

DART Assistance Report

February 26th to March 25th 2018

Hub Stations	Number of assists	Fall down in service	Fall Down %	Disability User didn't arrive
Bray	196	1	0.51%	2
Dalkey	106			
Dun Laoghaire	190			
Blackrock	128			
Sandymount	244			
Pearse	100			
Tara St	38			
Connolly	471			4
Killester	102			3
Raheny	46			
Howth Junction	2			
Howth	28			1
Malahide	70			
Totals	1721	1	0.06%	10

Summary

There were 1721 Customers assisted between 26th February and March 25th. Staff briefings continued with Station Managers and staff on a weekly basis. There was one fall down in service in Bray when a staff member was assisting a tourist with a query and forgot to assist a wheelchair Customer off the train. There were 10 bookings made but the Customers who booked assistance didn't turn up on the day.

The pilot is continuing to work well and efforts are continually on a daily basis to ensure this is the case.