





The Tram- Citidas



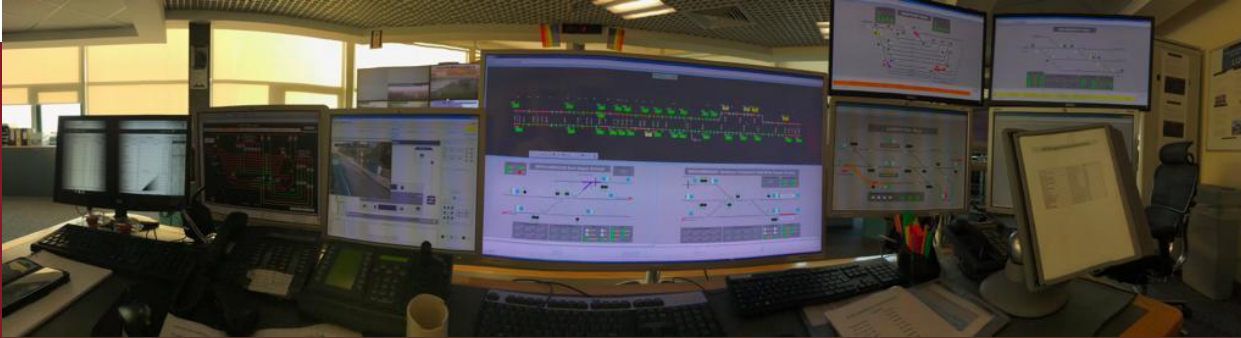


CCR – Central Control Room

- Luas CCR is based at Red Cow
- It is the nerve centre for the Luas network
- CCR is manned 24 hours a day 364 days of the year



CCR role in Tramway Operations



- Management of the tramway in line with Transdev's SMS
- Timetable management – headways
- Power management – OCS – Fixed equipment
- Event Management
- Driver – RPO – Security Management
- Emergency management
- Customer information – PA – PIDS
- Fault reporting and rectification
- Origin point for all communications

Luas Cross City The Launch





Overcoming
CHALLENGES

The Challenges pre-launch

- **12 Platform Extensions**
- **Substantial improvement works to the Sandyford depot**
- **New depot at Broombridge**
- **13 new platforms on the Cross city extension**
- **Subsequent additional Driver and Traffic Supervisor & training requirement**
- **All procedures and RSC approval**
- **Winter storms – Control Room roof blew off!**

**Extension launched on schedule –
Dec 2017**

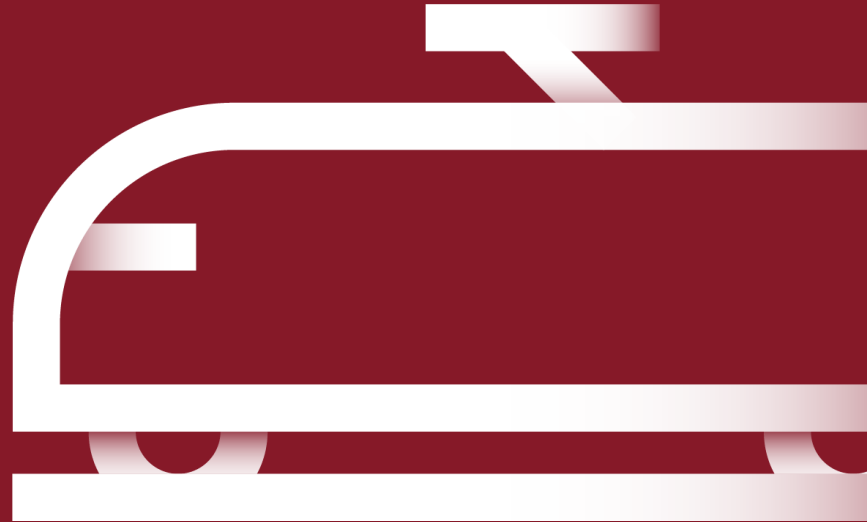
The Challenges post-launch

- Phased Delivery of new 55m trams (Jan -May)
- Tram availability
- Beast from the East – full network & city closure
- New Timetable – additional services
- Managing the headway in particular within the city centre
- Skill fade

Learnings

- **Success down to partnership approach: TII, Dublin Bus, Irish Rail, Dublin City Council, Local Authorities**
- **Close collaboration to find workable solutions**
- **Committed and innovative team**
- **Training programme that reflected the needs of the business and customers**

THE FUTURE IS INNOVATIVE



Safety

- Safety is the foundation of the Transdev Luas business
- **Maintained our excellent safety record.**
- **No substantial safety issues since the opening of Luas Cross City.**





CUSTOMERS

98% Luas Customer Satisfaction (NTA)

- Safe.
- Reliable.
- Sustainable.



Questions?

