

Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6

Connolly Station, Dublin 1, D01 V6V6

T 01 703 4293 E foi@irishrail.ie W www.irishrail.ie



07th July 2021

[Redacted]

Re: FOI request IE_FOI_485

Dear [Redacted]

I refer to your request dated 14th June 2021 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:

KPIs as given to the board of Irish Rail in relation to lifts. This request is to cover the period 01 January 2016 to the date of receipt of this request.

Response:

I, [Redacted] Decision Maker have now made a final decision to part grant your request on 07th July 2021.

We did not include Lift KPIs on our KPI report to the Board until January 2021 (P01 2021).

Please see attached KPI dashboards from Periods 1,2,4 2021, (Please note period 03 and period 5 were not submitted to IÉ Board for review). I will send these when they have been reviewed by the board.

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 by email at foi@irishrail.ie

[Redacted]

[Redacted], FOI Decision Maker, Iarnród Éireann

Freedom of Information Request:
 Schedule of Records for **IE_FOI_485** : 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	07.07.2021	P1 Lift KPI	1	Grant		
2	07.07.2021	P2 Lift KPI	1	Grant		
3	07.07.2021	P4 Lift KPI	1	Grant		

Signed:



Freedom of Information / Data Protection Office

Period 1, 2021



YTD

Period 1



KPIs	Unit	YTD		YTD Status	Period 1		Period Status	Reviews and Comments
		Actual	Target		Actual	Target		
Lifts and escalators out of service > 3days	No.	3	5	■	3	5	■	Ahead of target P1
Lift door failures	No.	13	20	■	13	20	■	Ahead of target P1
Lift monitoring interventions	No.	9	12	■	9	12	■	Ahead of target P1
Lift entrapments (>1hr)	No.	0	0	■	0	0	■	No incidents P1

Iarnród Éireann Always Safe Performance Dashboard

Period 2, 2021



YTD

Period 2

KPIs	Unit	Actual	Target	YTD Status	Actual	Target	Period Status
Lifts and escalators out of service > 3days	No.	7	10	✔	4	5	✔
Lift door failures	No.	28	40	✔	15	20	✔
Lift monitoring interventions	No.	14	24	✔	5	12	✔
Lift entrapments (>1hr)	No.	0	0	✔	0	0	✔
Total Percentage No. of days Lifts & Escalators available	No.	96	94	✔	96	94	✔
Total Percentage No. of days Lifts & Escalators fault free	No.	99	97	✔	99	97	✔



Reviews and Comments

Three due to water ingress (weather related faults)

Ahead of target P2 and YTD.

Ahead of target P2 and YTD.

On target P2 and YTD.

Ahead of target P2 and YTD.

Ahead of target P2 and YTD.

Iarnród Éireann Always Safe Performance Dashboard

Period 4, 2021

YTD

Period 4

KPIs	Unit	Actual	Target	YTD Status	Actual	Target	Period Status
Lifts and escalators out of service > 3days	No.	15	20	🟢	5	5	🟢
Lift door failures	No.	44	80	🟢	12	20	🟢
Lift monitoring interventions	No.	24	48	🟢	5	12	🟢
Lift entrapments (>1hr)	No.	0	0	🟢	0	0	🟢
Total Percentage No. of days Lifts & Escalators available	No.	96	94	🟢	97	94	🟢
Total Percentage No. of days Lifts & Escalators fault free	No.	99	97	🟢	99	97	🟢



Reviews and Comments

On target P4 and ahead of target YTD.

Ahead of target P4 and YTD.

Ahead of target P4 and YTD.

On target P4 and YTD.

Ahead of target P4 and YTD.

Ahead of target P4 and YTD.