



LUAS

Service Guide & Passenger Charter





Welcome to Luas

Luas aims to provide you with a safe, comfortable and reliable tram journey. Luas staff are dedicated to providing you with the best service possible. This Service Guide and Passenger Charter detail our commitment to very high standards. We constantly monitor and publish our performance and welcome your feedback, comments or questions.

Luas Network

Luas covers almost 40 route kilometres, with 66 trams and 54 stops. The Red Line runs from Saggart and Tallaght through the city centre and on to Connolly and The Point. The Green Line runs from Brides Glen through Sandyford and on to St. Stephen's Green.



www.luas.ie



info@luas.ie



1800 300 604

Passenger Information

Although some information is available in this booklet, you can find out more about Luas by visiting the website **www.luas.ie**, emailing **info@luas.ie** or you can contact the Luas Customer Care team by freephone: **1800 300 604**. Our staff are present throughout the system to assist you in any way they can.

Information is also easy to find throughout the network:

- At stops there are route maps & real-time passenger information displays that tell you exactly when the next tram will arrive.
- Onboard trams there are route maps displayed above the doors, electronic displays and announcements.

You can get real time information on tram departures, fares and maps on the Luas App. You can also follow us on Twitter and

Facebook to get useful information regarding Luas promotions and service disruptions.

Luas is committed to a high standard of communication. This includes listening to you and responding to your needs. We guarantee you respectful treatment and should you contact us, we will answer all communication within one week.

When travelling on Luas, it is important to check the destination of the tram you are boarding. This is displayed on the stops and on the front and side of each tram. If you have boarded the wrong tram do not worry, there is plenty of opportunity to change at other stops. Please visit **www.luas.ie** for more details.



Operating Hours

Luas is in service during the following times;

Green Line

Mon-Fri: 5:30am to 0:30am
Sat: 6:30am to 0:30am
Sun & Bk. Hol: 7:00am to 11:30pm

Red Line Tallaght - The Point

Mon-Fri: 5:30am to 0:30am
Sat: 6:30am to 0:30am
Sun & Bk. Hol: 7:00am to 11:30pm

Red Line Saggart - Belgard

Mon-Fri: 5:35am to 0:25am
Sat: 6:35am to 0:25am
Sun & Bk. Hol: 7:05am to 11:25pm

Red Line Trams serving Connolly

Mon-Fri: 6:25am to 9:30pm
Sat: 8:55am to 9:30pm
Sun & Bk. Hol: 12:00am to 9:15pm

Frequencies

Luas does not publish timetables. To make life easier for you we operate at fixed frequencies depending on the time of day and your location. Trams run every **3 to 6 minutes** at peak times, every **7 to 10 minutes** at most other times and every **10 to 20 minutes** in off-peak times.

Peak travel times are defined as 7.45am to 9.15 am and 4.00pm to 7.00pm on weekdays.

More detailed information is available at stops and on www.luas.ie.



Your Journey

We will do our utmost to ensure excellent reliability. We measure reliability in terms of the percentage of scheduled trips delivered. Our target is to achieve no less than 99%. We publish these details every 12 weeks on www.luas.ie. The information can also be found at our stops.

Where your journey might be affected by engineering works or other temporary service alterations we will inform you of this at least 1 week in advance and make alternative arrangements such as replacement bus services where appropriate.

Typical journey times are as follows:

GREEN LINE Brides Glen to St. Stephen's Green through Sandyford



RED LINE Tallaght to The Point and Saggart to Connolly



Journey times can be slightly longer depending on traffic conditions. Where your journey is longer than usual, the tram driver will inform you what the problem is and keep you updated.

Your Comfort

We aim to make your journey as comfortable and pleasant as possible. All of the trams have low floors, wide double doors for easy access as well as wheelchair and family designated areas on board the trams. The stops have either ramps or lifts to allow for ease of access. Luas staff are trained in customer service and disability awareness to assist you in any way we can.

The trams are cleaned thoroughly every night, often with extra cleaning throughout the day. All of the stops are cleaned every day with litter bins emptied twice daily and more often if required. Stops are thoroughly cleaned every 4 to 6 weeks.

The trams are designed with your comfort in mind, with smooth running and as little noise as possible.



Your Security

The trams and stops are designed with your safety and security in mind. A safe and secure service is the priority of all Luas staff. Luas Customer Service staff are present throughout the system at all times. Trained security personnel are also present and hop on and off trams for greater visibility. Security is reviewed regularly and staff can be called upon at any time should there be an incident.

CCTV is installed in every tram, covering all areas of the vehicle. CCTV cameras are located at all stops and along the network. The

CCTV is connected directly to the Luas control room.

There are emergency help points on all platforms which connect you to Luas control room. There are emergency handles at each door on board the trams with communication points that connect you to the driver in the event of an emergency.

For your own security it is important to keep valuables out of sight and never leave baggage or personal belongings unattended.



Luas and the Environment

Aside from walking or cycling, public transport is the most environmentally friendly way to travel. We aim to be the most environmentally form of transport in Dublin.

Luas represents less air pollution, less noise and less traffic jams as we continue to reduce the number of car journeys on Dublin's roads.

Travelling by Luas produces 3.5 times less CO₂ than travelling by car. If all the Luas journeys in 2010 had been made by car then around 40,000 tonnes of CO₂ would have been produced. This is 28,800 tonnes more than produced by Luas.

Luas is powered by electricity sourced from renewable energy supplies. All of the waste produced in our depots is recycled. None of the waste collected at our stops goes to landfill.

You can compare the carbon footprint of your journey by Luas or car using the Eco-calculator available on **www.luas.ie**.





Tickets

You must have a valid ticket to travel on Luas.

There are many ticket options available to suit everyone's needs, whether you are a frequent passenger or only make occasional journeys. The best way to **find out which type of ticket is best** for you is to visit the fare calculator on www.luas.ie. This compares the prices of the different ticket options.

Before choosing your ticket you should be aware of the zones that you wish to travel through. There are 5 zones on the Red and Green Lines. The city centre, "Central 1" zone is shared by both lines. There are typically 4 or 5 stops in each zone. Ticket machines at stops will always know where you are, you simply select the zone you are travelling to. Some stops are located at the boundary of a zone. You will always pay the cheaper fare when travelling to or from one of these stops.

The most common types of tickets are available on our ticket machines. These are:

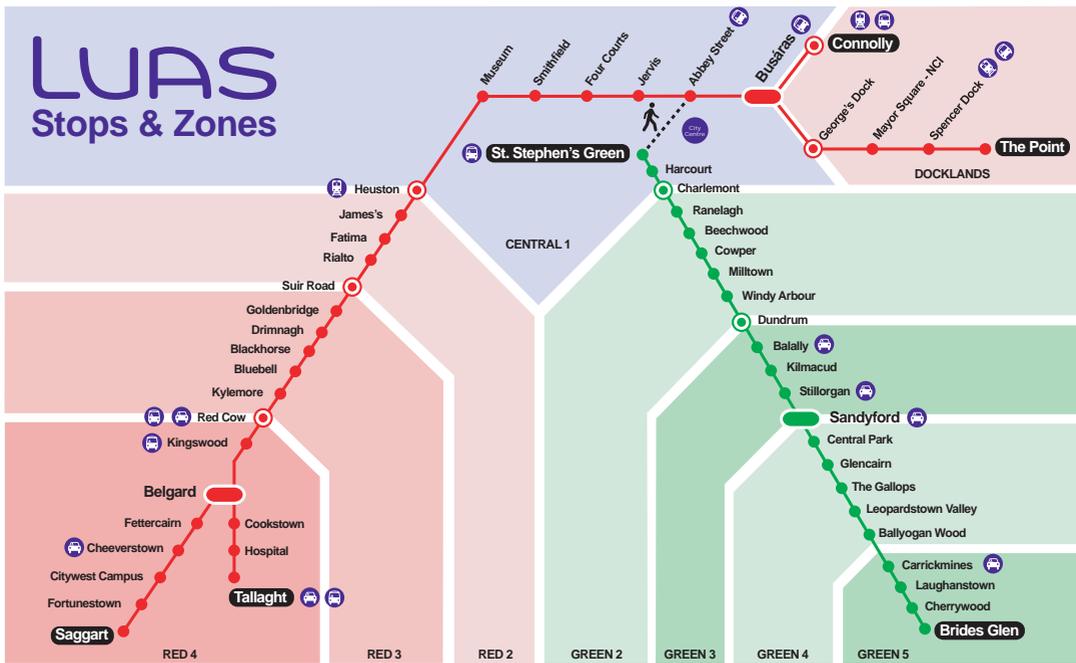
- **Single and returns;** valid only on the day they are issued. A single ticket must be used within 90 minutes of the time it was purchased.
- **1 Day, 7 Day or 30 Day tickets;** valid for unlimited travel within the applicable zones for 1, 7 or 30 consecutive days from the day the ticket is issued.
- **Flexi tickets;** valid in all zones on both lines.
- **Combi tickets;** which are valid on both Luas and Dublin Bus services.

Children aged from 3 to 15 years can avail of reduced fares. Children under 3 travel for free. Travel Pass holders, including Northern Ireland SmartPass, travel for free provided they show their passes when requested to do so by our customer service staff. Student discounts are available on 7 Day and 30 Day tickets when accompanied by a valid Student Travel Card.

SmartCard is the easy pay-as-you-go way to travel on Luas. You can get a SmartCard by visiting www.luas.ie or by calling us on **1800 300 604**. SmartCard is flexible and offers discounted fares. It is most suited to occasional passengers.

Tax Saver tickets are ideal for regular commuters. Significant savings can be made as a result of tax and PRSI savings for employees. All employees are eligible provided their employer purchases the tickets. These tickets must be accompanied by a valid ID and are either monthly or annual. More information is available on our website.

You can also purchase tickets at selected agents close to many of our stops.



Parking

Luas Park + Ride facilities are available at Red Cow and Cheeverstown on the Red Line and at Carrickmines, Balally, Stillorgan and Sandyford on the Green Line. Parking costs €2 for up to 4 hours and €4 for up to 24 hours, which is much cheaper than bringing your car in to the city centre. We hope to open more park and ride sites in the near future.

There are several other car parks along the Luas network that are not operated by us. For example at Tallaght on the Red Line and at Beacon South Quarter near Stillorgan stop on the Green Line. Please visit www.luas.ie for more details.

LUAS GREEN LINE P+R

Balally	412 spaces
Stillorgan	341 spaces
Stillorgan Beacon South Quarter	300 spaces
Sandyford	47 spaces
Carrickmines	352 spaces

LUAS RED LINE P+R

Red Cow	727 spaces
Tallaght Cross West	450 spaces
Cheeverstown	312 spaces



Making Luas Better for Everyone

Luas is an open system with no barriers and very few conditions for travel. Luas has been very successful to date and to keep that success going, we ask you to follow a few simple rules.

You must be in possession of a valid ticket and where applicable, a valid ID at all times, both on the tram and when you alight. Failure to produce a valid ticket on request will result in a standard fare of €45 and if unpaid, can result in a court conviction and a more severe fine.

Smoking is strictly forbidden on board trams.

Food and drink, including alcohol, is not permitted on board trams.

Respect Luas staff, other passengers and property. Keep the volume down on headphones. Do not put your feet on the seats. Allow passengers to disembark before you enter the tram.

Bicycles are not permitted on trams unless they are fold-up bicycles with a cover. This is to ensure the safety of all passengers in the event of a sudden stop and also to ensure that there is enough room for everybody.



Animals are not permitted on trams with the exception of guide dogs. This is for the comfort and safety of other passengers. In some circumstances, for example where an animal is carried in an appropriate carrier, Luas Customer Service staff will use their discretion as to whether the animal is allowed on board.

Please take your litter with you when you get off and dispose of it in the bins provided at every stop.

For your own safety, use the handrails provided. If you are travelling with children, please encourage them to use the handrails.

There are designated areas of priority seating reserved for elderly passengers, travelling families and those with special needs. However we would ask that you give up your

seat in any area of the tram out of courtesy if there is a passenger who needs it more than you.

Always cross the tracks at the marked crossing points only. Look both ways for approaching trams.

The Luas Bye-laws are available on our website. It is an offence to contravene any of the Bye-laws.

Lost Property

If you have lost something please contact our Customer Care team on **1800 300 604** and we will help you.



LUAS

PASSENGER CHARTER

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 scríobhann 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.