# Transdev and the future of public transport



As Dublin's population continues to grow and the cityscape evolves, the pressure on its transport systems is intensifying. Congestion, environmental challenges, and changing commuter habits are reshaping how the capital moves.

The answer is more public transport infrastructure: smarter operations, better integration, and a commitment by operators to reliability at every level.

At the heart of this evolving landscape is Transdev, operator of the Luas light rail network. While trams are a visible part of Dublin's streets, the real story of success lies beneath the surface: in maintenance, collaboration, day-to-day excellence – and in how those elements build public trust in Luas and public transport.

### Delivering reliability every day

Major infrastructure announcements tend to steal the spotlight, but for most people, the daily experience of public transport defines their perception. Is the tram on time? Is it clean? Do services run reliably during disruptions or large-scale events?

Transdev, through its 21 years of operating and maintaining the Luas network, plays a central role in ensuring the answers to these questions are consistently positive. Every on-time departure, every safe journey, and every resolved issue contributes to a broader public shift – one that moves people away from cars and toward sustainable mobility.

It is here that Transdev demonstrates its value – not just as a service provider, but as a critical enabler of modal shift in Dublin. Over 54 million journeys were made on Luas last year.

### Customer-centred service and seamless integration

Transdev does not operate in isolation. For example, Luas Customer Care is integrating with other public service operators into the TFI Help Centre, and there is extensive coordination with Dublin Bus, Go-Ahead, DART, Iarnród Éireann, and Bus Éireann at various levels.

This integration is vital. As BusConnects reshapes the city's bus corridors with more frequent services, redesigned routes, and priority lanes, the challenge is not just building infrastructure – it is

ensuring all modes of transport work together. Luas and BusConnects do not compete; they complement each other, enabling a smoother, more flexible public transport experience.

For passengers, that means confidence: in journey times, in real-time information, and in the knowledge that transport providers are working together behind the scenes.

### TII and NTA

Infrastructure development in Ireland is led by Transport Infrastructure Ireland (TII) and the National Transport Authority (NTA). These agencies set the strategic direction – planning investments, designing systems, and overseeing project delivery.

Their work is essential in turning policy into progress. But even the best infrastructure design must be matched by effective operations. That is where a trusted operator like Transdev comes in, turning strategic visions into everyday realities for passengers.

Together, TII, NTA, and Transdev form a public-private ecosystem that is reshaping how Dublin moves.
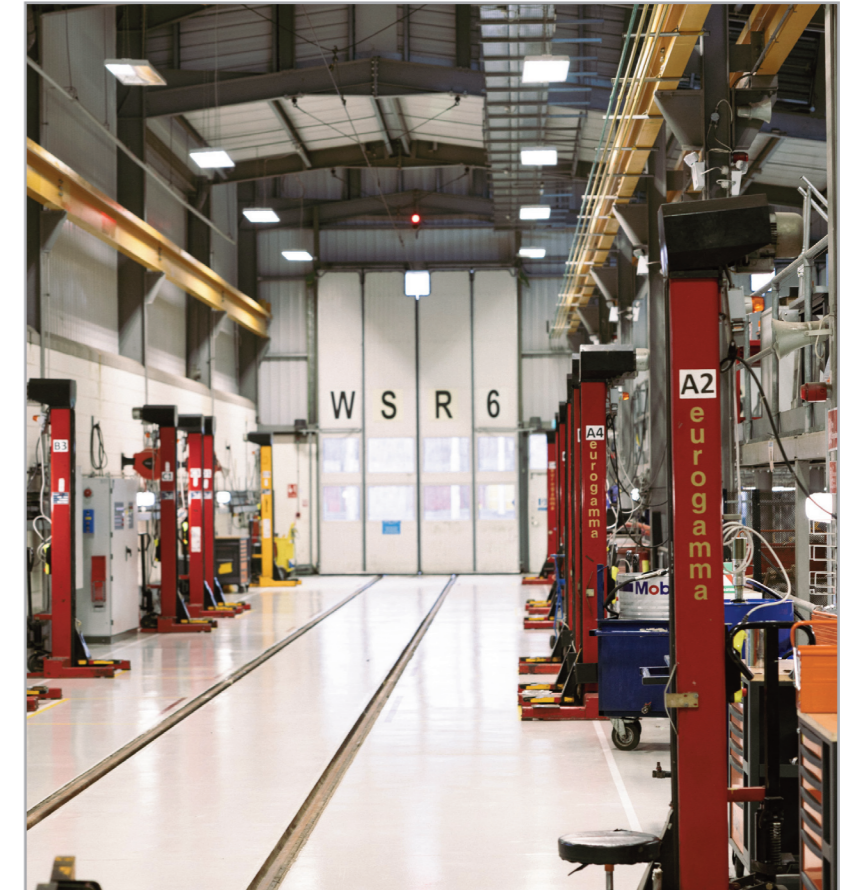
### Operational excellence

Shifting commuter behaviour in a car-centric city requires more than infrastructure; it requires trust, and trust is built through performance. Transdev's success in Dublin is grounded in operational excellence measured not just through KPIs like punctuality, safety, and customer satisfaction, but in the lived experience of passengers.

Behind each tram is a network of teams – customer support, operations, maintenance, safety, security, and human resources – working cohesively to ensure a safe, clean, and efficient system. Whether responding to events, managing service disruptions, or proactively maintaining assets, Transdev's ability to deliver consistency is a model for public transport operations worldwide.

The company's blend of global experience and local knowledge allows it to adapt quickly, innovate thoughtfully, and maintain the high standards needed to keep the system running, even during complex network challenges.

### The hidden key to expansion

Ambitions for network growth – new Luas lines, larger fleets, and integration with existing systems – are meaningless without a stable foundation.



Transdev Ireland excels in both proactive and corrective maintenance. By leveraging predictive tools, digital asset management, and rigorous inspection regimes, the team ensures that today's network remains safe, efficient, and ready for tomorrow.

This is more than technical diligence. A system that works flawlessly every day builds positive public support for expansion. It assures stakeholders that existing investments are protected – and that new ones will be well-managed.

### Supporting a low-carbon, intermodal future

As Ireland moves toward a low-carbon future, transport must lead the way by reducing car dependency and making public transport the preferred choice for most journeys.

Transdev supports this goal not just through Luas operations but by helping to build a truly intermodal transport ecosystem. Working with partners across rail, bus, and active travel, Luas is positioned as a key part of how Dublin connects.

### Stability is progress

It is easy to equate success with expansion. But in a growing city, stability is just as important. A well-maintained, resilient system enables sustainable growth and gives new investments a strong foundation.

Stability means trust, consistent delivery, and the operational strength that allows innovation to flourish, giving the public confidence in a system that works today and tomorrow.

### The road ahead

Dublin's transport future is ambitious and achievable. With leadership from TII and NTA, and trusted operators like Transdev keeping the system running strong, the city is poised for a transport transformation. Progress starts with performance. And performance starts with people and partners who deliver. Transdev's track record makes it a cornerstone of Dublin's future.

We will stay the course, meet challenges head-on, and continue to drive Dublin Forward.

*W: www.transdev.com/en/transdev-dublin-light-rail*