LUAS ACCESSIBILITY NEWSLETTER
October 2016

Keeping in touch with the whole community

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Luas is a state-of-the-art Light Rail Transit System that provides an accessible, attractive and unique mode of public transport in Dublin. Compliant with current accessibility and environmental standards for transport systems, it offers accessibility for all. This philosophy has been a cornerstone of the design development of the system from the initial phases of the project.

Whilst focused on people with mobility and sensory impairments the fact is that the approach of “access for all” works for everyone as the name implies. Full Wheelchair access ensures no steps so pushchairs and buggies and people with luggage also feel the benefit of the universality of the design. Well thought out surfacing, furniture, stop facilities, clear signage, audio announcements and destination displays all serve to make the system easier to navigate. The TII and Luas operating company, Transdev have been proactive in establishing procedures and implementing staff training & awareness initiatives, which further enhance the accessibility of the system.

As a new system some users will be unfamiliar with all the features which have been incorporated into the design to assist with accessibility. This issue of the Luas Newsletter is a one stop guide to the facilities on the system for those with impaired mobility.

Travel on Luas is free for those with a Department of Social & Family Affairs (DSFA) pass and pensioners and there's no restriction on when you can travel.
As a passenger, you have rights. We commit to:

1. Provide you with a safe and comfortable tram journey.

2. Provide you with real-time passenger information at stops 99% of the time.

3. Respond to all your letters and emails within 1 week. 
Má scriobhann tú chugainn as Gaeilge, cuirfimid freagra chugat as Gaeilge chomh maith.

4. Provide you with a 99% reliable tram service and publish our performance every 12 weeks.

5. Give 1 week notice to passengers/residents in the event of planned maintenance work.

6. Inform and update you in case your tram journey is going to be longer than usual.

7. Ensure that Luas meets the highest standards of accessibility and that our staff are trained in disability awareness to assist you if required.

8. Clean the trams every night and every stop at least once a day.

9. Provide you with an environmentally friendly transport option, releasing 3.5 times less CO2 than taking the same trip by car.

10. Advise you on the cheapest fare for you if you contact Luas Customer Care or visit www.luas.ie

We have rights too and ask you to:

1. Be in possession of a valid ticket on board the tram.

2. Respect Luas staff, other passengers and property.
The vehicles continue the theme of accessibility for all, providing a smooth, comfortable journey for everyone. The system was designed in consultation with disability groups and has the following features:

1. The floor of the tram is low level over 85% of the vehicle and changes in level are highlighted with a yellow strip. The floors are treated with an anti slip coating but take care as they can become slippery when wet.

2. There are many wide doors along the side of the tram which can be activated by pressing the flashing illuminated button on the door. There is also a buzzer which sounds as the doors are about to close. The door threshold is highlighted with a high grip/high contrast yellow strip. The doors will not open until the tram is positioned correctly and may be opened by the driver or, when the lights around the waist-height button on doors are flashing, by passengers.

3. Line route maps with stop names are provided near the doors as well as on Ticket Vending Machines (TVMs) and Notice Boards.

4. The numerous handrails are bright yellow for optimum visibility against the darker tram interior finish.

5. There are two designated areas for wheelchair users, directly adjacent to (either side of) the 4 central sets of double tram doors. These areas are identified by the double-sided wheelchair stickers on the windows above the fold-down seats and bum rest seat.

6. Wheelchair users should apply their brake, securing themselves against the side grabrails and face rearwards for maximum safety during a sudden stop.

7. There are four priority seats for those with special mobility requirements, in the same designated seating area.

8. Tip-up seats have replaced 4 fixed seats and the Central Upright Handhold has been replaced with split hand rails, known as Spider Bars. These Spider Bars give passengers extra comfort while standing in the centre aisle of the tram.
9. Adequate space is provided for guide dogs underneath the designated seats.

10. There is an emergency passenger communication device on board the tram, which is located on a doorpost to the right hand side of every pair of doors; this enables a passenger to speak directly with the driver.

11. There is an emergency brake lever located at every door which will cause the tram to stop in the event of an emergency. False activation of the emergency brake may result in a fine. If the tram is close to a stop it may proceed there before stopping.

12. Adequate space is provided for luggage and shopping bags between the seat backs on the raised area of the tram.

13. There are on board digital displays in upper and lower case high contrast text which display the name of the stops and other information.
14. External displays show the terminal destination of the tram on the front, back and sides of the vehicle.

15. There are automatic audio announcements on board giving the names of the stations and other pre-recorded messages.

16. Trams are fitted with a bell which is rung when approaching and leaving stops and at road junctions. There is also a horn which can be used if required.

17. All trams are fitted with an induction loop for passengers using hearing aids equipped with the so-called T-switch. The middle third of each tram provide access to announcements made on board, either from the driver or through recorded messages announcing the next tram stop and final destination. In cases of emergency, this means that hearing aid users receive advice and instructions from the driver at exactly the same time as all other passengers.
Access at Stops

The following stops can be accessed by lift:

- **KILMACUD** has a lift serving each platform.
- **BALALLY** has a lift accessible from both platforms, located on the inbound side.
- **RANELAGH** has a lift accessible from both platforms, located on the outbound side.
- **CHARLEMONTE** has a lift accessible from both platforms, located on the inbound side.
- **CONNOLLY** has one lift and an escalator adjacent to the Luas platforms, plus an internal lift inside the main station entrance.

All lifts have an intercom located at the Help Point to contact Luas Control in the event of an emergency and are covered by CCTV cameras internally and externally.

Platforms

*What do they look like?*

Most stops have two 40m long by 3m wide platforms at each side of the track (generally referred to as lateral type) but there are two stops which feature single platforms between the tracks located at Harcourt on the Green Line and Busáras on the Red Line. Heuston and Belgard Stops on the Red Line and Sandyford Stop on the Green Line have an additional third platform (these are referred to as island type).

Ramps

The platforms are raised 280mm above the track and are accessed by short 5-6m ramps located at one or both ends of the platforms. These allow passengers to cross the tram tracks at track level. Some ramps are equipped with an adjacent handrail where required.
Remember to always use the designated crossing point to cross the track.

The surfacing is smooth & flush eliminating trip hazards and includes colour contrasting tactile paving which warns of particular hazards.

Tactile surfacing types and what they mean:

1. **Lozenge** shaped paving, in a charcoal shade for colour contrast, located 550mm from the edge of the platform running parallel to and along the full length of the platform informs passengers they are approaching the platform edge.

2. **Corduroy** or striped paving, in charcoal for colour contrast is used to highlight the top or bottom of a staircase, landing or lower end of a ramp,

3. **Blister** or dot shaped paving, in charcoal or red for colour contrast, located at a crossing point of a road or track crossing area indicates a signalled crossing point.

4. A 75mm wide **White Line** runs along the edge of the platform to highlight the edge.
Lozenge Paving

Corduroy Paving

Blister Paving
Closed Circuit Television (CCTV) system

All stops, trams and park and ride facilities have CCTV coverage as standard.

Public Address system (PA)

All platforms have a full public address system allowing the control room staff to make announcements to some or all stops. Pre-recorded messages are also made from time to time.

Emergency Help Points (EHPs)

On every platform there is an emergency help point which is placed at the end of the shelter next to the Ticket Vending Machines. At some stops, Emergency Help Points are free standing and in the same location. They can be identified by the large red button housed in a blue coloured plate and have the words “SOS Emergency Help Point” in yellow text written on them. Pressing the button activates a call to the Central Control Room (CCR) and also operates the CCTV which immediately focuses on the activated help point. The help point contains an induction loop for the assistance of those with suitable hearing aids. A green light shows a call is in progress. Communication is two way and the CCR staff will provide any assistance required. Customer services officers, Gardai or emergency services can be contacted if required.
Press the large red button once

This will connect you with the Central Control Room staff

The CCTV system at the stop means the staff can see who has pressed the button

The staff member and the passenger who requires assistance can now speak to each other
1. Other furniture on the platforms includes a circular advertising drum which incorporates a Passenger Information Display (PID) unit. This displays a three line text message informing passengers of the anticipated arrival times and destinations of the next three trams from that platform. The PID can also be used to provide information about service disruptions or other information. Some locations do not have a drum and so have a free standing PID instead.

2. Check the passenger information displays regularly for the latest information.

3. Large signs display the name of each stop prominently. The signs also have a coloured “flag” which identifies the particular line they are on.

4. Leap Cards Validators are located on all platforms and allow users of Luas Leap Cards to “Touch On and Touch Off” without the need to buy individual tickets for their journeys.

5. Steel and glass shelters are located on all stops with a few exceptions. These house the Ticket Vending Machines and Emergency Help Point as well as providing seating.

6. A rubbish bin is provided on all platforms.

7. Many stops feature a balustrade to separate them from adjoining areas or adjacent roadways but some are integrated into the surrounding footpath or landscape.

8. All stops have a Notice Board either mounted on the shelter or free standing. This contains a location route map showing key local features and displays posters providing information regarding fares and ticket sales offices. These notice boards are updated regularly with new information.
• **What types are available and how do I get one?**

Tickets may be bought on the platform from the Ticket Vending Machines. These machines have a touch screen allowing the selection of different ticket types and will accept cash or credit cards. The machines can also be used to top up a Leap Card. Tickets may also be purchased from a range of retail outlets throughout the city.

An audio support function is also available.

Many people are not aware that buying your ticket from a shop is cheaper than buying them on the platform. Single, return, daily, weekly, monthly and annual tickets are all available. Tickets with combined Bus and Rail services are also available, known as Leap cards. More details of ticket types can be found on the web site and notice-boards at the stops. Remember you must be in possession of a valid ticket before you board the tram.

• **Typical Luas Ticket:**

![Typical Luas Ticket](image)
Press the screen within the button area to make your selection.
There are at least two validators on each platform.

- Simply place your Leap Card in front of the green and white sticker area of the front of the validator.
- The machine will make a ‘ping’ sound and the green light will flash.
- You may now board the tram.
- Don’t forget to do this again when you get off the tram!

If there is no ‘ping’ sound and the red light flashes then you’ll need to top-up your Leap Card using the ticket vending machine on the platform.

Information on Leap Card is available from www.leapcard.ie or Phone: 1850 824 824
There are 8 Park + Ride car parking sites all of which have conveniently located designated disabled spaces.

Parking for disabled users is free of charge.

**RED LINE – TALLAGHT LUAS STOP**

**TALLAGHT CROSS WEST PARK + RIDE**
Tallaght Cross West, Belgard Square West, Tallaght, Dublin 24  
📞 01 552 9754 (7am-10pm Mon-Sun)

Total Parking Spaces: **450**  
Blue Badge Parking Spaces: **15**

Other Park + Ride facilities on the Red Line are available at:

- Cheeverstown Stop
- Red Cow Stop
RED LINE – CHEEVERSTOWN LUAS STOP

CHEEVERSTOWN PARK + RIDE
Cheeverstown Road, Dublin 24
☎ 1850 300 604

Total Parking Spaces: 312
Blue Badge Parking Spaces: 11

Other Park + Ride facilities on the Red Line are available at:

- Tallaght Stop
- Red Cow Stop
RED LINE – RED COW LUAS STOP

RED COW PARK + RIDE
Naas Road, Dublin 22
☎ 1850 300 604

Total Parking Spaces: 727
Blue Badge Parking Spaces: 12
Ecar Charge Point Priority Spaces: 4

Other Park + Ride facilities on the Red Line are available at:
- Tallaght Stop
- Cheeverstown Stop
GREEN LINE – CARRICKMINES LUAS STOP

CARRICKMINES PARK + RIDE
Off Glenamuck Road, Carrickmines,
Dublin 18
📞: 1850 300 604

Total Parking Spaces: 352
Blue Badge Parking Spaces: 13
Ecar Charge Point Priority Spaces: 4

Other Park + Ride facilities on the Green Line are available at:

- Sandyford Stop
- Stillorgan Stop
- Balally Stop
GREEN LINE – SANDYFORD LUAS STOP

SANDYFORD PARK + RIDE
Blackthorn Road, Sandyford Office Park, Dublin 18
☎: 1850 300 604

Total Parking Spaces: 47
Blue Badge Parking Spaces: 4
Ecar Charge Point Priority Spaces: 2

Other Park + Ride facilities on the Green Line are available at:

- Carrickmines Stop
- Stillorgan Stop
- Balally Stop
GREEN LINE – STILLORGAN LUAS STOP

STILLORGAN PARK + RIDE
Blackthorn Road Sandyford Office Park, Dublin 18
☎: 1850 300 604

Total Parking spaces: 341
Blue Badge Parking Spaces: 5 located in car park closest from Luas Stop
Ecar Charge Point Priority Spaces: 6 located in car park furthest way from Luas Stop

BEACON SOUTH QUARTER PARK + RIDE
Beacon South Quarter, Carmanhall Road
Dublin 18
☎: 01 482 4303

Total Parking spaces: 300
Blue Badge Parking Spaces: 5

Other Park + Ride facilities on the Green Line are available at:

- Carrickmines Stop
- Sandyford Stop
- Balally Stop
GREEN LINE – BALALLY LUAS STOP

BALALLY PARK + RIDE
Rockfield, Dundrum
Dublin 16
☎: 1850 300 604

Total Parking spaces: 412
Blue Badge Parking Spaces: 9

Other Park + Ride facilities on the Green Line are available at:
- Carrickmines Stop
- Sandyford Stop
- Stillorgan Stop
The TII and Transdev welcome constructive suggestions on how to improve the service provided to people with mobility and sensory impairments and have established a Luas users group to advise on access issues for new projects and improvements to the existing system. If you have any ideas, suggestions, concerns or complaints then please pass them on to us and we will do our utmost to address them.

**TII Corporate policy with regard to public transport access:**

- One of the key objectives of the Transport Infrastructure Ireland is to provide an integrated public transport system that not only serves all members of the public but also enhances the quality of their lives and the quality of the urban environment in the vicinity of the system.

- Access for all is central to every scheme design and operation undertaken either directly by the TII or on its behalf by third parties.

- The TII uses best international practice in designing for mobility impaired persons. We will encourage innovative and imaginative solutions and seek to lead the field in the provision of an accessible public transport system for Dublin.

- The TII is committed to ensuring that its services, premises and information are fully accessible and that all staff members receive appropriate awareness training.
System information in accessible formats is available from Transdev and includes a tactile map of a tram, audio tape and Braille. Information about the system such as fares, operating times, passenger charter etc. is also available online at [www.luas.ie](http://www.luas.ie)

You can contact us…

- Go on [www.luas.ie](http://www.luas.ie) and fill in our contact form
- Or email us at info@luas.ie

**Freephone**

Call Luas Customer Care LoCall on 1850 300 604  
Open Monday to Friday 7am – 7pm & Saturday 10am – 2pm  
Closed Sunday and Bank Holidays

**Address**

Luas Customer Care  
Luas Depot  
Red Cow  
Clondalkin  
Dublin 22  
D22 C5P3

**Fax**

Luas Customer Care: 01 461 4992

**Lost Property**

Luas Customer Care: 1850 300 604  
Open Monday to Friday 7am – 7pm and Saturday 10am – 2pm  
Collection of lost property from 9am-5pm Monday to Friday

Information on the Leap Card is available from [www.leapcard.ie](http://www.leapcard.ie) or by phoning 1850 824 824.

Familiarisation visits can be set up by arrangement. Just post, call or e-mail your request.  
General information on Luas and projects is available from [www.tii.ie](http://www.tii.ie)