



**Citywest Community Council  
Citywest  
Dublin 24**

**Transdev Ireland  
Red Cow  
Naas Road  
Dublin 22**

**Date: 27<sup>th</sup> September 23**

Dear Sir/Madam.

**RE: Luas Line Service: Red Line Saggart – Dublin City Centre**

We write to you today in relation to the the service provided on the Red Luas Line from Saggart to Dublin, particularly relating to the line from Saggart to Belgard.

The Citywest Community Council have been contacted by residents in the Citywest / Saggart area regarding the service provided by Transdev for the Luas Red line. There have been many issues raised which has compelled us to write to you to bring these issues to your attention.

It would appear due to the recent exponential rise in population in the Saggart/Citywest areas, the service currently provided is not now sufficient. The trams are over-crowded during rush hours, before the Luas has reached the Cheeverstown stop. It appears that there are insufficient trams to cater for the numbers using the Luas on a daily basis. In addition, there are many disruptions to this service between Saggart & Belgard. Trams are often cancelled without prior notice or they not arriving when they are due. This is particularly the case coming from Dublin towards Saggart. Often, Luas trams which are initially bound for Saggart will then stop at Belgard and change to a Tallaght tram meaning commuters must disembark and await another tram from Belgard. This adds an additional unexpected 15 mins wait time onto a journey time. We are advised by commuters that this same issue happens between Connolly & The Point. There is also no continuous run between Saggart & Dublin at weekends. While this may have been adequate at one point, with the over population of our suburbs and the over reliance on public transport by our planning laws, this is no longer an adequate service to provide.

Saggart and Citywest have seen a large amount of high density residential developments constructed in our locality. These were approved by An Bord Pleanala under the Strategic Housing Development Scheme. These were permitted with very little by way of parking facilities for residents due to their close proximity to the Luas Line, many of the planning applications highlighting the Luas as an excellent “Public Transport Network”. There was a clear over-reliance on the Luas service in getting planning approval and as a result, we are now seeing that the Luas is unable to cater for this demand.

In addition, there is also a rising issue of anti-social behaviour on and off the Luas trams. Groups of passengers are often seen gathering along the track lines. Often these groups are vandalising equipment, intimidating other commuters and unfortunately there have been episodes of anti-social behaviour and violence towards Luas users. We understand that these issues have been raised with Transdev by residents on numerous occasions. We are also aware of the damage caused to Luas equipment in recent months amounting to thousands of euros worth of damage. We request that there is an increased security presence on the Luas Red Line service. It is extremely rare to see security on any Luas between Belgard & Saggart.

We would like to request if there has been a recent survey carried out of the service provided on the Red Luas Line between Saggart & Belgard and additionally between Connolly & The Point? Residents would welcome an increase in Security personnel, increased tram frequency and tram capacity, particularly relating to these 2 sections on the line. It would be great if there is a community liaison representative for Transdev that we could link in with on these matter going forward?

We look forward to hearing back from you on the issues raised. If you need any further information, please do not hesitate to contact the chairperson, Lynda Prendergast by email: [citywestcommunitycouncil@gmail.com](mailto:citywestcommunitycouncil@gmail.com)

Kind Regards



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**Lynda Prendergast**  
**Chairperson**  
**Citywest Community Council**