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Connolly Station, Dublin 1, D01 V6V6
T 01 703 4293 E foi@irishrail.ie W www.irishrail.ie



05th August 2021

[REDACTED]

Response FOI request IE_FOI_489

Dear [REDACTED],

I refer to your request dated 23rd 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:

A copy of all complaints (please include complaint detail, for example, the original email, form or call notes submitted by the complainant) made in relation to accessibility of Irish Rail (including all trains such as commuter, intercity, DART etc) from Jan 2019 to present.

Response:

I, [REDACTED], Decision Maker have now made a final decision to part grant your request on 05th August 2021.

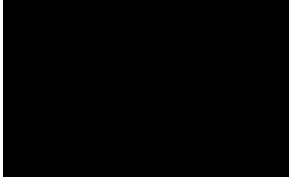
Rights of appeal

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

Yours sincerely,



[REDACTED], FOI Decision Maker, Iarnród Éireann

Freedom of Information Request:
Schedule of Records for IE_FOI_473 : 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	05.08.2021	FOI 489- ACCESSIBILITY_Redacted	9	Part Grant	S37	Personal Information of Others

Signed: 

Freedom of Information / Data Protection Office

- I arrived at Heuston Station for the 11 train to Cork, I went to customer services and requested help with getting my wheelchair bound daughter on the train. I was told go to platform 5 and await assistance. 5 mins before the train was due to depart and no sign. Thanks to a fellow passenger who went and went and found the Host on the train, I could have been left stranded

- I have come across this issue on lots of occasions (most weekends to be exact) and it is obviously so frustrating and embarrassing! The priority seating are obviously for an injured person on crutches or limited mobility, pregnancy etc.....The wheelchair area is in the same place and nearly half of the time it is clustered with bags, prams or overcrowded with passengers! I will be using Irish Rail again this weekend and more than likely, these seats and wheelchair area will be abused once again! I or some of my fellow disabled friends will keep nagging at you and the transport authority until these issues are addressed to.

- I travelled to Dublin last Saturday (March 2nd) as advised in my previous email.

On my journey to Dublin, an Irish Rail worker provided assistance and a ramp at Ballymote station for the 06:58 train. He asked that in the event I didn't travel back from Dublin Connolly on the 19:15 train that evening, I should phone Sligo station to let them know.

This was because an Irish Rail employee would have to be sent by taxi from Sligo to Ballymote to assist me. I assured him that if my plans changed I would let them know.

I was met by an Irish Rail employee with a ramp at Dublin Connolly and again, that evening, I was assisted onto the 19:15 train.

However, when I arrived at Ballymote station at approx 22:15, there was nobody there to help me. A few passengers asked if I was okay and, in the end, I had to get two inebriated passengers to hold my rollator steady on the platform while I tried to negotiate the steps from the train. It was far from ideal. As I moved away from the train, I could see the driver in the distance give a thumbs up sign.

I'm not blaming the driver but, if the unions stipulate that they cannot leave their cab to assist passengers, the onus is on Irish Rail to provide that assistance.

I purchased my ticket in advance, emailed yourselves as instructed, and expected the assistance that I was offered. It's simply not good enough. If I was still wheelchair bound I would not have managed to get off the train. What would have happened then?

I would be grateful if you could investigate this matter as soon as possible. I was put under considerable stress to get off the train without a ramp. As I have stated previously, I cannot walk unaided and the only reason I was able to leave the train was due to the kindness of strangers.

- Dear Sir/Madam
I've noticed recently that the priority seats reserved for those passengers who need it (that is, for those with mobility restrictions, who are pregnant, etc. etc.) are often taken by passengers who don't appear to need them. I've also noticed that more and more often an elderly passenger, pregnant woman, mobility restricted passenger is left standing with no one offering to stand and give the priority seat to them. I think mobile devices may be partly to blame as passengers seem less and less aware of others travelling in the same carriage. I believe this is something that could quite easily be

changed. Perhaps @irishrail could help spread the message by reminding people to think of others and thanking people who do. In addition, if Irish Rail drivers make announcements to passengers to do only two things (1) to look up and check if they are sitting in a reserved seat and (2) to look around to see if a fellow passenger might need that seat, and to offer it to them. I think this is could be a great opportunity to encourage people to start their day by noticing their fellow travellers - who knows, it might even encourage a bit of conversation. If nothing else, at least it would make the journey more comfortable for people who would really appreciate the seat.

- It is disgraceful that a wheelchair user suffered the indignity of a broken/out of use lift in Salthill/Monkstown Dart station on Saturday 6th April at 11 pm. It took four people to get the lady over the bridge and six to get the electric wheelchair and accompanying equipment to the opposite side. That is an appalling situation and the I would suggest the people responsible explain to me what we were supposed to do.
- Hi All
Call from [REDACTED] to advise no announcements on the 7.22 from Louisa Bridge this morning.
- I reserved seats 06 and 08, Coach D (disability) return journey 25th and 26th April, Ballymote/Dublin Connolly. I was provided with requested, essential ramps for boarding and disembarking. Post-surgery discharge from hospital meant ramp for disembarking be available at Ballymote, arrival 18.00.
Staff member who boarded me requested driver to disembark me. Driver refused. I had to hold exit door open until driver finally started to close doors with my body caught between doors, announcing doors were to be cleared and closed.
My travelling companion, plus two kind passengers, lifted me and disability equipment onto platform.
As a result of this incident, I have since suffered extreme post-surgical pain.
I haven't had a problem like this since I contacted [REDACTED] some years ago.
I want this incident investigated and sorted urgently, as I'm due in Dublin for more surgical procedures at the end of this month.
I can provide the name of the staff member who boarded me at Connolly, but driver's name should be available from your roster.
- I was on the train from Waterford to Clonmel and I got to Clonmel and nobody came to take me off and I had to wait in Limerick to go back to Clonmel and I missed my taxi
- My husband is blind. He uses the Dart to work everyday. Today he injured himself on the face by walking into a pole. He was avoiding all the overgrowth growing onto the path at foot and face level along station road Glenageary. This is a serious issue for him. Please address this issue asap. There is no facility to attach a photo

- Complaint in relation to access to disability parking spaces

Salins -On going problem for her trying to access to disability parking spaces due to feeder bus parking either across or in-front of the spaces. She said this is on the Supervalu side of the station.

Some bus drivers do move but others are rude and refuse to move. Had previously tried to call Station but couldn't get through.

- Hi,

I want to make a complaint. I brought my mam to Heuston yesterday evening to get the 19.00hrs to Thurles. I rang my niece in advance to book a wheelchair for my mam who is 89 and the gentleman said to come back once the platform was announced. I went over and I was told that they had none and I explained my niece was promised one. He had given it to someone else. I cannot believe they gave it to someone else and were not even apologetic about this and my mam had to struggle with a walking stick. She was breathless and weak when she got on the train. I have been told that two of your wheelchairs were stolen and I sympathize about this but if the platform had been number 6 or 7 which it normally is my mam would have missed her train and been so upset,. I travel with you all the time and I would have thought the health and safety of a senior citizen who is 89 and needs wheelchair assistance should be looked after.

- I would like to register my disappointment that on the DART service, there are no signs on board to allow for the most vulnerable i.e people with disabilities, the elderly or pregnant women.
- I have MS myself and it angers me to see perfectly healthy people in suits, most of the time, cramming onto the train and leaving the vulnerable at the back bound not to get a seat. My illness isn't noticeable but I have fallen on two occasions after someone has left their seat, it affects my legs. People probably thought that I was drunk and I deal with that now, I can't blame people for thinking that. What I can blame is Iarnod Éireann not placing signs to remind people that there are vulnerable people in the train and because a person can't see your disability, doesn't mean that it doesn't exist. I work everyday in the city and am left standing most of the time coming back from the city. I understand that people are tired after a long day but I can guarantee that they aren't as physically drained as me, or the elderly, or pregnant women after a long day.
- I applaud your efforts to highlight the social ill that is racism and I believe that such an effort should be spread to ensuring that the most vulnerable get a seat for their journey back to where ever they live. I would like to see action taken on this immediately just through signs denoting areas for vulnerable people. If someone is ignorant of course they'll ignore it and that has nothing to do with yourselves but the only way to stop that is for the vulnerable person to highlight their ignorance, sadly that is the only way. The majority of people will have no problem and apologise and I detest getting into confrontation which makes everyone on board feel awkward. I just feel that this must be highlighted on the DART service as it is on Iarnod Éireann services to other towns or cities.

- Travelling from Dublin Heuston to Kilkenny at 13.15 [REDACTED] spoke to [REDACTED] in Dublin at quarter to 12 to organise wheel chair assistance and [REDACTED] told them to come back at quarter to 1. They arrived back at 12.45 to be told the train had not arrived into the station so they would have to wait. They sat waiting for over ten minutes and at five to one [REDACTED] explained there was an emergency on the Cork train and one of the wheelchairs was needed for the cork train. At five past one [REDACTED] said she was afraid she would miss the train - [REDACTED] was told by a female in the office to walk down herself to platform 3 if she was afraid she would miss the train. At this stage i must point out that [REDACTED] and it was her wish to go to Kilkenny with her daughter for a break. Her daughter was just out of the Mater herself with a broken arm so she was in a cast and unable to assist her mother. One of the men standing there then wheeled [REDACTED] down to the train and when they got to the train it was already heavily booked and she found it difficult to get a seat. Her daughter was making her own way down to the train and when she met the man on his way back with the wheelchair she asked him 'Where is my mother' - [REDACTED] was just told she was on the train so Janice ended up walking through the full train to find her. As you can appreciate [REDACTED] was very upset when she rang here this morning to make her complaint. She could not believe that she would experience such disrespect and i suppose given the fact she is ill she was hoping to have a memorable experience whereas instead she didn't enjoy the break away owing to the way to she treated [REDACTED] doesn't have access to email so i told her i would do it on her behalf. She has asked that somebody from Irish Rail would investigate this incident and get back to her as soon as possible.
- Having used this service yesterday I am completely appalled by the lack of compassion shown towards people with disabilities. My mother and I boarded the train in Bagenalstown and went straight for the carriage with the disabled sign. I have MS, arthritis, and epilepsy, my mother also has several complications, both of us have a free pass due to our disabilities. The carriage was full, mainly with older people so we went to the next few carriages to find all the priority seats were taken. We were both fully mobile at the time, so we didn't mind having to stand if needed. Thankfully we found two seats across from each other. The reason we were in Dublin was because my mother was having a procedure done on a main artery. Once we got there, I realised I had lost my medication and knew I would eventually run out of energy and be in a lot of pain. The train back was scheduled for 5:35pm. We went to the barriers at around 5:05 to ask a question about our tickets and the man said we could board the train at 25 past 5. We went back 15 minutes later (5:20pm) to find the train almost completely full. We found 2 seats and checked to make sure they weren't reserved which they weren't. We had been sitting there for around 10 minutes when we looked again and saw it was now reserved. As my mother had a serious procedure done just a couple of hours before hand, I told her not to worry I would stand when the man arrived for his seat. By now, the train was completely overcrowded and people were even standing along the aisle because there was nowhere else. As I had no medication, I was completely drained of energy and in pain. Meanwhile, the priority seats which were behind us were occupied by students. I never commented on this because my disability is sometimes invisible, and they could also have a hidden disability but then the girl directly behind us began talking on the phone through her headphones about waiting for a "spaz" to come along and try make her move. Thankfully, the man who had reserved the seat never arrived, we both got to sit for the journey home. I don't understand why the priority seats aren't checked, why you allow the carriages to be overcrowded, and why able bodied people are allowed to reserve seats but disabled people aren't? The answers to all of these questions seem to have money signs as the answer and the lack of compassion towards people with disabilities is shocking. There was also a statement made a few months ago in Bagenalstown about how there would be always someone there to help (mainly wheelchair users). That is completely untrue, we had to ask a kind stranger how to even get tickets. A woman desperately trying to access the bathroom was unable to which is completely ridiculous. All

in all, it was an awful experience and proved to myself and many others that Irish Rail is in absolutely no way disability friendly.

- We spoke earlier this morning about me changing my booking from the 18.15 to 12.45 train to Balina today. I arrived by taxi and went through the ticket area and asked for a ramp. We waited a few minutes and nobody came. My taxi driver then got the ramp and put me on the train. A few minutes later [REDACTED] from Customer Service approached me and asked how I got on the train. I told him. He said that wasn't the procedure etc. I pointed out that we had waited and nobody came to assist with the ramp and he then said that they had no notification that I needed wheelchair assistance! I explained that I'd spoken to you earlier and booked my ticket requesting wheelchair assistance. It's stressful enough traveling alone by train in a wheelchair so when something like this happens it's very disappointing.
- I travelled on the 13:00 service from Heuston to Cork yesterday, Thursday, November 21st. There were no automated next stop announcements or manual PA announcements from the Host. I am unsure if there was a Train Host on this service.
- On wed 20th of nov I had booked wheelchair assistance for my elderly mother from Hueston to limerick. All worked fine in Hueston but on arrival in limerick no assistance arrived at the train. My mother had to be helped off by another pax and a taxi driver had to drive up to the large door on the right which is used for buses. She cannot walk far. This is the 2nd occasion that on arrival in limerick no assistance to be had. On the first occasion my sister had to get her off the train. I booked it on the phone through a lovely helpful lady and I particularly asked if someone would meet her in limerick. She said she would email the station. It was the 15.30 train as it is direct and no change is very helpful to her condition. I'm hoping to send her on that very train next wed 4th dec but as you can imagine I'm worried about her arrival in limerick. It arrives at 17.40. Is there any way I can be sure there will be assistance for in limerick. If there is no guarantee I'm afraid she will have to stop travelling by train
- I am travelling on the 13.00 train from Heuston to Rathmore. Due to a hospital stay and the nature of the surgery I will need a wheelchair to take me to the train if it is far down a platform or leaving from platforms 5, 6 or 7 as I am unable to walk long distances or put my bag on the train. Due to these issues I will require wheelchair to take me to the train and a porter to place my bag on the train. I can board the train myself without the need for ramps.
- Traveled from Killarney to Heuston on 13/12/19 had two wheelchairs booked when we arrived at Heuston no assistance there so we had to struggle to walk halfway down platform by chance we met a porter who arranged to get chairs for us. We are very disappointed with this service as we encountered the same problem last year when returning from Killarney.

- I am visually impaired and I want to know that when getting off the train will I guess customer care assistance will they give me customer care assistance to a taxi rank and ultimately will they be able to get me to a taxi rank with the latest conditions of COBIT 19 Also what way will you be able to know if I choose to get a taxi rank/assistant to a taxi if I am on the train or not on the train to ensure – if I call customer care assistant and ask for taxi or taxi assistance or transport for a taxi from Houston station how will you be able to make sure that I am getting that taxi if I am or not on the train Thank you.
- On 10 August I call Irish rail in Dublin to book a space I was talking to a lady and she said will fit and stand size I get sizes as well for Thursday 13 August. On 13 August at 8.04 ennisclorthy to dun Laoghaire . So get on train in ennisclorthy drive up with ramp but the scooters will not fit around corner to park up to but very narrow so stay in hall way and park up near door. AFTER 6 MONTHS BECAUSE OF LOCKDOWN AND COULD TRAVEL FOR FIRST TIME WITH SCOOTERS AND NO RESPECT FOR PEOPLE WITH DISABILITY ALL SO HAVE PHOTO TO PROVE IT WHAT GOING DO ABOUT IT I HAVE MULTIPLE SCLEROSIS HIGH BLOOD PRESSURE NOT ALL WALK FAR
- Hi , 1. Firstly I would like to request that on all intercity trains, darts and trams that when the stop announcements are being made, that people are reminded of mobility seats . I would like these seating areas to be marked out CLEARER esp on TRAINS & DARTS. Numerous times I have been traveling especially on the Maynooth line and have to repeatedly ask for seat , and have been refused , ignored and abused. Just maybe an announcement might make people more aware. 2. There is no parking at the Castleknock train station, however all along the side of the train station is the canal and a green areas- (cars from the canal barges park here and access for service vehicles) I was told by Irish water way workers that it was ok to park here with my disability pass providing I was not blocking pathway and route for service vehicles. The land is owned by Irish water ways, I have nothing in writing from Irish water ways , it was just a courteous thing as I have mobility issues and getting to and from train station is difficult. However the first morning back in January , upon leaving my car and walking towards the train station I was shouted at by the male attendant (he is the only employ at this train station) he aggressive and told me I couldn't park there, he could clearly see I was using my walking aid. I tried to explain to him, I was a blue pass holder , the land was Irish water and they verbally said it was ok. He didn't want to know , said it was private property and move it . I explained I would be late for work, and I had no choice but to leave it . So can you please show me on a map exactly where Irish rail own i.e. exact plot of land around the Castleknock train station so I can get clarification on where I can and can not park without risk of your employee shouting at me in view of a full train station.
- Hi I don't mean to complain, but I would like to discuss the lay out of the dart system. I work for St John of God's and assist service users with traveling to work, day service or home on the dart. I am unsure if you are aware but the system can be very complex to our service users. I understand it is my role to make this service accessible for them. But being a person who does not see the dart I found the system myself confusing and therefore not being fully able to assist the service user. 1) the dart and train are both green and yellow and both said bray. I asked how can I tell the difference between these to a staff member in the dart station. one person said the train is like a "cho cho".(really) I then asked another staff member and they appeared to struggle to tell me how to tell the difference. I accepted this answer as there is no real difference other than looking at the roof and seeing it is connected to the wires. 2) Another issue which may help your system or make it more friendly is to introduce a colour scheme. some of my Service users are illiterate and can not read the signs. therefore I have thought a couple how to count the stops on their hands. this is more difficult when they have a few stops. Its fine if its 5 as I can say high five when you reach your stop. If someone

could contact me to discuss this as being travelled trained is a massive accomplishment for some of our service users and really the only independence they may have. (people usually get excited and feel great when they buy a house or get a promotion this is the equivalent to our service users.) Have a great day and stay safe.

- I am a resident of Belvelly Cobh Co Cork. I am a customer of Irish Rail and have been for many decades. Our local station is Fota railway station, this is the only public transport for our community in Belvelly. I and some of my neighbours have disabilities and disabled parking privileges for our cars. Over the past few months we have been told that we have no right of way to the railway station at Fota and that if we park there we will have our cars clamped. This access has been used as long back as local residents can remember and some of these are in their mid 90's, This threat is being made by the three stakeholders involved, these being OPW, Fota Wildlife Park and the Fota Island Resort. Their alleged reason for this is anti-social behaviour that has happened in the vicinity of the railway station and also the very dangerous condition of the unlit roadway. The antisocial behaviour is something we as a community knew nothing about and have never witnessed. We have now been told they will keep access open during train operating hours but we have to access the train station on foot. We can only park in the wildlife overflow car park and have to walk the last kilometer on foot, which in the black dark of evening is an impossibility from every safety aspect. No Lighting, huge potholes all over the path and alleged antisocial behaviour there , also I personally am never comfortable walking a few feet away from the tigers especially in the dark. This is a complete impossibility for me with my disability.
- This has caused huge upset and worry for many of the residents and we are seriously concerned we will lose our only access to public transport. Back last March one resident got off a late train to find the green gates on the Fota road (our access) locked and she was completely on her own, a very frightening experience. Local children use it for schools and college in both Cork and Cobh, and many use it for their daily commute to work. Can you please advise what is Irish RAILS position on this. How is the public to access the train station at which every train stops. Can you clarify how we access the train station. We are all encouraged to use public transport but we find ourselves being threatened and intimidated and prevented from using ours. I am forwarding a copy of this to my local representatives to request their support also,
- Hello, I travelled from Tullamore station on Sunday 25th April 2021. I had spent a sleepless night in Accident and Emergency at Tullamore Hospital and I was looking forward to going home to Athlone to rest. I broke my leg and I have to walk in crutches. 1) I was surprised that there were no members of staff at the station - as a first suggestion I would kindly ask you to reconsider your investment priorities and ensure the station is always manned. 2) I was disappointed that there were no displays nor announcements about upcoming trains so I called Irish Rail to check which platform I needed because I could not run across the footbridge in case of a last minute change of platform. I would warmly recommend that you invest in both displays and a tannoy system for Tullamore station. 3) I would also suggest that you decrease the advance notice for people with mobility issues who need assistance boarding a train from 4 hours to 1 hour. I called Irish Rail to ask for help boarding the train and I knew I had to call Monday to Friday with a 4 hour notice but I was uncomfortable and worried I would not be able to board the train. Unfortunately I was not able to board the train and I had to wait for the following one. Please confirm that you will follow up on this - I used to live in London and the rail network has been devised to cater for people with mobility issues, all stations have displays

and have announcements for upcoming trains. The current infrastructure is not fit for purpose nor user-friendly.

- Hí Guys

I don't want to make an issue out of this last weeks Friday June 10th I had to ask around where was the location of Connolly's Changing Places? After being accompanied I carry around my own red radar key which opens other Changing Places for example Dundrum Town Centre, Wetherspoons etc. Unfortunately you have a different door lock mechanism that's not universal if it was then that master key could be used in multiple locations without looking for staff. Now the red pull cord is tied up could be a problem for someone to reach? I just wanna help not making a fuss

- It is very disappointing that I feel it necessary to email you but, having left it go on a previous occasion, my experience last weekend trying to travel with Iarnród Éireann was absolutely disgraceful. I paid over €40 for a return flexi ticket with disability access to travel from Limerick Colbert Station to Portlaoise on the 3.50pm train on 4/9/20 and return from Portlaoise to Limerick Colbert Station on 7/9/20 at 6.17pm. I phoned on Friday morning to confirm that I needed assistance (ramp) and spoke to a very pleasant and professional gentleman and he kindly confirmed everything was in order. When I got to Colbert Station on Friday, I had to ask for the ramp assistance but that was done. However I didn't feel any confidence that they were aware of this in advance so I asked them to ensure there would be no issue for me when changing trains so that gentleman said he would phone ahead and mention it to the driver which he did because I received assistance at Limerick Junction. When changing train I again mentioned it. The gentleman on the next train was very kind and came to me before we got to Portlaoise but once the train arrived in Portlaoise there was no ramp access ready for me. Thanks to the gentleman on the train, he was able to help me disembark from the train and only for that I would not have been able to disembark on my own. Obviously, having had the upset of that experience, I was concerned about my return journey. I phoned Iarnród Éireann to ensure that the ramp access would be available and firstly the lady, I felt, was trying to dismiss my call because I started by explaining that I had already phoned about this on the Friday so she said that if I had it already booked then 'why was I ringing again'. Anyway, she started to take the details and then told me that it was already arranged. I can assure you that I wasn't feeling confident. However, I arrived to Portlaoise and the office was not attended. The bottom line was that the train arrived and I had no ramp access. I had to get someone to help lift me on to the train – this person kindly spoke to the driver to explain that I would need help at Limerick as I was travelling on my own. The driver and another gentleman were so kind at Limerick and they helped me off of the train. My experience in Portlaoise and in Limerick Colbert Stations 4 weeks ago was similar in that, although I had phoned in to arrange accessibility to the trains, there was no assistance ready for me neither in Portlaoise nor in Limerick. I truly put that down to perhaps some mix up or something but after making sure to follow all procedures correctly and make the appropriate arrangements by phone, it was absolutely disgraceful to be in such a situation. I could only book certain trains because of needing assistance and paid the full flexi fare even though it turned out I couldn't change my timetable because of needing assistance. I think what happened is absolutely appalling and unfortunately it was not an isolated incident as my previous experience was as bad. I would like to know the following:

- Is ramp access actually available to book in advance or is there false information on your website?
- Why, when phoning, does Iarnrod Eireann confirm that ramp access has been arranged in advance when in reality it turns out there is no ramp access available?
- When do you anticipate that I can travel with Iarnrod Eireann and be assured that ramp access will be available?

On a separate issue can you please confirm that, due to Covid-19, there are no toilet facilities at Portlaoise Train Station.

- As discussed on the phone, you have highlighted the maintenance works on lifts are not due for completion until November 25th / 27th. The lifts have been out of use for the past two weeks. As such, the Dun Laoghaire station will not have had lifts in use for a period of two months. As a direct result of the lack of lifts in the station, some of our clients have been unable to attend our service, which is an essential health & social care service. This severely inhibits our clients access to their local communities, rehabilitation supports and their right to travel freely. An alternative route has been suggested of getting the train to Bray and then a bus to Dun Laoghaire or getting off at Salthill and doubling back to Dun Laoghaire. However both of these suggested routes are not viable for our clients, would result in significant extra travel time and as such it would be extremely inconvenient for our clients with mobility issues and high levels of fatigue. This is unacceptable and is causing distress to our clients. I would hope that in light of the above, some agreements could be made to fast track the completion of these works.

Hoping to hear back regarding this matter soon.

Kind regards,

- My niece went to the customer service area in Heuston station at 6.00 near Marks and Spencer and the gentleman at the desk said no problem and when I went over at 6.30 he had given it away to another lady. I appreciate she may need the chair also but surely he should have said this has been booked first and that she would be next to get it. I cannot believe that you have not sufficient amount of wheelchairs. My niece did not ask the gentleman his name as this would not be appropriate but he was a grey haired gentleman and this was the same gentleman I spoke to also.