

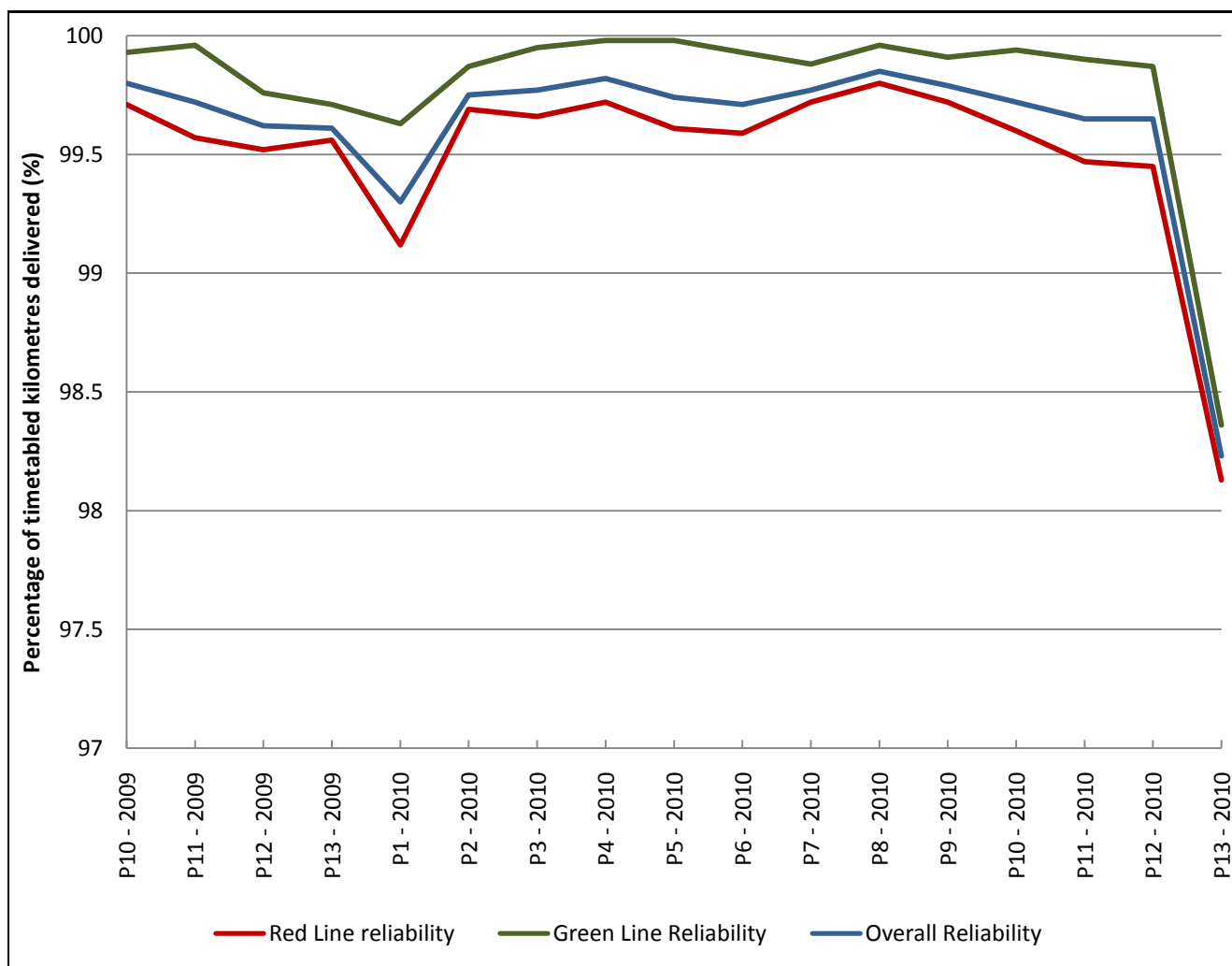


Luas Performance Report
Quarter 4 2010
Reporting Periods 10 to 13

1 RELIABILITY

Luas measures reliability in terms of the percentage of timetabled kilometres delivered. The chart below shows the reliability in the last four periods of 2010 and the same information for the preceding year. The table below gives the average reliability by line for the fourth quarter of 2010.

| | <i>Red Line</i> | <i>Green Line</i> | <i>Overall</i> |
|----------------------|-----------------|-------------------|----------------|
| Average for Q4 | 99.16% | 99.52% | 99.31% |
| Average year to date | 99.51% | 99.80% | 99.62% |



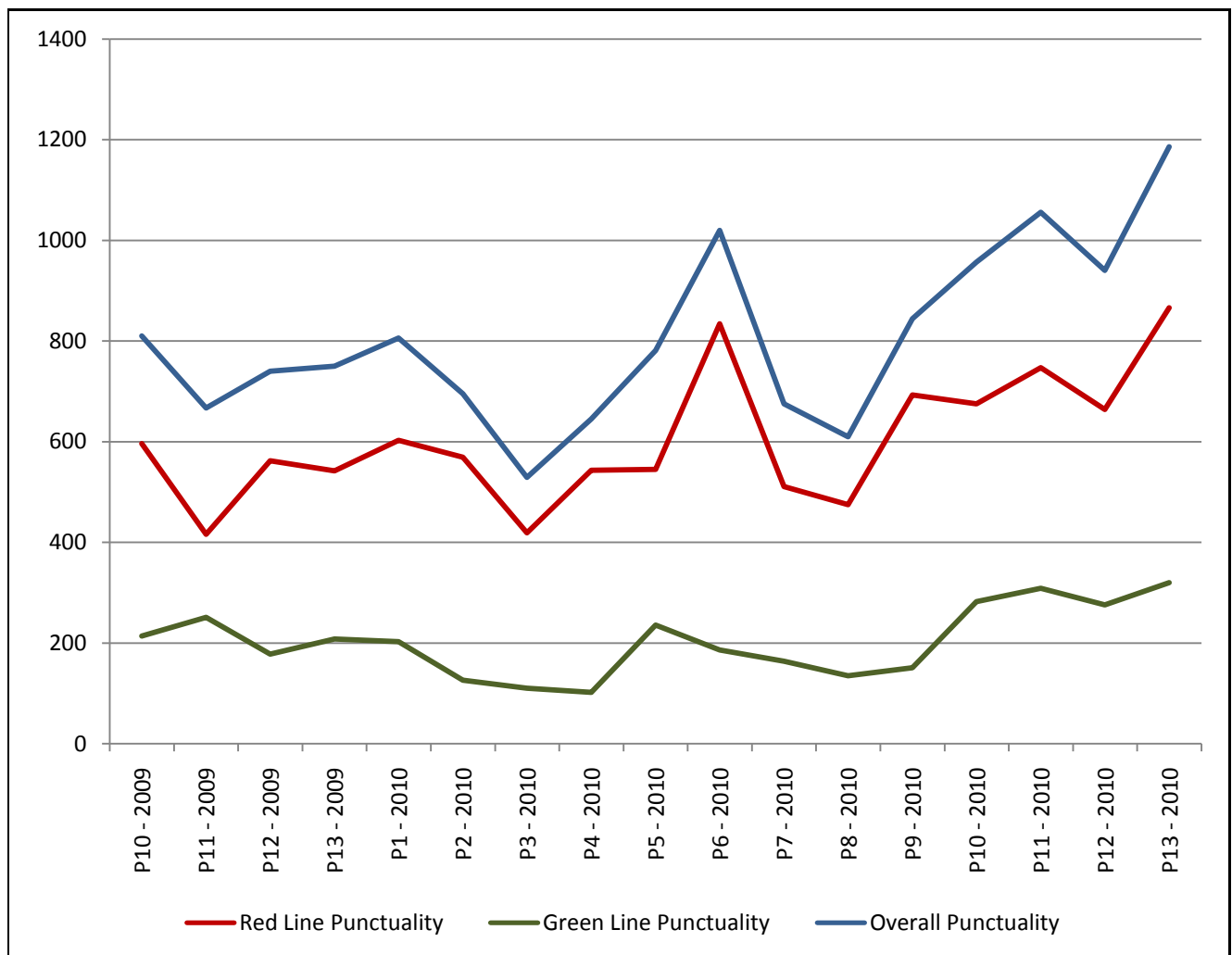
There is no contractual target for reliability; however Veolia pays a financial penalty for every kilometre of the timetable not delivered. RPA has set a notional target for reliability of 99.5%.

Note that the deterioration in reliability performance in the last period of 2010 was due to adverse weather conditions.

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 last four periods of 2010 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 fourth quarter of 2010.

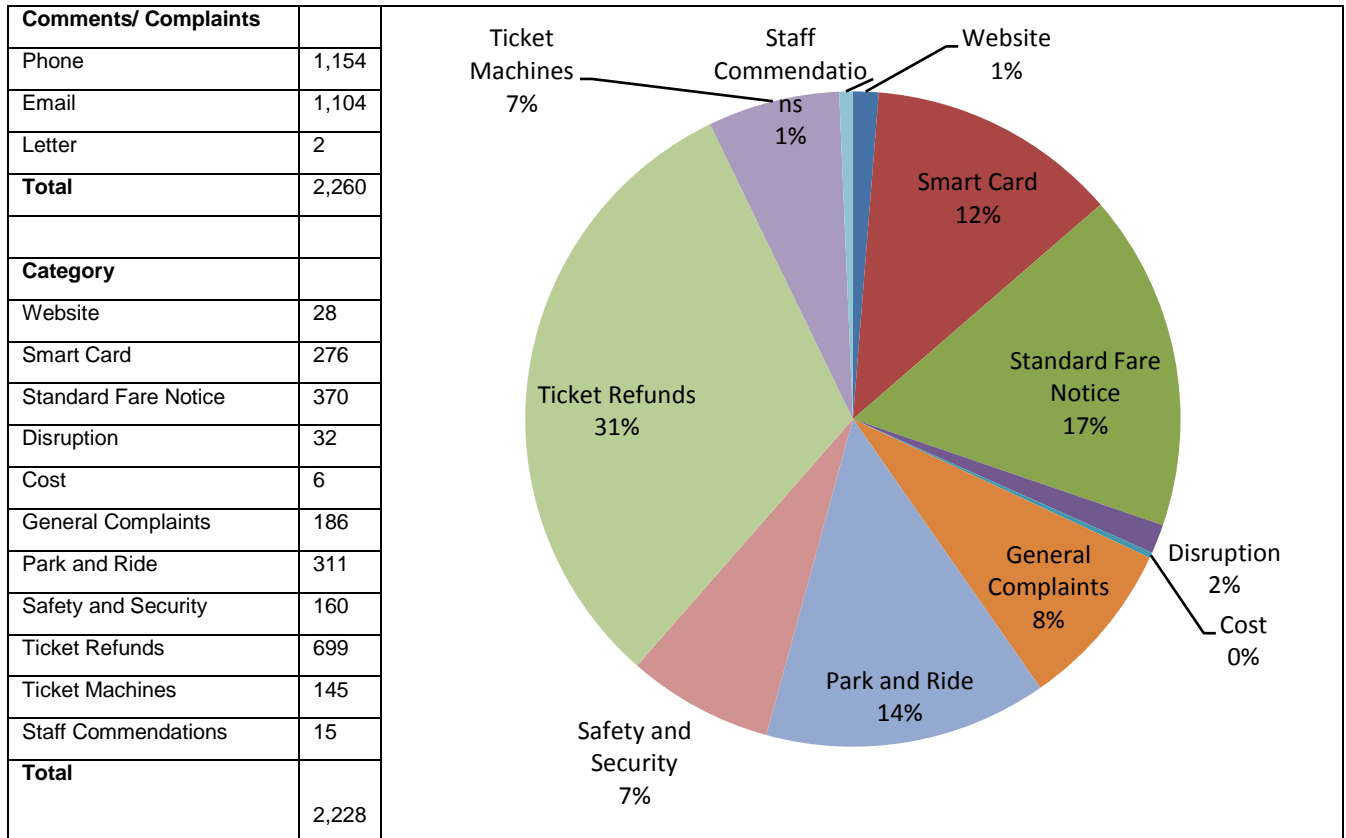
| | <i>Red Line</i> | <i>Green Line</i> | <i>Overall</i> |
|----------------------|-----------------|-------------------|----------------|
| Average for Q4 | 738 minutes | 297 minutes | 1035 minutes |
| Average year to date | 617 minutes | 192 minutes | 809 minutes |



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.

3 COMMENTS AND COMPLAINTS

The table and chart below shows the number of comments and complaints received in Q4 by the Luas call centre. It also shows the categories that these comments and complaints are divided into.



This equates to 23.1 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 Q4 are as follows:

| | <i>Stops (Planned)</i> | <i>Stops (Unplanned)</i> | <i>Trams</i> |
|----------------------|------------------------|--------------------------|--------------|
| Average for Q4 | 99.25% | 91.24% | 99.06% |
| Average year to date | 99.62% | 92.06% | 95.99% |

5 PASSENGER INFORMATION

The availability of passenger information at stops and on board trams for Q4 is as follows:

| | <i>Stops</i> | <i>Trams</i> |
|----------------------|--------------|--------------|
| Average for Q4 | 99.47% | 99.79% |
| Average year to date | 99.12% | 99.86% |