

22<sup>nd</sup> January 2021

[REDACTED]

[REDACTED]  
Email: [REDACTED]  
Phone: [REDACTED]

**Re: Acknowledgement of FOI request IE\_FOI\_434**

Dear [REDACTED],

I refer to your request dated 16th December 2020 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:**

- The number of days so far this when elevators did were not operating in each station (i.e. Tara Street station: 30 days overall when elevators did not operate).

-The reasons why elevators and different stations did not operate on these days.

-The number of complaints this year regarding elevators and common themes in these complaints.

**Response:**

I, Mr. Paul Slowey, Decision Maker have now made a final decision to grant your request on 22<sup>nd</sup> January 22, 2021.

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.

**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 email at [foi@irishrail.ie](mailto:foi@irishrail.ie)

Yours sincerely,

PP

A handwritten signature in cursive script, appearing to read "Hayley Dunne".

**Mr. Paul Slowey,**

**Decision Maker, Iarnród Éireann**

Freedom of Information Request:  
Schedule of Records for IE\_FOI\_430 : 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	22.01.2021	East	1	Grant		
2	22.01.2021	South	1	Grant		
3	22.01.2021	West	1	Grant		
4	22.01.2021	FOI 434 Lift Faults	7	Grant		

Signed: Hayley Durnin

Freedom of Information / Data Protection Office

Hi The lift is closed in Limerick Junction today. This info is usually displayed when purchasing tickets online and is very useful for me when picking journey because of difficulty walking. An oversight I'm sure. Maybe booking info could be updated on line as a matter of urgency. Thanking you,

Very annoyed with information provided online. I checked before going to Tara Station for the lift information because I'd had a problem a week previously with the lift being out of action. Either the information on the website is misleading or it's wrong, but it implies that the lift will only be out of action from January. The staff member wasn't the most helpful as with the previous week. Last week two kind members of the public helped me with the buggy, alas, this week I had to walk further to Connolly. Please have a look at the information on the website, I'm sure I'm not the only one who's come up against this. Many thanks.

The 2 lifts at Dun Laoghaire Station have been out of order for some time. Its the busiest time of the year with parents with children in buggys. It causes a great deal of stress for a parent and wheelchair users. When will they be fixed.

I am in a wheelchair and can't get the lift in dun loaire, can you please let me know when they are fixed? Thanks

day to school from Castleknock train station to Dunboyne train station. I bring my bike with me on the train because I cycle to and from school from both stations. My bike has a motor on it so it is very heavy. Normally, I take the lift with my bike to cross the track as the train leaves from the opposite platform. For the past 2 weeks, I have not been able to take either of the two lifts in Dunboyne Train Station as they are closed, this week it seems both of them are broken. I have to take the lift as I have problems with my back and the bike is too heavy to carry up the stairs. I also think that anyone in a wheelchair cannot cross to the other platform because the lift is not open to them either. So the only option open to me is to cross the track which is very dangerous. I know that this is supposed to be illegal but if we cannot use the lift, I have no other option. What does a person with a physical disability do? I am disappointed that Irish Rail services are not better. I pay for this service every day. It is not good enough.

I was getting the 6.56 train at Clongriffin train station with my bike and the lift closed and did not move I was stuck in the lift for approx 10mins and felt very distraught as I thought I would miss my train to my important meeting I am very annoyed and saddened by the lack of help I had received as nobody came to release me I had to prize the doors open to gain egress to platform level 1 and carry my bike down the stairs , I mean if I pay my fare as a traveller on your service I expect the highest quality of travel to and from work .

Good morning, Skerries train station is a disgrace. The lift is still not upgraded. The underpass still not fixed. The roof on platform 1 is a collection of holes instead of a roof. Platform 2 does, 20 years after we first got here, still not have a roof. They are just the few points that jumped at me while waiting for train, during a pandemic when we have to stand distant from each other- - in the rain. Kind regards,

Clontarf Road stations lifts must be worse serviced in Europe  
If your a wheelchair user like my friend you fucked basically or if you've a pushchair 4 flights of stairs to manage. 5 if your using the opposite side  
They've been out of order on and off for months now  
I got stuck in one. One night and had to ring the fire brigade  
The service engineer hung up cause he was in the pub  
They were literally coming across the platform bridge when security let me out  
About time they were serviced decently. By competent engineers Causing a lot of bother for everyone

An elevator outside the Clongriffin train station (between Clongriffin and Baldoyle) has been out of order for the last few weeks. Could you please repair it?

I am absolutely disgusted at the train station in Carrigtwohill cork I arrived and got the lift with my 6 month old twins and the lift worked perfectly going up but when I walked over the bridge to go down the opposite lift is was not working so I tried to go back down the lift I came up and could not go down that either so I was stuck on the bridge with the twins in the buggy. My back is not the best and I had to eventually decide to carry the babies down and then go up for the other baby and then back up to drag the buggy down the stairs I'm absolutely disgusted there was no signs saying out of order absolutely nothing

I would just like to send a note to say that the lifts we're broken in the Blackrock station with no notice online or in the station itself. I was there on Friday 24th of July with a suitcase and the lift wasn't working but luckily I was able to use the stairs. Yesterday, I was in the station (27th July) with a big double buggy and 2 children and the lifts we're still out of order with no notice. Lucky I was able to have one of the children walk up and down the stairs, and carry the other but it was not ideal carting 2 children AND a big 2 person buggy up the stairs alone. I understand the lift may be broke or out of order but this has been the case for several days and with no notice. If the children I were with were babies, I would not have been able to get up the stairs alone at all!! Or yet, if I was in a wheelchair or had issues with walking etc it would also not be possible to get up and down the stairs. This is simply not good enough! (Please keep my name anonymous if this is being passed on please!)

Hello. The lifts at the Athenry station seem to be mostly out of service since they were introduced years ago. Is there a permanent fix for this ongoing disruption in the pipeline please?

To have the up escalator out of order at Connelly for over two (2) weeks is outrageous when we are supposed to be socially distancing. I am elderly and cannot do the stairs inside the station. I am not comfortable taking the elevator because of Covid so I have to walk around the station to get the escalator by the Luas. I also have an issue with the lack of repair to the doors at the entrance off Harbourmaster Place and the amount of loitering that is permitted on the ground level at all hours of operation. Thank you in advance of your attention to these matters. Kind

I'm writing in enquiry to the notification that I saw on your website in regards to the Mallow station. It said that "lifts are out of service in Mallow station". I'd like to confirm that this is in regards to elevator lifts of some sort, and has nothing to do with the train service?

Thank you, I look forward to hearing from you

Just enquiring about the train from heuston to Athlone. The website says the lift is out of service

Shankill dart station lifts are a joke as ever time I go for the dart the lift is never working... I have a 12 month old baby and am on my own most times and today I had to struggle down the stairs once again , there was also a woman gone down

just before me on her own with a new born baby .... It's a joke for people on there own with buggys or People with walking problems..... This needs to be fixed.

Hi, Both the lift and the escalator were not working this morning at Dublin Connolly. I travel frequently on Mondays by train from Dublin Connolly. It has been a common occurance that both the escalator and lift are not working at 06.45am on Mondays. There is an access issue when both the lift and escalator are not working to the station. I think that this is an issue that should not have a common occurrence in the future. Kind Regards

: The lift on the northbound platform at Rush and Lusk was not working on Monday afternoon. I phoned the number on the lift to report that it appeared to be stuck near the top. I was assured an engineer would call. Tuesday afternoon the lift was still not working. Luckily I did not have to travel on Wednesday. Thursday - still no lift. I tried to phone the lift company again and after listening to their "hold" music the call eventually cut off. Friday - still no lift. I understand lifts do go out of order, but why was this lift not listed on the display in the stations? If I know the lift is out of action I can bring a second stick to assist me in getting up the stairs. Usually a gentleman answers the lift company's phone and he is polite and helpful and seems to get the lift looked at in a timely fashion. The lady I spoke to on Monday seemed uninterested. why do I suspect she did nothing? Having a lift out of order for a week with no warning on the station display is not good enough. I can hobble up the stairs, given enough time, but I felt sorry for the lady with a pram who had to go out to the road, cross the road bridge and come back into the station to get to her car.

At your killiney Dart station this morning I was going to bray. I used the lift as I have to croos over with a toddler in a buggy, the first lift worked and when at the top to use the lift to go down ot was not working. I had to lift my toddler down in his buggy on a really wet day. When i got to the bottom and checked the lift the door was open but stuck as I tried the button. Thanks

Hi, I was disappointed to see that there was no southbound lift or any escalators at Tara Street today and no lift access at Pearse either. This meant I was forced to go to Connolly station which only had 1 out of 2 lifts available. These are the 3 main stations for Dublin City Centre and only one was accessible for buggy/wheelchair/mobility impaired passengers. I notice that the lifts are frequently out of service at Tara Street and Clontarf Road. This is not good enough and has a very big impact on your customers as well as being

unacceptable level of service for a capital city. Please advise what you are doing to ensure to ensure that a similar situation does not occur in future?

Hello, the lift is still out at Skerries is it due to be repaired? Previous occasion on a Saturday morning I went to use it I found needles on the lift floor. Just with the under stairs permanently out of use.

The lifts aren't working in Glenageary again . Why are they always broken ? I had my baby in his pram with shopping and have great difficulty each time they are out of order. I think a ramp should be built like Sandycove.

Incident at GCD today -

She and her two children got stuck in the lift with a double buggy.

She said it was very distressing for her and her children. luckily for her a maintenance guy was at the station, (whom had just spent two hours repairing said lift) when she check with him if it was fine to get the lift. He advised it has been repaired and she entered. She ended up getting stuck and the same maintenance guy had to forcibly open the doors for her to get back out.

While she said she was grateful to the maintenance person whom helped her, the staff member at the station ignored the situation. continued eating his sandwich.

Hello, Today I watched an elderly man, using a walking aid try and climb up and down the steps at Bray Dart Station. On his journey up he stumbled and nearly too a fall. It was clear that he was finding the journey a challenge, however as the lift was broken he had limited choice. There appears to be ongoing issues with the lift in Bray Station as well as others. Can you outline what efforts are being made to address these problems. Station lifts are an essential part of the service and ensure equal access for all, it is really not good enough for them to be out of service so frequently. I would very much appreciate a response to my query. Kind Regards

: Dear Irish Rail The light in the lift on platform 1 at pearse station is broke and so the lift goes dark when passing between floors.



I would like to make a complaint. About 3 weeks ago I have reported that both lifts on Clongriffin station don't work. Since that time I haven't received any response from you. I also reported this issue over the phone and 3 times at the information point on Connolly Station. The person from information point advised me that he cannot help me and that I should call the company who service the lifts. He didn't have a contact number to that company. Today I have called the company who service the lifts for Irish rail:Mid Western. They advised me that in order to fix the lifts the notification has to come from Irish rail and not the private person. Can you please report this issue to Mid Western????!! I would also like to speak to the reliable person who could explain me why this is taking so long and why I didn't receive any response on my email?

Today Friday 3rd of January I went to my local station in balbriggan to see how I would manage the train station with my new born baby in a buggy. As this is my first baby I would never have had need to bring a buggy to the station and would not have noticed a lift in the station before. I enquired at the desk about getting the buggy across the tracks to the other platform so I could get the train going towards Dublin City centre on Monday. I was informed the lift was broken and I would have to bring somebody with me to carry the buggy down the stairs. I explained that I didn't have anybody to bring with me, I was on my own and needed to get the train from that side. Again I was advised that if I didn't have somebody with me to carry the buggy I wouldn't be getting the train as they aren't allowed to help me. So now a greater problem arises, I will need or find two people to help me as I had to have an emergency ceserian section and I am not aloud to lift nor am I aloud to drive and that is why I need to get the train. It is hard enough to walk the 3.5 km to the station as it is. The next station would be rush/lusk which is a 20 min drive from me so walking to that would not be an option. I have found my experience today very unsatisfactory and I am just glad that I though ahead and went to check the station before my journey on Monday. Having a newborn is stressful enough without this inconvienece added to it. I am at a loss as to how I'm am going to get to my destination on Monday as the buss is not a option. I know you won't get the lift at the station fixed by Monday but I urge you to act upon this issue as quickly as possible and have alternative arrangements in place while the lift is out of order. Which I was advised it has been for the last 3-4weeks. I would like to know how you Intend to resolve this matter. Kind regards

I have frequently used Twitter to raise this issue but have gotten frustrated enough to now make an official complaint to you. The matter relates to the lift to the southbound platform at Balbriggan station. Every morning, to get my train to work I have to cross the bridge at Balbriggan station to access the southbound

platform. In September last year I had a bad fall that resulted in my being confined to crutches for 2 months followed by the use of a walking stick, which I still use. Going down stairs is still a real problem for me and has to be done very slowly and carefully. Shortly after my fall and confinement to the use of crutches, the lift to the southbound platform at Balbriggan was taken out of service. I was able, due to the timing, to keep track of how long the lift was out of service which was 7 weeks in total. This was quite extraordinary. My tweets frequently went unanswered and when they were answered it was usually a reply saying engineers were working on it. For 7 weeks?? In the midst of this there was an article on [TheJournal.ie](http://TheJournal.ie) about the number of lifts out of service and, in that article an Irish Rail spokesperson said that the lift at Balbriggan was coming back into service that day. That was a lie. It took almost another week. Then a few days later it was out of service again for a day. I returned to work on Monday 30th December after the Christmas break and guess what? The southbound lift is again out of service. Due to my struggle with going down stairs I find myself holding up other passengers as I simply cannot go downstairs at other than a snail's pace while holding my walking stick under my arm. I really cannot bear the thought of facing another lengthy period with no working lift. My heart really goes out to all wheelchair-bound passengers given my experience. At least I can eventually and with great effort make it down the stairs - they can't. Even as I type this I feel I'm completely wasting my time - I don't trust Irish Rail to take this complaint seriously. I really cannot understand what kind of maintenance contract you have on your lifts but it is clear that it is of a very low standard indeed if a lift can be left out of service for 7 weeks only to be followed by frequent break-downs since its re-entry into service. Can you please indicate to me how long more you anticipate this lift being out of service

Details of Request: I was using a lift at Balbriggan and I got stuck in it as the door would not open. My request is so you would finally repair the lift properly and stop blaming antisocial behaviour.

Date and Time of Fault	Site Location	FAULT	Issue Status	Completion Date and Time	For Lift/Escalator Faults Only	Reason for Outage (L&E)
02/10/2020 06:00	Pearse	escalator out of service	2. Completed	02/10/2020 12:45	Escalators Taken out of Service	Parts Needed
02/10/2020 16:00	Laytown	Laytown Lift Out Of Order	2. Completed	02/10/2020 19:35	Lift Taken Out of Service	Callout
05/10/2020 09:00	Seapoint	sth lift out of order	2. Completed	05/10/2020 13:30	Lift Taken Out of Service	Callout
06/10/2020 09:00	Seapoint	southbound lift door	2. Completed	07/10/2020 13:00	Lift Taken Out of Service	Callout
07/10/2020 10:00	Sandycove	lift door lower	2. Completed	07/10/2020 14:00	Lift Taken Out of Service	Callout
08/10/2020 09:00	Connolly	Escalator not turning on	2. Completed	09/10/2020 17:00	Escalators Taken out of Service	Callout
09/10/2020 07:20	Howth Junction	P4 Lift O/O/O	2. Completed	09/10/2020 14:00	Lift Taken Out of Service	Callout
10/10/2020 08:55	Bray	lift on platform 2 o/o/o	2. Completed	12/10/2020 15:50	Lift Taken Out of Service	Callout
12/10/2020 08:20	Connolly	Lift out of order	2. Completed	13/10/2020 18:30	Lift Taken Out of Service	Callout
13/10/2020 00:00	Salthill & Monkstown	northbound lift noise from inside	2. Completed	13/10/2020 15:00	Lift Remains in Service	Callout
13/10/2020 06:00	Pearse	lift services not responding	2. Completed	13/10/2020 16:30	Lift Remains in Service	Callout
13/10/2020 08:10	Bayside	Lift O/O/O	2. Completed	13/10/2020 16:10	Lift Taken Out of Service	Callout
14/10/2020 11:40	Clongriffin	Lift out of order	2. Completed	27/10/2020 17:30	Lift Taken Out of Service	Parts Needed
18/10/2020 10:00	Bray	lift on platform 2 o/o/o	2. Completed	28/10/2020 17:20	Lift Taken Out of Service	Callout
18/10/2020 10:00	Killiney	southbound lift o/o/o after entrapment	2. Completed	19/10/2020 14:50	Lift Taken Out of Service	Callout
19/10/2020 11:00	Seapoint	southbound lift door	2. Completed	21/10/2020 09:00	Lift Taken Out of Service	Callout
21/10/2020 12:30	Shankill	Shankill southbound Lift	2. Completed	21/10/2020 14:00	Lift Taken Out of Service	Callout
22/10/2020 07:15	Connolly	Lift doors out of alignment lower level	2. Completed	29/10/2020 14:30	Lift Taken Out of Service	Vandalism
22/10/2020 11:00	Seapoint	southbound lift	2. Completed	23/10/2020 13:00	Lift Taken Out of Service	Parts Needed
22/10/2020 13:00	Glenageary	northbound lift	2. Completed	22/10/2020 15:40	Lift Taken Out of Service	Callout
27/10/2020 07:30	Howth Junction	Lift O/O/O	2. Completed	28/10/2020 10:45	Lift Taken Out of Service	Callout
27/10/2020 14:15	Shankill	Lift on platform 2 at Shankill Station is not working ,can this be repaired.	2. Completed	28/10/2020 13:30	Lift Taken Out of Service	Callout
28/10/2020 09:30	Clontarf Road	Lift	2. Completed	28/10/2020 14:00	Lift Taken Out of Service	Callout
28/10/2020 14:00	Sandycove	lift faulty	2. Completed	29/10/2020 13:25	Lift Taken Out of Service	Callout
29/10/2020 13:00	Glenageary	glenageary lift	2. Completed	29/10/2020 17:10	Lift Taken Out of Service	Callout
30/10/2020 09:30	Bray	Lift at Bray is out of order, can this be repaired.	2. Completed	30/10/2020 16:00	Lift Taken Out of Service	Callout
30/10/2020 11:00	Seapoint	southbound lift	2. Completed	02/11/2020 18:25	Lift Taken Out of Service	Callout
02/11/2020 09:00	Howth Junction	Howth Junction Lift O/O/O	2. Completed	02/11/2020 15:50	Lift Taken Out of Service	Callout
02/11/2020 10:00	Seapoint	northbound lift	2. Completed	30/11/2020 10:00	Lift Taken Out of Service	Planned Repair
03/11/2020 14:35	Bray	Lift on platform 2 in Bray Station has stopped, can this be repaired.	2. Completed	03/11/2020 16:30	Lift Taken Out of Service	Callout
03/11/2020 17:40	Tara Street	loud banging noise coming from escalator	2. Completed	05/11/2020 11:20	Escalators Taken out of Service	Callout
04/11/2020 07:00	Pearse	no response from lift help point	2. Completed	09/11/2020 14:10	Lift Remains in Service	Callout
10/11/2020 10:00	Docklands	lift in docklands	2. Completed	10/11/2020 11:00	Lift Taken Out of Service	Callout
10/11/2020 19:50	Shankill	lift on p2 o/o/o	2. Completed	11/11/2020 09:50	Lift Taken Out of Service	Callout
15/11/2020 12:10	Shankill	northbound lift o/o/o	2. Completed	17/11/2020 16:40	Lift Taken Out of Service	Callout
16/11/2020 07:45	Connolly	Lift out of Service	2. Completed	16/11/2020 16:15	Lift Taken Out of Service	Callout
17/11/2020 06:10	Tara Street	Tara Street	2. Completed	17/11/2020 15:00	Lift Taken Out of Service	Callout
18/11/2020 13:00	Tara Street	escalator	2. Completed	20/11/2020 12:40	Escalators Remain in Service	Callout
20/11/2020 10:00	Glenageary	northbound lift	2. Completed	20/11/2020 13:50	Lift Taken Out of Service	Callout
25/11/2020 16:20	Connolly	Escalator turning off	2. Completed	30/11/2020 10:00	Escalators Taken out of Service	Callout
26/11/2020 10:10	Donabate	Lift out of order	2. Completed	27/11/2020 15:45	Lift Taken Out of Service	Callout
27/11/2020 12:35	Clongriffin	Lift out of order	2. Completed	27/11/2020 12:55	Lift Taken Out of Service	Callout
29/11/2020 08:45	Tara Street	Tara Street	2. Completed	01/12/2020 11:00	Escalators Taken out of Service	Callout
30/11/2020 10:00	Donabate	lift entrapment	2. Completed	01/12/2020 10:00	Lift Taken Out of Service	Callout
04/12/2020 08:30	Greystones	Repair Door Detectors	2. Completed	04/12/2020 14:00	Lift Taken Out of Service	Planned Repair
05/12/2020 08:30	Pearse	lift out of order	2. Completed	07/12/2020 13:00	Lift Taken Out of Service	Callout
05/12/2020 09:30	Blackrock	lift out of order	2. Completed	07/12/2020 12:00	Lift Taken Out of Service	Callout
06/12/2020 17:00	Greystones	both lifts in greystones out of order in station	2. Completed	07/12/2020 12:00	Lift Taken Out of Service	Callout
07/12/2020 11:00	Malahide	phone not working in lifts	2. Completed	07/12/2020 14:00	Lift Remains in Service	Callout
09/12/2020 07:15	Howth Junction	Lift is out of Order	2. Completed	09/12/2020 00:00	Lift Taken Out of Service	Callout
09/12/2020 09:20	Raheny	lift out of order	2. Completed	09/12/2020 15:20	Lift Taken Out of Service	Callout
09/12/2020 10:00	Seapoint	Seapoint lift door	2. Completed	09/12/2020 13:00	Lift Remains in Service	Callout
12/12/2020 13:05	Tara Street	escalator not working, lights but no power	2. Completed	14/12/2020 12:30	Escalators Taken out of Service	Callout
12/12/2020 17:00	Shankill	both lifts in shankill dart station not working	2. Completed	15/12/2020 12:50	Lift Taken Out of Service	Callout
13/12/2020 14:25	Pearse	lift on south platform to booking office not working	2. Completed	13/12/2020 17:10	Lift Taken Out of Service	Callout
14/12/2020 00:00	Grand Canal Dock	Lift out of order	2. Completed	15/12/2020 12:50	Lift Taken Out of Service	Callout
14/12/2020 07:10	Howth Junction	Howth Junction Lift o.o.o	2. Completed	14/12/2020 10:25	Lift Taken Out of Service	Callout
15/12/2020 20:00	Boosterstown	lift out of order	2. Completed	16/12/2020 10:40	Lift Taken Out of Service	Callout
16/12/2020 10:00	Salthill & Monkstown	both Salthill lifts	2. Completed	16/12/2020 13:55	Lift Taken Out of Service	Callout
16/12/2020 13:00	Killiney	southbound lift not working in killiney station	2. Completed	16/12/2020 15:00	Lift Taken Out of Service	Callout
17/12/2020 14:45	Glenageary	Glenageary lift emergency call button fault	2. Completed		Lift Remains in Service	Callout
20/12/2020 20:40	Shankill	Shankill Lift Entrapment	2. Completed	21/12/2020 10:00	Lift Taken Out of Service	Callout
21/12/2020 09:00	Glenageary	southbound lift	2. Completed	22/12/2020 14:00	Lift Taken Out of Service	Callout
22/12/2020 09:00	Howth Junction	Howth Junction Platform 4 Lift	2. Completed	22/12/2020 12:00	Lift Taken Out of Service	Vandalism
23/12/2020 13:00	Pearse	southbound lift at Trinity entrance is out of service	2. Completed	23/12/2020 16:30	Lift Taken Out of Service	Callout
05/01/2021 07:00	Howth Junction	Howth Junction Island PI Lift o.o.o	2. Completed	05/01/2021 13:55	Lift Taken Out of Service	Callout
05/01/2021 08:30	Bayside	Bayside lift O/O/O	2. Completed	05/01/2021 15:25	Lift Taken Out of Service	Callout
05/01/2021 13:00	Seapoint	northbound lift	2. Completed	05/01/2021 15:30	Lift Taken Out of Service	Callout
05/01/2021 15:20	Clontarf Road	Clontarf Road Lift o.o.o	2. Completed	05/01/2021 16:40	Lift Taken Out of Service	Callout
06/01/2021 09:35	Laytown	Lift out of order	2. Completed	06/01/2021 15:00	Lift Taken Out of Service	Callout
07/01/2021 08:30	Donabate	Lift out of order	2. Completed	07/01/2021 13:45	Lift Remains in Service	Callout
08/01/2021 09:30	Grand Canal Dock	lift on barrow street at gcd station	2. Completed	08/01/2021 12:15	Lift Taken Out of Service	Callout
08/01/2021 11:00	Drumcondra	1 Light out of order in the lift of platform 1.	1. In Progress		Lift Remains in Service	Callout
08/01/2021 13:00	Bayside	light in lift gone	1. In Progress		Lift Remains in Service	Callout
08/01/2021 13:00	Drumcondra	Lift call alarm bell was pressed in both lifts and neither were answered.	1. In Progress		Lift Remains in Service	Callout
08/01/2021 16:30	Boosterstown	lift out of order	2. Completed	11/01/2021 13:00	Lift Taken Out of Service	Callout
09/01/2021 08:00	Shankill	northbound lift out of service doors staying open in shankill station	2. Completed	11/01/2021 16:50	Lift Taken Out of Service	Callout
11/01/2021 08:15	Howth Junction	Lift OOO	2. Completed	11/01/2021 15:50	Lift Taken Out of Service	Vandalism
12/01/2021 10:00	Drogheda	Lift not calling to floor	2. Completed	18/01/2021 10:00	Lift Taken Out of Service	Callout
13/01/2021 06:50	Pearse	Lift on northbound platform	1. In Progress		Lift Remains in Service	Callout
13/01/2021 13:20	Connolly	Lift out of order	2. Completed	13/01/2021 18:25	Lift Taken Out of Service	Callout
14/01/2021 00:00	Tara Street	loud high pitch noise coming from escalator	2. Completed	14/01/2021 15:00	Escalators Taken out of Service	Callout
14/01/2021 17:55	Tara Street	Tara Street Lift Callout	2. Completed	14/01/2021 19:00	Lift Remains in Service	Callout
15/01/2021 08:50	Connolly	Unusual sound coming from the up escalator	2. Completed	15/01/2021 15:40	Lift Taken Out of Service	Callout
17/01/2021 09:15	Grand Canal Dock	lift out of order	2. Completed	18/01/2021 10:15	Lift Taken Out of Service	Callout
19/01/2021 08:20	Clontarf Road	Clontarf P1 O/O/O	2. Completed	19/01/2021 13:15	Lift Remains in Service	Callout
19/01/2021 13:50	Tara Street	Tara Street	2. Completed	19/01/2021 18:30	Escalators Taken out of Service	Callout
20/01/2021 08:35	Balbriggan	Lift out of order	1. In Progress		Lift Taken Out of Service	Callout

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Date and Time of Fault	Site Location	For Lifts/Escalator Faults Only	FAULT	Issue Status	Completion Date and Time	Reason for Outage ( L&E)	B&F Section
01/10/2020 17:00	Monesterevin	Lift Taken Out of Service	Lift Entrapment	2. Completed	02/10/2020 14:15	Parts Needed	Lifts and Escalators
20/10/2020 13:00	Portlaoise	Lift Taken Out of Service	Lifts not working	2. Completed	20/10/2020 16:35	Callout	Lifts and Escalators
21/10/2020 11:00	Portlaoise	Lift Taken Out of Service	Lift out of Order	2. Completed	21/10/2020 13:30	Callout	Lifts and Escalators
22/10/2020 07:00	Limerick Junc	Lift Taken Out of Service	Lift out of order Platform 1 - 9553	2. Completed	22/10/2020 11:35	Callout	Lifts and Escalators
23/10/2020 14:00	Hazelhatch	Lift Taken Out of Service	Auto Dialler Not Connecting.	2. Completed	23/10/2020 16:25	Callout	Lifts and Escalators
28/10/2020 18:00	Fonthill	Lift Taken Out of Service	Doors On Lift Not Operating.	2. Completed	29/10/2020 15:00	Callout	Lifts and Escalators
29/10/2020 11:00	Adamstown	Lift Taken Out of Service	Lift door fault adamstown	2. Completed	29/10/2020 16:00	Callout	Lifts and Escalators
30/10/2020 13:00	Newbridge	Lift Taken Out of Service	Lift out of order	2. Completed	30/10/2020 15:15	Callout	Lifts and Escalators
03/11/2020 15:15	Ballybrophy	Lift Taken Out of Service	Lift out of order	2. Completed	03/11/2020 18:45	Callout	Lifts and Escalators
04/11/2020 12:00	Hazelhatch	Lift Taken Out of Service	There is a intermittent fault with the call button on the lift on platform 2 on the lower level	2. Completed	09/11/2020 12:00	Parts Needed	Lifts and Escalators
06/11/2020 16:00	Mallow	Lift Taken Out of Service	LIFT NUMBER ONE OUT OF ORDER	2. Completed	06/11/2020 17:55	Callout	Lifts and Escalators
09/11/2020 08:00	Parkwest	Lift Taken Out of Service	Communication Fault with Auto Dialler.	2. Completed	09/11/2020 11:00	Callout	Lifts and Escalators
09/11/2020 16:00	Midleton	Lift Taken Out of Service	Lift o.o.o.	2. Completed	10/11/2020 05:00	Callout	Lifts and Escalators
09/11/2020 17:00	Thurles	Lift Remains in Service	lift door not working	2. Completed	12/11/2020 10:15	Callout	Lifts and Escalators
11/11/2020 09:00	Cork	Lift Taken Out of Service	Lift o.o.o.	2. Completed	11/11/2020 13:00	Callout	Lifts and Escalators
12/11/2020 13:00	Hazelhatch	Lift Remains in Service	Auto Dialer in lift Hazelhatch fault	2. Completed	30/11/2020 15:00	Parts Needed	Lifts and Escalators
13/11/2020 08:55	Fonthill	Lift Taken Out of Service	No power to lift	2. Completed	11/12/2020 13:30	Callout	Lifts and Escalators
16/11/2020 11:00	Carrigtwohill	Lift Taken Out of Service	Lifts o.o.o.	2. Completed	17/11/2020 05:30	Vandalism	Lifts and Escalators
18/11/2020 12:05	Thurles	Lift Remains in Service	Buttons missing on lifts	2. Completed	27/11/2020 09:55	Callout	Lifts and Escalators
18/11/2020 12:20	Thurles	Lift Remains in Service	Call button loose	2. Completed	19/11/2020 11:45	Callout	Lifts and Escalators
18/11/2020 12:30	Thurles	Lift Remains in Service	strip lighting not working	2. Completed	19/11/2020 11:45	Callout	Lifts and Escalators
25/11/2020 08:20	Thurles	Lift Remains in Service	Lift door wont open	2. Completed	27/11/2020 09:55	Callout	Lifts and Escalators
07/12/2020 13:00	Monesterevin	Lift Taken Out of Service	Lift in Monasterevin	2. Completed	11/12/2020 13:30	Parts Needed	Lifts and Escalators
08/12/2020 12:40	Adamstown	Lift Taken Out of Service	lift out of order	2. Completed	08/12/2020 14:50	Callout	Lifts and Escalators
09/12/2020 09:00	Portlaoise	Lift Taken Out of Service	Portlaoise Lift - Power issue	2. Completed	09/12/2020 10:30	Callout	Lifts and Escalators
09/12/2020 10:00	Portlaoise	Lift Taken Out of Service	Portlaoise Lift	2. Completed	09/12/2020 11:25	Callout	Lifts and Escalators
16/12/2020 16:00	Midleton	Lift Taken Out of Service	Midleton Lifts - Anti Social Behaviour	1. In Progress		Vandalism	Lifts and Escalators
22/12/2020 14:00	Carrigtwohill	Lift Taken Out of Service	Lifts o.o.o	2. Completed	23/12/2020 05:25	Vandalism	Lifts and Escalators
04/01/2021 11:00	Fonthill	Lift Taken Out of Service	Lifts Platform 1 and 2 Faults Fonthill	2. Completed	05/01/2021 14:50	Callout	Lifts and Escalators
05/01/2021 15:00	Fonthill	Lift Taken Out of Service	Fonthill PI 4 Lift o.o.o	2. Completed	06/01/2021 11:00	Vandalism	Lifts and Escalators
09/01/2021 09:10	Thurles	Lift Remains in Service	Call buttons not working	2. Completed	14/01/2021 12:00	Callout	Lifts and Escalators
09/01/2021 10:55	Monesterevin	Lift Taken Out of Service	Monasterevin Lift Entrapment 09/01/2021	2. Completed	09/01/2021 00:00	Callout	Lifts and Escalators
11/01/2021 10:00	Limerick Junc	Lift Taken Out of Service	Lift out of order	1. In Progress		Callout	Lifts and Escalators
11/01/2021 14:00	Fonthill	Lift Taken Out of Service	Lift damage Fonthill station	2. Completed	12/01/2021 11:50	Vandalism	Lifts and Escalators
19/01/2021 14:00	Mallow	Lift Remains in Service	lift platform 2 mallow , door not opening properly after descent	1. In Progress		Callout	Lifts and Escalators
20/01/2021 10:00	Monesterevin	Lift Taken Out of Service	Lift doors	2. Completed	20/01/2021 15:45	Callout	Lifts and Escalators