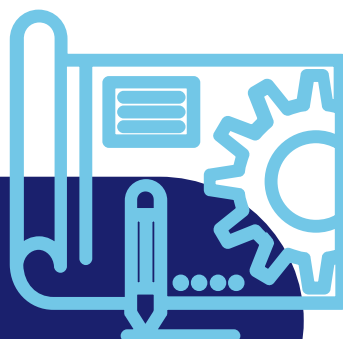


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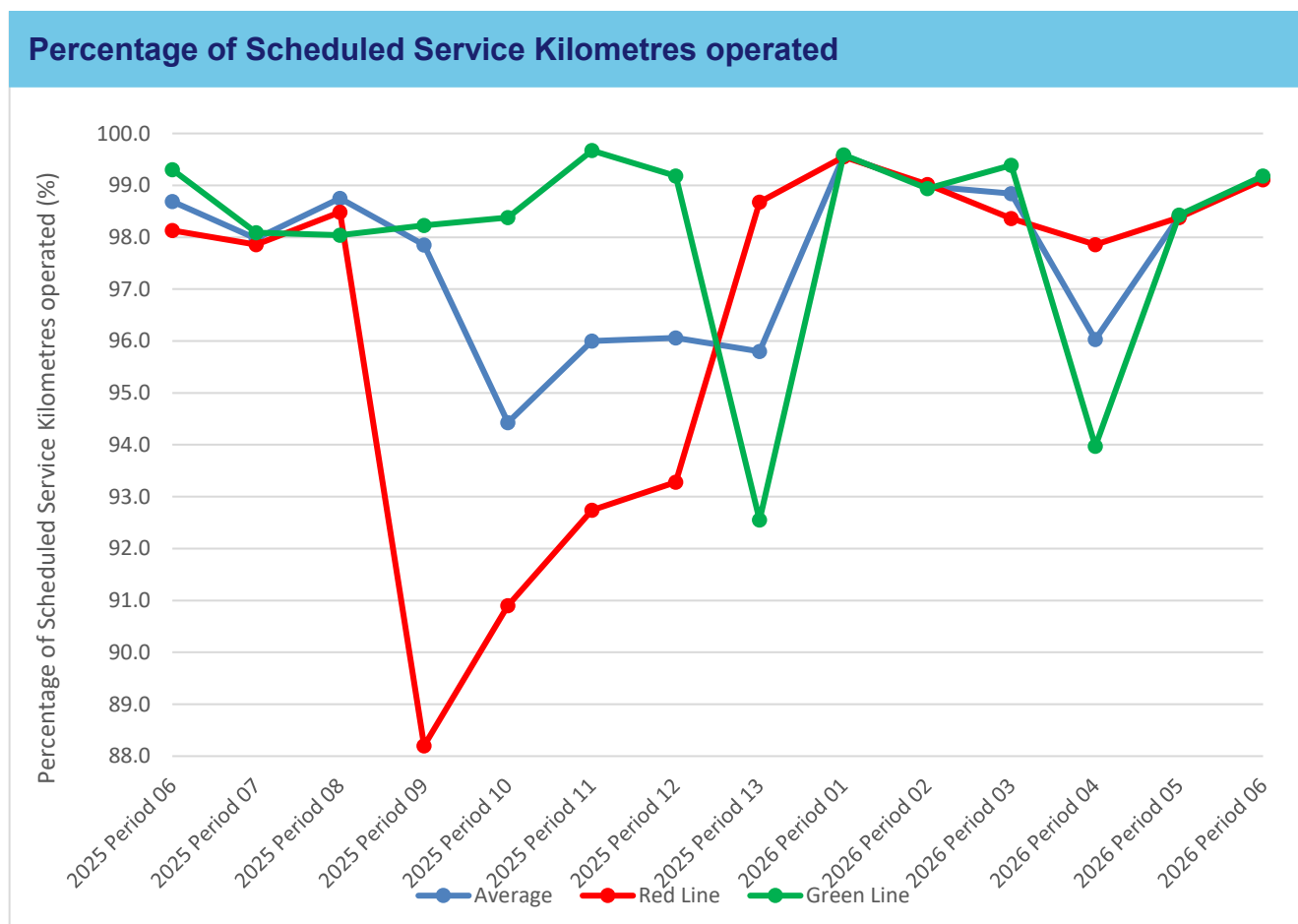


June 2026

1 RELIABILITY

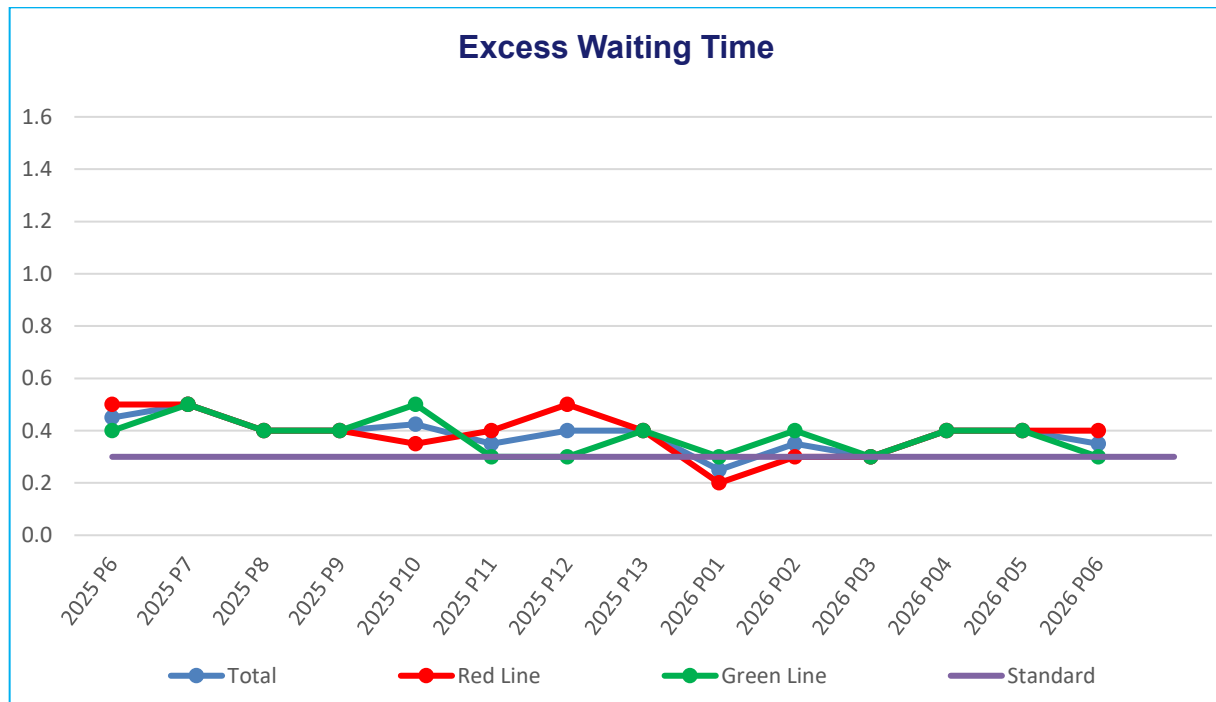
Luas measures reliability in terms of the percentage of scheduled service kilometres operated. The chart below shows the reliability in the reporting periods comprising Q2 of 2026 and the same information for the preceding year. The table below gives the average reliability by line for Q2 of 2026.

Average for Q2	<i>Red Line</i> 98.45%	<i>Green Line</i> 97.20%	<i>Overall</i> 97.86%
Average Year to Date (P01-06)	98.70%	98.23%	98.48%



2 PUNCTUALITY

Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Periods 04 to 06 2026.

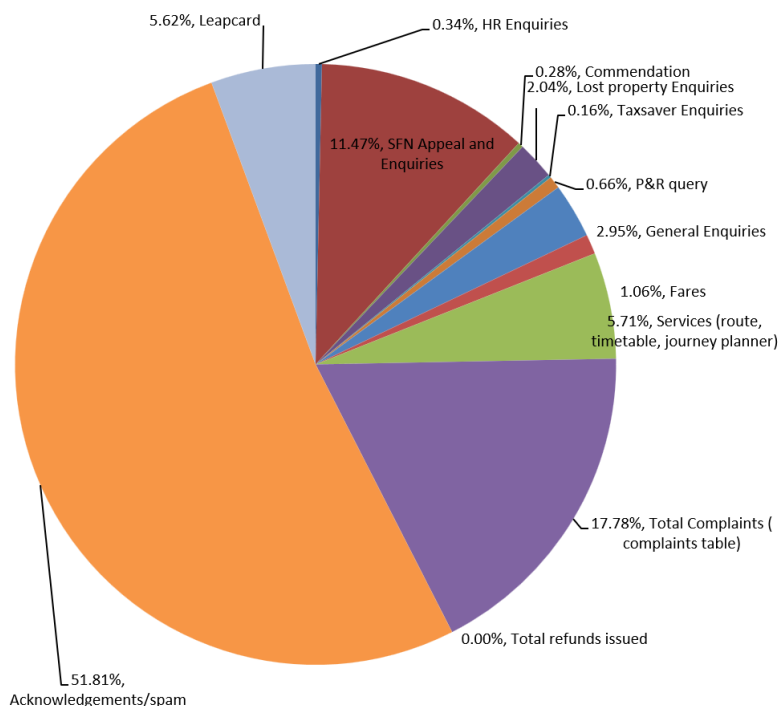


3 COMMENTS AND COMPLAINTS

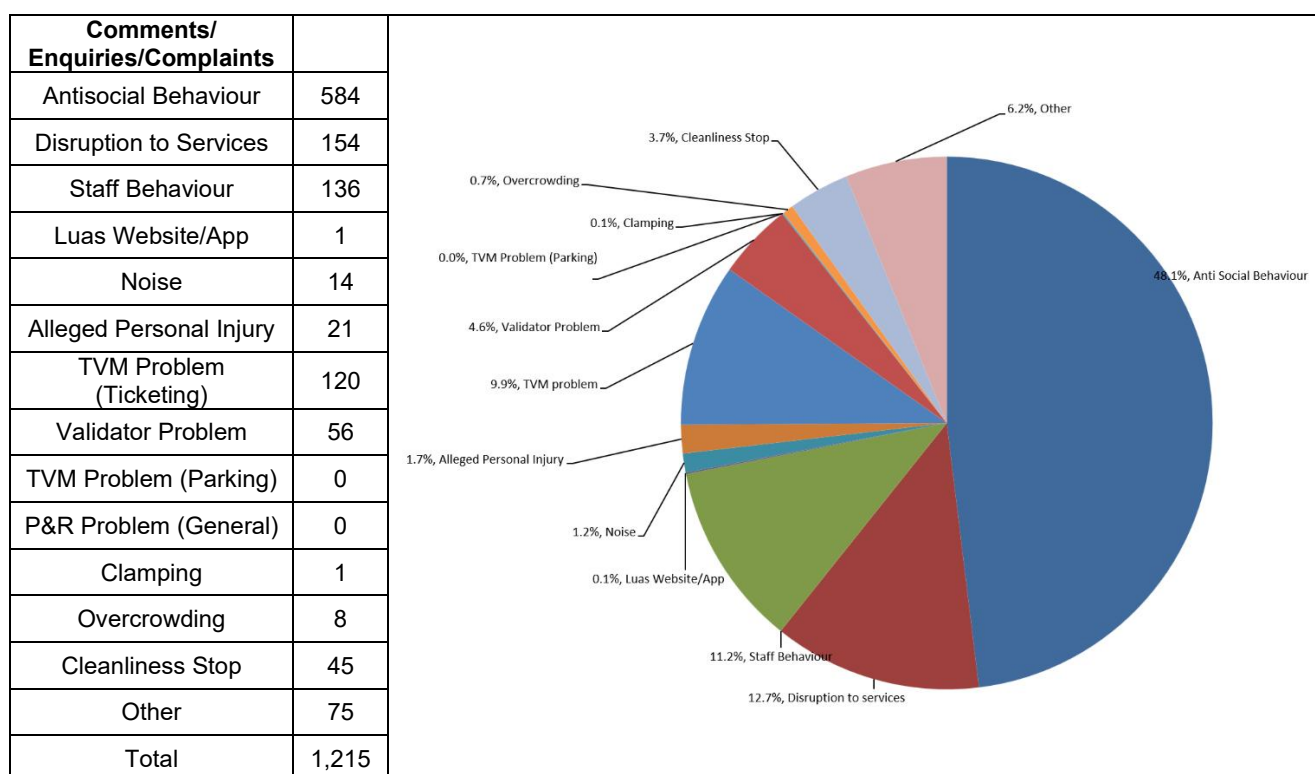
The table and chart below shows the number of comments and complaints received in Q2 by the Luas Call Centre only and not the TFI Consolidated Call Centre. It also shows the categories that these comments and complaints are divided into.

This equates to 48 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints	
HR Enquiries	23
SFN Appeal and Enquiries	781
Commendation	19
Lost Property Enquiries	139
Taxsaver Enquiries	11
P&R Query	45
General Enquiries	201
Fares	72
Services	389
Suggestions	9
Total Complaints	1,211
Total Refunds Issued	0
Acknowledgments/Spam	3,529
Leap Card	383
Total	6,812



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 Q2 are as follows:

	<i>Stops</i>	<i>Trams</i>
Average for Q2	98.43%	91.00%
Average Year to Date	97.12%	89.99%

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 Q2	99.92%	94.00%
Average Year to Date	99.91%	90.67%



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