

22nd February 2016



Re: FOI request IE_FOI_033

Dear 

I refer to the request which you made under the Freedom of Information Act 2014 for records held by this body:

- **Request** – Maintenance records for both ticket machines in Castlebar from November 2015 January 2016 which include fault reports

I, Sue Stanley, Decision Maker have now made a final decision to grant your request on 22/02/2016.

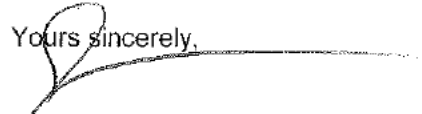
You have sought access to the records outlined above and I consider this an appropriate form of access in this case. Accordingly, a copy of the records is now enclosed including a copy of the schedule to these records.

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 01, 7034293.

Yours sincerely,


Ms. Sue Stanley
Decision Maker
Corporate Communications

Request for Access to Records under the Freedom of Information Act, 2014



FAO: FOI Officer, Corporate Communication, Iarnród Éireann, Amiens Street, Dublin 1. Email: foi@irishrail.ie

Please complete all fields on this form using BLOCK LETTERS

Applicant Information

Applicant Details	
Surname	BURKE
First Name	JOY
Postal Address	<LOGHANS, BALLINA, CO. MAYO F26 XC64
Contact Details	
Phone Number	086 - 8646581
Email	JOY.BURKE@GMAIL.COM

Form of Access

Iarnród Éireann Irish Rail will endeavour to grant specific access requests where possible.

Please tick the preferred form of access	
Post	<input checked="" type="checkbox"/>
Email	<input checked="" type="checkbox"/>
Viewing	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>

Details of Request

In accordance with Section 12 of the FOI Act 2014, I request access to records which are	
Personal	<input checked="" type="checkbox"/>
Non-Personal	<input type="checkbox"/>
Details of Request – please provide as much detail as possible in the space below.	
I request the following records:	
Other (specify)	
<p>MAINTENANCE RECORDS FOR BOTH CASTLEBAR CASTLEBAR (CO. MAYO) TICKET MACHINES FROM NOVEMBER, DECEMBER 2015 AND JANUARY 2016 WHICH INCLUDE FAULT REPORTS.</p>	
Signed: <i>Joy Burke</i>	Date: 28-01-16

IE-FOI-033

Freedom of Information Request:
 Schedule of Records for IE_FOI_033 : 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	22.02.16	Castlebar TVM Maintenance Record TVM Maintenance Procedures	1	Grant		
2	22.02.16		4	Grant		

Signed

IE Decision Maker

Ref: Castlebar Ticket Vending Machine Maintenance for Period 13 (2015) and Period 1 (2016).

Hi Lorraine,

The following maintenance was performed to Ticket Vending Machines 1 and Ticket Vending Machine 2 in Castlebar during Period 13 (2015) and Period 1 (2016). There was also a call out on the 08/01/2016 for Ticket Vending Machine 1

Ticket Vending Machine 1

Item	Location	Ticket Vending Machine Number	Date of Visit	Reason for Visit
1	Castlebar	1	02/11/2015	Weekly Maintenance
2	Castlebar	1	17/11/2015	Weekly Maintenance
3	Castlebar	1	30/11/2015	Weekly Maintenance
4	Castlebar	1	09/12/2015	Weekly and 3 monthly maintenance.
5	Castlebar	1	14/12/2015	Weekly Maintenance
6	Castlebar	1	24/12/2015	Weekly Maintenance
7	Castlebar	1	29/12/2015	Weekly Maintenance
8	Castlebar	1	04/12/2016	Weekly Maintenance
9	Castlebar	1	06/01/2016	Weekly and 6 monthly maintenance.
10	Castlebar	1	08/01/2016	Call out. Credit card reader reset.
11	Castlebar	1	13/01/2016	Weekly Maintenance
12	Castlebar	1	18/01/2016	Weekly Maintenance
13	Castlebar	1	25/01/2016	Weekly Maintenance
14	Castlebar	1	04/02/2016	Weekly Maintenance
15	Castlebar	1	08/02/2016	Weekly Maintenance

Ticket Vending Machine 2

Item	Location	Ticket Vending Machine Number	Date of Visit	Reason for Visit
1	Castlebar	2	02/11/2015	Weekly Maintenance
2	Castlebar	2	17/11/2015	Weekly Maintenance
3	Castlebar	2	30/11/2015	Weekly Maintenance
4	Castlebar	2	09/12/2015	Weekly and 3 monthly maintenance.
5	Castlebar	2	14/12/2015	Weekly Maintenance
6	Castlebar	2	24/12/2015	Weekly Maintenance
7	Castlebar	2	29/12/2015	Weekly Maintenance
8	Castlebar	2	04/12/2016	Weekly Maintenance
9	Castlebar	2	06/01/2016	Weekly and 6 monthly maintenance.
10	Castlebar	2	13/01/2016	Weekly Maintenance
11	Castlebar	2	18/01/2016	Weekly Maintenance
12	Castlebar	2	25/01/2016	Weekly Maintenance
13	Castlebar	2	04/02/2016	Weekly Maintenance
14	Castlebar	2	08/02/2016	Weekly Maintenance

Ticket Vending Machine Weekly Maintenance

<i>Weekly Preventative Maintenance</i>	
<i>Item</i>	
1	Externally clean the TVM. Remove any sticky tape and residue.
2	Clean and functionality test the coin verifier.
3	Clean, alignment and functionality test of coin acceptor
4	Clean and functionality test the bank note acceptor.
5	Clean and functionality test the printer.
6	Clean and functionality test the smart card system.
7	Clean and functionality test the chip & pin reader.
8	Clean and functionality test the customer touchscreen.
9	Check the smart card reject bin and return rejected cards.
10	Check the printer reject bin and remove and items.

QUAESTOR TECH: _____

DATE: _____

Ticket Vending Machine 3 Monthly Maintenance

DATE:

LOCATION:

TVM NUMBER:

Item	Ticket Vending Machine 3 Monthly Preventative Maintenance	3 Monthly	Initials
1	Check the trip alarm is working using a rubber mallet.	✓	
2	Check the intrusion alarm is working by not pinning in.	✓	
3	Air compressor the computer, drip trays, printer, BNA and internal surfaces.	✓	
4	Vacuum the interior surfaces and floor of the TVM.	✓	
5	Check the nuts and bolts are present and tightened on the touchscreen.	✓	
6	Check the old touchscreens located outdoors have been waterproofed.	✓	
7	Check the nuts and bolts are present and tightened on the computer .	✓	
8	Check the nuts and bolts are present and tightened on the credit card reader.	✓	
9	Check all cables for wear and chaffing. Tie wrap if necessary.	✓	
10	Check all trunking is secured properly.	✓	
11	Check the drip trays are present and secure.	✓	
12	Check the drip tray pipes are clear of dirt.	✓	
13	Check the ticket tray, service, warning and illumination cap bulbs are working.	✓	

QUAESTOR TECH: _____

DATE: _____

QUAESTOR MANAGER: _____

DATE: _____

Ticket Vending Machine 6 Monthly Maintenance.

DATE: _____

LOCATION: _____

TVM NUMBER: _____

Item	<i>Ticket Vending Machine 6 Monthly Preventative Maintenance</i>	6 Monthly	Initials
1	Illumination cap maintenance: Remove cap and clean surfaces.	✓	
2	Pedestal: Clean external surface of pedestal.	✓	
3	Pedestal: Vacuum inside. Visually check cables for wear and chaffing.	✓	
4	Pedestal: Check tilt switch modification fixings and functionality if applicable.	✓	
5	Main computer: Carefully remove the computer and blow out residue.	✓	
6	Main computer: Check and clean the CPU fan.	✓	
7	Main computer: Check the cards and hard drive are secured in position.	✓	
8	Main computer: Remove the ACMs and blow out the fixed fan.	✓	
9	Coin magazine drawer: Remove all RCM's and carefully vacuum entire area.	✓	
10	Coin magazine drawer: Check connectors and cable connections.	✓	
11	Coin magazine drawer: Clean light diode located in the drawer frame.	✓	
12	ACM: Remove all ACM's and check ACM connection board cables.	✓	
13	ACM: Check the cannon plug and pin elements are not bent or damaged.	✓	
14	Coin Acceptor: Clean the light barrier and check all cables are secure.	✓	
15	Coin Diverter: Remove the coin diverter and clean with air compressor.	✓	
16	Coin Diverter: Clean the light barriers.	✓	
17	Return Chutes: Clean chutes with an alcohol moist cloth.	✓	
18	Power Pack: Clean the exterior surface and check the V11 board LED's are lit.	✓	
19	Power Connection Box: Clean the exterior surface and check all fuses.	✓	
20	Back Up Battery. Check the functionality. Replace sticker.	✓	
21	Heater/Blower/Fan unit: Check the functionality and the unit is secure.	✓	

QUAESTOR TECH: _____

DATE: _____

QUAESTOR MANAGER: _____

DATE: _____

Ticket Vending Machine 3 and 6 Monthly Maintenance.

DATE:

LOCATION:

TVM NUMBER:

Item	<i>Ticket Vending Machine 6 Monthly Preventative Maintenance</i>	6 Monthly	Initials
1	Check the trip alarm is working using a rubber mallet.	✓	
2	Check the intrusion alarm is working by not pinning in.	✓	
3	Air compressor the computer, drip trays, printer, BNA and internal surfaces.	✓	
4	Vacuum the interior surfaces and floor of the TVM.	✓	
5	Check the nuts and bolts are present and tightened on the touchscreen.	✓	
6	Check the old touchscreens located outdoors have been waterproofed.	✓	
7	Check the nuts and bolts are present and tightened on the computer .	✓	
8	Check the nuts and bolts are present and tightened on the credit card reader.	✓	
9	Check all cables for wear and chaffing. Tie wrap if necessary.	✓	
10	Check all trunking is secured properly.	✓	
11	Check the drip trays are present and secure.	✓	
12	Check the drip tray pipes are clear of dirt.	✓	
13	Check the ticket tray, service, warning and illumination cap bulbs are working.	✓	
14	Illumination cap maintenance: Remove cap and clean surfaces.	✓	
15	Pedestal: Clean external surface of pedestal.	✓	
16	Pedestal: Vacuum inside. Visually check cables for wear and chaffing.	✓	
17	Pedestal: Check tilt switch modification fixings and functionality if applicable.	✓	
18	Main computer: Carefully remove the computer and blow out residue.	✓	
19	Main computer: Check and clean the CPU fan.	✓	
20	Main computer: Check the cards and hard drive are secured in position.	✓	
21	Main computer: Remove the ACMs and blow out the fixed fan.	✓	
22	Coin magazine drawer: Remove all RCM's and carefully vacuum entire area.	✓	
23	Coin magazine drawer: Check connectors and cable connections.	✓	
24	Coin magazine drawer: Clean light diode located in the drawer frame.	✓	
25	ACM: Remove all ACM's and check ACM connection board cables.	✓	
26	ACM: Check the cannon plug and pin elements are not bent or damaged.	✓	
27	Coin Acceptor: Clean the light barrier and check all cables are secure.	✓	
28	Coin Diverter: Remove the coin diverter and clean with air compressor.	✓	
29	Coin Diverter: Clean the light barriers.	✓	
30	Return Chutes: Clean chutes with an alcohol moist cloth.	✓	
31	Power Pack: Clean the exterior surface and check the V11 LED's are lit.	✓	
32	Power Connection Box: Clean the exterior surface and check all fuses.	✓	
33	Back Up Battery. Check the functionality. Replace sticker.	✓	
34	Heater/Blower/Fan unit: Check the functionality and the unit is secure.	✓	

QUAESTOR TECH: _____

DATE: _____

QUAESTOR MANAGER: _____

DATE: _____