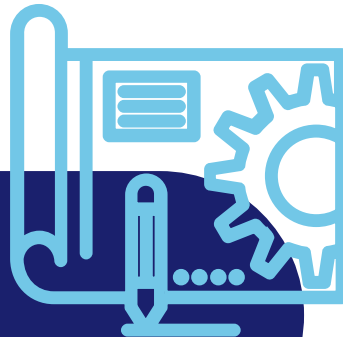


Transport Infrastructure Ireland

Luas Performance Report Q4 2025



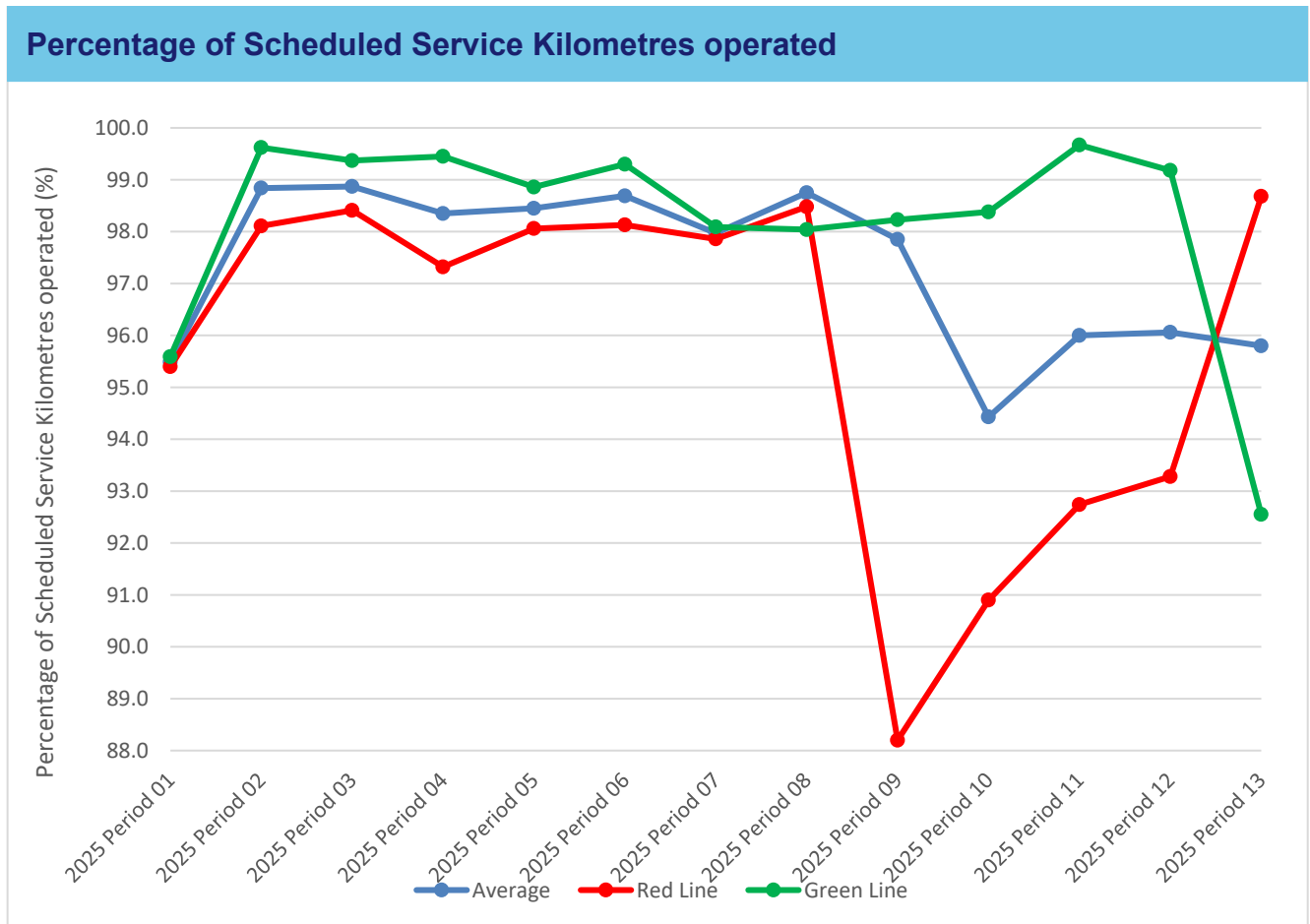
January 2026

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 Q4 of 2025 and the same information for the preceding year. The table below gives the average reliability by line for Q4 of 2025.

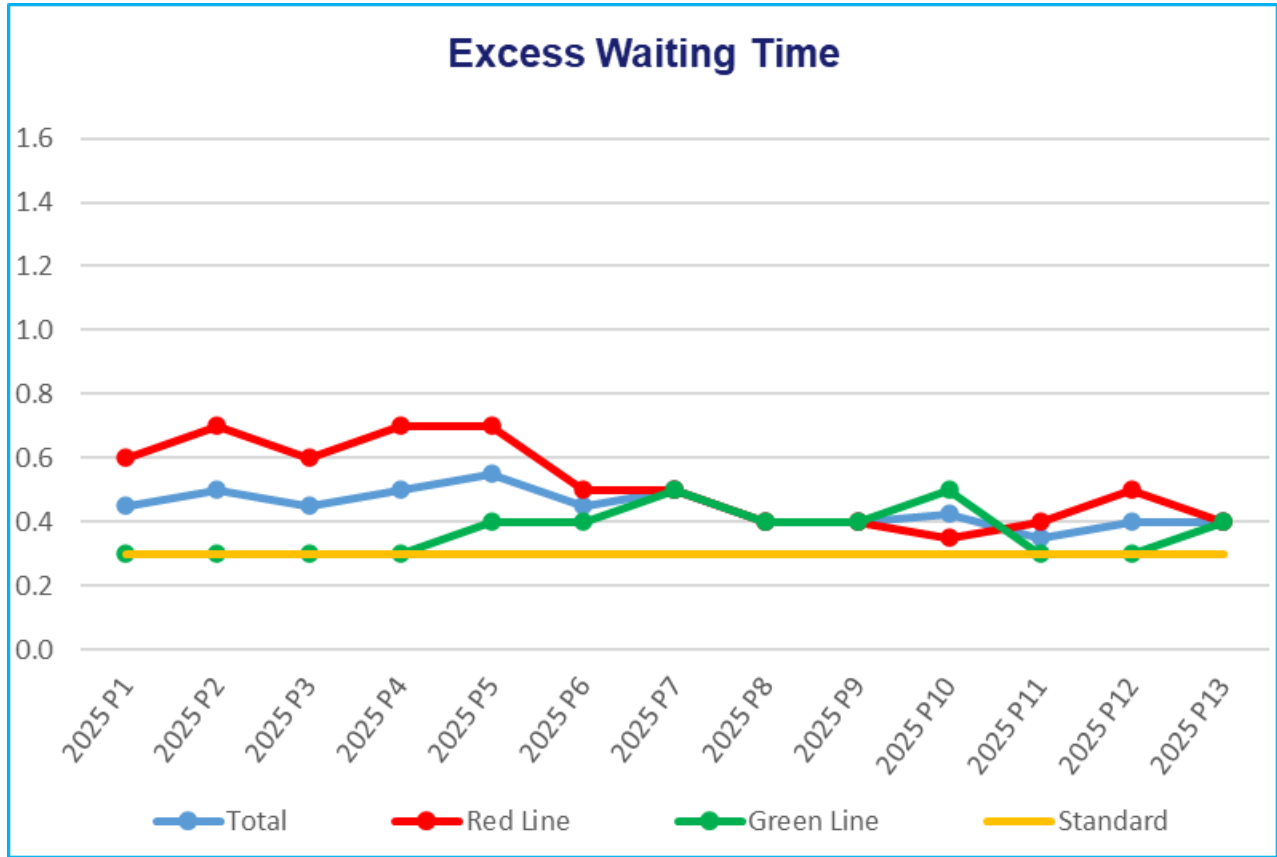
	<i>Red Line</i>	<i>Green Line</i>	<i>Overall</i>
Average for Q4	93.94%	97.41%	95.57%
Average Year to Date (P01-P13)	95.76%	98.26%	96.95%

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



2 PUNCTUALITY

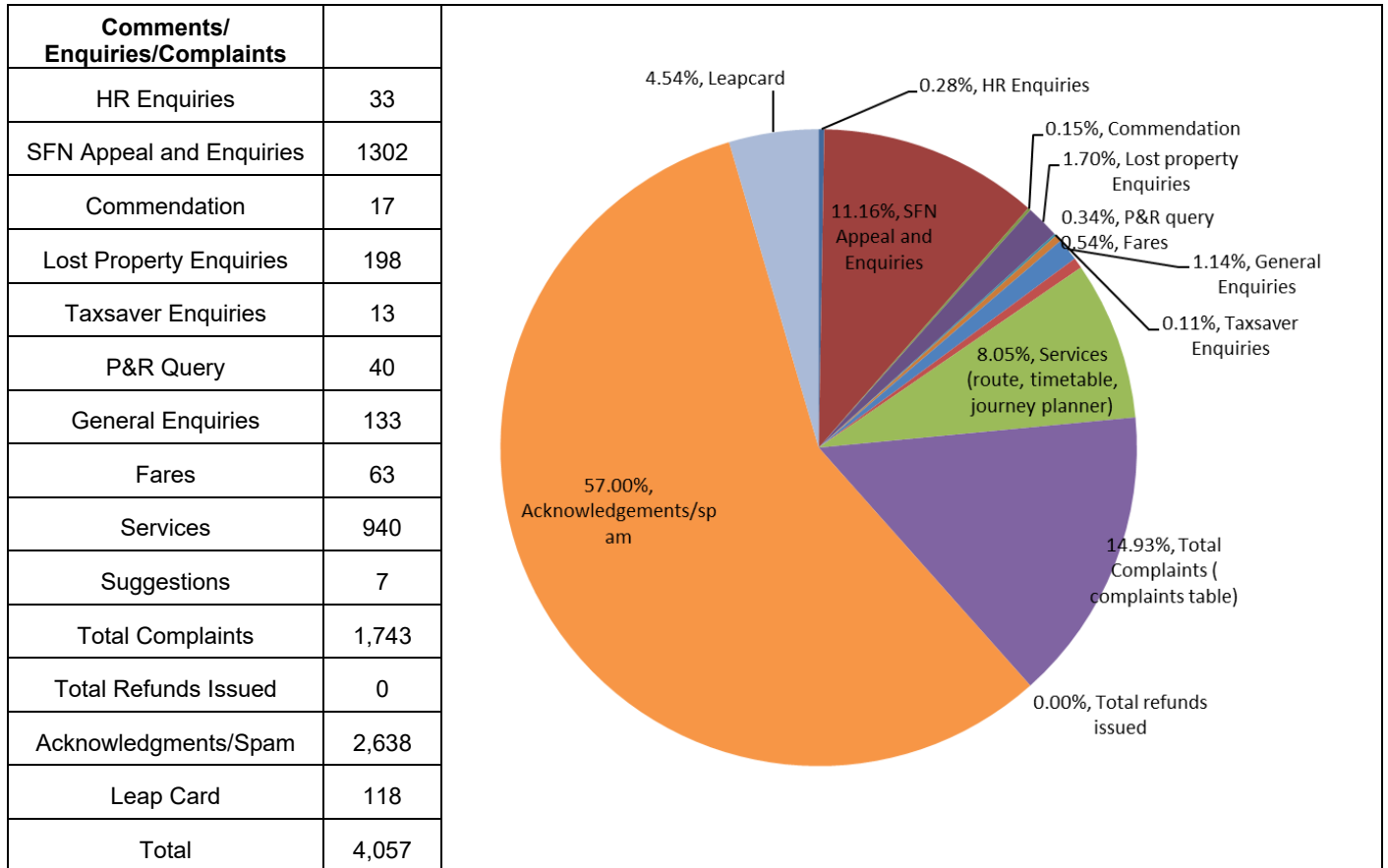
Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Periods 10 to 13 2025.



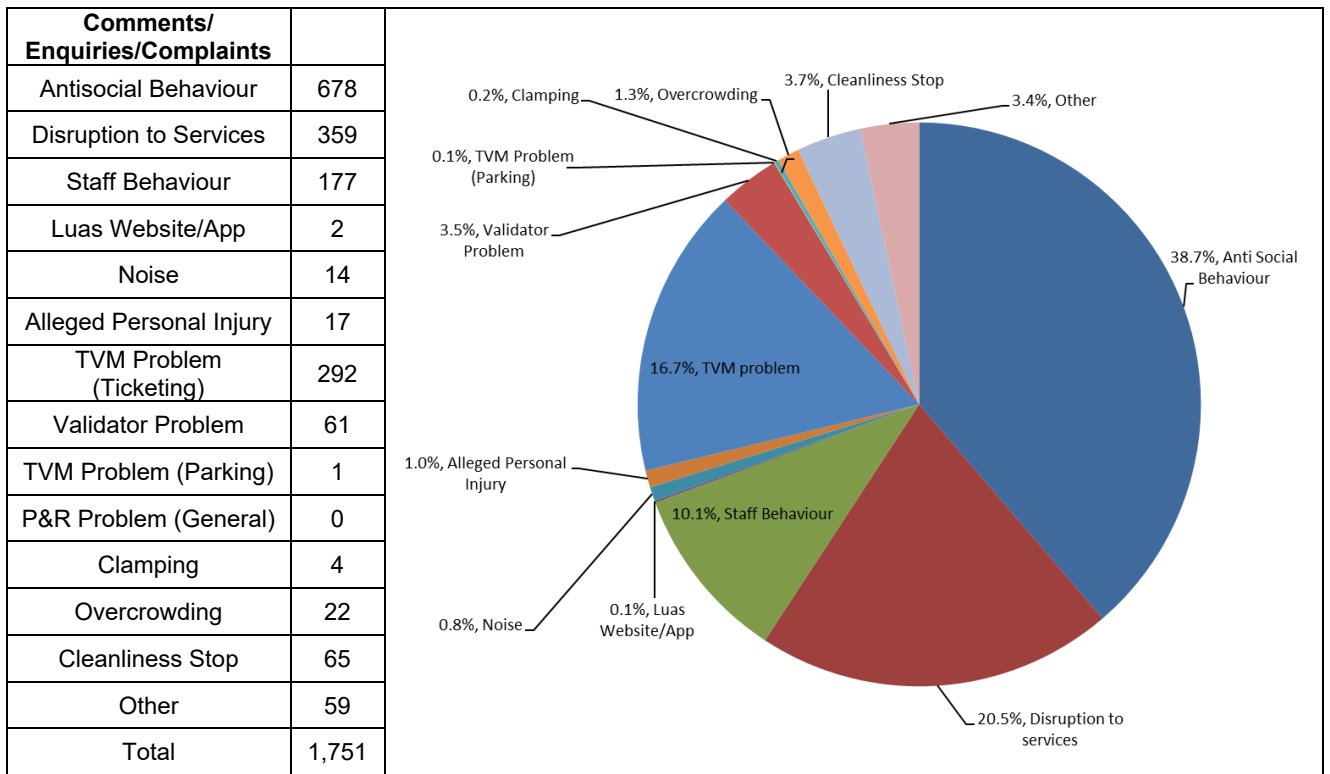
3 COMMENTS AND COMPLAINTS

The table and chart below shows the number of comments and complaints received in Q4 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 67 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 Q4	92.62%	85.82%
Average Year to Date	95.47%	88.63%

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 Q4	100%	89.69%
Average Year to Date	99.87%	89.88%



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