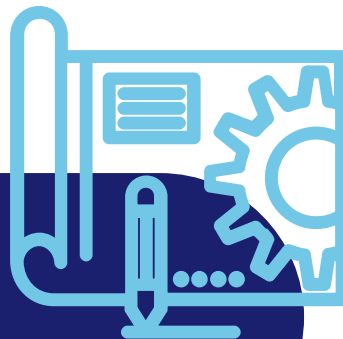


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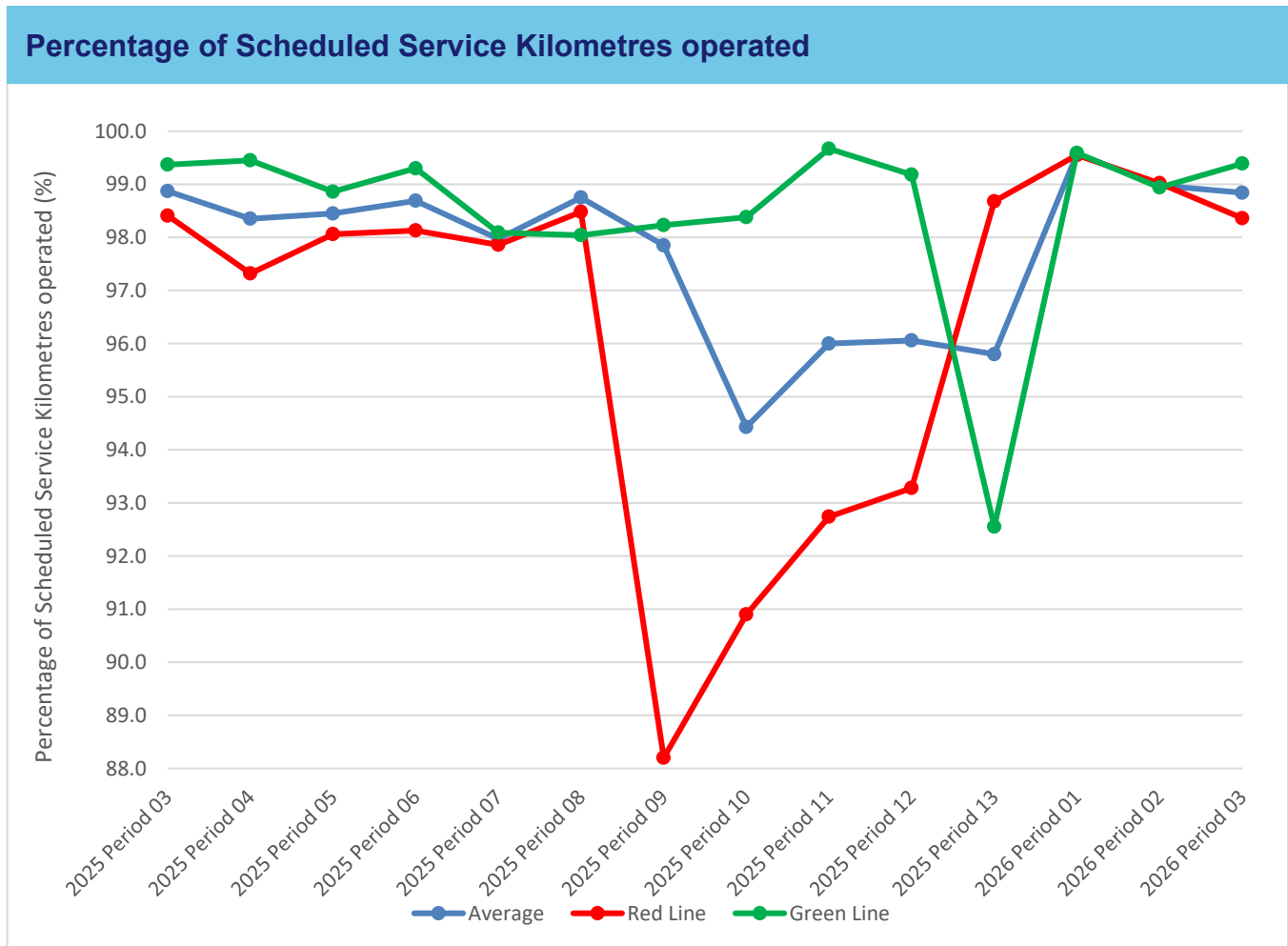


April 2026

1 RELIABILITY

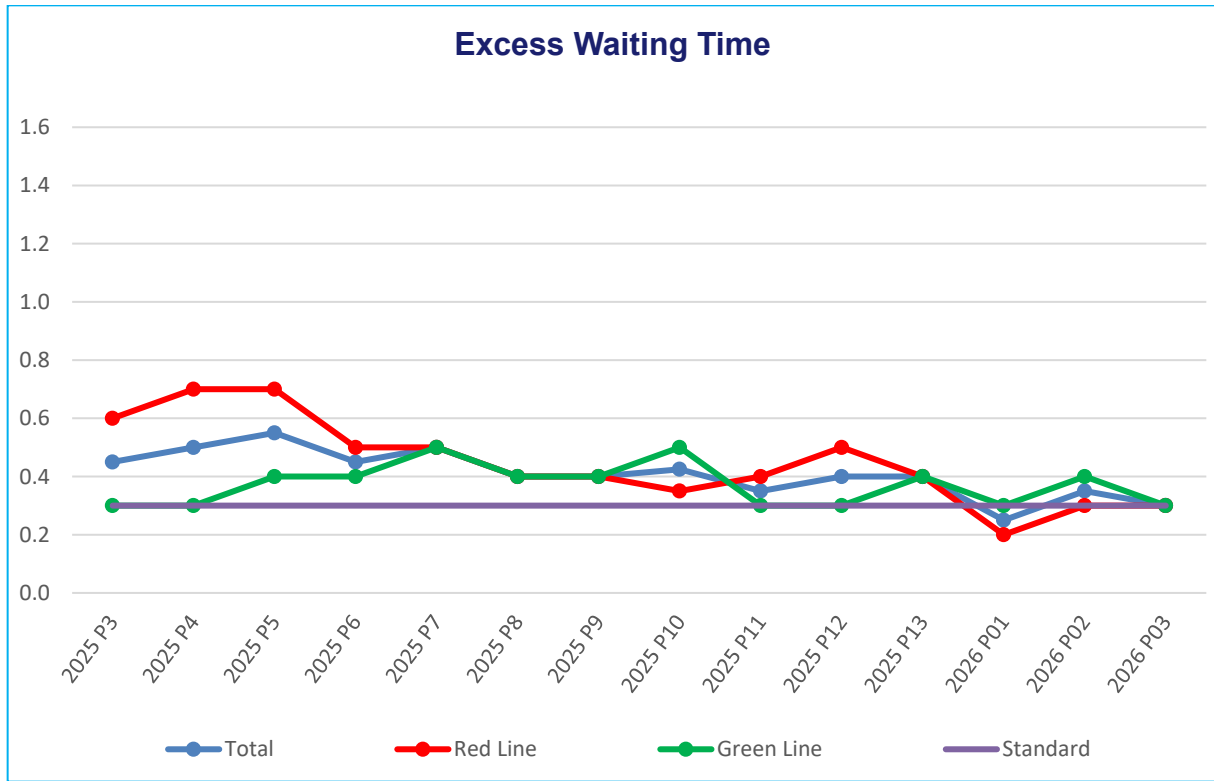
Luas measures reliability in terms of the percentage of scheduled service kilometres operated. The chart below shows the reliability in the reporting periods comprising Q1 of 2026 and the same information for the preceding year. The table below gives the average reliability by line for Q1 of 2026.

	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q1	98.95%	99.29%	99.11%
Average Year to Date (P01-03)	98.95%	99.29%	99.11%



2 PUNCTUALITY

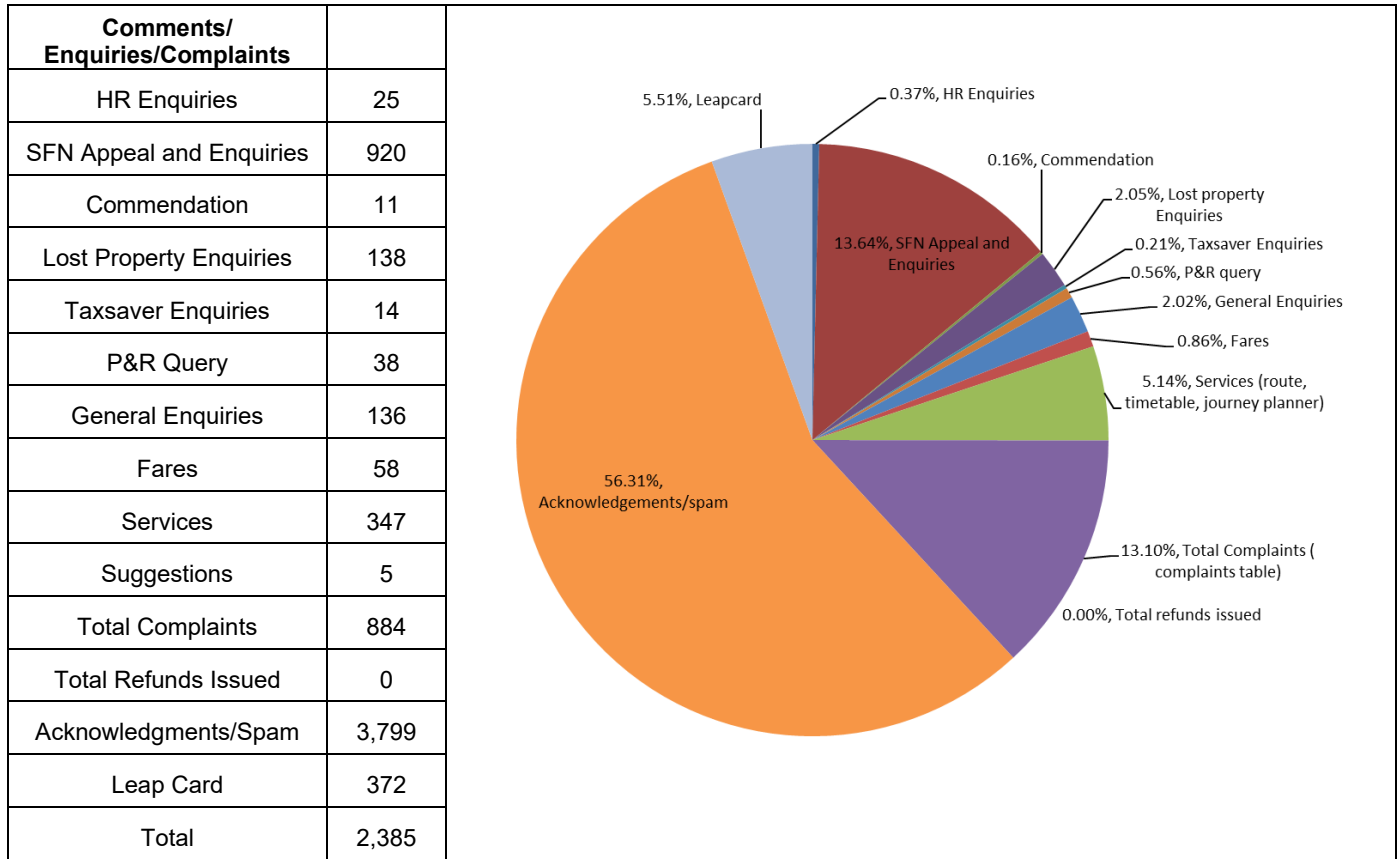
Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Periods 01 to 03 2026.



3 COMMENTS AND COMPLAINTS

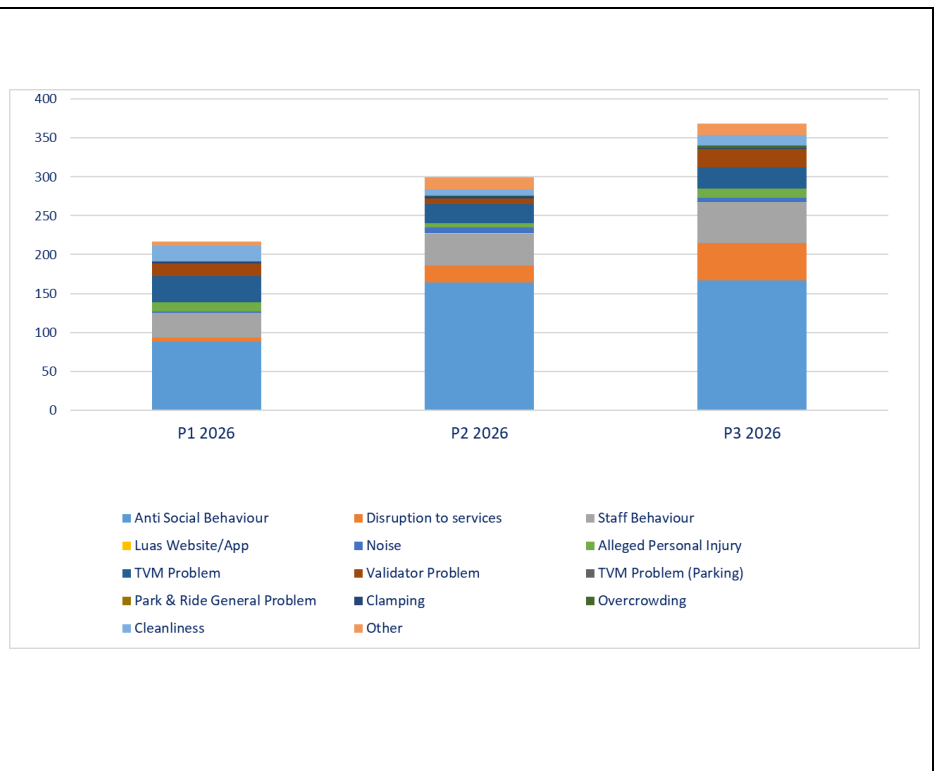
The table and chart below shows the number of comments and complaints received in Q1 by the Luas Call Centre only and not the TFI Consolidated Call Centre. It also shows the categories that these comments and complaints are divided into.

This equates to 53 comments or complaints per 100,000 passenger journeys.



The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints	
Antisocial Behaviour	419
Disruption to Services	75
Staff Behaviour	126
Luas Website/App	1
Noise	14
Alleged Personal Injury	29
TVM Problem (Ticketing)	85
Validator Problem	48
TVM Problem (Parking)	0
P&R Problem (General)	0
Clamping	5
Overcrowding	5
Cleanliness Stop	42
Other	43
Total	892



4 CLEANLINESS

Cleanliness audits are performed every 4 weeks (once per period) in all areas. The average scores for Q1 are as follows:

	<i>Stops</i>	<i>Trams</i>
Average for Q1	95.81%	88.98%
Average Year to Date	95.81%	88.98%

5 PASSENGER INFORMATION

The availability of passenger information at stops and on-board trams for Q1 is as follows:

	<i>Stops</i>	<i>Trams</i>
Average for Q1	99.89%	87.33%
Average Year to Date	99.89%	87.33%



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