

Transdev Dublin Light Rail Ltd  
Customer Service Department  
Luas Depot  
Red Cow Roundabout  
Clondalkin  
Dublin 22

Lynda Prendergast

Chairperson,  
Citywest Community Council,  
Dublin 24

Date: 03/10/2023

Dear Ms Prendergast,

Thank you for writing to us.

There were a few points made in your letter.

There are no plans at this time to extend the Luas Red Line trams. We recognise trams can be busy sometimes; however, we always advise people to allow time to travel and plan journeys. It may be best to travel outside of peak times.

In relation to service disruptions, cancelling a service is the last option exercised when responding to any problem on the line or with a tram. Occasionally due to operational reasons or during times of service disruptions Saggart trams are redirected to Tallaght to regulate the line and to reduce delays. Notwithstanding this I do understand that this can be frustrating for Saggart bound passengers.

Concerning security on the trams, we have security and staff on the Luas network who hop on and off and manage anti-social behaviour. Security patrol from first to last tram daily.

I would also advise passengers always to report anti-social behaviour when they see it. This can be done discreetly by texting Luas to 51444, through the Luas App. or notifying staff.

Kind Regards,

Aoife O'Connell

LUAS Customer Service Manager

Transdev Dublin Light Rail Ltd.  
Luas Depot, Red Cow,  
Clondalkin, Dublin 22, D22 C5P3  
Tel: (+353) 1 461 4910 Fax: (+353) 1 461 4992  
Registered Office: Riverside One, Sir John Rogerson's Quay, Dublin 2  
Registered in Ireland No. 354252  
Email: [info@transdevireland.ie](mailto:info@transdevireland.ie) Website: [www.transdevireland.ie](http://www.transdevireland.ie)  
Directors: Ben Dwars (Managing Director)

