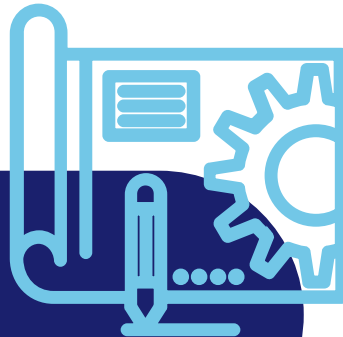
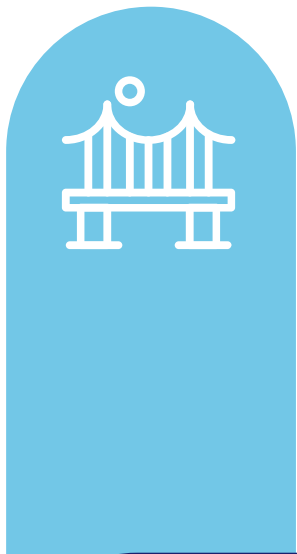


Transport Infrastructure Ireland

# Luas Performance Report Q3 2025

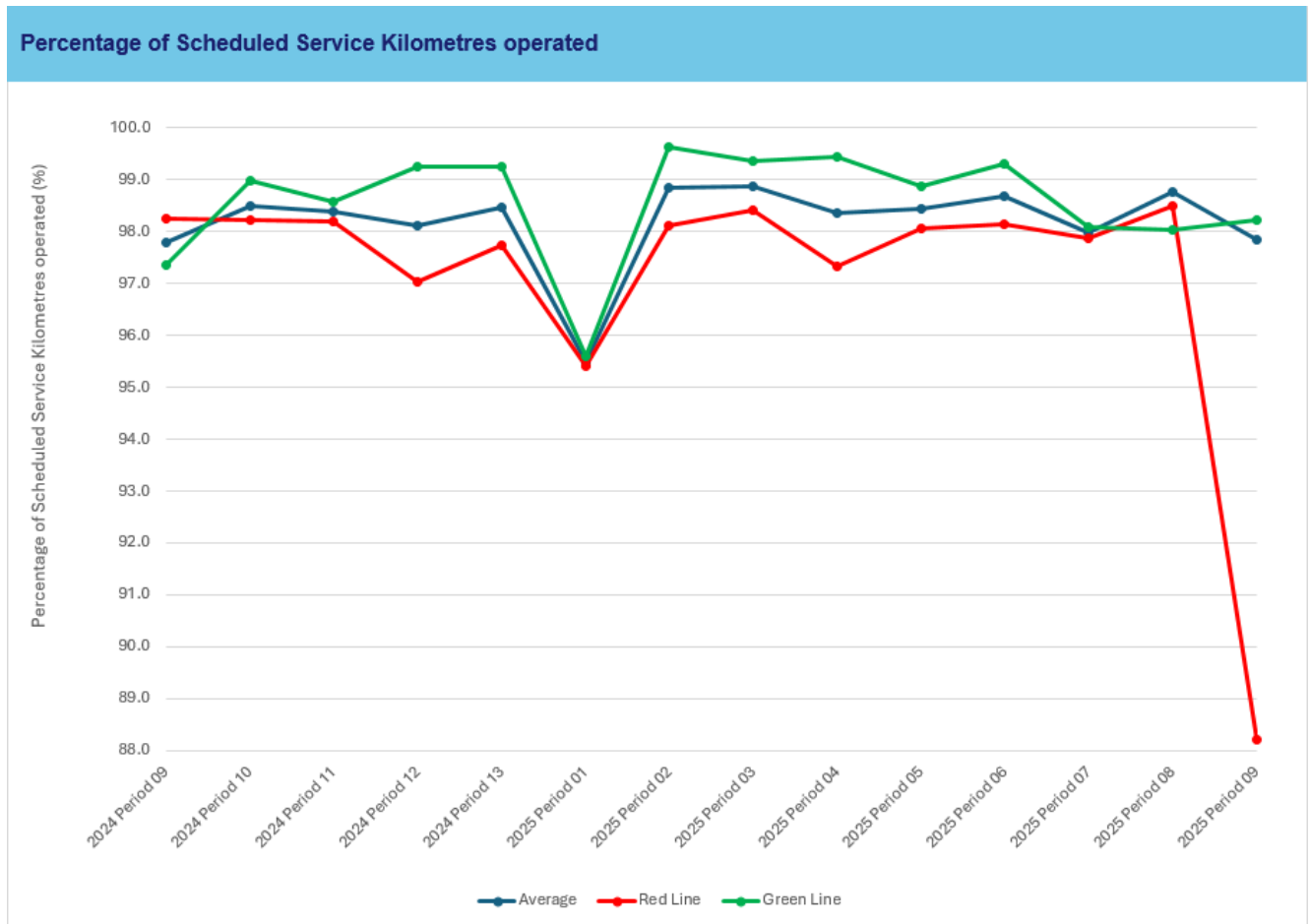


# 1 RELIABILITY

Luas measures reliability in terms of the percentage of scheduled service kilometres operated. The chart below shows the reliability in the reporting periods comprising Q3 of 2025 and the same information for the preceding year. The table below gives the average reliability by line for Q3 of 2025.

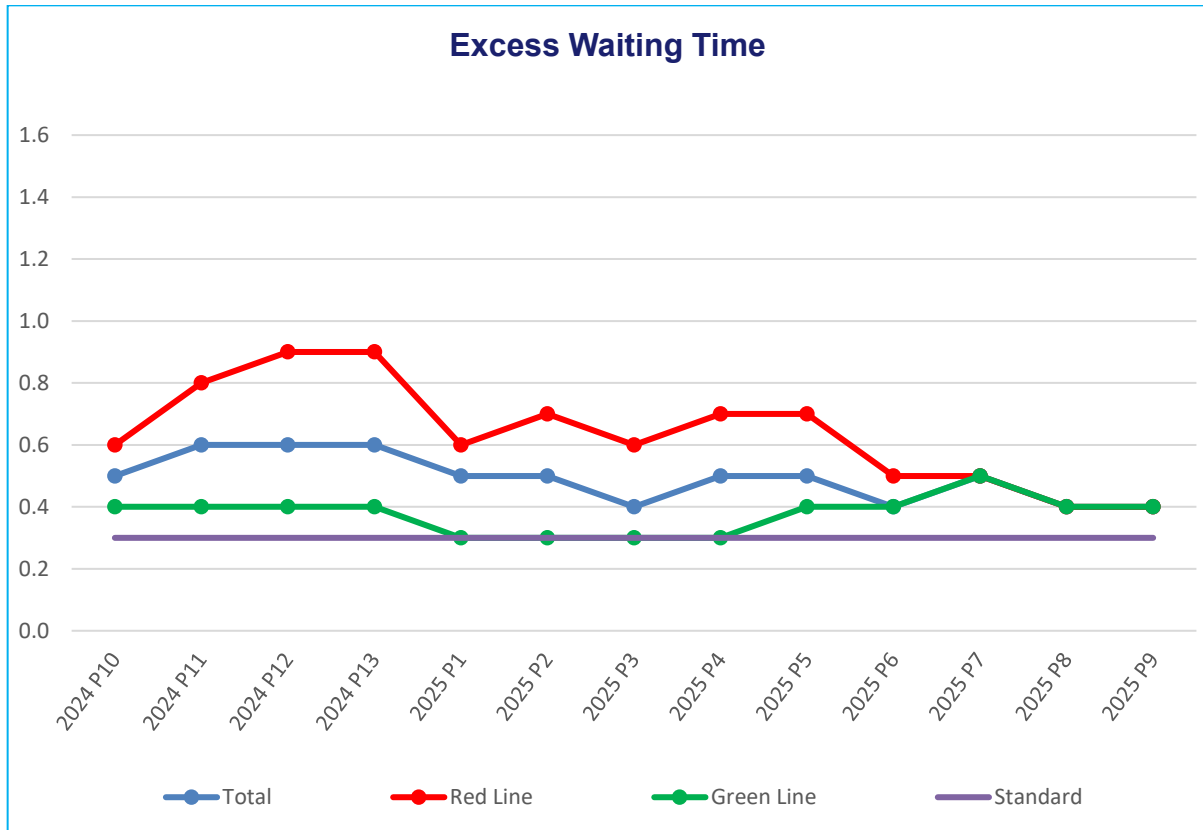
	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q3	94.83%	98.45%	96.54%
Average Year to Date (P01-09)	96.63%	98.65%	97.59%

Please note reliability figures are affected by the closure of the Red Line extension to The Point



## 2 PUNCTUALITY

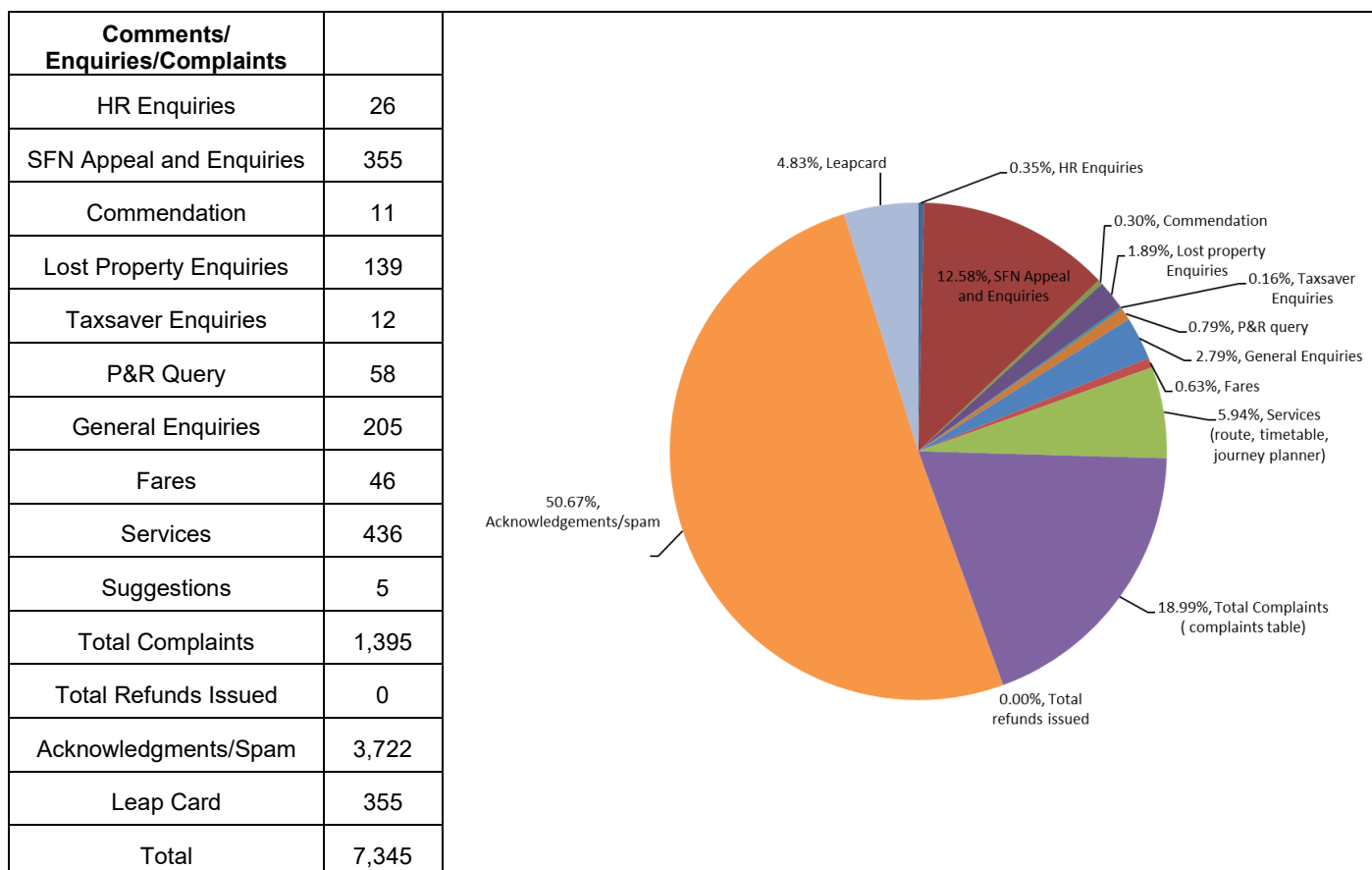
Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Periods 07 to 09 2025.



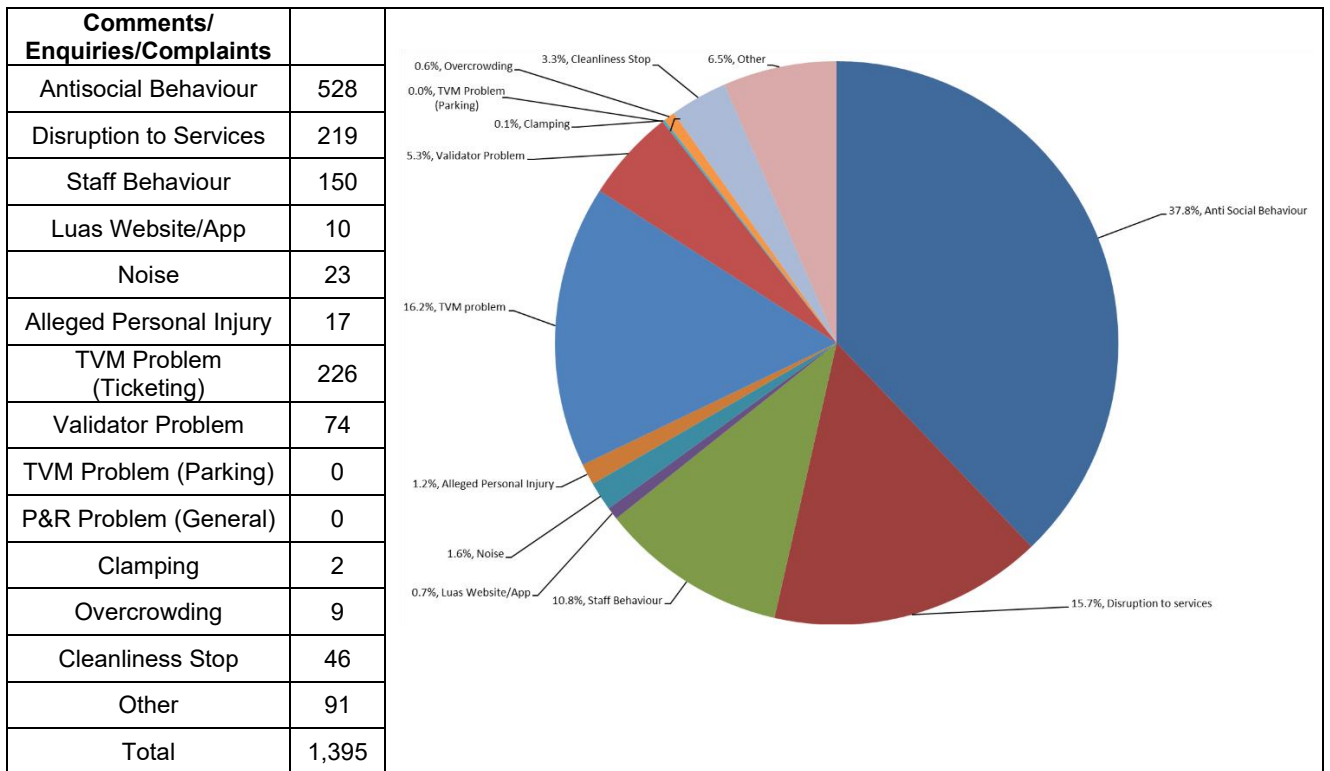
### 3 COMMENTS AND COMPLAINTS

The table and chart below shows the number of comments and complaints received in Q3 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 60 comments or complaints per 100,000 passenger journeys.



The table and chart below shows the breakdown of complaints.



## 4 CLEANLINESS

Cleanliness audits are performed every 4 weeks (once per period) in all areas. The average scores for Q3 are as follows:

	<i>Stops</i>	<i>Trams</i>
Average for Q3	95.40%	89.91%
Average Year to Date	96.43%	89.57%

## 5 PASSENGER INFORMATION

The availability of passenger information at stops and on-board trams for Q2 is as follows:

	<i>Stops</i>	<i>Trams</i>
Average for Q3	99.57%	85.67%
Average Year to Date	99.83%	89.94%



[www.tii.ie](http://www.tii.ie)



[info@tii.ie](mailto:info@tii.ie)



+353 (01) 646 3600