

22<sup>nd</sup> October 2019

[Redacted]  
[Redacted]

E-mail: [Redacted]

#### IE\_FOI\_314 Response

I refer to your request dated 22<sup>nd</sup> October 2019 made under the Freedom of Information Act 2014, which was received by my office on that date, for records held by Iarnród Éireann.

#### Request:

- I'm looking for figures on people getting charged a full fare because they failed to tap off when getting off a train.

Please give me figures for each year from 2012 to 2018 and so far in 2019. Please state how many times this happened in each year, the total amount charged in each year and how much was refunded in each year. Please also break the figures down by service type - DART, commuter etc.

I, Gwen Jones, am unable to grant your request on 22<sup>nd</sup> October 2019.

You have sought access to the records as listed above. The Leap Card Scheme is administered by the National Transport Authority. A revenue settlement is made by the NTA to each transport operator in accordance with the financial settlement rules of the Scheme.

As such Iarnród Éireann does not have the granular data requested and would suggest referring this matter to the National Transport Authority.

#### Rights of appeal

In the event that you are not happy with this decision you can make an appeal in relation to this matter, you can do so by writing to the FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or by e-mail to [foi@irishrail.ie](mailto:foi@irishrail.ie). You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding, the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances. The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact the FOI Officer on 01, 7034293.

Yours sincerely,

Gwen Jones

FOI Decision Maker, Commercial Department.

P.P. 

Lynette O'Toole

Freedom of Information Officer