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Welcome to our Guide for Rail Passengers with Disabilities

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Dear Customers,

Iarnród Éireann is committed to providing customers with excellent service every time they travel with us. We want to ensure all of our customers benefit, including those who are mobility and sensory-impaired and those with hidden disabilities.

This guide is designed to ensure that the information is available to mobility-impaired, sensory-impaired and customers with hidden disabilities and make it easier to plan their travel and use our services. It comprehensively addresses planning your journey, train facilities and links to the facilities available at our stations.

Every carriage on our network is now wheelchair accessible and we have made significant improvements in station facilities also, from wheelchair accessibility to new and upgraded Station lifts. The introduction of Customer Service officers on board Intercity trains will allow us to further improve the level of service to customers who need assistance. The needs of customers with disabilities will be a significant priority when investment in new rolling stock and facilities is being made. We meet with various representative groups on a regular basis to discuss how further improvements can be achieved.

We thank you for travelling with us, and hope you find this guide useful. We would also welcome your feedback on both its contents and how you feel we can make rail journeys easier and more accessible for all.

**Paul Slowey**

Accessibility Officer

## Policy Summary

At Iarnród Éireann, we build the needs of all people into our planning process, from the development of trains and stations to making it easier to use our network. We consider and review appropriate reasonable suggestions to ensure that customers who need extra assistance are treated, as laid out in the Equality Act (2010) and ensure we are compliant with EC Regulation 1371 / 2007, on rail passengers rights. Iarnród Éireann endeavours to help all customers who need assistance, to travel on our rail services. We also comply with EC Regulation 1300/2014 regarding accessibility of rail systems for persons with disabilities and persons with reduced mobility.

We welcome customers with JAM (Just a Minute) cards for whom staff have been trained to provide additional help as appropriate. [www.transportforireland.ie/jam-card/](http://www.transportforireland.ie/jam-card/)

We are continuously improving the way services and facilities are delivered to our customers such as the ongoing introduction of onboard Customer Services staff for our Intercity services who will be able to provide assistance and help to those that need it.

Our Disability Users Group meets 4 times a year to discuss issues for customers with different abilities and how we can improve Customer experience from start to finish.

## Intercity Long Distance Services

For customers travelling on **Intercity** services, we will be better able to assist you if you contact us a number of days in advance, but please give at least 24-hours' notice of your journey. However, we will provide assistance at shorter notice if possible.

Advance arrangements can be made by calling our Customer Contact Centre on Lo Call 1850 36 62 22 (outside Republic of Ireland +353 1 8366222) 07.00-19.00hrs Monday to Friday, and 08.00-18.00hrs.Saturdays,Sundays and Public Holidays (excl.25th/26th December.)

One of our Customer Contact Centre Agents will note details of your proposed journey and arrange assistance at your departure and arrival stations (and at intermediate stations if you need to change trains), and any other relevant information. Assistance arrangements may also be made by emailing [access@irishrail.ie](mailto:access@irishrail.ie) which is monitored Monday to Friday 09.00-16.00 hrs. Prior notice will ensure that a staff member will be available to both assist you board the train (and at changeover stations) and alight at your arrival station. Customers are advised to arrive in good time prior to departure of the train, and if carrying excess luggage, are advised to travel with a companion. If you need to cancel your journey for which special arrangements have been made, please let us know so that the staff will be available to assist other Customers.

At our main stations (Heuston, Connolly & Cork), we provide staffed Information Points, open during Ticket Office opening hours. These are situated on the station concourses and also serve as meeting points for passengers who have booked assistance. Ticket Offices also serve this function in other locations.

## **Suburban City Services**

We ask Customers travelling in the **Dublin Suburban area** who require assistance, to give 4 hours notice utilising our new zonal system which provides improved service for DART, Maynooth/M3 Parkway and Dublin Connolly to Balbriggan customers. This policy divides the 31 stations on the DART, Maynooth and Northern Commuter line into 13 zones, with each zone including between one to four stations. One station in each zone will be fully staffed (a Hub station) and will provide support to other stations in that zone. For contact details see <https://www.irishrail.ie/travel-information/accessibility-onboard-trains/access-dart-northern-commuter> .

For the Cork/Cobh/Midleton commuter zone and Phoenix Park Tunnel services, customers requiring assistance should ring 1850 366222 07:00 -19:00 Mon - Fri (excluding public holidays), 08:00 -18:00 Sat and Sun (including Bank Holidays), at least 4 hours before travel.

If possible, we will arrange assistance at shorter notice for urgent journeys.

Most of our suburban stations have automated ticket barriers. These incorporate at least one wider gate for wheelchair Users and those who are unable to use the standard gates. When stations are unstaffed, at least one gate will be left open to permit access.

### **Stations**

All new railway stations have been designed and constructed in accordance with accessibility standards/best international practice. An accessibility refurbishment programme to make existing railway stations more accessible is continuing. For up to date information about accessibility at our stations, please use these links: <http://www.irishrail.ie/travel-information/your-travel> and select your station, or <http://www.irishrail.ie/travel-information/disabled-access>.

### **Ramps**

At some stations there is a gap between the platform and the carriages which may create difficulty for people who are visually impaired, use wheelchairs or have mobility impairments and assistance may be required when boarding or alighting from the train. Our staff will use ramps to help you on or off our trains as required

### **Seats on Trains**

Iarnród Éireann undertakes to make every reasonable effort to ensure that Customers with a disability and those requiring extra assistance can obtain a seat on a train. Seats and wheelchair spaces may be booked on line on [www.irishrail.ie](http://www.irishrail.ie). We provide priority seating on all carriages which are situated nearest to entrance/exit doors. Our Intercity fleet complies with all current EU Accessibility Regulations. These trains have carriages with designated wheelchair accessible spaces and toilets, movable armrests for ease of transfer, colour contrasts and audio visual announcements.

## Car Parking

All stations with car parks have designated car parking spaces for European Parking Card holders (see below). They are provided at a convenient location on a concrete or tarmac surface, with dropped kerbs and non-slip pavements where appropriate. Our carpark operator regularly monitors usage of designated car parking spaces to ensure that customers without the appropriate European Car Parking Permit are not utilizing these spaces.

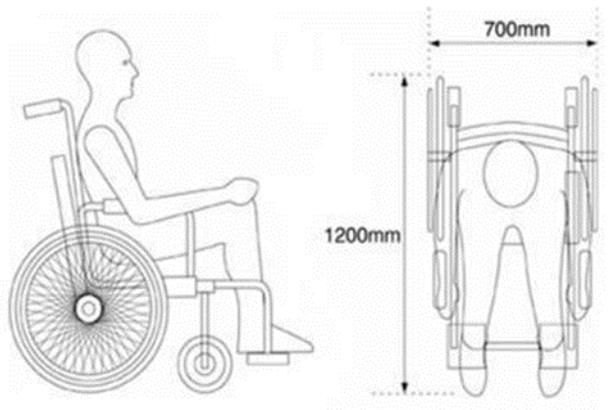


## Wheelchairs and Powered Scooters on Trains

Trains with wide, power-operated doors and dedicated wheelchair spaces operate on most of our services. It should be noted that at some stations there is a gap between the platform and the carriages which may create difficulty for people who are visually impaired or have mobility impairments and assistance may be required when boarding or alighting from the train.

On Intercity trains, there are a limited number of wheelchair accessible spaces available and it is important to book your space in advance, but please try to give at least 24-hours' notice of your journey.

We can accommodate wheelchairs or powered scooters up to 700mm in width and 1200mm long (including footplates) height 1435mm including occupant a maximum weight of 300kg including occupant and a turning radius of 900mm.



For safety reasons If your wheelchair or mobility scooter is larger than the permitted dimensions, we cannot accept it as the wheelchair or scooter may not be able to turn corners on board the train.

See photo below of an example of the type of large four-wheel scooter we **cannot** carry on board:



For safety reasons you are not allowed to sit on a scooter during your journey and must be able to walk to a nearby seat. As space on our services is limited, wheelchair users will have priority over the designated wheelchair/mobility scooter spaces. Powered wheelchairs and mobility scooters must not exceed walking speed (6 kph.) within stations and on platforms.

Advance arrangements can be made by calling our Customer Contact Centre, Lo Call 1850 366222 (outside Republic of Ireland +353 1 8366222) Mon-Fri. 07.00-19.00 hours, and, Sat/Sun/public holidays, 08.00 hours-18.00 hours, (excl. 25<sup>th</sup>/26<sup>th</sup> December) or e-mail: [iewheelchairbookings@irishrail.ie](mailto:iewheelchairbookings@irishrail.ie) A Customer Contact Centre Agent will note details of your proposed journey and arrange assistance at your departure and arrival stations (and at intermediate stations if you need to change trains).

## Guide /Assistance Dogs and Puppies in Training

Guide/Assistance dogs and Puppies in training are permitted to travel on all Iarnród Éireann services without restriction. A Guide/Assistance dog must be clearly identifiable either by coat or harness to distinguish it as a working dog and not a pet.

**Puppies in Training.** In the initial months of training, a puppy is identifiable by a yellow lead sign which bears the Irish Guide Dogs for the Blind name and logo. Then the puppy wears a yellow jacket which bears the Irish Guide Dogs for the Blind name and logo before becoming accustomed to wearing the guide dog harness or assistance dog jacket. Their trainer carries suitable photo identification. Other assistance dogs, such as Autism assistance, will carry appropriate jacket to identify them.



### **Delays on your train service**

If delays occur after a train journey has started, Iarnród Éireann will endeavour to minimise the delay. Our Customer Charter sets out in detail what to expect in such circumstances <https://www.irishrail.ie/Travel-Information/Passenger-Charter-Know-your-Rights/Irish-Domestic-Rail-Travel>

### **Planned Disruptions**

Details of any planned disruption to services can be found on our website [www.irishrail.ie](http://www.irishrail.ie)

Customers who have booked assistance for disrupted services will be advised and informed of alternative arrangements..

If you have already been advised of the intended disruption when booking, but are unable to travel at another time, you (and one accompanying adult) will be provided with an accessible bus or taxi for that part of the journey where road transport has been involved ( or for the whole of the journey if multiple changed between rail and road transport are involved).

Please note that we may not be able to provide alternative transport for unbooked scooters, unless they are of the “fold down” type that may be easily transported.

### **Unplanned Disruptions**

Where unplanned disruptions occur, we will make arrangements to provide alternative transport, calling at the same destinations as the intended train service. If required we will provide a taxi for disabled passengers (and others with mobility difficulties) and one accompanying adult as soon as possible. Where a family is travelling with one or more disabled members, we will make every endeavour to ensure that they travel together. When trains are re-platformed at short notice, we will ensure that all

passengers with mobility difficulties are assisted to the re-platformed train before it is despatched from the platform.

### **Free Travel Passes (Standard Class)**

Free Travel passes are issued by the Department of Employment Affairs and Social Protection. For Information on Free Travel Entitlements contact:

Free Travel Section, FREEPOST, Pension Services Office, College Road, Sligo. Telephone: LoCall Leaflet Request Line - 1890 500 000

Your Free Travel Pass only entitles you to travel; it does not guarantee you a seat. If you have a Free Travel Pass, you may reserve your seat(s) by phone 1850 36 62 22 or via our website [www.irishrail.ie](http://www.irishrail.ie) by selecting the “Reserve Seat Only” option when asked what ticket type you wish to purchase. At date of publishing, this normally costs €5 per seat, per direction of travel.

For passengers in possession of a Free Travel Pass using Iarnród Éireann Irish Rail Services the following conditions apply:

Passes must be produced at the ticket office on all Intercity journeys in order to receive a valid ticket to travel on the train. If the ticket office is closed or the station is unstaffed, you may join the train with just your valid pass. Passes must be produced at any time during the journey and if required, delivered up when requested by any official of Iarnród Éireann Irish Rail.

<https://www.irishrail.ie/faqs/where-do-i-find-information-on-the-free-travel-pa>

Iarnród Éireann welcomes any feedback on this document, please email [access@irishrail.ie](mailto:access@irishrail.ie).