



Lynda Prendergast <lyndaprendergast1@gmail.com>

## Red Line Luas Service

LuasPR <luaspr@tii.ie>

Mon, Oct 14, 2024 at 11:10 AM

To: "lyndaprendergast1@gmail.com" <lyndaprendergast1@gmail.com>  
Cc: Customer Service <CustomerService@tii.ie>, LuasPR <luaspr@tii.ie>

Dear Ms. Prendergast,

Thank you for your email regarding recent Luas Operations, and particularly the Red Line service. Upon receipt of your email, we contacted Transdev for investigation into the matters raised. Transdev Dublin Light Rail Ltd. (TDLR) operate and maintain Luas on behalf of TII.

Transdev manages the Luas service on behalf of TII and as part of running that service, Transdev must make decisions on how the service will operate to best serve Luas customers. This occasionally means re-routing trams to new destinations or turning vehicles in service. It also means taking trams out of service which have a technical fault etc.

We are sorry to hear that you experience overcrowding while travelling on Luas. During peak hours, trams operate at maximum capacity. To lessen the overcrowding, we ensure that the maximum numbers of trams possible are in operation during peak hours and we schedule the headway every 2- 4 minutes. Luas is a popular way to travel, and we advise customers travelling in the morning or evening peak hours to change their travel times by perhaps 5 minutes earlier or later and observe would it make a difference.

In relation to disruptions between Saggart and Belgard, please be advised that normally this service is frequent and reliable. However, on occasion, for example, at times of road traffic accidents, protests or other incidents, where the service changes from the timetable, we must reregulate the Red Line to bring the service back in line with the timetable and in a manner that accommodates everyone.

During these times, there will be a reduced service to Saggart as we seek to move people from the City to Heuston, James's, Red Cow, Tallaght. Whilst the reregulation is taking place, we do endeavour to operate shuttle trams in the Saggart to Belgard section to mitigate against the reduction however, this is not always feasible and does depend on the reasons for the change in the first place.

Regarding your comments surrounding the service between Saggart & the City Centre at off peak times, TII and the NTA are in the advanced stages of planning a timetable enhancement to go live in 2025, which will improve capacity and increase resilience.

We hope the above is of assistance to you. Please be assured that we are constantly working to improve the Luas customer service experience, and all customer feedback, such as your email, form part of future plans and initiatives in this area.

We do understand that service cancellations cause significant inconvenience, and transport operators are working hard to mitigate the effects of such cancellations. We thank you for taking the time to get in contact regarding this issue and we apologise for the inconvenience caused. The NTA and public transport operators are doing everything we can to ensure that services operate as close to published timetables as possible, and where service issues arise that information is updated as soon as possible.