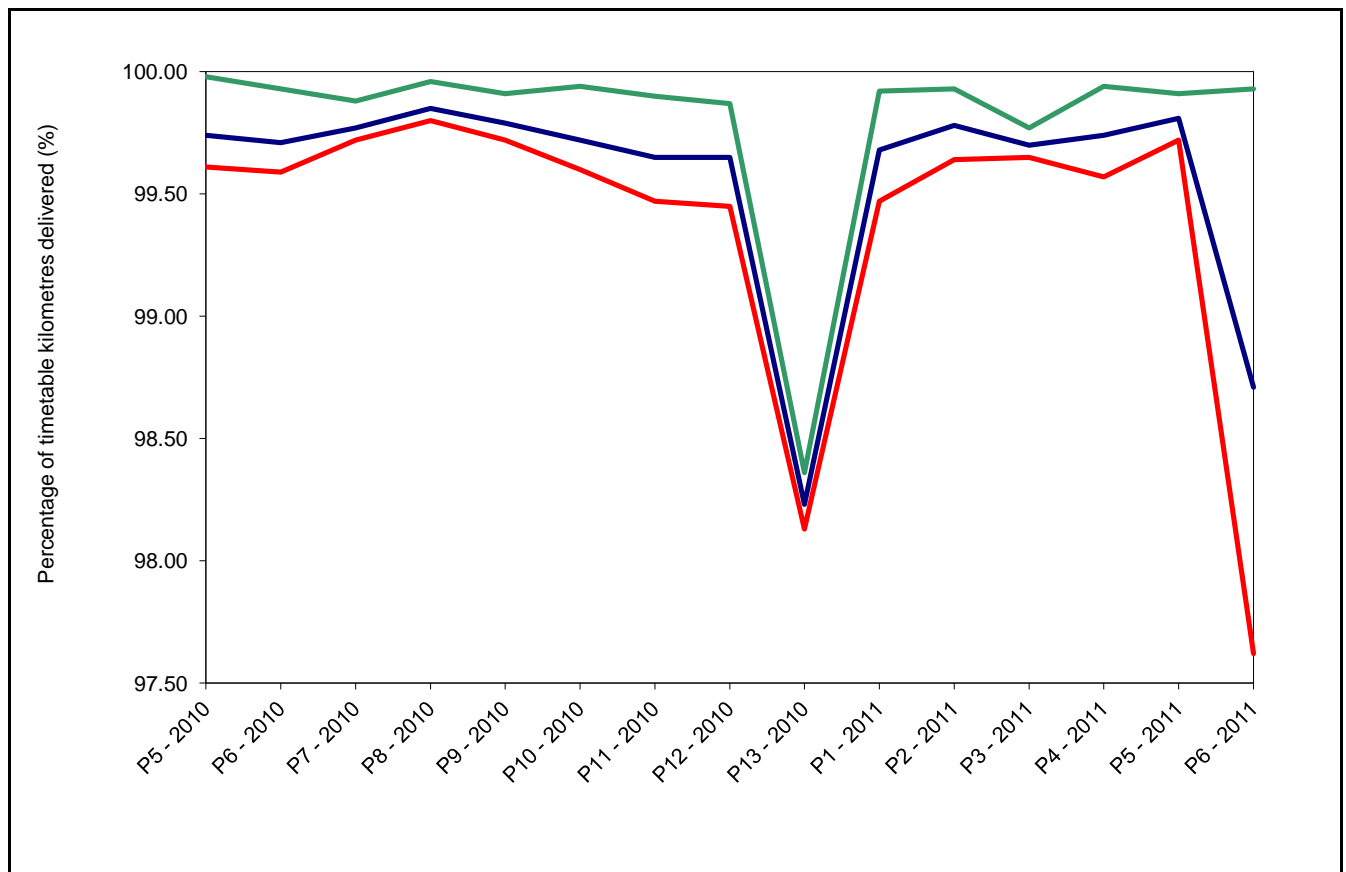


Luas Performance Report
Quarter 2 2011
Reporting Periods 4 to 6

1 RELIABILITY

Luas measures reliability in terms of the percentage of timetabled kilometres delivered. The chart below shows the reliability in the second three periods of 2011 and the same information for the preceding year. The table below gives the average reliability by line for the second quarter of 2011.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q2	98.97%	99.93%	99.42%
Average year to date	99.28%	99.90%	99.57%



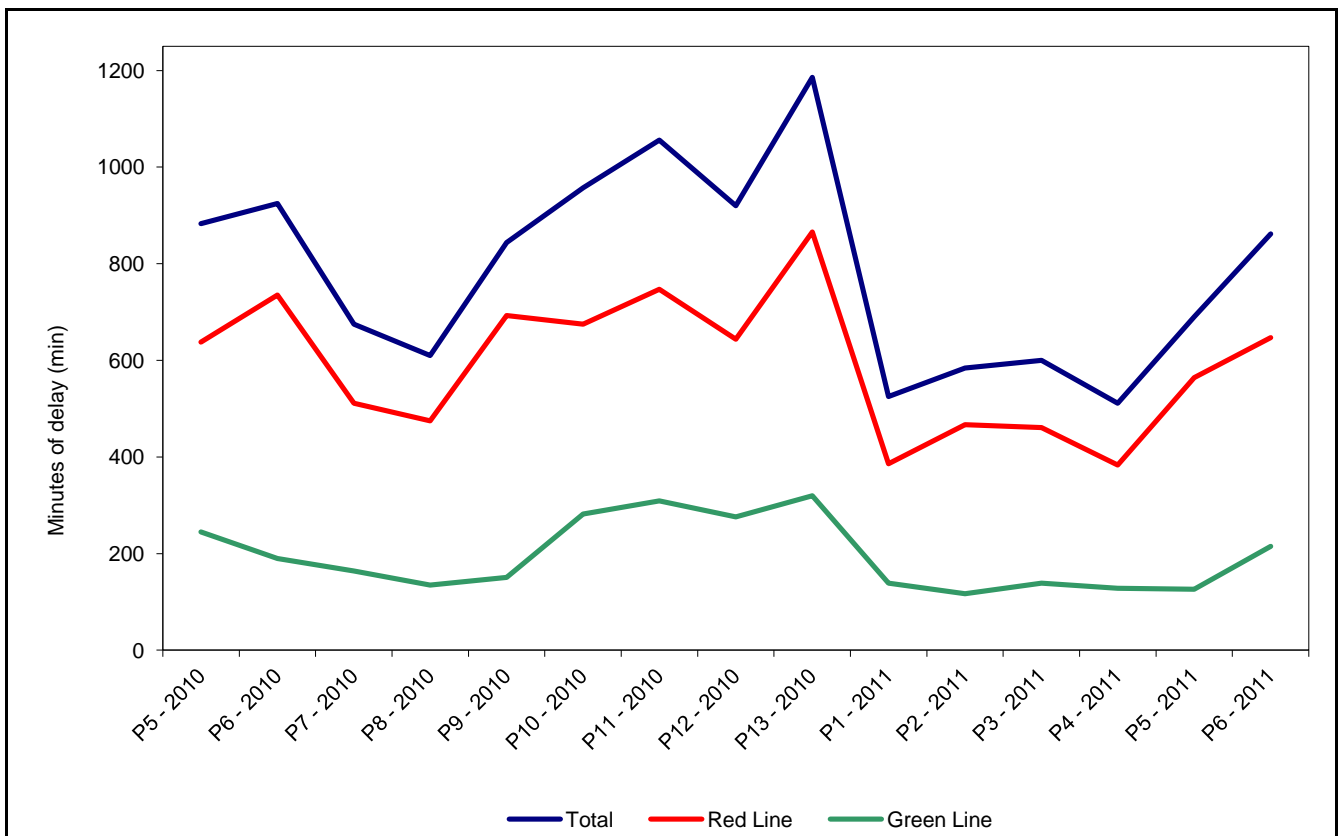
There is no contractual target for reliability; however Veolia pays a financial penalty for every kilometre of the timetable not delivered. RPA has set a notional target for reliability of 99.5%.

Note the dip in performance in period 6 corresponds to the visits of Queen Elizabeth II and President Obama.

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 second three periods of 2011 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 the second quarter of 2011.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q2	531 minutes	156 minutes	688 minutes
Average year to date	485 minutes	144 minutes	629 minutes

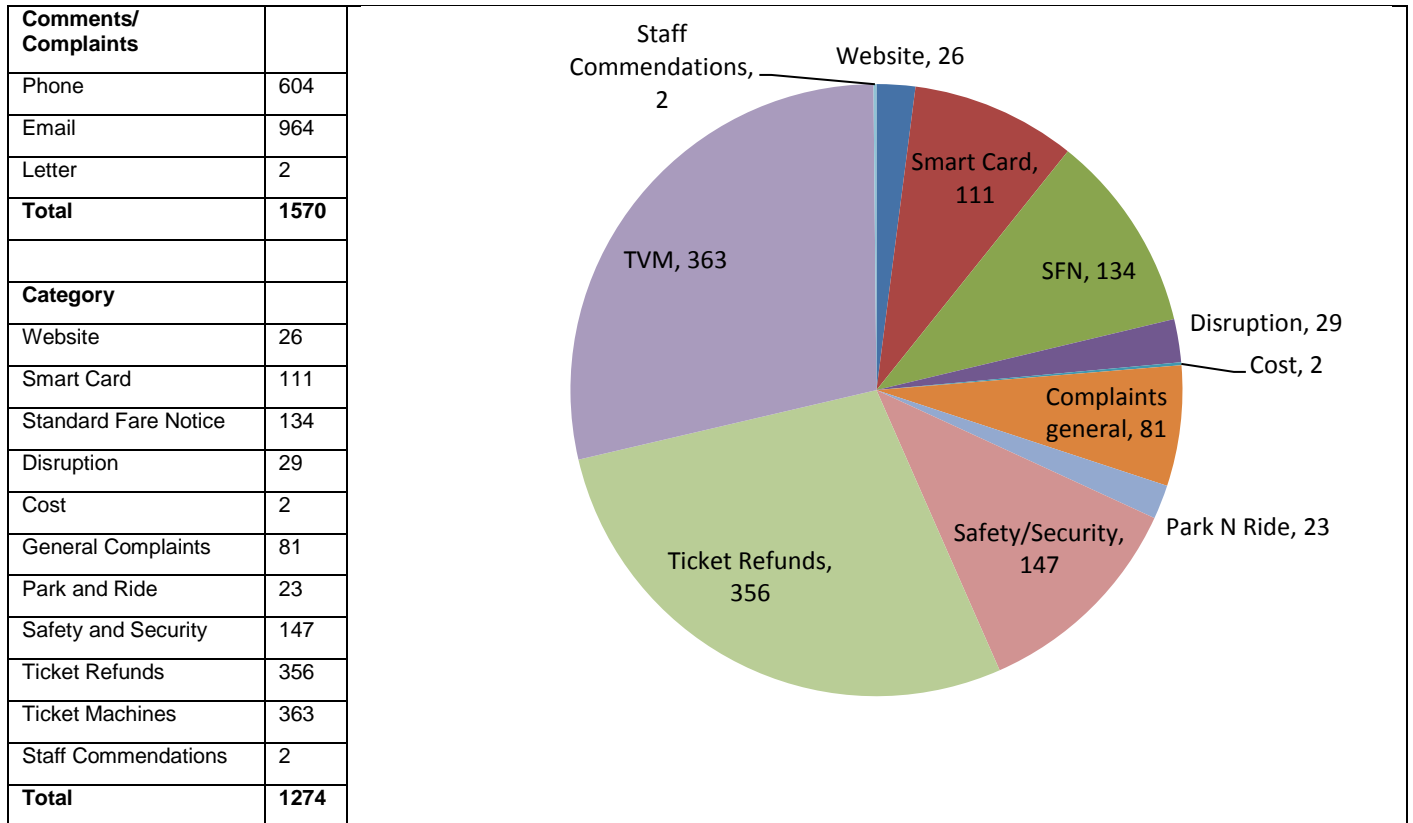


There is no contractual target for punctuality; however Veolia pays a financial penalty for every minute of delay. RPA has set a notional target for punctuality of 600 minutes per period.

Note the dip in performance in period 6 corresponds to the visits of Queen Elizabeth II and President Obama.

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.



This equates to 19.7 comments or complaints per 100,000 passenger journeys.

4 CLEANLINESS

Cleanliness audits are performed every 4 weeks (once per period) in all areas. The average scores for Q2 are as follows:

	<i>Stops (Planned)</i>	<i>Stops (Unplanned)</i>	<i>Trams</i>
Average for Q2	100.00%	86.64%	97.67%
Average year to date	99.28%	88.17%	95.38%

5 PASSENGER INFORMATION

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

	<i>Stops</i>	<i>Trams</i>
Average for Q2	99.94%	99.87%
Average year to date	99.84%	99.81%