Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6

Connolly Station, Dublin 1, D01 V6V6

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07th July 2021



Re: FOI request IE_FOI_485



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:

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



, FOI Decision Maker, Iarnród Éireann

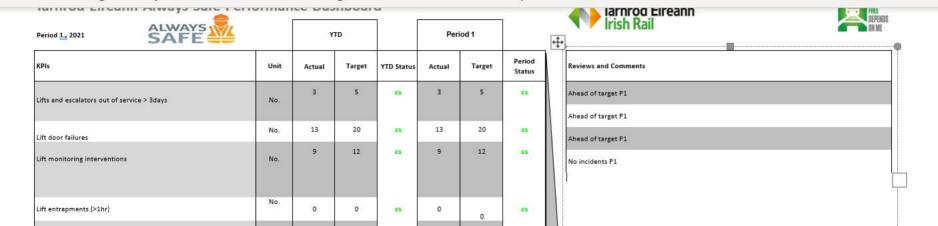
Freedom of Information Request:

Schedule of Records for IE_FOI_485: Summary for Decision Making

| | | | | Decision: | | Record |
|------------|----------------|-------------------|--------|--------------|----------------|-----------------|
| | | | No. of | Grant/Part | Section of Act | Edited/Identify |
| Record No. | Date of Record | Brief Description | Pages | Grant/Refuse | if applicable | 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 | 1 | |
| | | | | | | |
| | | | | | | |

Signed:

Freedom of Information / Data Protection Office



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 | n | 4 | 5 | n |
| Lift door failures | No. | 28 | 40 | n | 15 | 20 | n |
| Lift monitoring interventions | No. | 14 | 24 | n | 5 | 12 | n |
| Lift entrapments (>1hr) | No. | 0 | 0 | n | 0 | 0 | n |
| Total Percentage No. of days Lifts & Escalators available | No. | 96 | 94 | n | 96 | 94 | n |
| Total Percentage No. of days Lifts & Escalators fault free | No. | 99 | 97 | n | 99 | 97 | n |





| 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





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

| 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. | | | | |