



15th March 2021

[REDACTED]

Email: [REDACTED]

Re: FOI request IE_FOI_555

Dear [REDACTED],

I refer to your request dated 16th February 2022 made under the Freedom of Information Act 2014, which was received on by my office on that date, for records held by Iarnród Éireann.

Request:

1. Drawings depicting the exterior and interior dimensions of the class 22000 and mark 4 DVT main carriages body, under carriage, doorways/entrances, in plain view, side elevation and end view.
2. Details of complaints relating to disability access on your services and number of complaints received in the past five years in relation to impeded disability access.

Response:

The decision maker handling your request is (1) Emma Cuddy and for (2) Paul Slowey. The Decision Makers have now made a final decision to Part grant your request on 15th March 2022.

Please find response document and schedule of records attached.


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. 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 [REDACTED] or by email at foi@irishrail.ie

Yours sincerely,

PP 

Ms. Emma Cuddy and Mr. Paul Slowey, FOI Decision Maker, Iarnród Éireann

Freedom of Information Request:
Schedule of Records for IE_FOI_555 : Summary for Decision Making

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
1	15.03.2022	IE_FOI_555 Response Doc	12	Part Grant	Section 37- Personal Information	Personal Information relating to others

Signed:
Eoin Kennedy
Freedom of Information / Data Protection Office

See sample of 20 complaints for FOI 555 response.

Happy Christmas. My father booked Assisted Travel for me on the 2pm from Cork to Thurles. There was no office open to sit down on, when I approached a guy on the desk and he advised me he would call me for the train and didn't. So then I was rushing for the train. The conductor was very helpful but if I was asleep I would have missed my stop. Why Book Assisted Travel when There's None There.

Good morning

I have booked a return ticket from Heuston to Killarney for a relative travelling to my daughter's wedding.

The passenger is not registered disabled, but is a slow walker as she is currently waiting knee replacement surgery and will have a suitcase with her.

She is anxious about getting to the Cork train at Heuston as it usually a long walk down and can be a bit stampede and for seats. She is also concerned about coping with the change at Mallow in case the train goes without her!

She did not book a disabled seat as she is not disabled.

Is it possible for her to get assistance on her journey?

I am in a privileged position in that my situation is temporary but I want to make sure other people with disabilities are looked after by Irish Rail. I found it so difficult on Sunday 25th April to simply board and alight the train, while other passengers overtook me because I was "too slow" and therefore made me feel anxious about the journey and being able to walk to the train door on time before it departed.

In fact I was unable to board on the first train and after spending a sleepless night in A&E at Tullamore Hospital I started crying from fear, exhaustion and frustration.

I am sure you understand.

I do believe that moving forward you should have a strong and detailed customer charter that really caters for the needs of people with mobility issues.

I would recommend setting up a focus group with a selection of your customers with disabilities as well as representatives from senior management who absolutely must listen to the real life struggles of these customers.

It's 2021 and Irish Rail must become more in line with similar services from other EU countries in terms of customer protection.

Kind regards

-

See sample of 20 complaints for FOI 555 response.

Can you please make fota wheelchair/ buggy friendly. It's impossible to cross the bridge to cork with a pram not to mind If one was in a wheelchair. Thanks

Firstly I would like to request that on all intercity trains, darts and trams that when the stop announcements are being made, that people are reminded of mobility seats . I would like these seating areas to be marked out CLEARER esp on TRAINS & DARTS. Numerous times I have been traveling especially on the Maynooth line and have to repletely ask for seat , and have been refused , ignored and abused. Just maybe an announcement might make people more aware. 2. There is no parking at the Castleknock train station, however all along the side of the train station is the canal and a green areas- (cars from the canal barges park here and access for service vehicles) I was told by Irish water way workers that it was ok to park here with my disability pass providing I was not blocking pathway and route for service vehicles. The land is owned by Irish water ways, I have nothing in writing from Irish water ways , it was just a courteous thing as I have mobility issues and getting to and from train station is difficult. However the first morning back in January , upon leaving my car and waling towards the train station I was shouted at by the male attendant (he is the only employ at this train station) he aggressive and told me I couldn't park there, he could clearly see I was using my walking aid. I tried to explain to him, I was a blue pass holder , the land was Irish water and they verbally said it was ok. He didn't want to know , said it was private property and move it . I explained I would be late for work, and I had no choice but to leave it . So can you please show me on a map exactly where Irish rail own i.e. exact plot of land around the Castleknock train station so I can get clarification on where I can and can not park without risk of your employee shouting at me in view of a full train station.

[REDACTED] here earlier in the week to book a wheelchair for her mum , they arrived at Heuston station , The ticket Desk was closed also the information desk was closed, [REDACTED] said there was no one to get a wheel chair from, he states he was informed by operator to get to the station in plenty of time , and it would all be arranged, he would like to know why he was mis informed, why were both desks closed

Traveled from Killarney to Heuston on 13/12/19 had two wheelchairs booked when we arrived at Heuston no assistance there so we had to struggle to walk halfway down platform by chance we met a porter who arranged to get chairs for us. We are very disappointed with this service as we encountered the same problem last year when returning from Killarney.

See sample of 20 complaints for FOI 555 response.

I am a disabled driver and I love travelling on the train. I use a mobility scooter so the assigned disabled seats are perfect for me. I traveled from Waterford to Dublin on Sunday the 24th of November and returned on Monday the 25th. On both the inbound and outbound journey the disabled seats were occupied by a passenger that wasn't disabled but had booked online. These seats are for disabled passengers and should not assigned to non-disabled people who book online. These seats should be removed from online booking. Staff on both trains had to ask the passengers to move, and then help them find a new seat. Luckily both passengers were understanding.

We spoke earlier this morning about me changing my booking from the 18.15 to 12.45 train to Balina today. I arrived by taxi and went through the ticket area and asked for a ramp. We waited a few minutes and nobody came. My taxi driver then got the ramp and put me on the train. A few minutes later [REDACTED] Customer Service approached me and asked how I got on the train. I told him. He said that wasn't the procedure etc. I pointed out that we had waited and nobody came to assist with the ramp and he then said that they had no notification that I needed wheelchair assistance! I explained that I'd spoken to you earlier and booked my ticket requesting wheelchair assistance.

It's stressful enough traveling alone by train in a wheelchair so when something like this happens it's very disappointing.

comments:

I am a wheelchair user and I was recently in Toronto Canada and I travelled by train while there. There was a permanent ramp up to a level platform at height of the train floor at every station. There was a man in the disable carriage to put a light metal sheet across the small gap to allow wheelchair users on and off. I would advise you look at this system as I find it impossible to use Irish rail even though I have free travel

Hi my [REDACTED] I was on 19.30 train from Bray bk to Enniscorthy which I have mobile scooters and no room because of pram I had to sit on scooters all away home to Enniscorthy i was not best on my feet and use 2 stick and I have multiple sclerosis as well I told man on train it was ok but more respect for people with disabilities thanks

See sample of 20 complaints for FOI 555 response.

I travelled with my eight year old son, who is a wheelchair user from Clonsilla to and from Connolly station last Saturday 27th April. We got the 8.17 pm train from Connolly to Clonsilla that evening. We went to the desk in Connolly and the man there helped us onto the train with the ramp but when we got to Clonsilla there was no one there with a ramp.

I had to call to some men who had got off another carriage to help us lift my son in his wheelchair off the train. This was dangerous and undignified for my son.

If no one else had got off at that station we would have been forced to wait on the train. I would be afraid to use this service again as you can't trust that someone will be there to help you get off the train,

Looking forward to your response,

I am disabled and I use a k-walker

Yesterday I got one of your trains from Enniscorthy Co. Wexford to Wexford town at 15: 45. Earlier on that day my dad phoned Irishrail and told them that I need a ramp but, when my train came, no one was there with a ramp . I met a couple on the platform. They asked if I needed help getting on so I took their help. However, when I got on the train, my walker would not fit through the door as it was too narrow. The lady I had met went up to the train driver for help, to tell him that I was stuck, but he just said " I did not see her", as if that meant I wasn't there. But then he said that he would send someone down o help me, but no one came. Now, on my first ever trip out on my own, I was left standing between two carriages for the entire journey being assisted by two strangers, who, thankfully were extremely helpful. However, not all strangers are helpful!

I am so disappointed. I love trains. It is my best means of transport, which should allow me to be independent. Instead, I was actually left in an unsafe place in more ways than one.

How was that fair? The government gave me a travel pass but I can not get on the train. Is there is an accessible carriage? If so, why is it not clearly labelled?

My dad explained to the man at Enniscorthy station that I would be using a walker but he didn't mention the need to use a particular carriage. Anyway, if that is the case it should be extremely easy to spot as it would take someone with a walker or wheelchair a little longer to get on to it.

There are two buses that travel around the town of Wexford. The older bus can bring a foldable ramp down and the newer but can put down a part of the floor. My point with this is; number 1, Wexford is a small town, I did not think a town bus would even have a ramp which the driver can control from his seat. So, I would expect the National train service with trains accommodating the whole of Ireland to have higher standards than that? Number 2 a ramp controlled by the driver. That means someone doesn't have to put a ramp down everytime someone who needs a ramp is boarding. Also, you will not have a bad situation like this happening again, with potential for injury and /or assault.

I have heard several cases of such difficulties for other people. It happened to me before in Dun Laoghaire, over a year ago. Is this how Irish Rail intends to treat those restricted in movement and confined to walking aids and wheelchairs, indefinitely? If so, at least make that clear. However, remember that one day it may be you, your child, your parent or your friend who will be left in this situation.

I do not want an apologetic letter to fob me off. This issue needs to be sorted, to be fair to everyone,

See sample of 20 complaints for FOI 555 response.

to treat each person with the dignity and respect they deserve. When you have a real plan in place, I would appreciate a response from you telling me how this problem will be sorted.

Hello,

I am emailing you with a complaint in regard to disability service. My mother and I arrived at Tullamore station last Thursday the 22nd November 2018. I was assisting my mother who has Parkinson's disease and is in a wheelchair to an appointment with her neurologist. When I arrived I was informed that the lift was broken since the previous day and the train would be arriving on the other platform. I said that she has a very important appointment and something will have to be done to get her on the train. I was then told by the one of the staff that he wouldn't be carrying her over the bridge because he had a bad back. That was certainly not what I had proposed. I do however think it is a disgrace and extremely degrading for a person with disabilities to have to go through this embarrassment.

I was left questioning why hadn't the lift been fixed the previous day when it had broken down? What about people that aren't in wheelchairs but still aren't able to walk the bridge? I wondered why this issue was put on the long finger, surely it is a priority. After some time on the phone, the lady who sells the tickets informed me that they would pay for a wheelchair taxi to Portarlington where we could catch a later train which in turn made us late for our appointment but with no other choice, we took that option.

Then when it was time to go home we were told that the train would switch over tracks so that my mother could depart the train in Tullamore and that somebody would be there to help us off. I was very nervous that there wouldn't be anyone to help us off because on a number of occasions we have been left on the train and passengers on the train are left offering to lift my mother and the wheelchair off. This is disgraceful. This happening once would be enough to upset anyone but I don't think I could count the amount of times it has happened to us. Anyways, when we arrived at Tullamore, there was nobody to help us off. I rang the emergency button for the driver, who informed me that the man to help us off the train was on his way from Athlone on another train. This was the first I had heard of that. I arrived in Heuston station an hour before our train to Tullamore plus it takes an hour to get from Heuston to Tullamore, why did it take the man in Athlone so long to get to Tullamore? So at this point in time I am stranded on the train at half eight on a cold November night. Passengers start to try to help us off and the train driver arrives and tells them that nobody apart from this man coming from Athlone is qualified to use the little yellow ramp to help my mother down. After about ten minutes of my mother getting very upset and embarrassed the train driver decides that he will help us get down. So we had to go through all of that for nothing. Can you please tell me why this is happening? The fact that it has happened to my mother on so many occasions makes it clear to me that she isn't the only victim. Something has to be done

See sample of 20 complaints for FOI 555 response.

Complaint disabled toilets in Dublin Heuston 02/10/2018

Yesterday disabled lady waited for over 30 minutes to use the disabled toilets in Dublin Heuston - the door was locked and when she asked to gain entry she was told the person was on break.

She is on tablets for kidneys and has limited mobility and could not use the main bathroom.

She was very distressed and very upset - a person passing by tried to assist in getting her entry to the bathroom and finally got in after 30 minutes of waiting.

I arrived at Heuston Station for the 11 train to Cork, I went to customer services and requested help with getting my wheelchair bound daughter on the train. I was told go to platform 5 and await assistance. 5 mins before the train was due to depart and no sign. Thanks to a fellow passenger who went and went and found the Host on the train, I could have been left stranded!

There was a elderly man today who could not get off the dart unless he required assistance. I ask that you place some sort of step between dart and platform which could aid people in this situation as the gap in Connolly and Tara are very wide

He didn't have assistance pre booked but when he arrived at Dublin he was assisted onto the train He was put on the train at 11.30 and the train left at 12.00 noon. When he arrived at Thurles his sister was waiting on the platform.

He claims he fell between the train and the platform and broke his cane - no body asked him his name or any details when he fell so his family told him to ring in to complain

He was delighted with the service he received in Dublin - he didnt have the name but it was a very pleasant girl who helped him. When he arrived in Thurles there was no body there to warn him of the gap between the train and the platform. He had a bag in his hand which he feels saved him. He got an awful fright and his back and shoulder is very sore today. I advised him that he needs to prebook assistance if he is visually impaired for future travel but he wants it invesitaged why nobody was there when he arrived in Thurles as he was told in Dublin that they would phone ahead.

██████ is travelling back tomorrow at 16.40 from Thurles to Dublin Heuston and will be back in Dublin at 17.57. I have booked assistance for him on sharenet but he wants to speak with somebody in Dublin when he arrives back.

See sample of 20 complaints for FOI 555 response.

Hi

I submitted the online feedback below via your website on 30 November 2021. I have received no contact back from Irish Rail. I am sending this as an email in the hope that someone there might respond.

.....

Yesterday, 29 November, I travelled from Cork to Dublin Heuston return. In some respects, the journey was a pleasure. The trains are comfortable, stations are spotless and Irish rail staff are second to none. Unfortunately, there were some very bad experiences.

I suffer from multiple sclerosis. My walking ability is compromised. I walk with a crutch on one side and the distance I can comfortably walk is very limited.

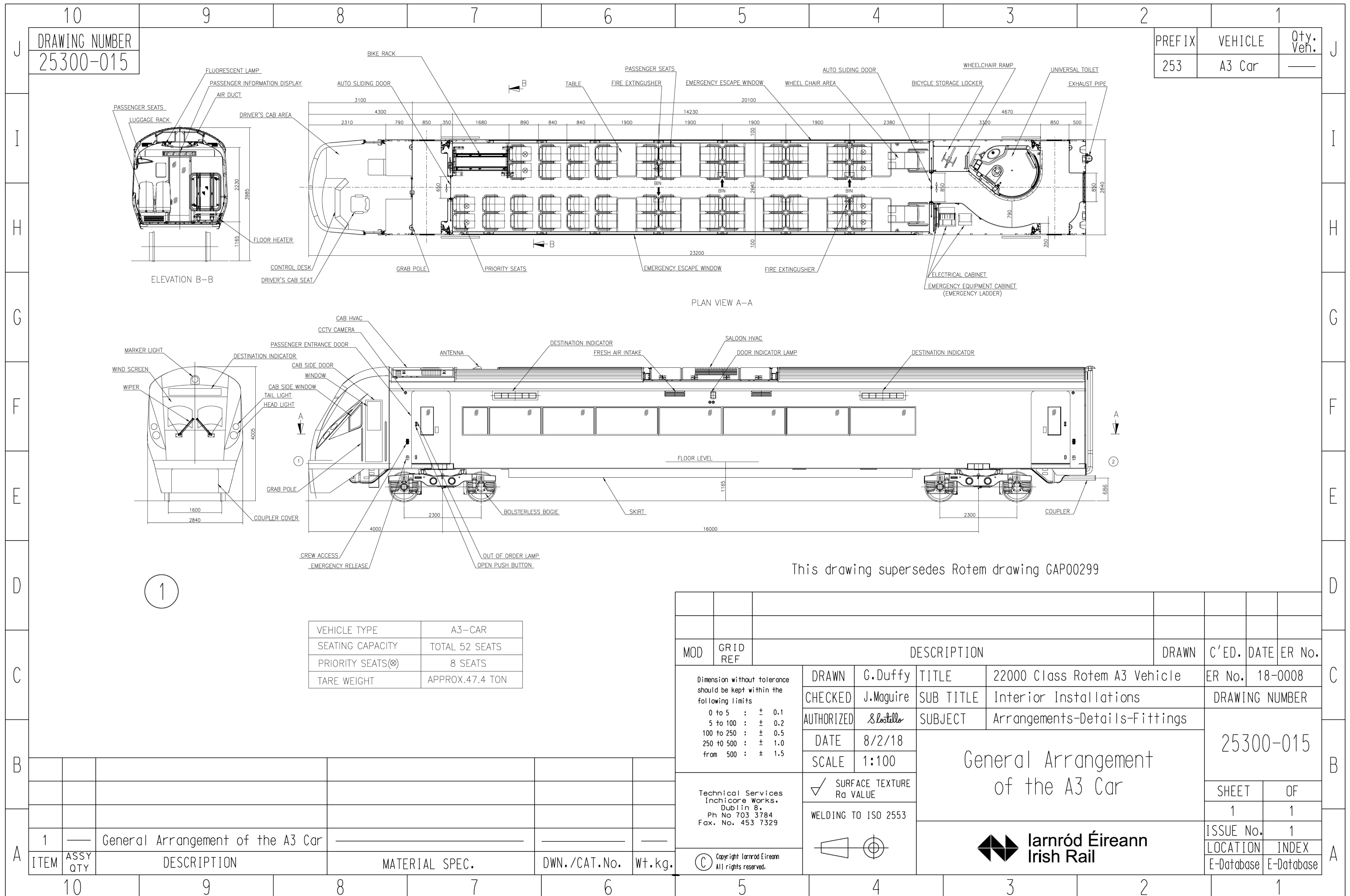
1. Walking around the main station area in Heuston – open seating area near Brambles/Insomnia - was treacherous for me. My walking crutch complies with the relevant EN standard. The tiles in that area have a sheer finish. The crutch kept slipping on the surface. I saw some other people using crutches who were also very wary of this. It is plain and simple unsafe.
2. My experience in the toilets was even worse. The disabled cubicle was locked and seemed to no one around to unlock it. The floor tiles from the exterior area leading into the male toilet was deadly for me. Crutch was even worse and could not grip. I did succeed in getting as far as the locked cubicle door – however, it felt so unsafe I couldn't go any further. In effect, the public toilets in the station are unavailable/not-usable for me or anyone with a similar disability.
3. We left Dublin on the 3:00 PM departure for Cork which, unfortunately broke down south of Kildare. The train was brought back to Kildare and we disembarked. We were picked up by the next court bound train. Unfortunately, we had to transfer from one side of the platform to the other using the overhead bridge. There is no disabled lift in the station. There didn't seem to be any station personnel available to assist. It took me about 30 minutes to get myself up over the stairs and down the other side. It was a very bad experience.
4. Having got on the train eventually and exhausted in Kildare. There were no seats in the area where I embarked. There are no disabled reserved seats on the train as far as I could see. After a long and painful struggle through a number of carriages I did get seated.

Rail carriages have seats at the ends marked for elderly & h/cap passengers.

Today, in my late 80s, I got on a train in Galway and went to get one of those seats as usual, to find them reserved by young people (20s), not in any way handicapped.

If those seats can be reserved by anyone, then there is no point in having them marked for the elderly as they are at present.

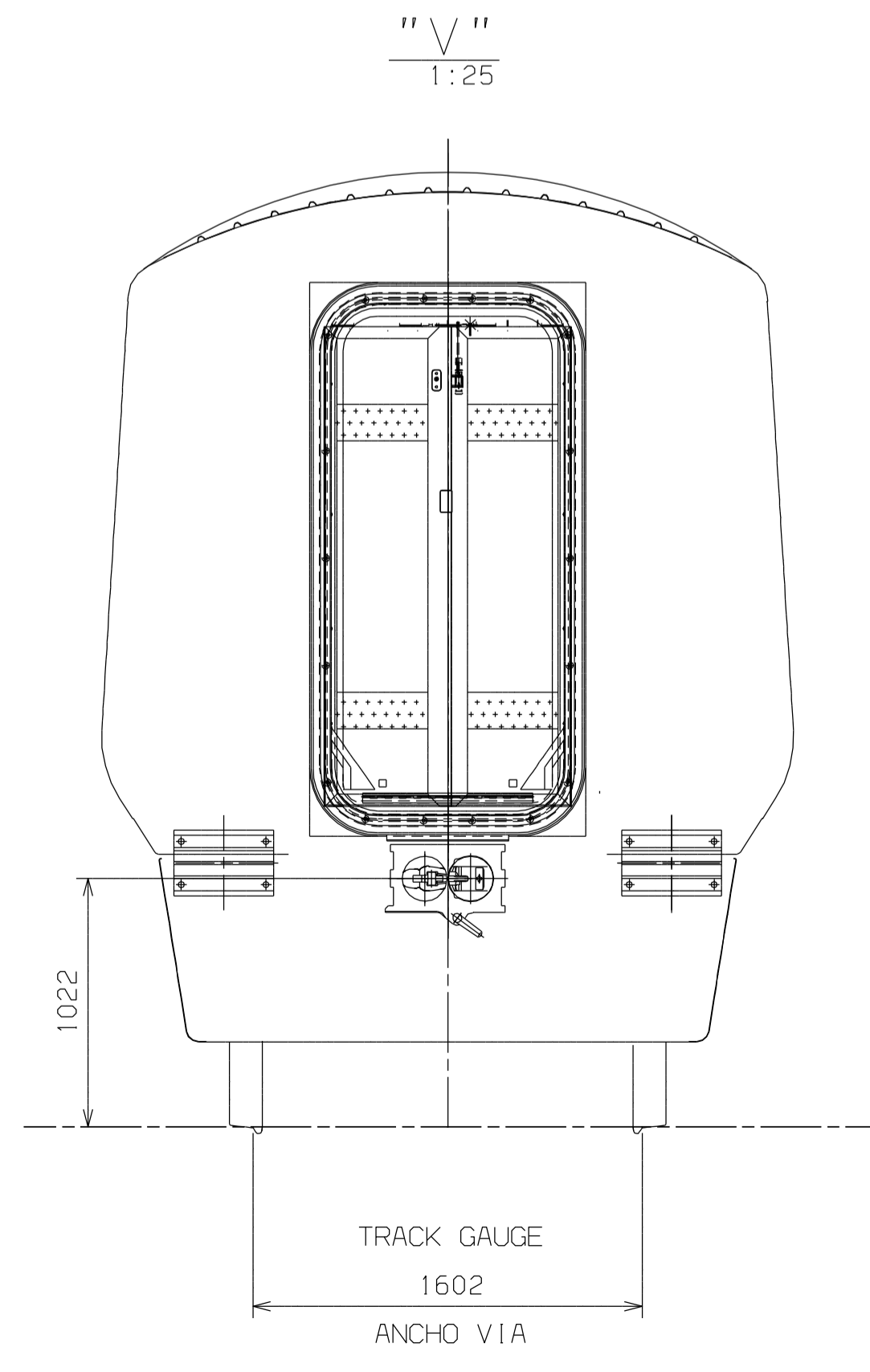
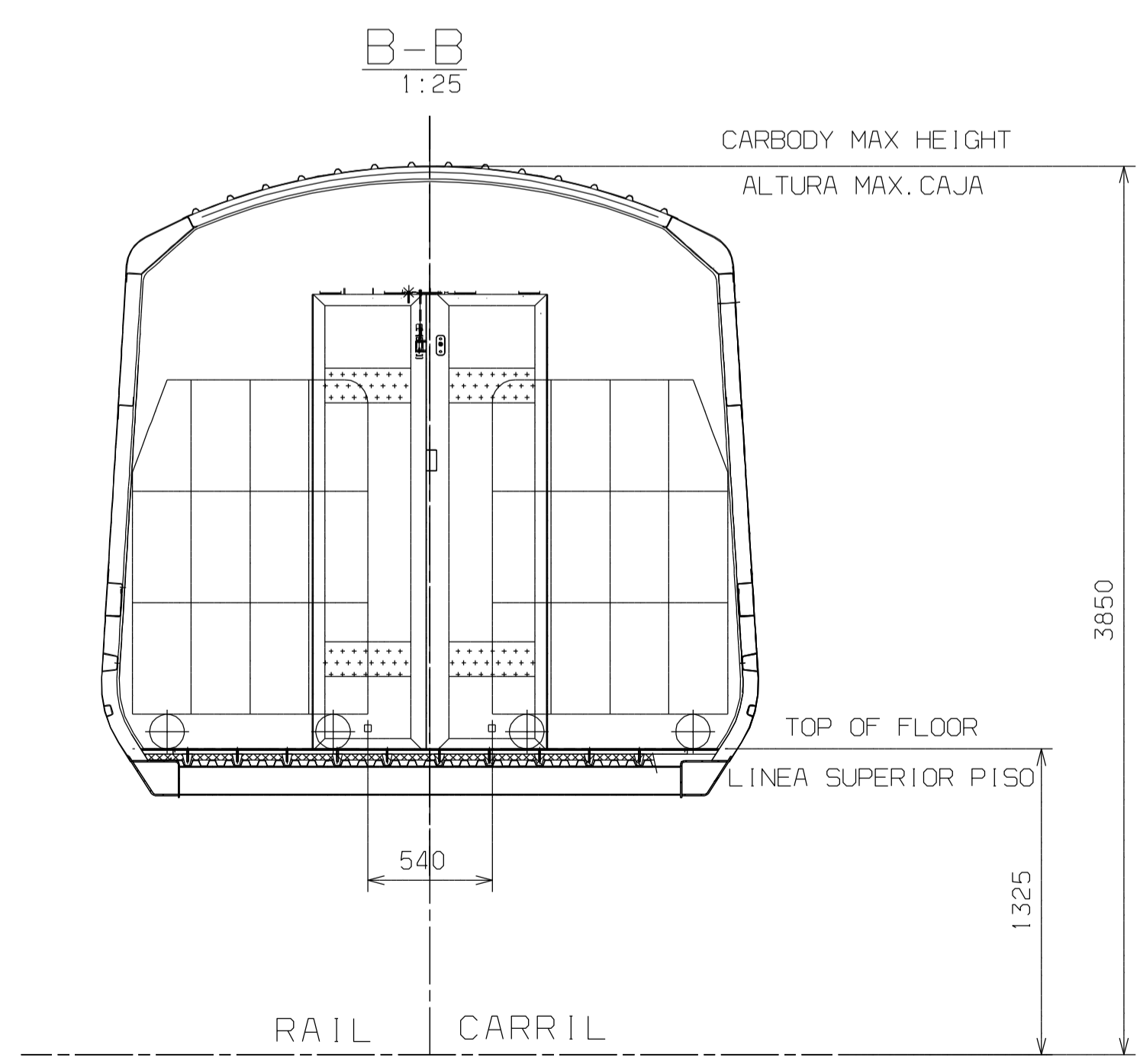
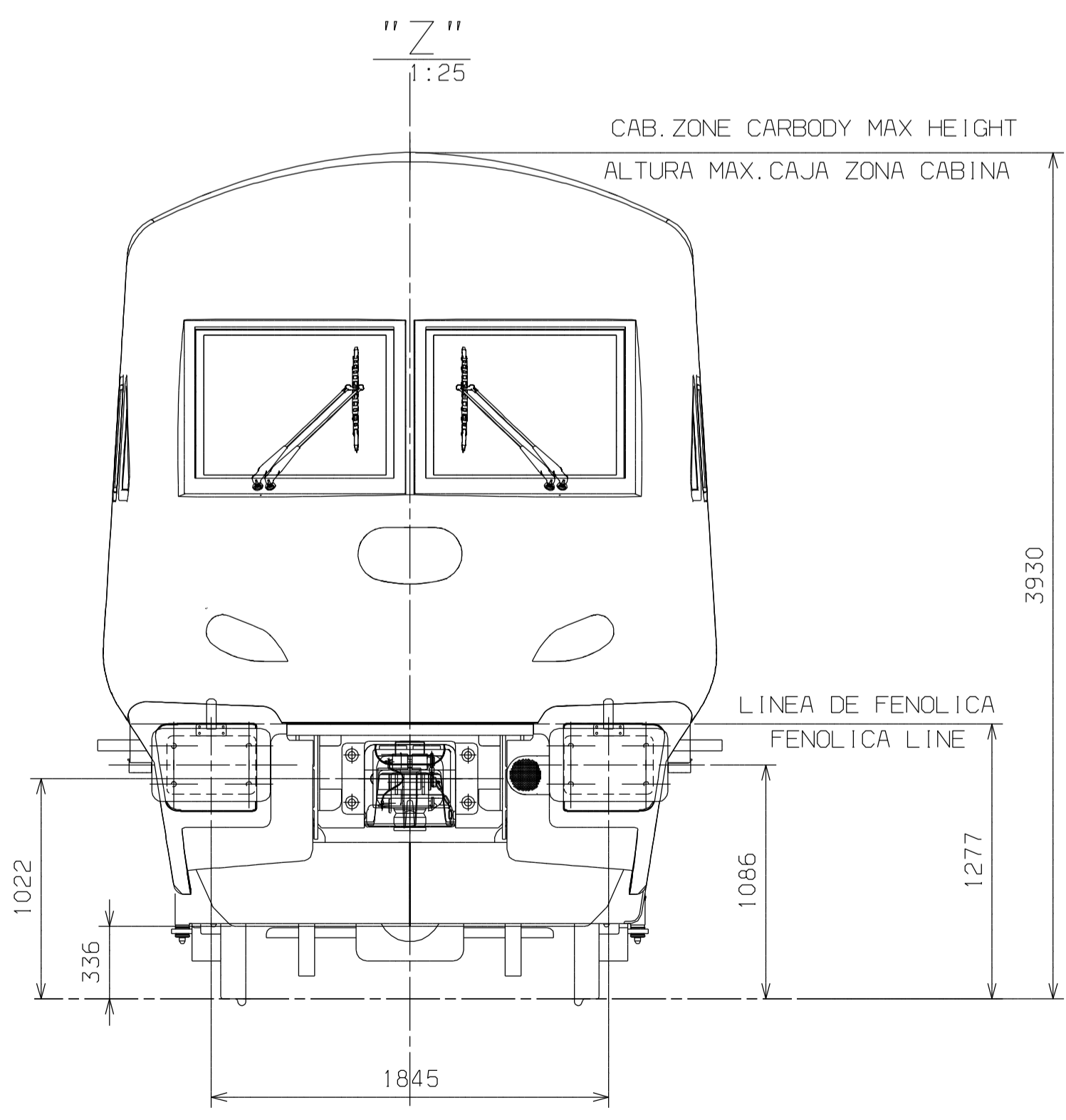
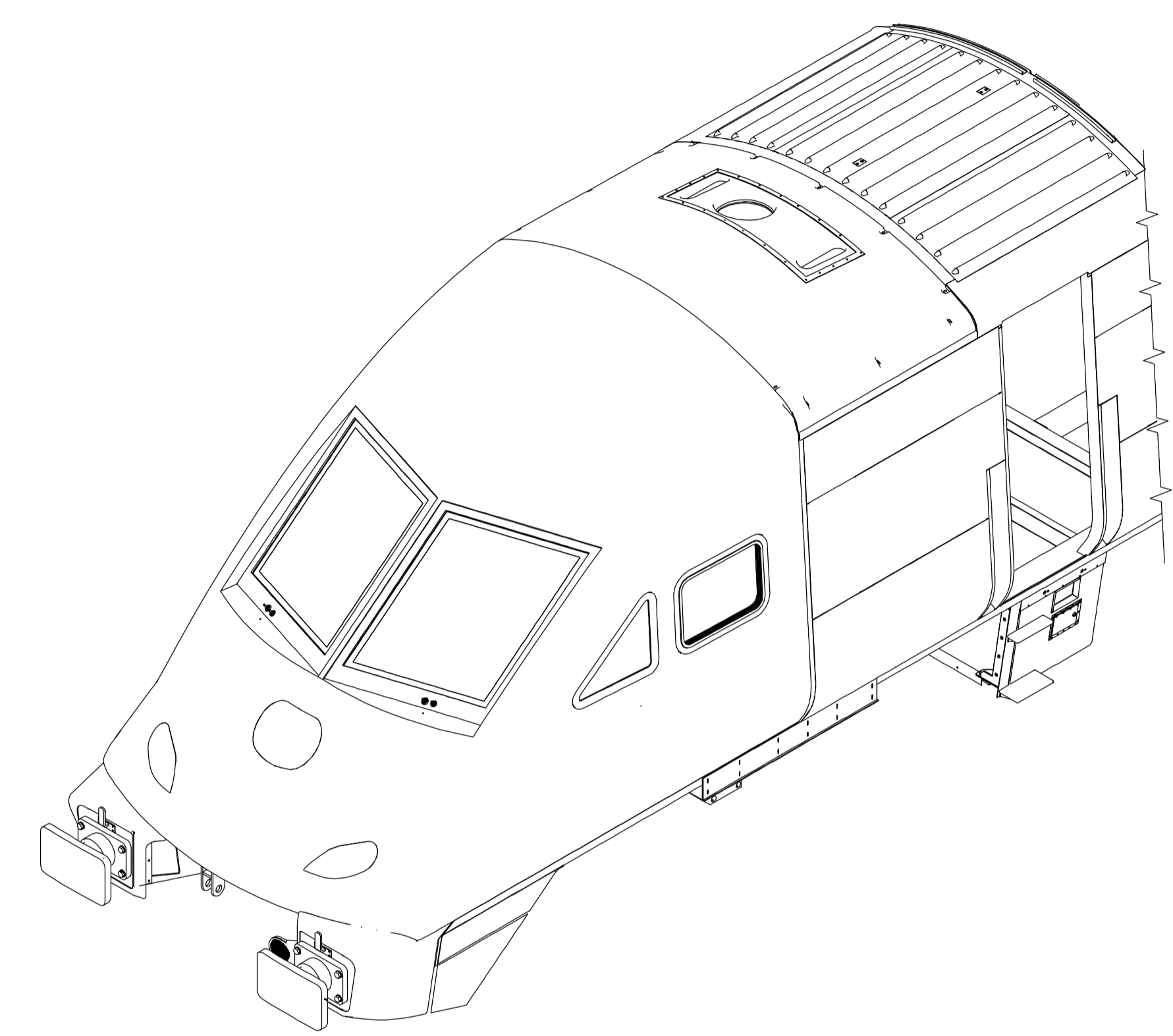
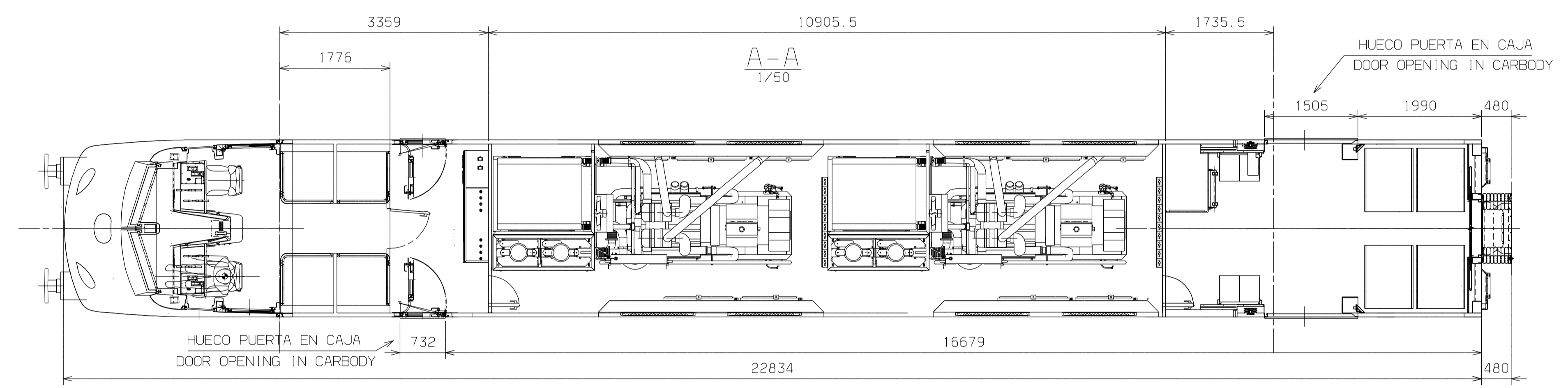
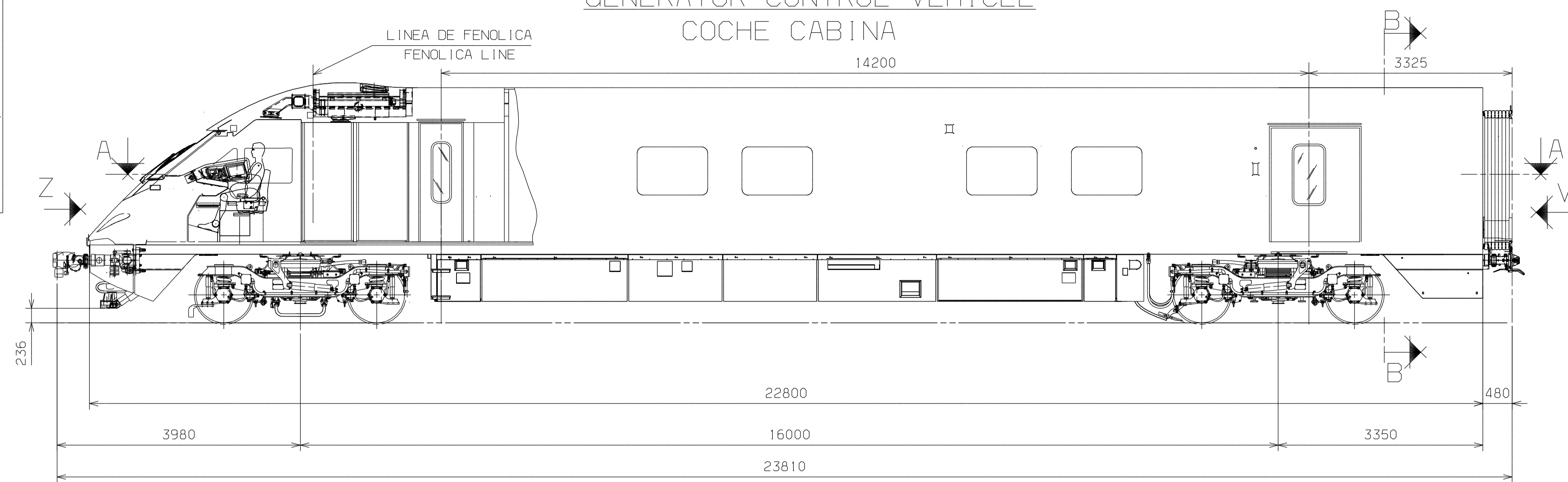
Please reconsider your policy in respect of those seats



This drawing supersedes Rotem drawing GAP00299

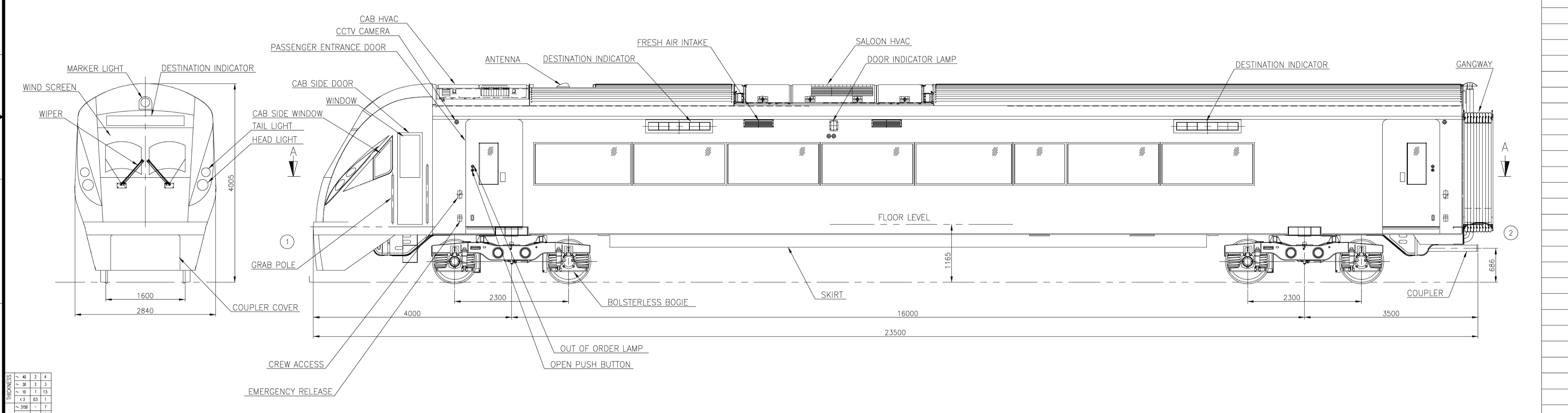
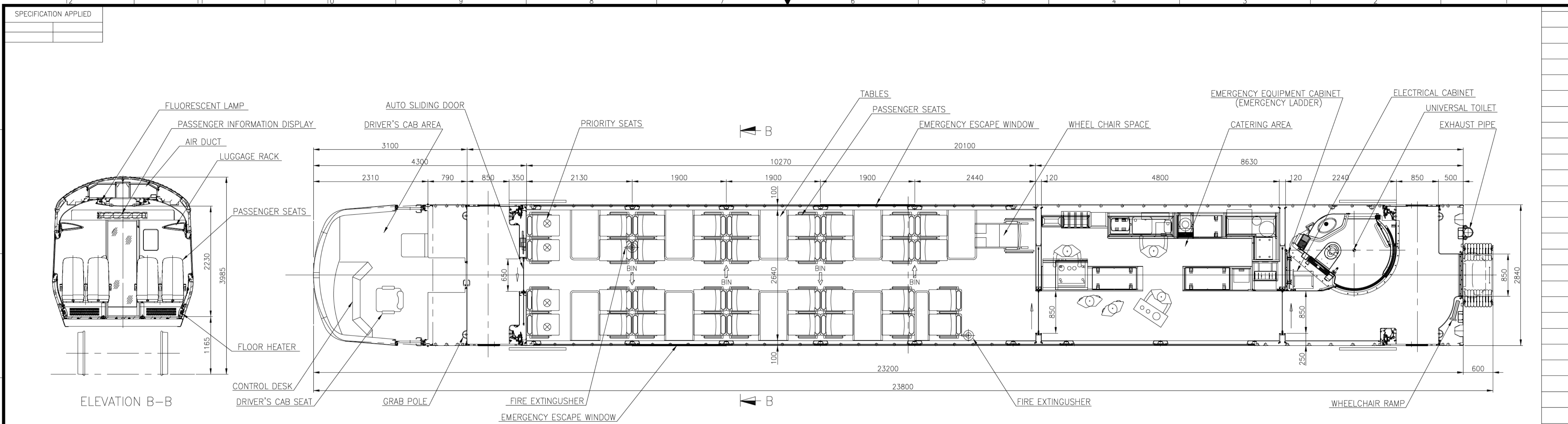
GENERATOR CONTROL VEHICLE
COCHE CABINA

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Para aparatos interior caja ver E.26.74.002

ITEM	DESCRIPTION	QTY	CODIFICATION OR NORMA	MATERIAL	KG. WEIGHT	MTR. DIMENS.	NOTES AND OBSERVATIONS	
MODIFICATIONS								
A	D4-02-10 Modif. in							
B	D4-09-17 Updated							
CHECK			DATE	NAMES	LOCATION			
VERIFIC.					INDEX			
HONOL.					IARNROD EIREANN			
GEN. TOL.			SCALE	IE DRAWN. N°:				
NF F			1/50	C-83000-002				
00-037			SUSTITUTES TO:					EDITION
			DRAWING TITLE:					SHEET
			GENERATOR CONTROL VEHICLE					1
			COCHE CABINA					N° SHEETS
			ORIGINATOR: CAF-BEASA IN					2
DATE			NAMES	REFERENCE:				
DRAWN: 03-08-22			RH/Ab	E. 26.00.001				B
VERIFIC: 03-08-22			K. IRIGOYEN					
SUSTITUTES TO:								EDITION



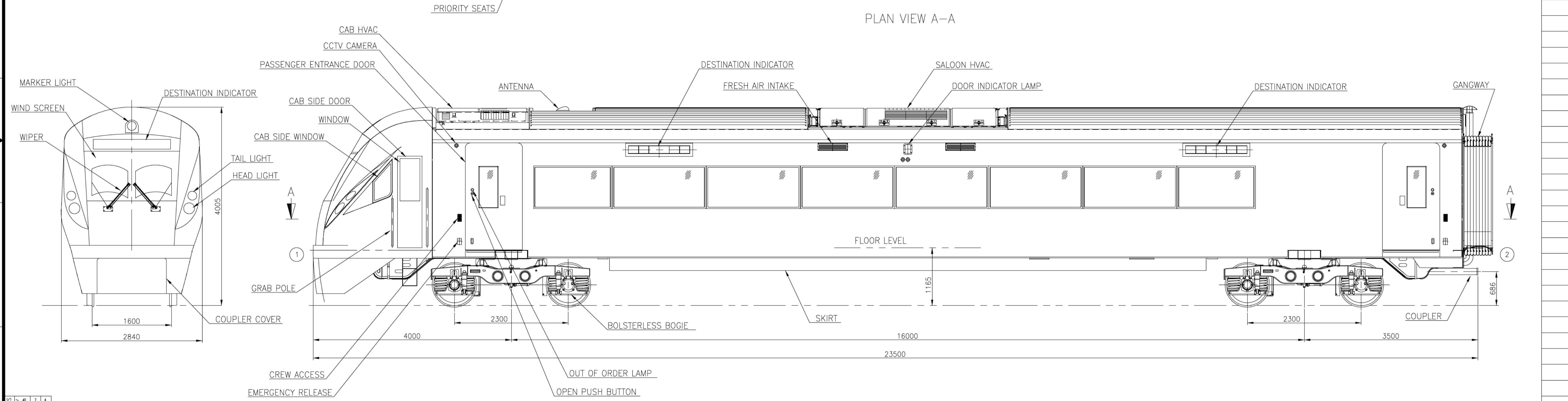
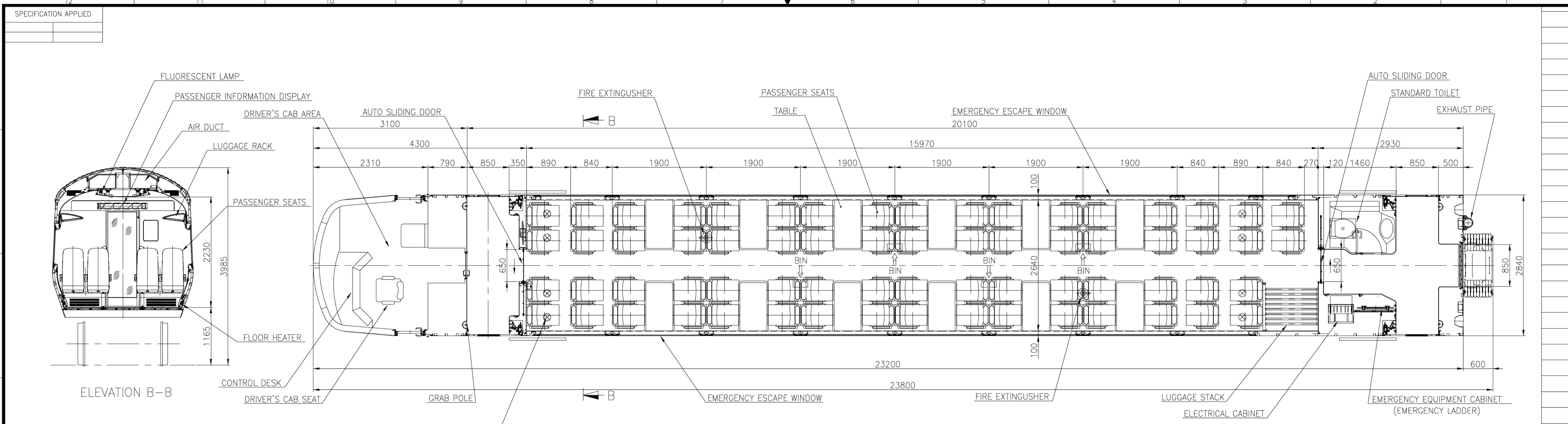
VEHICLE TYPE	A1-CAR
SEATING CAPACITY	TOTAL 36 SEATS
PRIORITY SEATS(⊗)	4 SEATS
TARE WEIGHT	APPROX.47.8 TON

THICKNESS	GRADE	A	B
< 40	2	4	
< 30	2	3	
< 20	1	1.5	
< 3	0.5	1	
~ 350	-	7	
~ 100	4	5	
~ 60	3	4	
~ 40	2	3	
~ 20	1.5	2	
~ 10	1	1.5	

NO.	PART NO.	DESCRIPTION	MATERIAL	Q'TY	W.T	REMARKS
APP	C.H.KIM 05.12.20	MAT'L ASSY				
CHK	J.Y.LEE 05.12.20	G.W				
DGN	B.W.JO 05.12.19	GENERAL TOLERANCE	DRG. NO	MS	SCALE	1/50
DRG	J.E.JUNG 05.12.19	SIZE	A1	SHEET	1	OF 1



MARK	DATE	DETAIL OF REVISION(E.C ZONE)	E.C NO.	DGN	CHK	APP	REF. NO.



VEHICLE TYPE	A2-CAR
SEATING CAPACITY	TOTAL 66 SEATS
PRIORITY SEATS(⊗)	8 SEATS
TARE WEIGHT	APPROX. 47 TON

THICKNESS	GRADE	A	B
< 40	2	4	
< 30	2	3	
< 20	1	1.5	
< 10	0.5	1	
< 5	0.5	1	
< 3	0.5	1	
< 2	0.5	1	
< 1.5	0.5	1	
< 1	0.5	1	
< 0.5	0.5	1	

LENGTH	GRADE	A	B
< 300	7		
< 200	4	5	
< 100	3	4	
< 50	2	3	
< 20	1.5	2	
< 10	1	1.5	
< 5	0.5	1	

GRADE	A	B	C
< 200	8	14	24
< 150	7	12	21
< 100	4	10	18
< 50	3	8	14
< 20	1	6	11
< 10	0.5	4	8
< 5	0.5	3	6
< 2.5	0.5	2	4
< 1.5	0.5	1.5	3
< 1	0.5	1	1.5

GRADE	A	B	C
< 200	6.0	8.0	
< 150	5.0	7.0	
< 100	4.0	6.0	
< 50	3.0	5.0	
< 20	2.0	4.0	
< 10	1.5	3.0	
< 5	1.0	2.0	
< 2.5	0.5	1.5	
< 1.5	0.5	1.0	

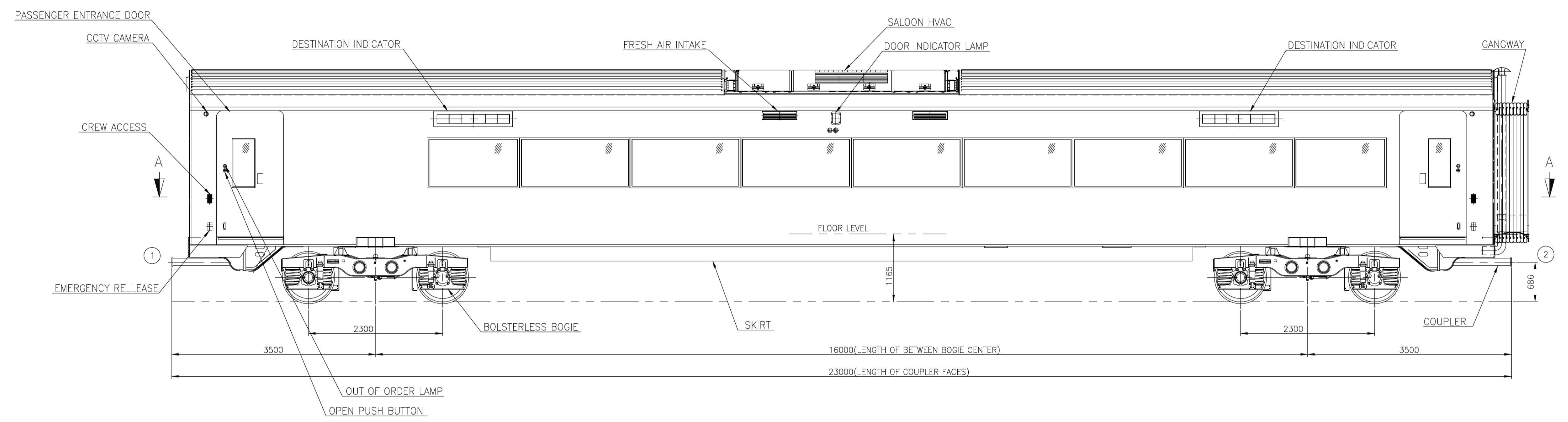
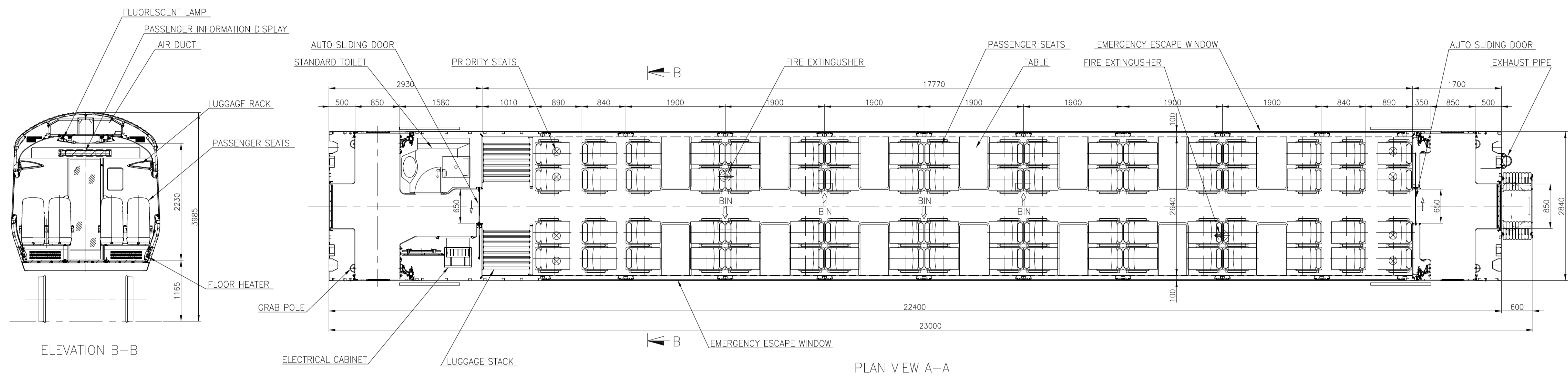
NO.	PART NO.	DESCRIPTION	MATERIAL	Q'TY	W.T	REMARKS
APP	C.H.KIM	MAT'L ASSY				
CHK	J.Y.LEE	G.W				
DGN	B.W.JO	GENERAL TOLERANCE				
DRG	J.E.JUNG	SIZE A1				

DRG. NO	MS	SCALE	SHEET	OF	1
GAPO0298		1/40	1	1	

MARK	DATE	DETAIL OF REVISION(E.C ZONE)	E.C NO.	DGN	CHK	APP	REF. NO.



SPECIFICATION APPLIED	



VEHICLE TYPE	B,B1-CAR
SEATING CAPACITY	TOTAL 72 SEATS
PRIORITY SEATS(⊗)	8 SEATS
TARE WEIGHT	APPROX.46.1 TON

THICKNESS	< 40	2	4
	< 30	2	3
	< 20	1	1.5
	< 3	0.5	1
LENGTH	< 3500	-	7
	< 1800	4	5
	< 800	3	4
	< 400	2	3
	< 200	1.5	2
	< 100	1	1.5
GRADE	A	B	
CASTING(±)			
	< 200	8	14
	< 150	7	12
	< 120	4	10
	< 80	3	8
	< 40	4	6
	< 20	3	4
	< 10	2	3
	< 5	1	2
	< 3	1	1
WELDING(±)			
	< 200	-	6.0
	< 150	-	5.0
	< 120	-	4.0
	< 80	-	3.0
	< 40	0.8	0.8
	< 20	0.5	0.5
	< 10	0.3	0.3
	< 5	0.1	0.1
	< 3	0.05	0.05
MACHINING(±)			
	< 200	-	0.1
	< 150	-	0.08
	< 120	-	0.05
	< 80	-	0.03
	< 40	-	0.01
	< 20	-	0.005
	< 10	-	0.002
GENERAL TOLERANCE			

NO.	PART NO.	DESCRIPTION	MAT'L	Q'TY	W.T	REMARKS
APP	C.H.KIM	MAT'L ASSY				
CHK	J.Y.LEE	G.W				
DGN	B.W.JO	GENERAL TOLERANCE				
DRG	J.E.JUNG	MC WD CT				
TITLE		DRG. NO	MS	SCALE	SHEET	OF
GENERAL ARRANGEMENT OF VEHICLE (B,B1-CAR)		GAPO0300		1/40	1	1
REV.		Ver.	00			
		Rev.	--			
HYUNDAI Rotem 현대로템주식회사						

MARK	DATE	DETAIL OF REVISION(E.C ZONE)	E.C NO.	DGN	CHK	APP	REF. NO.