Príomh Fheidhmeannach, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 **E** info@irishrail.ie **W** www.irishrail.ie

[redacted]

12th February 2016

Re: FOI request IE_FOI_016

Dear [redacted]

I refer to the request which you made under the Freedom of Information Act 2014 for records held by this body:

I, Ms. Heidi Reardon, Decision Maker have now made a final decision to grant your request on 23rd November 2015.

Request – All correspondence between Irish Rail CEO David Franks and Transport Minister Paschal Donohoe.

This includes all emails, letters and any other written correspondence sent between the two said individuals and their offices.

The timeframe for this request is 01/10/14-today's date.

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.

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.

Cathaoirleach Chairman - P Gaffney(UK), **Stiúrthóirí** Directors: F Allen, C Griffiths (UK), T McGee(UK), M McGreevy (UK), J Moloney; F O'Mahony, T Wynne; **Príomh Fheidhmeannach** Chief Executive: D Franks
Cuideachta Theoranta Cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
A Limited Company Registered in Ireland at Connolly Station, Dublin 1 **No. 119571 Vat No. IE 4812851 O**
Iarnród Éireann – Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Ur. 119571 Ur. CBL IE 4812851 O
Iarnród Éireann – Irish Rail, a designated activity company, limited by shares, registered in Ireland at Connolly Station, Dublin 1, No. 119571 VAT No. IE 4812851 O

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 on 01, 7034293.

Yours sincerely,

Heidi

Heidi Reardon

PA to Chief Executive, Iarnrod Eireann

* 2014 *

Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 14 October 2014 16:01
To: Reardon Heidi
Subject: PD/14/5293 - Darragh Hurley - Tara Street Train Station

Follow Up Flag: Follow up
Flag Status: Completed

From: minister@dttas.ie [mailto:minister@dttas.ie]
Sent: 14 October 2014 15:59
To: [redacted]
Subject: [redacted]

Our Ref: PD/14/5293

Dear Darragh

As Minister for Transport, Tourism and Sport I have responsibility for policy and overall funding in relation to public transport. However, I am not involved in the day to day operations of public transport. Therefore, I have forwarded your email to Iarnród Éireann and I have asked them to respond to your particular query within three weeks. If you do not receive a response within this timeframe please contact me again.

With best wishes,

Paschal Donohoe

Minister Paschal Donohoe

Minister for Transport, Tourism and Sport

From: Paschal Donohoe [mailto:Paschal.Donohoe@Oireachtas.ie]
Sent: 09 October 2014 10:11
To: MINISTER'S OFFICE
Subject: Fw: Tara Street Train Station

Paschal Donohoe TD
Minister for Transport, Tourism & Sport
Fine Gael, Dublin Central
Phone - 01 6183689
Web - www.paschaldonohoe.ie
Twitter - www.twitter.com/paschald
Facebook - www.facebook.com/paschal.donohoe
----- Forwarded by Paschal Donohoe/Members/Oireachtas on 09/10/2014 10:10 -----

From: Darragh Hurley <hurley.darragh@gmail.com>
To: paschal.donohoe@oireachtas.ie,
Date: 07/10/2014 12:27
Subject: Tara Street Train Station

Hi Paschal

I wanted to bring to your attention the ongoing problems with the south bound lift at Tara St station.

I'm a regular user on the train and I can't exit the station on Tara St, as the lift is continuously out of order because problems with drug users shooting up in the lift.

I'm usually travelling with a young child and the lift has been out of service for several months. The staff tell me to complain to CIE, which I have done but nobody has any information on when the issued will be dealt with.

The solution to the problem is moving the lift indoors. It currently does exits onto a public lane way which is not safe and is the reason why it's been abused.

Tara Street Station is one the capitals main train stations such issues need to be addressed swiftly not ignored.

Looking forward to hearing you.

Regards

Darragh

Chief Executive, Stáisiún Uí Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
T 01 703 2454 F 01 703 2608 E info@irishrail.ie W www.irishrail.ie

Iarnród Éireann
Irish Rail

Mr. Darragh Hurley
Hurley.darragh@gmail.com

21st October 2014

Dear Mr. Hurley,

Thank you for your correspondence of 7th October to the Department of Transport, Tourism and Sport concerning the lift facilities on the southbound platform at Tara Street station, which has been passed to me for direct response

This particular lift is very problematic due to a number of reasons including:

- Regular abuse from vandals which impacts on the reliability of the lift.
- Anti-social behaviour at the entrance to the lift from street level which has placed passenger safety at risk.
- Its present location is outside the paid fare gate line i.e. there is no requirement to be in possession of a valid rail ticket when exiting the station via this lift.

The issues associated with vandalism and anti-social behaviour have essentially led to this facility being closed in recent months and we recognise the difficulties that have been placed on our passengers as a result.

A new lift facility from the southbound platform inside the station building is being considered as the long term and sustainable solution to providing this service for Tara Street Station and the feasibility / design of this is currently underway. I do acknowledge that this does not resolve the immediate need, however, I hope we can progress this in the near future, subject to funding availability.

Yours sincerely,

DFranks

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóirí Directors: F Allen, P Golden, T McGee(UK), J Moloney; J Nix, F O'Mahony, T Wynne; Príomh Fheidhmeannach Chief Executive: D Franks
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Reardon Heidi

From: GRIFFIN Kathleen <KathleenGRIFFIN@dttas.ie>
Sent: 17 October 2014 15:21
To: Reardon Heidi
Subject: PD/14/5427 - An Taoiseach - Richard Walsh - Noise Pollution
Attachments: 5427-A1410171457266847371.pdf; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Dear Heidi

Please see correspondence sent to us by An Taoiseach's office, can you forward the letter to the relevant section in Irish Rail for investigation and reply to Mr Walsh within three weeks please

Regards
Kathleen Griffin
Minister Donohoe's Office

15 October 2014

DEPARTMENT OF TRANSPORT TOURISM AND SPORT
15 OCT 2014
MINISTERS OFFICE

Mr. Richard Walsh
Deerpark House
Carrick-on-Suir
Co. Tipperary

Dear Mr. Walsh,

I wish to acknowledge receipt of your letter dated 8 October 2014 to the Taoiseach, Mr. Enda Kenny T.D., regarding noise pollution.

I have forwarded a copy of your correspondence to the Minister for Transport, Tourism and Sport, Mr. Paschal Donohoe T.D. and have asked that he have this matter examined on your behalf and respond directly to you.

Yours sincerely,

Patricia Collins
Assistant Private Secretary
to the Taoiseach

PS Minister for Transport, Tourism and Sport - for direct reply
CC. PS Minister for Justice & Equality - for info

[redacted]

8th October, 2014.

Mr. Enda Kenny,
Office of the Taoiseach,
Dail Eireann,
Dublin 2.

RECEIVED
BY: .....

Re. Noise pollution from inspection wagon at XL 151 on Wednesday, 08 October 2014 at 2pm. XL 151 is located on the Waterford to Limerick Junction railway line.

Dear Mr. Kenny,

I am writing to report extraordinary levels of noise pollution from an inspection wagon which passed through XL 151 to day Wednesday, 08 October 2014, at 2pm.
XL 151 is located in the middle of our main farmyard and adjacent to our main farm buildings and Deerpark House, where my parents live, and where my brother and I conduct our farm business.
The inspection wagon in question caused unprecedented levels of noise pollution before, during and after passing through XL 151 for no particular reason. The gates at this crossing were closed and the crossing was not in use at the time of this incident.
Three weeks ago the same inspection wagon caused similar noise pollution at XL 151 and again at that time the crossing gates were closed and the crossing was not in use.

I wish to make it clear that if this happens again I will be reporting the matter to An Garda Siochana. A copy of this letter is been sent to the Minister for Justice.

Yours sincerely,

[redacted]

Richard Walsh.

Chief Executive, Stáisiún Uí Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
T 01 703 2454 F 01 703 2608 E info@irishrail.ie W www.irishrail.ie

Mr Richard Walsh,
Deerpark House,
Carrick-on-Suir,
Co. Tipperary.

11th November 2014

Dear Mr Walsh,

I refer to your letter to dated 8th October to An Taoiseach's office with regard to your complaint in relation to the inspection car and your allegation of noise pollution, which has been forwarded to me to respond directly to you.

On the day in question, Wednesday 8th October, while approaching XL 151 and other level crossings in the vicinity the inspection car blew at the whistle boards over a very short period of time in each direction. The whistle sounded as it approached the crossing, and the same again on its return. Iarnród Éireann requires this for safety reasons.

This sounding of the whistle is a standard safety requirement across all Iarnród Éireann fleets, as we are required to sound the whistle to ensure that crossing users and all persons in the vicinity are warned of the Inspection cars approach. The inspection car does not operate over a prolonged period of time, and nor does the whistle sound for an unnecessarily long time.
Also, the fact that gates are closed is not relevant to this requirement, as the drivers have no way of knowing whether or not an individual gate is open or closed, and as such cannot take a risk to not sound the warning.

The inspection car operated during the daytime, and, as it has a requirement to run, will continue to operate on a regular basis, with minimum inconvenience to the general public.

I trust the above information clarifies Iarnród Éireann's position in regard to this very safety critical operational issue.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóiri Directors: F Allen, P Golden, T McGee(UK), J Moloney, J Nix, F O'Mahony, T Wynne; Príomh Fheidhmeannach Chief Executive: D Franks
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A Limited Company Registered in Ireland at Connolly Station, Dublin 1 No. 119571 Vat No. IE 4812851 O

Reardon Heidi

From: MCADAM Ray <RayMcAdam@dttas.ie>
Sent: 23 October 2014 12:26
To: Reardon Heidi
Subject: Issues with the Avoca Mining Site
Attachments: ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Heidi,

Alan White in the Minister's office has provided me with your contact details.

Minister Donohoe received a query from Deputy Andrew Doyle this morning regarding works by Irish Rail on the Avoca Mining Site.

Would it be possible for you to come back to me with an update on the issue outlined below?

I look forward to hearing further from you.

Best Wishes,

Ray

Ray McAdam
Political Assistant to Paschal Donohoe TD
Minister for Transport, Tourism & Sport
44 Kildare Street,
Dublin 2.

Email: raymcadam@dttas.ie
Mobile: 085 861 3502

I understand that an Irish Rail line runs through the Avoca Mining site and in recent days have moved in a number of excavators and dumpers.

The Heritage Officer from Wicklow County Council has been called out to the site given that it is an industrial heritage site.

Can you establish whether the relevant procedures have been adhered to in respect of the moving on site of such machinery? Did Irish Rail notify Wicklow County Council?

Chief Executive, Stáisiún Ui Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
01 703 2454 01 703 2608 info@irishrail.ie www.irishrail.ie

Iarnród Éireann
Irish Rail

Mr Ray McAdam
Political Assistant to Paschal Donohoe TD
Minister for Transport, Tourism & Sport
44 Kildare Street,
Dublin 2.

29th October 2014

Dear Ray,

Thank you for your email of 23rd October 2014 regarding Avoca Mining Site and the planned works to renew culvert number UBR196C.

This culvert in question is located under the Dublin to Rosslare railway line at Tigroney West in Avoca, County Wicklow. Iarnród Éireann determined that the structure is no longer fit for purpose. As such it represented a risk to the safety of rail operations in addition to being very difficult to inspect or maintain

Wicklow County Council officials were aware of the planned works and its Heritage Officer visited the site on 23rd October. Other Council officials visited the site over the bank holiday weekend. These works are taking place on Iarnród Éireann / CIE property which is adjacent to but separate from the mine property. The works are exempt from the requirement for planning permission both under the Transport [Railway Infrastructure] Act 2001 and under the Planning and Development Act 2000 [Section 4[1] [h]. Iarnród Éireann renewed culvert number UBR196C over the October Bank Holiday Weekend.

Iarnród Éireann and the Department of Communications, Energy and Natural Resources (with their consultants CDM Smith) have acted in close consultation in developing the culvert renewal proposal. Given both parties detailed knowledge of the site and wide experience in respective fields, there was agreement that quickly replacing the above structure was in the best interests of railway users and general populace alike. Standard health & safety procedures have been adhered to at all times in the works planning and implementation of this project. This includes methodologies regarding all site operations carried out in close consultation with the Department's appointed consultants.

Iarnród Éireann, as planned, is currently returning the site to match the pre works situation without delay. From our high accuracy GPS and LiDAR surveys taken prior to the works, we have detailed information on the site topography to revert to previous condition without detriment to the general character and industrial heritage aspect.

Cathaoirleach Chairman - P Gaffney(UK), **Stiúrthóirí** Directors F Allen, P Golden, T McGee(UK), J Moloney; J Nix, F O'Mahony, T Wynne; **Príomh Fheidhmeannach** Chief Executive D Franks
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Finally, we understand the concerns of local residents and heritage enthusiasts, however, as a competent and diligent Railway Infrastructure Maintainer, we are obliged to provide safe and efficient assets to our Customers at all times.

Residents living in closest proximity to these works have requested a meeting with Iarnród Éireann and a meeting has been arranged with our Community Liaison Officer for October 30th to discuss Iarnród Éireann's reinstatement measures.

Yours sincerely,

David Franks
Chief Executive

Reardon Heidi

From: GRIFFIN Kathleen <KathleenGRIFFIN@dttas.ie>
Sent: 29 October 2014 12:00
To: Reardon Heidi
Subject: PD/14/5428 - Richard Bruton TD - Paschal Donohoe - Robert Byrne IE Staff Member Pension
Attachments: 5428-Reply-Richard Bruton TD Reply Letter.docx; 5428-A1410171457278566438.pdf; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Dear Heidi

Please see attached for direct reply to Deputy Bruton within 2 weeks please

Regards
Kathleen Griffin
Minister Donohoe's Office

Date: 16/11/2015

Our Ref: PD/14/5428

Richard Bruton T.D.
Minister for Jobs, Enterprise & Innovation
Leinster House
Kildare Street
Dublin 2

Dear Richard,

I am writing to thank you for your recent letter of October 15th last on behalf of Mr Robert Byrne regarding the recent Iarnród Éireann dispute and the various issues he raises therein.

CIÉ has had two pension schemes in operation for a number of years i.e. (1) CIÉ Superannuation Scheme 1951 for Salaried Staff and CIÉ Superannuation Scheme for Regular Wages Staff 1945. The administration of these CIÉ Pension Schemes is entirely a matter for CIÉ and its pension committee and not one in which I have any role. My role as Minister is confined to examining, in consultation with the Minister for Public Expenditure and Reform, and confirming or otherwise, proposals for amendments and improvements to the CIÉ pension schemes.

Irish Rail management and their employees and trade unions have been the subject of lengthy negotiations in relation to the company's financial viability under the auspices of the Labour Relations Committee (LRC) and the Labour Court which concluded on 3rd September, 2014.

All sides accepted that there is a financial crisis at Irish Rail and I remain strongly supportive of the efforts to secure the company's financial sustainability. I acknowledge the changes that have been delivered by workers to date and also the contribution made by them in accepting these cuts. The Labour Court also recommended that the Cost Management Committee, involving both management and employee representatives, should identify target savings in non-payroll items necessary to implement the company's five year plan. Irish Rail and the National Transport Authority are fully engaged in examining the future funding requirements for the company to ensure a sustainable future. I also gave a commitment to no further reductions in the Public Service Obligation funding and, for the first time since 2008, the level of Public Service Obligation (PSO) for bus and rail services is being maintained in 2015 at current levels. We also need to look at a sustainable future for rail as part of the transport system and the views of the travelling public and those working in public transport will be part of the consideration on rail policy.

Numbers working at all levels in Irish Rail has reduced since the onset of the economic crisis. Management numbers have reduced by 13%. While staff numbers have reduced by 21% in the same period, the difference is primarily accounted for by the requirements of independent investigations into the Malahide accident in 2009, which recommended strengthening of safety management. This was the correct response to the issues highlighted in the accident investigation.

I have also forwarded your letter to Irish Rail and asked the company to respond to your particular queries within three weeks. If you do not receive a response within this timeframe please contact me again.

Yours sincerely,

Paschal Donohoe

Paschal Donohoe T.D.
Minister for Transport Tourism and Sport

RICHARD BRUTON TD
Dublin North Central Constituency

Tel: 01 8368185 (H)
01 6183103 (Dáil)
Fax: 01 6312814
E Mail: richard.bruton@djei.ie
Web: www.richardbruton.ie

Paschal Donohoe TD,
Minister for Transport, Tourism & Sports
Department of Transport Tourism & Sports
Ministers Office
44 Kildare Street
Dublin 2

MINISTERS OFFICE
15 OCT 2014
DEPARTMENT OF TRANSPORT TOURISM AND SPORT

15 October 2014

Dear Paschal,

I have been contacted by Mr Robert Byrne, 17 Ayrfield Road, Dublin 17. He feels that the Management of Irish Rail should be rationalised. He says that the two tier pension between Drivers and Clerical Staff is very unfair. He maintains that this is part of the background to the recent dispute.

I would be grateful for a reply in this matter.

Kind regards.

Yours sincerely,

Richard

Richard Bruton, TD
Minister for Jobs, Enterprise & Innovation

FINE GAEL

Home: 210, Griffith Avenue, Dublin 9.

Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2.

Dáil Éireann,
Teach Laighean,
Sráid Chill Dara,
Baile Átha Cliath 2.

Chief Executive, Stáisiún Uí Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
T 01 703 2454 F 01 703 2608 E info@irishrail.ie W www.irishrail.ie

Mr Robert Byrne
17, Ayrfield Road
Dublin 17

12th December, 2014

Dear Robert,

I am writing to you as issues raised in your recent correspondence with Richard Bruton, T.D., Minister for Jobs, Enterprise & Innovation, have been passed to me by Paschal Donohoe, T.D., Minister for Transport Tourism & Sport, for response.

I think that any discussion concerning the Company's pension schemes has to take place in the context where the nature and origins of both the CIÉ Pension Scheme for Regular Wages Staff and the CIÉ Superannuation Scheme (1951). Specifically, it is important to note that both of these pension schemes are statutory schemes. The CIÉ Pension Scheme for Regular Wages Staff was established under the Transport Act (1994), whilst the Transport Act (1950) provided for the establishment of CIÉ Superannuation Scheme (1951). For both pension schemes, the governing regulations applicable, which include the determination of the rate or amount of benefits under each scheme, are subject to Statutory Amendments. A full chronological list of all of the Statutory Instruments which have been applied to CIÉ Pension Scheme for Regular Wages Staff is provided on Page 10 of the Explanatory Booklet. (Copy enclosed for your information).

Your observations concerning the need for management numbers within the organisation to be rationalised, are actually quite similar to my own, but once again, I think that there is a need to contextualise this requirement.

Since I arrived to Iarnród Éireann, representative trade unions have been quick to make various assertions concerning their perception of the management staff ratio within the organisation. Earlier this year, this same issue was raised with me by the broadcaster, Pat Kenny, during a live interview which I was doing with Newstalk Radio.

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóirí Directors F Allen, P Golden, T McGee(UK), J Moloney; J Nix, F O'Mahony, T Wynne; Príomh Fheidhmeannach Chief Executive: D Franks
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A brief review of our recent history, however, shows that overall staff numbers have reduced from an organisational high of 6,136 in 2002, to the current level of 3,784, representing an overall reduction of 38.3%. Obviously, within this overall reduction, the number of managers and supervisors has also decreased. For your information, the table inserted below illustrates the actual 2014 position regarding Senior Executive and Manager/Supervisor numbers versus those numbers in place before the onset of the recent economic crisis:

Year	Senior Executive	Manager/Supervisor
2006	14	118
2014	9	106

These reductions in management numbers have taken place notwithstanding the many and various requirements and recommendations associated with independent enquiries into the Malahide Viaduct incident of 2009, the vast majority of which called for the overall strengthening of safety management.
I am also pleased to inform you Robert, that at the time of writing, I am nearing the completion of a full organisational review which will take more radical steps to address the manager staff ratio within the company, and will ultimately deliver a flatter organisational structure.

I trust that my letter has addressed the issues which you have raised.

Please feel free to write to me directly, or indeed to attend one of the information sessions which I will be hosting between now and Christmas.

Yours sincerely,

David Franks
Chief Executive

Reardon Heidi

From: MAGUIRE Natasha <NatashaMaguire@dttas.ie>
Sent: 30 October 2014 16:10
To: Reardon Heidi
Subject: RE: Karen Fagan, 139 Ratoath, Dublin 7 - Broombridge Station
Attachments: ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

RE: Karen Fagan, 139 Ratoath, Dublin 7

Hi Heidi,

Minister Donohoe has been contacted by the above named constituent regarding the use of Leap Cards at Broombridge station.

Please see Ms Fagan's email below for your information.

I would be grateful if these matters could be looked into and you could advise me on the position.

Kind regards,

Natasha Maguire
Minister Donohoe's Constituency Office
Department of Transport, Tourism & Sport
natashamaguire@dttas.ie
01 604 1082

Dear Paschal

I hope you are well. I have met you a few times in Cabra and as a supporter of yours I wanted to contact you about something important to people in this area.

As you know, in light of the forthcoming price increases on rail tickets, commuters are being advised to use Leap cards to get the best value for rail journeys.

Using a Leap card however, is not an option for users of Broombridge station as the card validators there are both permanently non-operative (metal plates covering the sensors) due to vandalism. This has been the case ever since the Leap card went live.

While this mindless vandalism is not Irish Rail's fault, it does mean that people like myself who board and/ or alight at Broombridge simply cannot avail of the better rates offered by Leap cards, and are thereby forced into purchasing paper tickets at higher prices. This seems very unfair given that the station serves low income areas such as Cabra and Finglas. This burden will only be compounded by the latest fare increases.

The lack of ANY ticketing facilities at all at Broombridge causes other issues too. When changing to DART at Connolly, we Broombridge users have to go through a rigmarole that other rail users do not, ie:

Leaving the Commuter train, fighting one's way through the alighting melee all the way up to the ticket office in Connolly. Then, once the ticket is bought, running all the way BACK down the crowds on the FULL

length of Connolly platform, by which time the connecting Dart has already gone, and you are late for work. But if you don't buy a ticket at this juncture and simply change onto a Dart with the intention of buying a ticket at final destination eg Dun Laoghaire, you are liable to be fined if a Revenue Protection Officer catches you en route (personal experience). The officers have told me that one must 'buy a ticket at the first available opportunity' ie Connolly in this case.

Irish Rail do offer advance ticketing facilities but one has to get to a train station the night before (but not Broombridge of course!) to buy such tickets so this is another catch-22 for us. Monthly and weekly tickets are not suitable for everyone either, especially those on low incomes or who only sporadically take the train, and also those whose work schedules can change at a moment's notice, like myself. A few times I have bought a ticket for the next day only to waste it as my work suddenly required that I go directly to a meeting that was not on the train line.

I would be very grateful if you could see if anything can be done to help with the financial and other issues above. My telephone number is 087 686 1796 if you need to discuss further.

Kind regards and many thanks in advance

Karen Fagan
139 Ratoath Road, Cabra, Dublin 7

Reardon Heidi

From: GRIFFIN Kathleen <KathleenGRIFFIN@dttas.ie>
Sent: 05 November 2014 15:46
To: Reardon Heidi
Subject: PD/14/5653 - Already Responded to Via Susanne Bergin
Attachments: 5653-A1411051528031151704.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Dear Heidi

Please see attached complaint for direct reply to Mr Halpin within 3 weeks

Regards
Kathleen Griffin
Minister Donohoe's Office

From: minister@dttas.ie [mailto:minister@dttas.ie]
Sent: 05 November 2014 15:44
To: nasltd@eircom.net
Subject:

Our Ref: PD/14/5653

Dear Mr Halpin

On behalf of the Minister for Transport, Tourism & Sport, Paschal Donohoe, T.D., I wish to thank you for your email about the Irish Rail Website, the contents will be brought to his attention.

This is an operational matter for Irish Rail and I am forwarding your complaint to Mr David Franks, CEO of Irish Rail, for his attention and direct reply to you.

Yours sincerely,

Chris Smith
Private Secretary to Minister Paschal Donohoe

****
Tá eolas sa teachtaireacht leictreonach seo a d'fhéadfadh bheith príobháideach nó faoi rún agus b'fhéidir go mbeadh ábhar rúnda nó pribhléideach ann. Is le h-aghaidh an duine/na ndaoine nó le h-aghaidh an aonáin atá ainmnithe thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Tá cosc ar rochtain don teachtaireacht leictreonach seo do aon duine eile. Murab ionann tusa agus an té a bhfuil an teachtaireacht ceaptha dó bíodh a fhios agat nach gceadaítear nochtadh, cóipeáil, scaipeadh nó úsáid an eolais agus/nó an chomhaid seo agus b'fhéidir d'fhéadfadh bheith mídhleathach.

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Ackknowledge and Refer Email Details

DEPARTMENT OF TRANSPORT
TOURISM AND SPORT
3 NOV 2014
MINISTERS OFFICE

email issued on 31/10/14
email received from [redacted]

Details of Material irish rail is a joke
email sent to nasltd@eircom Subject of email: Email to the Taoiseach Text of

I wish to acknowledge receipt of your email correspondence to the Taoiseach Mr. Enda Kenny T.D. dated 23 October 2014 regarding the Irish Rail website.

The Taoiseach has asked that I forward a copy of your correspondence to the Minister for Transport, Tourism and Sport, Mr. Paschal Donohoe T.D. so that he is aware of the matter you raise. The office of the Minister will be in contact with you directly.
Yours sincerely,

Michelle McKiernan
Assistant Private Secretary
to the Taoiseach

Telephone: 01-6194000
E-mail: privateoffice@taoiseach.gov.ie

PS/ Minister for Transport, Tourism & Sport
Referred please for attention and direct reply

History - Ack & Referl email created but NOT sent yet (Victoria Maguire - 28/10/2014)

Fw: Irish rail is a joke
Webmaster privateoffice 24/10/2014 10:09
Webmaster
Please respond to webmaster

----- Forwarded by Webmaster on 24/10/2014 10:08 ----

brian halpin <nasltd@eircom.net>
23/10/2014 19:33

To webmaster@taoiseach.gov.ie
cc
Subject Irish rail is a joke

Dear Taoiseach,

I would like to point that the irish rail website is completely inoperable. I am sure this is not the first complaint that you have had concerning this. I was looking to purchase a simple return ticket from limerick to cork this weekend. Simple enough? Not a chance. Compared to buying a ticket on the irish rail website, purchasing a ticket on ryanair is like flipping a switch!
The site is insanley complicated, asks for lots of personal information that you dont want to give and if you somehow manage to wade through the maze of information and purchase your ticket it wont let you print it out! You literally have to write down a number and go to a machine at the station and print it there. Ryanair will let you print out a ticket from dublin to warsaw but no chance with irish rail. This further insult leaves one worried that the machine wont work, you wrote the number wrong or there is a que and even if you do manage to print it out your train just left.
I spent three hours on the site today where it constantly sent me back to the beginning for no reason, took my credit details and then sent on to a page to give the same details and which it then said i had made a mistake and sent me back to the beginning again. Then it froze my card after three attempts! I then had to go through the whole maddening exercise again just to freeze the second card. 2 cards and six attempts and it was my mistake? i think not.
Having run out of credit cards i literally had to walk to the station, where of course the ticket office was closed. Trying to purchase my ticket at the machine it was more now double! And i couldnt even buy a ticket because all it would sell where tickets for today! Eventually i found an actual human being from irish rail and told them of my nightmare adventure trying to buy a ticket on the website. The lads immediatly agreed and said the website was hopeless and 'not user friendly'. These are the irish rail own employees! What did i do then? What choice did i have? I bought a bus ticket. Which by the way happily let me purchase for tomorrow and the return on sunday.
Taoiseach (or whoever reads this) it is blatantly obvious that irish rail is doing everthing it can to make their website a

nightmare so they can rip people off at the station. Can you please do something about this so we are not stuck in a transportation age still stuck in the fifties?
Yours,
Brian[illegible]

Chief Executive, Stáisiún Uí Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
T 01 703 2454 F 01 703 2608 E info@irishrail.ie W www.irishrail.ie

Iarnród Éireann
Irish Rail

Mr. Brian Halpin
nasltd@eircom.net

3rd November 2014

Dear Mr. Halpin,

Thank you for your recent letter to the Department of Transport, Tourism & Sport in relation to your experiences and observations with regard to www.irishrail.ie which has been passed to me for attention and direct reply.

I was disappointed to learn of your experiences when trying to book a ticket on our website. Whilst I acknowledge that our booking engine is outdated, we still successfully complete almost 15,000 online transactions per week. The difficulties you experienced were unusual, and in that context, I would be grateful if you would permit our Online Manager, Keith Faherty to speak directly to you to discuss these particular issues in order to help identify and rectify them if necessary. He can be contacted at 01 7034586 or by email at keith.faherty@irishrail.ie.

In conclusion, thank you for taking the time to bring these matters to my attention. We are committed to improving the travel experience of all our customers and I do hope that you continue to travel with us.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóirí Directors: F Allen, P Golden, T McGee(UK), J Moloney; J Nix, F O'Mahony, T Wynne; Príomh Fheidhmeannach Chief Executive: D Franks
Cuideachta Theoranta Cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1
A Limited Company Registered in Ireland at Connolly Station, Dublin 1 No. 119571 Vat No. IE 4812851 O

Reardon Heidi

From: GRIFFIN Kathleen <KathleenGRIFFIN@dttas.ie>
Sent: 06 November 2014 12:46
To: Reardon Heidi
Subject: PD/14/5668 - Kevin Humphreys TD - Minister Paschal Donohoe - Sharon O'Gara - Maynooth Delays
Attachments: 5668-A1411061239013519978.pdf; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Dear Heidi

Please see attached query for direct reply from Irish Rail within 2 weeks

Regards
Kathleen

KEVIN HUMPHREYS TD

Minister Paschal Donohoe, T.D.
Transport Tourism and Sport
44 Kildare Street
Dublin 2

DEPARTMEI TRANSPORT
TOURISM SPORT
6 N
MINISTER OFFICE

5 November 2014

Dear Paschal,

I write on behalf of Sharon O'Gara who wishes to draw to your attention the continuous delays with the train from Connolly Station to Maynooth.

On the 3rd November, there was a signal fault, however on the 4th of November there was also a delay as this fault had not been rectified.

I would be grateful if you would look into this matter and let me know the position.

Best wishes,

Yours Sincerely

Kevin Humphreys, T.D.

Labour

Dail Eireann

Chief Executive, Stáisiún Uí Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
T 01 703 2454 F 01 703 2608 E info@irishrail.ie W www.irishrail.ie

Kevin Humphreys TD
Dáil Éireann
Leinster House
Kildare Street
Dublin 2

19th November 2014

Dear Deputy Humphreys.

Thank you for your letter of 5th November to Mr. Paschal Donohoe T.D., Minister for Transport, Tourism and Sport on behalf of Ms Sharon O' Gara, which has been forwarded to me for my attention and direct reply.

Recently these delays were due to faults with signalling equipment in our Control Centre which brought services to a halt. We had to reboot our system to get back signalling control and this took over 30 minutes resulting in disruption to peak time trains and causing knock on delays to DART and suburban services. My Technical team are investigating the reasons for these faults in order to avoid a recurrence.

Can I take this opportunity to thank you for taking the time to write and I assure you we are continuously working to ensure we provide the best possible customer service.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), **Stiúrthóirí** Directors: F Allen, P Golden, T McGee(UK), J Moloney; J Nix, F O'Mahony, T Wynne; **Príomh Fheidhmeannach** Chief Executive: D Franks
Cuideachta Theoranta Cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1
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Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 07 November 2014 09:57
To: Reardon Heidi
Subject: Ministers Office - Colm Kirby - O Colmain - Fixed Penalty Notice
Attachments: Colm Dart.docx

Follow Up Flag: Follow up
Flag Status: Completed

Heidi
For attention and direct reply please.
Chris Smith
Private Secretary

From: helen o colmain [mailto:ocolmain@eircom.net]
Sent: 04 November 2014 16:33
To: MINISTER'S OFFICE
Subject: DART misunderstanding

Dear Minister,

I attach a letter which is self explanatory.
The situation described is causing severe stress since neither the child nor his mother would be in a position to find the €100 demanded.
Remember that this is a sixteen year old schoolboy from an isolated part of rural Ireland - Donaghmore - who was de facto on school activity since work experience is an integral part of Transition Year. There was no intention to defraud.
I have tried to phone and email to the address and number given on the docket with no success. Similarly I have had no response to posted letters.

I trust you will see fit to look into this and end the considerable stress my grandson is suffering and allow him to resume a very worth while Transition Year Programme,

I look forward to your response.

****
Tá eolas sa teachtaireacht leictreonach seo a d'fhéadfadh bheith príobháideach nó faoi rún agus b'fhéidir go mbeadh ábhar rúnda nó pribhléideach ann. Is le h-aghaidh an duine/na ndaoine nó le h-aghaidh an aonáin atá ainmnithe thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Tá cosc ar rochtain don teachtaireacht leictreonach seo do aon duine eile. Murab ionann tusa agus an té a bhfuil an teachtaireacht ceaptha dó bíodh a fhios agat nach gceadaítear nochtadh, cóipeáil, scaipeadh nó úsáid an eolais agus/nó an chomhaid seo agus b'fhéidir d'fhéadfadh bheith mídhleathach.
The information in this email is confidential and may be legally privileged. It is intended solely for the addressee. Access to this email by anyone else is unauthorised. If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it is prohibited and may be unlawful. **********

41 Hyde Park Ave,
Blackrock, Co Dublin

Manager,
Dart Appeals Section
Tara House 22 October, 2014
Tara Street,
Dublin 2

Re: Imposition of fine on Colm Kirby-O Colmain 17th Oct 2014
Control No: ICD 30836
Ref No: IE

Dear Sir/Madam

I wish to corroborate what has been written by my grandson, Colm Kirby Ó Colmáin in relation to the imposition of the €100 fine imposed on him at the DART station in Blackrock.

As he has stated, he is a 16 year old transition year student in Rathdowney, Co Laois. He was lucky enough to be accepted for work experience (which is an intrinsic part of Transition Year) with A &L Goodbody. This acceptance underlines that he is in good standing from his character references

He is seldom in a position to use the DART service so would be unfamiliar with the fare system' Last time he used it would have been Christmas when he would have been 15 and accompanied.

On 13th October, we enquired about a weekly ticket and when asked for a student card we explained that he was in Transition Year and going to Work Experience. The gentleman then said he would be better off to pay each day and gave him a return ticket which turned out to be a Child's ticket.

We never thought to question to status of the ticket since he was going to Work Experience which is technically a school activity. On the following days he went to the desk and bought his ticket until Friday when he decided to gain the experience of using the machine and in good faith purchase the usual ticket without any intention to defraud.

The practical problem is that it would be very difficult for Colm to find €100 to pay this fine

He has only turned 16 in April so would have been ineligible to work

Even had he been of the age there is virtually no opportunity for him to find work, He lives in a very isolated part of rural Ireland with his mother and younger brother with no accessible public transport

His mother is the sole carer of the boys and has been unable to further her career. Rather than relay on Social Welfare, she has opted to take a "Fas type" job which brings very little monetary reward so she would find it difficult fin €100 unexpectedly.

I would ask you in view of the foregoing to view this case with compassion and understanding of the difficulty in finding €100 euro for the fine. I stress that there was no intention to defraud.

Yours faithfully
Helen Ó COLMÁIN

Chief Executive, Stáisiún Uí Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
T 01 703 2454 F 01 703 2608 E info@irishrail.ie W www.irishrail.ie

Ms Helen Ó Colmáin
41 Hyde Park Avenue
Blackrock
Co. Dublin

17th November 2014

Dear Ms O Colmain,

Thank you for your letter which was passed to me by the Ministers office to respond to you directly. For some time now Iarnród Éireann has implemented a zero policy on persons who fail to produce valid tickets. It is each person's responsibility to ensure they have a valid ticket when he or she boards a train to travel. This is something we have advertised extensively in recent years.

Fixed Penalty Notice number ICD30836 was issued on the 17th October 2014.

The Fixed Penalty Notice was issued as your Grandson purchased a child ticket from the Ticket Vending Machine at Blackrock Station. Child tickets are valid for children age 5 to 15 years of age and your Grandson is 16 years of age.

Where an authorised officer has reasonable grounds for believing that a person is committing or has committed an offence under section 132 of the Railway Safety Act Part 15, he or she may serve the person with a Fixed Penalty Notice. The Iarnród Éireann Officer was correct in issuing the fixed penalty notice under the Railway Safety Act 2005 Section 132 (2) (a) "failure to deliver up a valid ticket"

When purchasing a Child ticket from a Ticket Vending Machine the following warning message is displayed;

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóiri Directors: F Allen, P Golden, T McGee(UK), J Moloney; J Nix, F O'Mahony, T Wynne; Príomh Fheidhmeannach Chief Executive: D Franks
Cuideachta Theoranta Cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1
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For the reasons stated above, I can not negate the fixed penalty notice issued on the 17th October 2014. However taking the circumstances into consideration I am prepared to reduce the fine from €100 to €50 .The total amount due to Iarnród Éireann is €50.

I hope you appreciate that Iarnród Éireann cannot be anything other than consistent and even handed in the way the zero policy is implemented.

Yours sincerely,

David Franks
Chief Executive

Reardon Heidi

From: GRIFFIN Kathleen <KathleenGRIFFIN@dttas.ie>
Sent: 07 November 2014 14:24
To: Reardon Heidi
Subject: PD/14/5699 - Clare Daly TD - Quality of IR Trains
Attachments: 5699-A1411071326160617754.pdf; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Dear Heidi

Please see attached correspondence from Deputy Clare Daly for direct reply within 10 working days

Regards
Kathleen Griffin
Minister Donohoe's Office

CLARE DALY TD

Dail Eireann, Kildare Street, Dublin 2

UNITED LEFT Phone: 01 6183390 Email: clare.daly@oir.ie www.claredaly.ie

DEPARTMENT OF TRANSPORT
TOURISM AND SPORT
7 NOV 2014
MINISTERS OFFICE

6th November 2014

Dear Minister Donohoe,

I am writing on behalf of a constituent who has been in touch with my office regarding the quality of Irish Rail's train and customer services.

For Two days in a row they have been delayed for two hours getting home via Irish Rail. Their frustration made worse by the annual fare increase - the most recent of which took place within the past week. This takes their annual rail ticket from €1,620 to €1,692 per year.

Two months ago they engaged with Irish Rail re a query and to date it has not been answered. The company is requesting irrelevant personal information from them, but will not explain why they need this information to process their request,

These events are examples of a consistent level of failure to provide a customer service. If they paid any other company such huge amounts of money they would expect, I believe reasonably, a better service and better recourse, should they have issues.

Please see the attached images showing platform crowding and faulty displays.

I would appreciate if you would look into the following issues and revert back to me at your earliest convenience.

Why they must pay so much for such bad customer service and service quality? Why they should accept being treated so badly by Irish Rail when they raise a query, and if Irish Rail will ever improve?

Yours Sincerely

Clare Daly TD

Chief Executive, Stáisiún Uí Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
01 703 2454 01 703 2608 info@irishrail.ie www.irishrail.ie

Deputy Clare Daly T.D.
Dáil Éireann
Kildare Street
Dublin 2.

17th November 2014

Dear Deputy Daly,

Thank you for your letter of 6th November to Mr. Paschal Donohoe T.D., Minister for Transport, Tourism and Sport, on behalf of your constituent, which has been forwarded to me for attention and direct reply.

Firstly, I would like to apologise for delays experienced by your constituent on two evenings recently. These delays were due to faults with signalling equipment in our Control Centre which brought services to a halt. We had to reboot our system to get back signalling control and this took over 30 minutes resulting in disruption to peak time trains and causing knock on delays to DART and suburban services. My Technical team are investigating the reasons for these faults in order to avoid a recurrence.

The recent fares increases have been determined by the National Transport Authority and are required in order to maintain current service levels at a time when Government subvention has been significantly reduced by almost 40% since the onset of the economic crisis.

I am unsure of what unanswered query you refer to in your letter. I would be grateful if you could clarify this so that I can look into this matter.

We are continuously working to ensure we provide the best possible customer service, and I regret the shortcomings experience by your constituent.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), **Stiúrthóiri** Directors F Allen, P Golden, T McGee(UK), J Moloney, J Nix, F O'Mahony, T Wynne; **Príomh Fheidhmeannach** Chief Executive D Franks
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Reardon Heidi

From: GRIFFIN Kathleen <KathleenGRIFFIN@dttas.ie>
Sent: 07 November 2014 14:43
To: Reardon Heidi
Subject: PD/14/5651 - Niall Kerr - Disruption on DART & Commuter Signalling Failure
Attachments: 5651-FWdart_eml.mht; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Dear Heidi

Please see attached complaint regarding the Dart service for direct reply to Mr Kerr within 3 weeks

Regards
Kathleen Griffin
Minister Donohoe's Office

From: Paschal Donohoe [mailto:Paschal.Donohoe@Oireachtas.ie]
Sent: 05 November 2014 11:25
To: MINISTER'S OFFICE
Subject: --

- Forwarded by Paschal Donohoe/Members/Oireachtas on 05/11/2014 11:24 --- -

From: niall.c.kerr@aib.ie
To: paschal.donohoe@oireachtas.ie,
Cc: richard.bruton@djei.ie
Date: 05/11/2014 09:41
Subject:

Dear Mr Donohoe,

I am writing to you to express my extreme dissatisfaction with the now regular disruption to service on DART / commuter services in the Dublin region over the past number of months and more particularly in the past 2 evenings.
Due to the disruption experienced to services at peak commuter times I have been required to walk from Killester and Clontarf stations to my home in Raheny. CIE seem to have no plan to deal with persistent signal faults and furthermore have no contingency plan to deal with such failures. This is wholly unacceptable and my disappointment in the service is further compounded by CIE unilateral fare increases. Surely in this day and age fares should only be increased when there is a reliable service in place to match such charges.
I request that your office engages with CIE immediately on this matter and obtains suitable assurances that the repeated failure to deliver suitable services will be remediated in the immediate term.

rgds
Niall Kerr
57 Foxfield Avenue,
Raheny,
Dublin 5.
cc Richard Bruton

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AIB and AIB Group are registered business names of Allied Irish Banks p.l.c. Allied Irish Banks, p.l.c. is regulated by the Central Bank of Ireland. Registered Office: Bankcentre, Ballsbridge, Dublin 4. Tel: + 353 1 6600311; Registered in Ireland: Registered No. 24173.
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http://www.oireachtas.ie/parliament/ga/eolas/beartasriomhphoistanoireachtaisagusseanadh/
~~~~~~~

Chief Executive, Stáisiún Uí Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
T 01 703 2454 F 01 703 2608 E info@irishrail.ie W www.irishrail.ie

Mr Niall Kerr
57 Foxfield Avenue
Raheny
Dublin 5

25th November 2014

Dear Mr Kerr,

Thank you for your email of 5th November to Mr. Paschal Donohoe T.D., Minister for Transport, Tourism and Sport, which has been forwarded to me for my attention and direct reply.

Firstly, I would like to apologise for delays you experienced . Recently these delays were due to faults with signalling equipment in our Control Centre which brought services to a halt. We had to reboot our system to get back signalling control and this took over 30 minutes resulting in disruption to peak time trains and causing knock on delays to DART and suburban services. My Technical team have investigated the reasons for these faults in order to avoid a recurrence. The root cause proved very difficult to establish but was finally tracked to a computer processing issue & software modifications were carried out on 20th November to finally resolve matters.

With regard to fares increases, all fares increases are controlled and managed by the NTA. Their

Reardon Heidi

From: GRIFFIN Kathleen <KathleenGRIFFIN@dttas.ie>
Sent: 01 December 2014 15:25
To: 'oireachtasliaison@nationaltransport.ie'(oireachtasliaison@nationaltransport.ie)
Cc: Reardon Heidi
Subject: PD/14/5648 - Piers Scot - Fares Increase & Delays
Attachments: 5648-FW Irish Rail_eml.mht; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Dear Karl

Can you arrange for a response to issue regarding the fares and delay issues in this mail please

Kathleen

From: Piers Dillon-Scott [mailto:piers.scott@gmail.com]
Sent: 04 November 2014 20:38
To: Dept of Transport Tourism and Sport; MINISTER'S OFFICE; paschal.donohoe@oireachtas.ie
Subject: Irish Rail

Dear Minister,

I write to you under some frustration. I am so frustrated that this is the first time that I have ever felt the need to contact a Minister.

For the second day in a row I have been delayed for two hours getting home via Irish Rail. My frustration is made worse by the annual fare increase - the most recent of which took place within the past week. This takes my annual rail ticket from €1,620 to €1,692 per year.

While spending over €1,600 a year I have noted the decrease in Irish Rail's service and quality.

Two months ago I engaged with Irish Rail re a query and to date it has not been answered - the company is requesting irrelevant personal information from me but will not explain why they need this information to process my request. see the public Twitter conversation here https://twitter.com/pdscott/status 525278394112835584

And as for today's two hour delay - the second such in a row. Please see the attached images showing platform crowding and faulty displays. At this link https://soundcloud.com/piers-dillon-scott/irish-rail-delays you'll hear the station announcements that fail to provide any information on the evening's issue (these latter two points are in breach of Irish Rail's customer charter).

These two events are not straw men, but examples of a consistent level of failure to provide a customer service. If I paid any other company such huge amounts of money I would expect, I believe reasonably, a better service and better recourse, should I have issues.

Minister, can you tell me,

- Why I must pay so much for such bad customer service and service quality?
- Why I should accept being treated so badly by Irish Rail when I raise a query, and
- Can you tell me if Irish Rail will ever improve?

Regards,
Piers Scott

Chief Executive, Stáisiún Uí Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
T 01 703 2454 F 01 703 2608 E info@irishrail.ie W www.irishrail.ie

Ms. Clare Daly, T.D.,
Dáil Éireann
Leinster House
Kildare Street
Dublin 2

15th December 2014

Dear Deputy Daly,

I refer to your letter of 1st December on behalf of Mr Piers Dillion Scott.

Our Customer Care team responded by e-mail to Mr Dillon Scott on 16th, 18th and 25th September and Ms Noreen Bracken spoke to Mr Dillon-Scott on two separate occasions.

Mr Dillion Scott was advised as an exception, if he sent back the vouchers and advised us of the number of his new annual ticket, we would send him an equivalent amount as a refund, cashable at any booking office. However he has not yet done so and we are still awaiting these. These can be sent directly to:

Customer Care Department,
Iarnród Éireann,
Connolly Station
Amiens Street,
Dublin 1.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóiri Directors: F Allen, P Golden, T McGee(UK), J Moloney, J Nix, F O'Mahony, T Wynne; Príomh Fheidhmeannach Chief Executive: D Franks
Cuideachta Theoranta Cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1
A Limited Company Registered in Ireland at Connolly Station, Dublin 1 No. 119571 Vat No. IE 4812851 O

Reardon Heidi

From: GRIFFIN Kathleen <KathleenGRIFFIN@dttas.ie>
Sent: 01 December 2014 16:14
To: Reardon Heidi
Subject: PD/14/5989 - Donna McCorry - Online Tickets
Attachments: 5989-A1411211240074514108.pdf; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Dear Heidi

Please see attached for direct reply to Mrs Corry within 3 weeks please

Regards
Kathleen Griffin
Minister Donohoe's Office

19th November 2014

Department of Transport,
Tourism and Sport,
44 Kildare Street,
Dublin 2,
Ireland

To Whom it may concern

I recently travelled to Claremorris from Dublin and had booked and paid online for my ticket in advance of travelling (approx 2 weeks).

I arrived at the station and went to the ticket machine to enter my reference number from my online booking confirmation print out (copy enclosed).
The machine printed two receipts which I mistook as my ticket. I did not realise this was not my ticket until after I had left the machine. When I realised this was not my ticket I went back to the machine and re-entered my booking reference number a few times, when I was NOT issued with a ticket, I then knew there was a problem and went to the ticket desk to query this. I was told that as my ticket had already printed that it was lost and basically there was nothing they could do.

I was then sent to the information desk where I explained what happened at the ticket machine and then at the ticket desk.
The duty officer said I should not have been sent to the information desk from the ticket desk and after contacting the ticket desk the duty officer explained that my ticket had been printed and I should have checked both slots at the ticket machine. I was also told by the duty officer that "this happens all the time".
I then had to purchase another ticket (as per enclosed).

As there are two slots this is very confusing for customers who are under pressure at a very busy station to print their tickets and board their trains on time.
I am applying for a refund of this ticket (€36) and also these machines are causing problems for people and need to be changed or a notice clearly informing people of the two slots and that the receipt printed is NOT a ticket.

I would appreciate a response at your earliest convenience.
regards

D McCorry

Donna McCorry

086-1929990

24 Castleknock View
Castleknock
Dublin 15

Singil do Dhuine Fásta
SINGLE

Irish Rail Seat Reservation - TELESALES Booking Information
bookinginfo
to:
donna.mccorry
28/10/2014 14:16
Hide Details
From: <bookinginfo@irishrail.ie>
To: <donna.mccorry@djei.ie>,
Security:
To ensure privacy, images from remote sites were prevented from downloading. Show Images

Ticket Con! firmation

Your booking is complete. Thank you for your order.

This email address is not monitored. To cancel or amend a booking, go to our Guide to Buying Online section.

Tickets can be collected from ticket vending machines or at the booking office. If neither are available, please board the train with this email and collect your ticket at the destination station.

If you have any queries with this booking please call 1850 366 222 or info@irishrail.ie

If you wish to change or cancel this booking, fees may apply, for more info go to http://www.irishrail.ie/legal/terms-of-use

Reservation Number: 413 12922754

The details of y! our booking are;
Outward Journey: **07 Nov 2014**
Departing: **Dublin Heuston 18:15**
Arriving: **Claremorris 20:38**

Return Journey: **10 Nov 2014**
Departing: **Claremorris 13:44**
Arriving: **Dublin Heuston 16:30**

LADY TOOK WRONG TRIS FROM TUM. WILL BUY RETURN FROM C/MORRIS.

OK TO C/MORRIS 07-11-14.

Ticket Price: €43.98

Total Cost: €43.98

PASSENGER(S) TRAVELLING:

Passenger Name: **mccorry donna**
Dublin Heuston to Claremorris **B29** Standard
Claremorris to Dublin Heuston **A35** Standard

***Please take your seat **20 minutes** in ad

Terms and Conditions

Iarnród Éireann
Irish Rail

Darragh Brophy,
Duty Officer

Heuston Station, Dublin 8
T +353 (01) 703 4814
M +353 (0) 87 812 1879
E darragh.brophy@irishrail.ie **W** www.irishrail.ie

All Terms and Conditions related to this booking are available by clicking here http://www.irishrail.ie/legal/terms_of-use.

All tickets are issued subject to Córas Iompair Éireann Bye-laws I and Iarnród Éireann Conditions of Carriage.

Changes and cancellations

- A €10 surcharge may apply if a customer wishes to transfer to another service on the same day if available. This surcharge must be paid at the booking office before boarding the train. If the booking office is not open, the surcharge must be paid on-board the train.
- Customers wishing to travel on a different day to the one booked above should contact our Customer Contact Centre, details below.

Failure to produce a valid ticket, appropriate ID or surcharge where necessary will result in a fine of €100 together with the relevant unpaid fare.

Contact Details

Iarnród Éireann Customer Information Centre: 1850 366 222 (outside of Ireland 00 353 1 8366222)
Email: reservations@irishrail.ie
Opening Times: Monday - Friday 08:30hrs - 18:00hrs; Closed Saturday, I Sunday and Public Holidays. Email out of office hours.

Thank you for travelling with Iarnród Éireann. Please print this page for your record.

Chief Executive, Stáisiún Uí Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
T 01 703 2454 F 01 703 2608 E info@irishrail.ie W www.irishrail.ie

Ms Donna McCorry,
24 Castleknock View,
Castleknock,
Dublin 15.

9th December 2014

Dear Ms McCorry,

I refer to your letter of 19th November 2014, to the Department for Transport, Tourism and Sport, which has been forwarded to me for attention and direct reply.

It would appear that you did not collect your actual ticket for travel from the Ticket Vending Machine (TVM) and may have picked up the receipt for a previous customer's transaction. I can confirm that online bookings do not issue a separate receipt and that your ticket was printed at 17.09hrs. on 7th November. To avoid duplication, tickets can only be printed once.

Our terms and conditions for online bookings state that customers must purchase a new ticket to travel in the event of a mislaid ticket.

However, on this occasion, as a goodwill gesture, I will arrange to refund the cost of the second ticket purchased at €36.40, back to the card on which the online booking was made. Please allow 5 working days for this to appear in the relevant account.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), **Stiúrthóiri** Directors: F Allen, P Golden, T McGee(UK), J Moloney; J Nix, F O'Mahony, T Wynne; **Príomh Fheidhmeannach** Chief Executive: D Franks
Cuideachta Theoranta Cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1
A Limited Company Registered in Ireland at Connolly Station, Dublin 1 **No. 119571 Vat No. IE 4812851 O**

Reardon Heidi

From: GRIFFIN Kathleen <KathleenGRIFFIN@dttas.ie>
Sent: 02 December 2014 14:57
To: Reardon Heidi
Subject: PD/14/6085 - Gabrielle Mc Fadden TD - FPN
Attachments: 6085-A1411261548130106771.pdf; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Dear Heidi

Please see attached correspondence from Deputy McFadden regarding an Irish Rail fine
Can you send the reply to us so as we can reply directly to Deputy McFadden from here

Kathleen

GABRIELLE McFADDEN TD
Longford/Westmeath Constituency

Constituency Office, 10a Dominic Street, Mullingar, Co. Westmeath.
Tel: 044 9390534
E Mail: gabrielle.mcfadden@oireachtas.ie

20 November 2014

Minister Paschal Donohoe
Department of Transport Tourism & Sport
44 Kildare Street
Co Dublin 2

Dear Minister,

I am writing on behalf of a representation from Mrs. Anne Ward of Churchview, Walshestown, Mullingar, Co. Westmeath. In February, 2013 Mrs. Ward was travelling down to Mullingar by train from Connolly Station in the company of her daughter(aged 30) and grand-daughter(aged 11). Mrs. Ward attempted to purchase a train ticket using her husbands free travel pass (No. #A513030).

The ticket is marked "with/without spouse/civil partner/cohabitant" and Mrs. Ward mistakenly thought that this entitled her to free travel and didn't realise that her husband would need to accompany her for this to be the case.

At the ticket counter the Irish Rail employee took issue with Mrs. Ward in a very animated fashion. Mrs. Ward had just been to the hospital with her daughter and grand-daughter, both of whom had been diagnosed, at that visit, with Multiple Sclerosis. Mrs. Ward and her family members were still obviously very upset by this diagnosis.

Mrs. Ward accepted the employees view and offered to pay for the ticket pointing out that she had just received this very bad news. However, the Irish Rail employee insisted on unceremoniously removing Mrs. Ward to a nearby office, without explaining her action to the other family members. In the office, after an interview the free travel pass was confiscated, she was fined €100 (the receipt of which is enclosed) and left feeling like a criminal.

Mrs. Ward was very upset by this course of action and particularly distressed by the attitude and lack of compassion of this Irish Rail employee. I share Mrs. Wards disgust at this attitude and think an apology is very much warranted.

I would appreciate if you could revert to me on this matter.

GABRIELLE McFADDEN TD
Longford/Westmeath Constituency

Constituency Office, 10a Dominic Street, Mullingar, Co. Westmeath.

Tel: 044 9390534
E Mail: gabrielle.mcfadden@oireachtas.ie

Yours sincerely,

Gabrielle McFadden

FINE GAEL

Please address all replies to representations to my constituency office at 10a Dominic Street, Mullingar, Co. Westmeath.

Dáil Éireann, Leinster House, Kildare Street, Dublin 2.
Tel: 01 6183938

Iarnród Éireann

Iarnród Éireann c 19677

Form No. L45/3

RECEIPT

LOCATION	DATE	
R.P.O.	26/02/12	CC 01636

Received From Anne Ward

ONE HUNDRED Euro

ONLY Cent

CHEQUE/CASH/CREDIT NOTE		SIGNED
€ 100		
ACCOUNT DATED	C BOOK FOLIO	For Iarnród Éireann – Irish Rail

With Compliments
Le Dea-Mhéin

IRISH RAIL
RPM OFFICE, AMIENS STREET
DUBLIN
01/9076 TID28946201
MASTERCARD
[illegible] 2172
EXP 03/15
KEYED

SALE
CARDHOLDER COPY
PLEASE KEEP THIS RECEIPT
FOR YOUR RECORDS

AMOUNT €100.00
CUSTOMER NOT PRESENT
THANK YOU
09:15 26/02/13 401F0:73
AUTH CODE: 014829

Iarnród Éireann

Chief Executive, Stáisiún Uí Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
T 01 703 2454 F 01 703 2608 E info@irishrail.ie W www.irishrail.ie

Minister Donohoe
Department of Transport, Tourism and Sport
Att. Kathleen Griffin

21st December 2014

Dear Minister Donohoe,

Thank you for your email of 2nd December on behalf of Ms Gabrielle McFadden TD. Iarnród Éireann has a zero tolerance policy regarding the misuse of Department of Social Protection Free Travel passes. The pass that was produced by Mrs Ward belonged to her husband Mr Aidan Ward. As Mrs Ward is not entitled to Free Travel she is therefore not entitled to travel on her own on a Department of Social Protection free travel pass belonging to her husband. She should have purchased a ticket for her journey. The free travel pass entitles her to travel with her husband only to avail of free travel. The misuse of free travel passes deprive Iarnród Éireann of revenue in tandem with the offence committed by misusing a state document.

As standard procedure Iarnród Éireann return all confiscated free travel passes to the Department of Social Protection free travel section, who will ultimately decide on reissuing a free travel pass to the designated pass holder.

Where an Authorised Officer has reasonable grounds for believing that a person is committing or has committed an offence under Section 132 of the Railway Safety Act 2005 Part 15, he or she may serve the person with a Fixed Penalty Notice. The Iarnród Éireann Officer was correct is issuing the fixed penalty notice under the railway safety act 2005 Section 132(2) (a) "Failure to Deliver up a Valid ticket". The authorised officer acted professionally at all times during this process. The authorised officer requested Mrs Ward to move to the side of the booking office when issuing the Fixed Penalty Notice to enable other passengers purchase tickets from the booking office. In accordance with the Railway Safety Act Section 132, a passenger is required to give the officer his or her name and address when he or she fails to deliver up a valid ticket for the journey they undertook. When issuing a Fixed Penalty Notice to a passenger the authorised officer must inform the passenger of the offence committed, explain the payment and appeals process to the passenger and that failure to pay the fixed penalty notice could lead to a prosecution in the District Court and a fine not exceeding €1,000. This was explained to Mrs Ward in a professional and courteous manner by the Revenue Protection Officer.

I hope you appreciate that Iarnród Éireann cannot be anything other than consistent and even handed in the way the zero policy is implemented.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóirí Directors: F Allen, P Golden, T McGee(UK), J Moloney; J Nix, F O'Mahony, T Wynne; Príomh Fheidhmeannach Chief Executive: D Franks
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Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 11 December 2014 09:53
To: Reardon Heidi
Subject: PD / Orla Burke - Train Ticket Increases

Follow Up Flag: Follow up
Flag Status: Completed

For attention and direct reply please.
Chris Smith
Private Secretary

From: Paschal Donohoe [mailto:Paschal.Donohoe@Oireachtas.ie]
Sent: 10 December 2014 16:18
To: MINISTER'S OFFICE
Subject: Fw: Train ticket increases

----- Forwarded by Paschal Donohoe/Members/Oireachtas on 10/12/2014 16:17 -

From: Orla <orla.burke4@mail.dcu.ie>
To: "paschal.donohoe@oireachtas.ie" <paschal.donohoe@oireachtas.ie>,
Date: 10/12/2014 15:04
Subject: Train ticket increases

Dear Mr. O'Donohoe,

I hope you are well.
I am writing you this email from the Sligo to Dublin train. I was shocked when I purchased an adult return ticket for €53.65. In my opinion this is far too expensive for the useless train service that is provided. It takes over 3 hours to get to Dublin by train. However driving takes 2hours 15mins and works out a lot cheaper. I lived in France 2 years pervious to this and found their transport system brilliant. Their trains are far quicker and a lot cheaper.
Could you please provide me with an explanation as to how this train ticket merits the price of €53.65? In my opinion it is an absolute rip off!

I look forward to your response.
Kind regards,
Orla Burke.

Sent from my iPhone

Oireachtas email policy and disclaimer.
http://www.oireachtas.ie/parliament/about/oireachtasemailpolicyanddisclaimer/

Beartas ríomhphoist an Oireachtais agus séanadh.
http://www.oireachtas.ie/parliament/ga/eolas/beartasriomhphoistanoireachtaisagusseanadh/

****
Tá eolas sa teachtaireacht leictreonach seo a d'fhéadfadh bheith príobháideach nó faoi rún agus b'fhéidir go mbeadh ábhar rúnda nó pribhléideach ann. Is le h-aghaidh an duine/na ndaoine nó le h-aghaidh an aonáin atá ainmnithe thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Tá cosc ar rochtain don teachtaireacht leictreonach seo do aon duine eile. Murab ionann tusa agus an té a bhfuil an teachtaireacht

Chief Executive, Stáisiún Uí Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
T 01 703 2454 F 01 703 2608 E info@irishrail.ie W www.irishrail.ie

Ms. Orla Burke,
orla.burke4@mail.duc.ie

19th December 2014

Dear Ms. Burke,

Thank you for your email of 10th December 2014 to Mr. Paschal Donohoe, T.D., Minister for Transport, Tourism & Sport regarding the price of rail travel from Sligo to Dublin which has been forwarded to me for attention and direct reply.

Rail fares are determined by the National Transport Authority and the ticket that you purchased is the regulated Adult return fare. This is available without any restrictions on travel and can be purchased at the station right up to the time of departure.

For your information, our best value fares are always available by booking in advance at www.irishrail.ie. Currently, the best single fare that can be purchased online in advance is €17.99. Also, we regularly promote Intercity web sales at even lower prices, the next being our Winter Seat Sales which commences at the end of December.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), **Stiúrthóiri** Directors: F Allen, P Golden, T McGee(UK), J Moloney, J Nix, F O'Mahony, T Wynne; **Príomh Fheidhmeannach** Chief Executive: D Franks
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A Limited Company Registered in Ireland at Connolly Station, Dublin 1 No. 119571 Vat No. IE 4812851 O

Reardon Heidi

From: GRIFFIN Kathleen <KathleenGRIFFIN@dttas.ie>
Sent: 19 December 2014 10:49
To: Reardon Heidi
Subject: PD/14/5953 - Richard Walsh - LX User
Attachments: 5953-A1411181539038584170.pdf; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Dear Heidi

Please see attached letter for direct reply to Mr Walsh within 3 weeks

Kathleen

14 November 2014

DEPARTMENT OF TRANSPORT
TOURISM AND SPORT
17 NOV 2014
MINISTERS OFFICE

Mr. Richard Walsh
Deerpark House
Carrick-on-Suir
Co. Tipperary

Dear Mr. Walsh,

I wish to acknowledge receipt of your further letter dated 6 November, 2014 to the Taoiseach, Mr. Enda Kenny T.D., regarding the condition of XL 151 and XL 153 on the Waterford to Limerick junction line.

The Taoiseach has asked me to forward a copy of your correspondence to the Minister for Transport, Tourism & Sport, Mr. Paschal Donohoe T.D., so that he can have this matter further examined and respond directly to you.

Yours sincerely,

PATRICIA COLLINS

Patricia Collins
Assistant Private Secretary
to the Taoiseach

PS/Minister for Transport, Tourism & Sport
Referred please for attention and direct reply

Deerpark House,
Carrick-on-Suir,
Co. Tipperary.

6th November, 2014.

Mr. Enda Kenny,
Office of the Taoiseach,
Dail Eireann,
Dublin 2.

10 NOV 2014

Re. Unsafe condition of XL 151 and XL 153 on the Waterford to Limerick Junction line.

Dear Sir,

I attached a letter which I received to-day from Irish Rail regarding the use of my main farm railway crossing which is known as XL 151. This crossing is located in the middle of our main farmyard and is surrounded by our farm buildings on both sides.
My brother and I who farm in partnership with each other have to cross over this railway line dozens of times every day as we go about our normal daily business.

Irish Rail has failed to provide us with any warning system at this crossing in spite of been repeatedly requested to do so.
Irish Rail has failed to provide us with any train timetable in spite of been repeatedly requested to do so.
Irish Rail has failed to inform us of any changes to the train timetable and also has failed to inform us of any additional trains i.e. engineering trains/wagons etc. running on this line.

Irish Rail has failed to provide us with any telephone at this crossing to ring the local signalman for permission to cross with cows and farm machinery.

The situation in Carrick-on-Suir Railway Station is chaotic with the signalman having to abandon his post as signalman at the very time we would be likely to ring him, and make his way down to open and close the level crossing gates on Cregg Road, located beside the train station, to allow the general public pass over this public level crossing, on their journey to and from Carrick-on-Suir.
Irish Rail has failed to provide a Gate Keeper for the Cregg Road level crossing resulting in the signalman having to do this job which is causing delays of 20 minutes normally for the general public.
This matter has been the subject of much public annoyance for the townspeople of Carrick and in particular for the residents of Cregg Road. It has also resulted in emergency services been unacceptably delayed on route to attending car accidents, house fires etc.

Train drivers routinely fail to give any timely warning of their approach to our main farmyard crossing XL151 and this matter has been documented going back over many decades.
Train drivers fail to observe the 25m.p.h. speed restriction on many occasions especially on their outward journey from Carrick to Clonmel and this further endangers users of this crossing.
The most recent near miss incident at our farmyard crossing occurred on Friday 24th of October at 5.08pm when the evening passenger train travelling from Carrick to Clonmel had to slow down to avoid our Dairy Herd which were crossing over the railway line for evening milking at that time. There were two people in the cab of the train and the train driver failed to whistle at any of the four whistle boards that he passed on route from Carrick. The train driver sounded the train whistle for the first time when he noticed cows passing in front of him over the railway line. This incident is just one of dozens of similar type incidents at this crossing going back over many decades.

I am asking you as a matter of urgency to instruct Irish Rail to fit a proper warning system of ringing bell/flashing light to our farmyard crossing XL 151 before somebody is killed at this crossing.
Until such a warning system is fitted to XL 151 I am asking you to reduce the speed limit to 20mph in order to compensate for train drivers who are exceeding the present speed limit of 25mph.
I am asking that this 20mph speed limit be extended to include my Aunt Kathleen Coffey's railway crossing XL 153. Mrs. Coffey is elderly and has to cross over this railway line to access her dwelling house. Train drivers travel at full line speed through her crossing and endanger her life and that of her family.
A Telecom Eireann van driver was almost killed at XL 153 a number of years ago when he drove out in front of an on-coming train at this crossing.

I am asking that a solar-powered light be fitted to this crossing so that my aunt has some light when using her crossing in the winter time. At present this crossing is in pitch darkness during the winter months and is not safe for an elderly person to use at night.

I will be writing to you again in two weeks time to see what action have you taken in regard to safety at XL 151 and XL 153. I am forwarding a copy of this letter to my local public representatives and I will be asking them to visit both crossings in question and make representations on my behalf to you and Irish Rail to have the safety improvements outlined in this letter put in place at XL 151 and XL 153.

Yours sincerely,

Richard Walsh

Iarnród Éireann

Mr Richard Walsh

Deer Park House

Carrick on Suir

Co Tipperary

Our Ref: XL151

Date: 24th October 2014

Re: Concrete Post and Wire from XL149 to XL152

Dear Mr Walsh

I wish to draw to your attention that on 23rd October 2014 at 1700hrs an Irish Rail Locomotive driver noticed that both gates at XL151 were open and cattle was at the entrance of the level crossing in preparation to cross, this could have led to a serious incident causing serious harm to the travelling public/train/train driver.

As a user of the field crossing, you have a moral and legal obligation to keep the gates closed and advise persons visiting or who have business with you to do the same.

Also, take note that the Board takes legal proceedings against landowners who fail to keep gates closed and use the crossing in an unsafe manner. Level crossing owners who use the crossing in an unsafe manner can be prosecuted under the Railway Safety Act 2005, Part 14.

Yours Sincerely

pp.

Niall Lynch

Infrastructure Manager

Limerick Junction

CIE Group of Companies

Chief Executive, Stáisiún Uí Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
T 01 703 2454 F 01 703 2608 E info@irishrail.ie W www.irishrail.ie

Mr Richard Walsh,
Deerpark House,
Carrick-on-Suir,
Co. Tipperary.

16th January 2015

Dear Mr Walsh,

Your correspondence to the Taoiseach dated 6th November was forwarded to Iarnród Éireann on the 19th December requesting that we reply to you directly on the matters you raise. I will attempt to respond to the issues you raise in the sequence you have put them.

Your crossing XL151 is a field crossing on what would be classified as a lightly used line as there are only four passenger train movements daily (two in each direction Monday to Saturday with none on Sunday) Iarnród Éireann has over 1000 crossings on its network and the vast majority of these are field crossings such as yours. Each crossing has a risk rating and the very scarce funding that is available to us now is applied on a prioritised basis so your request for a warning system cannot be accommodated at this time. Even though the line speed at your crossing is 50mph we have imposed a restriction of 25mph which delays services but reduces risk at the crossing. It is indeed very regrettable that when funding was available and a proposal to install an underpass for you was made, you refused that offer. Acceptance by you at that time would have eliminated the risk entirely.

Iarnród Éireann has the timetable freely available to the public on its website www.irishrail.ie and copies are available at all stations, they are currently out of stock and being reprinted at present. Although my office has not received a request from you for a timetable, I have included one with this letter.

As previously stated given the vast number of crossings it is not possible for each and every user to be identified let alone notified of all movements on the network and as such " The safe use of unattended railway level crossings" booklet was developed copies of which have been supplied to you. A further copy is being posted to your address in case you have not retained the booklet. I would like to draw your attention to section 4.1 of the booklet where notice is given that trains may operate at any time, section 7.1 which states clearly " It is the responsibility of the user to ensure that it is safe to cross and that the railway and other users of the railway are not endangered" and section 9.8 " The movement of herds of bullocks and other very unpredictable animals (more than 2) must be put into the same category as slow heavy lowslung and cumbersome vechicles in clause 9.7 " This means that such movements should be preplanned and permission to cross the line must be obtained from the controlling signalman in advance and in good time.

Cathaoirleach Chairman - P Gaffney(UK), **Stiúrthóirí** Directors: F Allen, P Golden, T McGee(UK), J Moloney; J Nix, F O'Mahony, T Wynne; **Príomh Fheidhmeannach** Chief Executive D Franks
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The response to the provision of a telephone at your crossing is covered under point 1. Additionally the telephone numbers for both Carrick on Suir and Clonmel signal cabins are clearly displayed at your level crossing.

It is refuted that delays of 20 minutes are normal for the operating of the Cregg road crossing and we have no record or report of any emergency service ever having been delayed by the operation of this crossing.

Whistle boards are erected on this line in proximity to your crossing and drivers are obliged to blow their horn as a warning. This is monitored on a regular basis and examination of downloads proves that the drivers do indeed blow their horn at your crossing. Indeed one of your more recent complaints to us contained allegations of excessive and loud blowing of whistles at your crossing.

As per point 6 above the speed at the crossing is also monitored and no exceedances have been found.

A copy of the booklet referred to in point 3 above has also been posted to your Aunt for her information and we believe the substantial upgrade works and view improvements carried out in 2013 and 2014 have assisted the safer use of crossing XL153.

Our local Iarnród Éireann staff have met with you on numerous occasions and remain willing to do so in future if you have further concerns. I trust the above helps clarify the position for you.

Yours sincerely,

David Franks
Chief Executive

Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 23 December 2014 14:58
To: Reardon Heidi
Subject: PD / Dominick Lavin - Irish Rail Seat Reservation Booking Information

Follow Up Flag: Follow up
Flag Status: Completed

For attention and direct reply please.
Chris Smith
Private Secretary

-----Original Message-----
From: dominicklavin . [mailto:dominicklavin@googlemail.com]
Sent: 21 December 2014 05:16
To: MINISTER'S OFFICE; pascal.donohoe@oireachtas.ie; pascal.donohoe@oir.ie; info@irishrail.ie; bookinginfo@irishrail.ie
Subject: Fwd: Irish Rail Seat Reservation Booking Information

Pascal,
I am truing to cancel a simple error made while purchasing a rail ticket, but my application keeps bouncing back saying; The following.

Dear Customer,

Returned 6th January
No written Response

This email address is not monitored.

To cancel or amend a reservation, go to our Guide to Buying Online section.

I got the details online, Pascal please help.

Regards
Dominick Lavin

---------- Forwarded message ----------
From: dominicklavin . <dominicklavin@googlemail.com>
Date: 21 December 2014 at 04:51
Subject: Re: Irish Rail Seat Reservation Booking Information
To: bookinginfo@irishrail.ie, info@irishrail.ie

Dear Irish Rail,
Can I please cancel my reservation for 2 passengers Ref No 550 13128647. from Dublin Connolly to Ballymote 23rd Dec at 11.05. Can you please refund the payment due to the payees account.
Please confirm cancellation by email or phone 00447956054190.

Regards
Dominick Lavin

On 21 December 2014 at 04:38, <bookinginfo@irishrail.ie> wrote:
> Dear Dominick,
>
> Thank you for your booking, please check the details in this email.
>
> Tickets can be collected from ticket vending machines or at the
> booking office. If neither are available, please board the train with
> this email and collect your ticket at the destination station.
>
> If you have any queries with this booking please call 1850 366 222 or
> info@irishrail.ie
>
> If you wish to change or cancel this booking, fees may apply, for more
> info go to irishrail.ie/termsandconditions
>
> Booking Number
>
> 550 13128647
>
> how to use this number?
>
> Booking Summary
>
> Outward: 23 Dec 2014
> Departing: Dublin Connolly 11:05
> Arriving: Ballymote 13:48
>
> Ticket Price: €47.98
> Total: €47.98
>
> Seats Reserved
>
> OUTWARD
>
> RETURN
>
> Dublin Connolly to Ballymote Dominick Lavin Carriage C Seat 12Thomas
> Lavin Carriage C Seat 16
>
> Some deals that might interest you....
>
> Please note if your seat number is 0 or N/A, There will be no reserved
> seat assigned.
>
> Terms & Conditions
>
> All Terms and Conditions related to this booking are available by
> clicking here.
>
> All tickets are issued subject to Córas Iompair Éireann Bye-laws &
> Iarnród Éireann's Conditions of Carriage.
>
> Changes & Cancellations
>
> A €10 surcharge may apply if a customer wishes to transfer to another
> service on the same day if available. This surcharge must be paid at
> the booking office before boarding the train. If the booking office is
> not open, the surcharge must be paid on-board the train.
> Customers wishing to travel on a different day to the one booked above
> should contact our Customer Contact Centre, details below.

>
> Thanks again!
>
> Keith Faherty
>
>
> Online Manager,
> Iarnród Éireann
>
> Contacting Us
>
> Phone: 1850 366 222
> or +353 1 8366 222
>
> Email: info@irishrail.ie
>
> Hours: 08:30 - 18:00 Mon - Fri
> (excludes public Holidays)
>
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> LinkedIn

****
Tá eolas sa teachtaireacht leictreonach seo a d'fhéadfadh bheith príobháideach nó faoi rún agus b'fhéidir go mbeadh ábhar rúnda nó pribhléideach ann. Is le h-aghaidh an duine/na ndaoine nó le h-aghaidh an aonáin atá ainmnithe thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Tá cosc ar rochtain don teachtaireacht leictreonach seo do aon duine eile. Murab ionann tusa agus an té a bhfuil an teachtaireacht ceaptha dó bíodh a fhios agat nach gceadaítear nochtadh, cóipeáil, scaipeadh nó úsáid an eolais agus/nó an chomhaid seo agus b'fhéidir d'fhéadfadh bheith mídhleathach.

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****

Reardon Heidi

From: GRIFFIN Kathleen <KathleenGRIFFIN@dttas.ie>
Sent: 31 December 2014 11:33
To: Reardon Heidi
Subject: PD/14/6170 - James Reilly TD - Marie Hogarty - NCPS Appeal
Attachments: 6170-FW Parking at Rush Lusk train station_eml.mht

Follow Up Flag: Follow up
Flag Status: Completed

Dear Heidi

Please see attached rep received in Minister Donohoe's office for attention

Regards
Kathleen

No Response
-> Contracts Dept
with Customer
Directly

From: minister@dttas.ie [mailto:minister@dttas.ie]
Sent: 31 December 2014 11:31
To: Pauline_OBrien@dcya.gov.ie
Subject:

Our Ref: PD/14/6170

Dear Ms. O'Brien

I refer to your email on behalf of Minister James Reilly who wishes to make representations for Marie Hogarty, Cadagio, Rogerstown Lane, Lusk, Co. Dublin regarding parking at Rush and Lusk train station. I have asked the Chief Executive of Iarnród Éireann, Mr David Franks, to examine this matter and to reply directly to you as soon as possible

Yours sincerely,

Chris Smith
Private Secretary to Minister Paschal Donohoe

****
Tá eolas sa teachtaireacht leictreonach seo a d'fhéadfadh bheith príobháideach nó faoi rún agus b'fhéidir go mbeadh ábhar rúnda nó pribhléideach ann. Is le h-aghaidh an duine/na ndaoine nó le h-aghaidh an aonáin atá ainmnithe thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Tá cosc ar rochtain don teachtaireacht leictreonach seo do aon duine eile. Murab ionann tusa agus an té a bhfuil an teachtaireacht ceaptha dó bíodh a fhios agat nach gceadaítear nochtadh, cóipeáil, scaipeadh nó úsáid an eolais agus/nó an chomhaid seo agus b'fhéidir d'fhéadfadh bheith mídhleathach.

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From: Pauline_OBrien@dcya.gov.ie [mailto:Pauline OBrien@dcya.gov.ie]
Sent: 03 December 2014 11:16
To: MINISTER'S OFFICE
Subject: Parking at Rush & Lusk train station

Minister James Reilly wishes to make representations on behalf of Marie Hogarty, Cadagio, Rogerstown Lane, Lusk, Co. Dublin in relation to parking at Rush and Lusk train station (please see email below). The Minister would be grateful for your comments on the matter.
Kind regards,
Pauline.

Pauline O'Brien
Constituency Office of the Minister for Children and Youth Affairs
Dr. James Reilly T.D.
43 - 49 Mespil Road
Dublin 4.

01-6473053

From: "marie" <marie@cadagio.com>

Subject: Customer Issues with parking at Rush and Lusk Train Station

---

I would like to make you aware of a recent issue with NCPS I have lodged an appeal below which highlights the problem that arose with their system

There is a health and safety concern for customer in particular female customers where they may be left stranded for up to two hours in a dark,lonely remote station that is not manned late at night

---

I am appealing the clamping of vehicle 06 D 1713 at Rush/Lusk train station on the 24.11.2014 at 11.30am

I am a daily user of the parking facility at Rush Lush train station for the past two years.

I booked my car 06 D 17131 on the Paybytext website on Sunday night 23.11.2014.

I arrived back at Rush Lusk station at 18.55 on the 24.11.2014 to find my car clamped to say I was horrified is an understatement considering I had paid parking. I tried to contact the telephone number on the documentation, and was left hanging on, being a lone female in a dark car park was not pleasant and very intimidating so I contacted a relative to collect me. I eventually made contact with your company after twenty minutes and I was advised by your operator that I had to pay €120 plus a €5 card fee, a total of €125 in order to get the clamp removed even though I had used my incredit account on line to pay parking.

I asked for operator could he let me know when the clamp was removed as I did not want to sit in a deserted car park waiting for two hours. He said he would get the clamper to notify him and he would text me and let me know the clamp was removed, I am still waiting on that notification to say the clamp has been removed. I

had a family member drive me back to the station at 21.00 the clamp was removed.

On the call to your office your operator could see that the account for 06 D 17131 was in credit, I queried when the clamper was checking his listing why he was not told that the account was in credit. Apparently they do not have the same access as your operators which I find unusual. I was speaking to other car park users this morning I was told that one person who had a similar experience got a warning text telling them they had forgotten to pay parking so it appears they do have access. This makes sense as if an account is in credit it is obvious and error has occurred and that the person is not trying to avoid paying, the customer with an account should be advised with a NCSP text so that when an error occurs with the system they can correct same. A warning notice could be placed on the car saying if the account is not rectified that a penalty fee will issue.

I have two registered accounts, a yearly account managed by you one for the primary vehicle 07 D 87350 and a prepaid account for 06 D 17131, the latter is always in credit, I use this account when needed rather than swapping over from the yearly account. Both registrations are on the prepaid account and your operator could see I had two accounts. My account 06 D 17131 was in credit at the time of the clamping so I cannot understand why the car was clamped and can only assume that there was a technical glitch on your system

The daily charge for an account holder is €3 but you have levied me with a €120 charge + €5 for card = €125 which is disproportionate. Fingal County Council will charge the owner of a vehicle without a parking ticket on the public road €80.00.
I am requesting a refund of my €125 and a review of the process where payments have not transacted due to technical glitches on maintained accounts that are in credit.

Marie Hogarty

****
Email Disclaimer and; Legal Notice: http://www.dcya.gov.ie/mail_disclaimer/
****

* 2015 *

Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 20 January 2015 16:07
To: Reardon Heidi
Subject: Ministers Office - Sean & Geraldine O' Connell - Procurement Criteria

Follow Up Flag: Follow up
Flag Status: Completed

For attention and direct reply please within 3 weeks.
Chris Smith
Private Secretary

From: Danielle O'Connell [mailto:info@cleanallover.ie]
Sent: 19 January 2015 14:17
To: MINISTER'S OFFICE
Subject:

Hi,

I hope this email finds you well. We recently spoke to Jim Henry from your office and he advised us to contact you directly.

Irish Rail recently issued a pre qualification questionnaire for contract cleaning services through E Tenders (ref: OPS 5400 TC) one of the criteria to allow a company to apply for this was that the company must have a turnover of €5 million per annum for the last three years.

As a company in business for the last nineteen years, who currently and have always held a valid tax clearance certificate, relative insurance and necessary training. This criteria unfairly excludes our company for applying for this. We have being hearing a lot about the government promoting SME's . This criteria not only contradicts governments recent efforts but excludes many other SME's from being included in the selection process

If it is the ministers power to investigate this issue, we call on you to stop this process and have the document re issued so that it will allow all businesses to be included - not just larger corporations

In advance, I would like to thank you for taking the time to read this email. I look forward to hearing fro you by return

Yours

Sean & Geraldine O' Connell

Clean All Over
41 Warren Street, Portobello, Dublin 8
Tel 087 269 4455
Tel (01) 453 7818
Email info@cleanallover.ie
www.CleanAllOver.ie

The information in this email is confidential and may be legally privileged. It is intended solely for the addressee. Access to this email by anyone else is unauthorised. If you are not the intended recipient, any disclosure, copying, distribution, or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

Chief Executive, Stáisiún Ui Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
T 01 703 2454 F 01 703 2608 E info@irishrail.ie W www.irishrail.ie

Iarnród Éireann
Irish Rail

Att: Sean & Geraldine O' Connell
info@cleanallover.ie

16/November/2015

Dear Sean & Geraldine O' Connell,

Thank you for your email of 20th January 2015.

Iarnród Éireann is required to comply with the Utilities Directive, 2004/17/EC. This directive permits Contracting Entities to set criteria to reduce the number of candidates to a level which is justified by the need to balance the particular characteristics of the procurement procedure with the resources required to conduct it. The number of candidates selected shall, however, take account of the need to ensure adequate competition. In order to achieve this in a transparent and equitable manner Contracting Entities must advertise, giving details of their requirements and include details of the objective criteria they intend to utilise for the purposes of reducing the number of candidates (Selection Criteria).

The objective requirements for this tender, as advertised, included the requirement to have a turnover of €5,000,000 in each of the previous three years.

This is to ensure that Iarnród Éireann can reduce the number of candidates to those whom have the depth within the proposed entity to undertake the requirements as listed below and is in keeping with governmental guidelines on turnover " *in assessing the capacity of a supplier to do a job, buyers, as a matter of general public policy, should not for routine (example low value, high volume) goods and services competition set company turnover requirements at more than twice the estimated contract value*" – extract Circular 10/14 Department of Public Expenditure and Reform.

The cleaning requirements are:

- Passenger Carriages (circa 117,000 per annum across 10 locations);
- Station buildings and concourses (circa 37 locations);
- Dublin / Cork train turnaround cleaning service (Heuston Station only) (on the hour every hour between 07.00 - 22.55hrs);
- DART Network Station (circa 30 locations);
- Miscellaneous buildings, offices and depot facilities (circa 42 units);
- Deep cleaning and window cleaning services.

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóiri Directors: F Allen, P Golden, T McGee(UK), J Moloney, J Nix, F O'Mahony, T Wynne; Príomh Fheidhmeannach Chief Executive: D Franks
Cuideachta Theoranta Cláraithe in Éirinn ag Stáisiún Ui Chonghaile, Baile Átha Cliath 1
A Limited Company Registered in Ireland at Connolly Station, Dublin 1 No. 119571 Vat No. IE 4812851 O

Iarnród Éireann having considered the requirement for cleaning services has decided that it requires one provider of these services in order to achieve synergies across locations, maintain a uniform standard and a manageable/cost effective solution.

Furthermore the Directives confirm that candidates may rely on the capacity of other entities in order to apply to be qualified. Therefore, candidates can form a grouping to apply and their combined application would be considered. They do not have to form a legal entity to do so, but would be required to do so if successful in their tender bid.

Finally by engaging in two stage procurement processes Contracting Entities reduce the cost of tendering by restricting the competition to those Candidates who have the necessary financial, technical capacity and capability to deliver the required service, thereby eliminate unnecessary cost for both the Contracting Entity and tenderers.

Yours sincerely,

David Franks
Chief Executive

Reardon Heidi

From: Reardon Heidi
Sent: 11 February 2015 11:13
To: STEELE Clive
Subject: RE: Ellen Purdon, 7A Coburgh Place, North Wall, Dublin 1 Cleaning of area under rail arches at Seville Place
Attachments: Clive Steele - Seville Place Bridge Powerwash 06.02.15.pdf

Dear Clive

Please be advised that the Bridge on Seville Plan and surrounding areas was power washed on Friday 6th February last.

I have attached some photos FYI.

Kind regards,

Heidi

Heidi Reardon

For David Franks
Chief Executive Officer, Iarnród Éireann, Connolly Station, Dublin 1
☎ 01 703 2454 ✉ heidi.reardon@irishrail.ie www.irishrail.ie

From: STEELE Clive [mailto:CliveSteele@dttas.ie]
Sent: 02 February 2015 12:11
To: Reardon Heidi
Subject: Ellen Purdon, 7A Coburgh Place, North Wall, Dublin 1 Cleaning of area under rail arches at Seville Place

RE: Ellen Purdon, 7A Coburgh Place, North Wall, Dublin 1

2nd February 2015

Dear Heidi

Minister Donohoe has been contacted by the above named constituent regarding an issue with the area under the rail bridge on Seville Place.

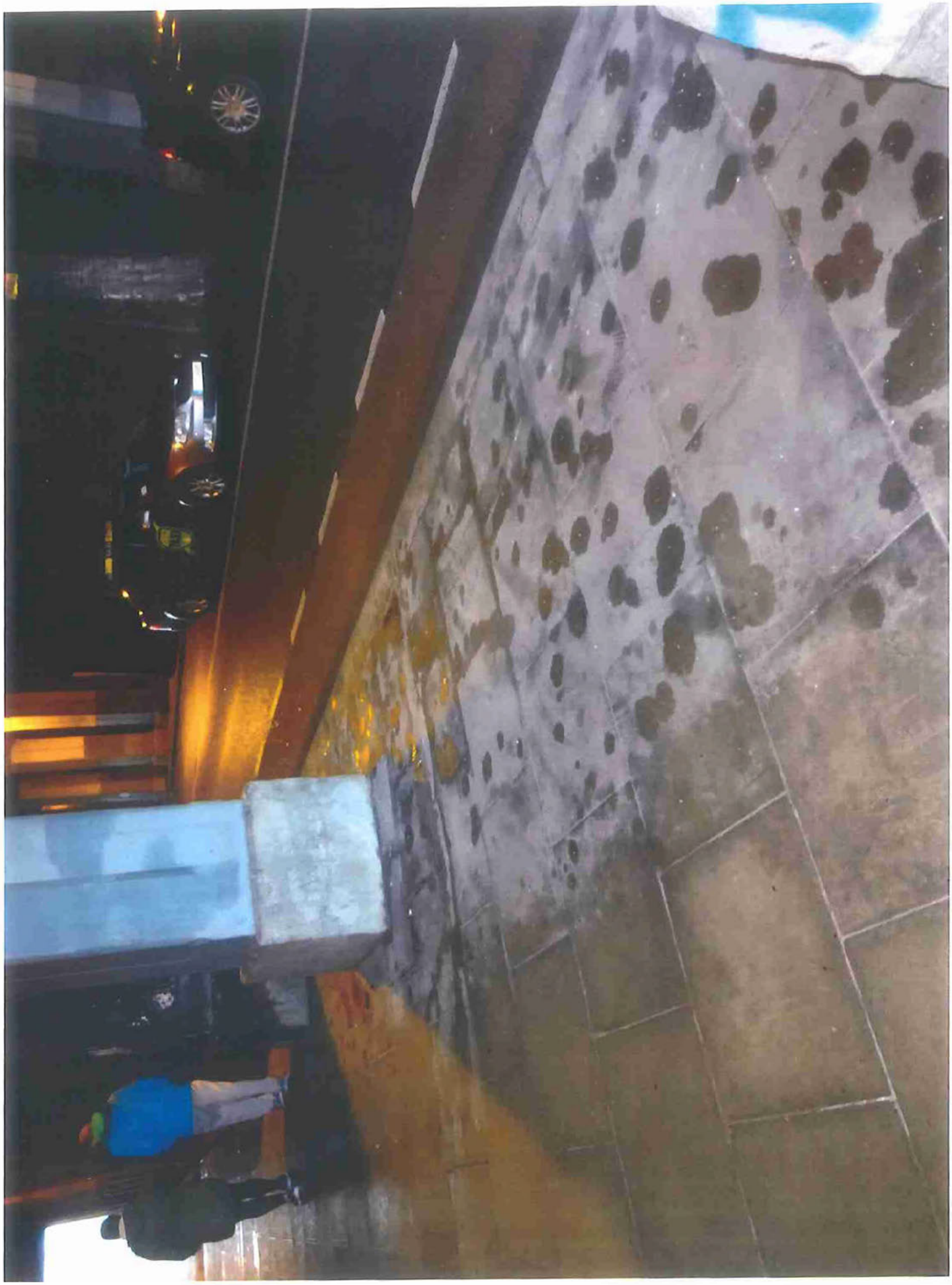
Ms. Purdon is requesting that the arches and area under this rail bridge be cleaned. I have already contacted Dublin City Council regarding this matter, but have been requested also to see if, as the bridge is the property of Irish Rail, there is anything Irish Rail can do to assist in cleaning and maintenance of the area.

I would be grateful if this matter could be looked into and you could advise regarding same.

Kind regards,

Clive Steele

Minister Donohoe's Constituency Office
Department of Transport, Tourism & Sport
clivesteele@dttas.ie
01-6041082



PS/Min for Transport, Tourism and Sport
- for attention and appropriate action

DEPARTMENT OF TRANSPORT
TOURISM AND SPORT
25 JUN 2015
MINISTERS OFFICE

CONTACT DETAILS
SARAH FANEY
087-2128638

DEAR 9-6-15
SIR/MADAM

To Whom This LETTER MAY APPLY To, The TOILET AND WAITING ROOMS AT NEWBRIDGE TRAIN STATION have been closed for A number of years in Co.KILDARE. LOCAL POLITICIAN FIONA MCLOUGHLIN HEALY ~~[illegible]~~ ~~[illegible]~~ KEEPS HITTING A BRICK WALL DESPITE HER BEST EFFORTS TO GET The TOILET AND WAITING ROOM OPENED BECAUSE IRISH RAIL KEEP GIVING HER EXCUSES SAYING IT WILL COST TO MUCH MONEY TO REOPEN The WAITING ROOM BECAUSE The WAITING ROOM AND →

ADDRESS:-

3472 Lakeside Park
Newbridge
Co. Kildare.

Were being vandalized a few
years ago The dubai duty free
irish derby cusking festivale is
is comming to town over
the next 2 weeks half the
pubs enroute to the train
station have closed there for
there is no way for commuters
to go to toilet while waitin
for their train to arrive
the continued closure of the
waiting room could cost us
returning tourists and revenue

[redacted] sincerely
fancy

Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 24 July 2015 10:59
To: Reardon Heidi
Subject: Ministers Office - Margaret Drohan - Clearing banks along railway line
Attachments: 20150724095329.pdf; 20150724093727.pdf; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Hi Heidi,

Please see the attached for your attention and direct response.

Best regards,

Freddy
Minister's office

Oifig an Aire
44 Sráid Chill Dara, Baile Átha Cliath 2, Éire.

Office of the Minister
44 Kildare Street, Dublin 2, Ireland.

An Roinn Iompair, Turasóireachta agus Spóirt

Tel: +353 1 670 7444 Locall: 1890 443311 Fax: +353 1 604 1183 Web: www.dttas.ie Email: minister@dttas.ie

24 July 2015

Our Ref: PD/15/9347

Ms Margaret Drohan
2 Glenbeigh Road
Blackhorse Avenue
Dublin 7

Dear Ms Drohan

On behalf of the Minister for Transport, Tourism & Sport, Paschal Donohoe, T.D., I wish to thank you for your letter about clearing the railway bank. As this is a matter under the remit of Iarnród Éireann, I have forwarded your letter to the office of Mr David Franks, Chief Executive, for his attention and direct reply to you.

Yours sincerely,

Chris Smith

Chris Smith
Private Secretary to Minister Donohoe

Mr Paschal Donohoe TD
Minister for Transport, Tourism & Sport
44 Kildare Street
Dublin 2.

2 Glenbeigh Road
Blackhorse Avenue
Dublin 7.

22nd July 2015

Dear Minister Donohoe

I would appreciate your assistance on the following matter.

I live at the above address and at the rear of the house is the railway line. This railway line runs under the Phoenix Park to Connolly Station.

The railway bank has become very overgrown with bushes and weeds etc, and are overlapping on a wall (railway side) on a lane way to the rear of the houses. This lane is used as access for the houses for parking purposes.

It would be a great help if you could ask CIE to have the railway bank cleared of the bushes and weeds etc., and if possible on an yearly basis.

Many thanks again for your assistance in this matter.

Yours sincerely

Margaret Drohan

Margaret Drohan

DEPARTMENT OF TRANSPORT
24 JUL 2015
MINISTERS OFFICE

Príomh Fheidhmeannach, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Ms Margaret Drohan
2 Glenbeigh Road
Blackhorse Avenue
Dublin 7

24th August 2015

Dear Ms Drohan

Re: Overgrown vegetation at the rear of 2 Glenbeigh Road

Thank you for your letter to the Minister for Transport, Tourism & Sport concerning overgrown vegetation in the laneway at the rear of your home, this has been passed to me to respond to you directly.

I can now confirm that we have had the area inspected and the vegetation growing into the laneway from the railway will be cut back within the coming weeks.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóiri Directors: F Allen, P Golden, T McGee(UK), J Moloney; F O'Mahony, T Wynne;
Príomh Fheidhmeannach Chief Executive: D Franks
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Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 24 July 2015 14:54
To: Reardon Heidi
Subject: Ministers Office - Chris Smith - Rosemary Conneely - FPN
Attachments: James Devoy.docx; Rosemary Conneely.doc

Follow Up Flag: Follow up
Flag Status: Completed

For attention and direct reply please.
Chris Smith
Private Secretary

From: Paschal Donohoe [mailto:Paschal.Donohoe@Oireachtas.ie]
Sent: 21 July 2015 12:08
To: MINISTER'S OFFICE
Subject: Fw: Train Journey

- Forwarded by Paschal Donohoe/Members/Oireachtas on 21/07/2015 12:07

From: William Conneely <williamconneely2@gmail.com>
To: paschal.donohoe@oireachtas.ie,
Cc: rpu@irishrail.ie
Date: 21/07/2015 12:00
Subject: Train Journey

Dear Minister

I am Rosemary Conneely and on 10th May I was travelling from Balbriggan to Howth Junction and received a fixed penalty fine. On the day in question I went to the ticket machine and at this time was not accepting my money, in the sense of panic I pressed the wrong button and availed the wrong ticket. The train was about to depart from Balbriggan station and I was unable to avail the correct ticket. Rosemary is a student of Loreto Balbriggan and is unable to pay the penalty of €105.75 and had applied to Iarnrod Eireann Revenue Protection Unit to cancel this penalty notice. Rosemary has made all the efforts so that this mistake does not happen again and has learned from my mistake. Rosemary found the reply from James Devoy revenue protection Iarnrod Eireann did not take into account that a genuine mistake was made on the day in question .She found the tone and contents of the letter only addresses company policy and not what the her letter was intend to show compassion and finds in her favour. Rosemary will find it difficult to pay this fine and is applying to the minister to find a better way to address real life situations and a better way for his department to compose letters from revenue so that they do not portray an ''Iron Hand'' approach .I attach both letters my original letter to Iarnrod Eireann and the reply from James Devoy*(See attached file: James Devoy.docx)(See attached file: Rosemary Conneely.doc)*

Oireachtas email policy and disclaimer.
http://www.oireachtas.ie/parliament/about/oireachtasemailpolicyanddisclaimer/

Beartas ríomhphoist an Oireachtais agus séanadh.
http://www.oireachtas.ie/parliament/ga/eolas/beartasriomhphoistanoireachtaisagusseanadh/
****

James Devoy

Revenue Protection Unit, RPU Building

Connolly Station, Amiens Street

Dublin 1

Dear Mr Devoy

I am saddened to hear that your office could not fine in my favour your letter of the 13th July states that you read my letter but is only giving me information on Iarnrod Eireann policy. The letter does not address that I made a genuine mistake and learned from it.

James it makes no sense to write to you office if you have a zero policy on persons who fail to produce a valid ticket when you don't take human error into account ,what's the point when one receives the reply like the one of the 13th July from your department. I find the tone of the letter has the '''Iron Hand'' my way or no way. I hope that you have no objection if I copy to the minister Paschal Donohoe the contents of both letters to find a way to compose a letter so that it addresses a real life situation and it does not upset those that it applies too. I send a cheque of €105.75 to your department and await the minister reply.

Kind regards

Rosemary Conneerly

Rosemary Conneely

Delahasey Ring Commons

Co Dublin

12/05/2015

Iarnrod Eireann, Revenue Protection Unit

Connolly Station, Amiens St.

Dublin 1.

Dear Sir/Madam

Rosemary Conneely was travelling to Howth Junction on the 10/05/15 and received a fixed penalty fine. She went to the ticket machine and at this time was not accepting her money, in the sense of panic she pressed the wrong button and availed the wrong ticket. The train was about to depart from Balbriggan station on the day in question and she was unable to avail the correct ticket. Rosemary is a student of Loreto Balbriggan and is unable to pay the penalty of €105.75 and is appealing to Iarnrod Eireann Revenue Protection Unit to cancel this penalty notice. Rosemary has made all the efforts so that this mistake does not happen again and awaits your decision, she hopes that your good office will show compassion and finds in her favour.

Yours Sincerely

.....

Príomh Fheidhmeannach, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Ms Rosemary Conneely,
williamconneely2@gmail.com

10th August 2015

Dear Ms Conneely,

Thank you for your email of the 21st July 2015 to the Minister's office which was passed to me to respond to you directly.

For some time now Iarnród Éireann has implemented a zero policy on persons who fail to produce valid tickets where the facilities are available to purchase prior to boarding.

On the 10th May 2015 you boarded a train at Balbriggan Station to travel to Howth Junction Station. You purchased a Child Day Return ticket from the Ticket Vending Machine at 09.51hrs to travel on the 10.00hrs train which arrived at Balbriggan at 10.01hrs.

I have reviewed this case and as you had a child ticket which is only valid for persons age 3-15 years, the officer was correct in issuing the fixed penalty notice to you under the Railway Safety Act 2005 section 132 (2) (a) "failure to deliver up a valid ticket". This section is one of strict liability.

For the reasons stated above, I can not negate the fixed penalty notice issued on the 10th May 2015.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóiri Directors: F Allen, P Golden, T McGee(UK), J Moloney, F O'Mahony, T Wynne;
Príomh Fheidhmeannach Chief Executive: D Franks
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Príomh Fheidhmeannach, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Mr William Conneely,
williamconneely2@gmail.com

24th August 2015

Dear Mr Conneely,

Thank you for your further email of the 15th August.

On the 21st July your daughter wrote to the Minister for Transport, Tourism and Sport and this letter was passed to me for direct response.

On the 11th August 2015 I wrote to Ms Conneely and advised her that I had received the correspondence from the Minister's office and reviewed her case. As Ms Conneely had a ticket that was not valid for the journey she undertook, the officer was correct in issuing the fixed penalty notice under the railway safety act 2005 section 132 (2) (a) " failure to deliver up a valid ticket".

As outlined in my letter of the 11th August, Iarnród Éireann has implemented a zero tolerance policy on persons who fail to produce valid tickets. I hope you appreciate that we cannot be anything other than consistent and even handed in the way this zero tolerance policy is implemented.

With this in mind I regret to inform you that I am not in a position to negate the fixed penalty notice issued to Ms Conneely on the 10th May 2015.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóiri Directors: F Allen, P Golden, T McGee(UK), J Moloney; F O'Mahony, T Wynne;
Príomh Fheidhmeannach Chief Executive: D Franks
Cuideachta Theoranta Cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
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Príomh Fheidhmeannach, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Mr William Conneely,
williamconneely2@gmail.com

11th September 2015

Dear Mr Conneely,

Thank you for your further correspondence of 26th August on behalf of your daughter Rosemary.

I personally reviewed your daughter's case and did in fact meet with the Head of Revenue Protection prior to giving my opinion. He confirmed to me that an opportunity did in fact exist to purchase the correct ticket on the day in question, therefore I could not negate the fixed penalty notice issued to your daughter. While I appreciate the upset this has caused you we have adopted a strict policy in relation to ticketing and penalty notices.

I note that the Fixed Penalty has been paid and the matter is now closed.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóiri Directors: F Allen, P Golden, T McGee(UK), J Moloney; F O'Mahony, T Wynne;
Príomh Fheidhmeannach Chief Executive: D Franks
Cuideachta Theoranta Cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
A Limited Company Registered in Ireland at Connolly Station, Dublin 1 No. 119571 Vat No. IE 4812851 O

Reardon Heidi

From: Paschal Donohoe <Paschal.Donohoe@Oireachtas.ie>
Sent: 31 July 2015 17:33
To: Reardon Heidi
Cc: Cllr Ray McAdam
Subject: RE: Ministers Office - Simon Brock, DCC - Iarnrod Eireann Site at Spencer Dock, D3

Follow Up Flag: Follow up
Flag Status: Completed

Heidi,

Many thanks for the update. I appreciate the difficulties that Irish Rail has in this regard and am aware of the recent breaches that have occurred.

I will share this information with Simon and the City Council but I do not think it would be bad idea for either yourself or other officials to make direct contact with Mr. Brock in light of the upcoming inspections by IBAL.

I know the Minister would be grateful if you could keep us updated on the matters involved.

Thanks again and enjoy your Bank Holiday weekend.

Best Wishes,

Ray

Ray McAdam
Parliamentary Assistant to Paschal Donohoe T.D.
Minister for Transport, Tourism & Sport
Fine Gael, Dublin Central
Phone - 01 6183689
Web - www.paschaldonohoe.ie
Twitter - www.twitter.com/paschald
Facebook - www.facebook.com/paschal.donohoe

Reardon Heidi ---31/07/2015 17:11:51---Dear Ray Apologies for the delay on this, we have been working in the background. This area in parti

From: Reardon Heidi <Heidi.Reardon@irishrail.ie>
To: "'Paschal Donohoe'" <Paschal.Donohoe@Oireachtas.ie>,
Date: 31/07/2015 17:11
Subject: RE: Ministers Office Simon Brock, DCC - Iarnrod Eireann Site at Spencer Dock, D3

Dear Ray
Apologies for the delay on this, we have been working in the background. This area in particular in an ongoing problem area for us. However, I can now confirm that just this week we carried out a major clean up in the area referred to between Sheriff St and Ossory Road and the boundary at the Sheriff St Upper end was further secured. However, the boundary was breached again today and this is now being followed up with the local Gardaí.

Would you like to make contact with Simon or shall I?

Regards,

Heidi

From: Paschal Donohoe [mailto:Paschal.Donohoe@Oireachtas.ie]

Sent: 30 June 2015 14:04
To: Reardon Heidi
Subject: Ministers Office - Simon Brock, DCC - Iarnrod Eireann Site at Spencer Dock, D3

Heidi,

I would be grateful if you could liaise with the relevant sections with Irish Rail to ensure that the lands owned by the company are cleared and better secured as soon as possible.

The Minister has asked me to ensure that an update on this matter be provided within the next week.

Knid Regards,

Ray

Ray McAdam
Parliamentary Assistant to Paschal Donohoe TD
Minister for Transport, Tourism & Sport
Fine Gael, Dublin Central
Phone - 01 6183689
Web - www.paschaldonohoe.ie
Twitter - www.twitter.com/paschald
Facebook - www.facebook.com/paschal.donohoe

----- Forwarded by Paschal Donohoe/Members/Oireachtas on 30/06/2015 14:02 -----

From: Simon Brock <Simon.Brock@dublincity.ie>
To: 'Paschal Donohoe' <Paschal.Donohoe@Oireachtas.ie>,
Cc: "Cllr Ray McAdam (GMail)" <raymcadam@gmail.com>
Date: 30/06/2015 13:53
Subject: Iarnrod Eireann site at Spencer Dock, D3

Dear Minister Donohoe,

I would be grateful if you could consider whether you might be in a position to make some progress in addressing the condition of the above site owned by Iarnrod Eireann.

The site has been subject to inspections by IBAL during their litter surveys of the north inner city and has been repeatedly graded as a litter blackspot.

You will be aware that the city council is investing considerable resources into tackling the issues highlighted by IBAL both by increasing the on the ground cleansing and enforcement activities but also by engaging with local communities, organisations, schools and associations, promoting environmental initiatives and projects.

We have also had successful engagements with private business and property owners in respect of other sites that have been highlighted by IBAL. Indeed Iarnrod Eireann have taken steps that have improved other sites within their control and this has been welcomed and acknowledged.

However the continued absence of any improvement to this site is an unfortunate omission that has the very real potential to again negatively affect the overall IBAL result as the next round of surveys are imminent.

Any assistance you might be able to provide would be most welcome.

Regards,

Simon Brock

Simon Brock | Environmental Liaison Officer | Public Domain Unit |
Central Area | Dublin City Council | 51 53 Sean Mac Dermott Street Lower | Dublin 1

Tel: 00353 (0)1 2225315 | M: 0871326037 | F: 00353 (0)1 2223172
E: simon.brock@dublincity.ie

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Reardon Heidi

From: Reardon Heidi
Sent: 06 August 2015 17:35
To: 'STEELE Clive'
Subject: RE: Bríd English - ground/piece of Land - Rear of Houses - No. 17 Great Western Villas, Phibsboro, Dublin 7

Follow Up Flag: Follow up
Flag Status: Completed

Dear Clive

I have consulted with the CIE Property Manager and he advises that the area in question is within the Operational Area of the Broadstone Garage Complex and is therefore not suitable for disposal.

Regards,

Heidi

From: STEELE Clive [mailto:CliveSteele@dttas.ie]
Sent: 13 July 2015 11:04
To: Reardon Heidi
Cc: raymcadam@gmail.com
Subject: Bríd English - ground/piece of Land - Rear of Houses - No. 17 Great Western Villas, Phibsboro, Dublin 7

RE: Bríd English, 17 Great Western Villas, Dublin 7

13 July 2015

Dear Heidi,

Minister Donohoe has been contacted by the above named constituent regarding a query, outlined in the email quoted below, with lands to the rear of her home at Great Western Villas.

I would be grateful if this matter could be looked into and you could advise regarding same.

Kind regards,

Clive Steele

Minister Donohoe's Office
Department of Transport, Tourism & Sport
44 Kildare Street, Dublin 2
clivesteele@dttas.ie
01-6041082

From: English, Brid [mailto:Brid.English@enterprise-ireland.com]
Sent: 08 July 2015 11:27
To: MINISTER'S OFFICE
Cc: MCADAM Ray; SWEENEY Deborah; Kate English
Subject: Irish Rail/Waste ground/piece of Land - Rear of Houses - Great Western Villas, Phibsboro, Dublin 7

Good Morning Paschal and hoping you and Emer are keeping well.

I am a constituent of yours in Dublin Central living in **No. 17 Great Western Villas**, Phibsboro, Dublin 7.

I hear on the grapevine (probably a longshot) that the waste piece of ground at the rear of our homes may become available to us from Irish Rail? I am living in the Villas 20+ years and would love the opportunity of having the luxury of additional space at the read of our homes if it were afforded to us. I have had discussions with my neighbours (also constituents of yours) and they too would very much welcome such an opportunity too. I believe they have had discussions with you already on the subject.

I am well aware you have always worked extremely hard for us in the Villas as our public representative and would be most grateful if you could make representation to Irish Rail on our behalf – Residents of homes overlooking this land – 20 houses.

My sister **Kate English, No. 8 Great Western Villas** also has a very keen interest in acquiring this additional space if it comes our way!

If I can be of any assistance to you in assisting with this query, please do not hesitate to call me on 087/4136264 or if you have any information on this subject you could pass to us – the residents.

With thanks and best regards,

Brid English

Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 18 August 2015 14:32
To: Reardon Heidi; 'oireachtasliaison@nationaltransport.ie' (oireachtasliaison@nationaltransport.ie)
Subject: FW: PD/15/9619 - Pat McCarthy - Suggestions for IR Services

Follow Up Flag: Follow up
Flag Status: Completed

From: minister@dttas.ie [mailto:minister@dttas.ie]
Sent: 18 August 2015 12:15
To: pat_mc_carthy@outlook.com
Subject:

Our Ref: PD/15/9619

Dear Pat

As Minister for Transport, Tourism and Sport I have responsibility for policy and overall funding in relation to public transport. However, I am not involved in the day-to-day operations of public transport. Therefore, I have forwarded your e-mail to both Iarnród Éireann and the National Transport Authority and I have asked them to respond to your particular queries within three weeks. If you do not receive a response within this timeframe please contact me again.

With best wishes,

Paschal Donohoe

Minister Paschal Donohoe

Minister for Transport, Tourism and Sport

From: MINISTER'S OFFICE
Sent: 17 August 2015 12:38
To: 'eCorrespondence-Minister@worksmart.dttas.ie'
Subject: FW: Query

From: Paschal Donohoe [mailto:Paschal.Donohoe@Oireachtas.ie]
Sent: 17 August 2015 11:43
To: MINISTER'S OFFICE
Subject: Query

Paschal Donohoe TD
Minister for Transport, Tourism & Sport
Fine Gael, Dublin Central
Phone - 01 6183689
Web - www.paschaldonohoe.ie
Twitter - www.twitter.com/paschald
Facebook - www.facebook.com/paschal.donohoe
----- Forwarded by Paschal Donohoe/Members/Oireachtas on 17/08/2015 11:42

From: Pat McCarthy <pat_mc_carthy@outlook.com>
To: "paschal.donohoe@oir.ie" <paschal.donohoe@oir.ie>,
Date: 17/08/2015 11:37
Subject:

Travelling today for the 1st time on the galway to limerick train. As a regular commuter, I work in Dublin and Athlone and live in Galway I am keen to see the trains be successful. This is my 1st trip on this service.

Today the train is empety with just 20 or so Travellers on the 10.30.

However booking it for a rambler type ticket means I have to go online as the stations cannot issue them, so I purchased my 10 euro ticket and then had to book online for two singles and in total it will cost me nearly 70 euro for the pleasure of travelling to Dublin via limerick.

I can afford this but I think for tourists and sport we are missing a market segment as they will not consider spending this kind of funds and we should be encouraging more commuters to use this service. They key is the Bike !

This Galway limerick service is ideal for carrying bikes as per the surban trains in Germany where I lived for a few years. If you introduce the bike to the plan then you open up more people to use the service where they need a bike at either end or for tourists to use it as part of their Wild Atlantic Way tour. But the tickets must be Ramblers allowing them to get on and off and be flexible on duration for a few days, a week etc..

Also the service looks a little tired, we should pain and brand the service the Wild Atlantic Way and promote the service to tourists. Also a automated coffee dispense could generate some revenue as over 2 hours in a train is a captive market and I would really like a coffee, I should have purchased before I got on but I did not.

Finally, its easy to add power plugs and wifi, it would be good if this service also had this for a two hour journey.

I have lots more suggestions for the Irish Rail service as I use the Galway Dublin, Luas and Bus services a lot so if you ever need someone to give suggestions with a background in markeitng I would be happy to do so. But for a start I think we should think of the Rail services not just as commuter services to Dublin but as key links in our tourism and sport strategy.

Have a good summer

Regards
Pat

Pat McCarthy
VP and Chief Strategy Officer
Huawei SPO Division Europe
Dublin

0879971577

PS. My PC just fell off the tiny desk on this little train ... nothing broken but I use trains as a mobile office.. . Grrrr

Sent from Mail for Windows 10

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Tá eolas sa teachtaireacht leictreonach seo a d'fhéadfadh bheith príobháideach nó faoi rún agus b'fhéidir go mbeadh ábhar rúnda nó pribhléideach ann. Is le h-aghaidh an duine/na ndaoine nó le h-aghaidh an aonáin atá ainmnithe thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Tá cosc ar rochtain don teachtaireacht leictreonach seo do aon duine eile. Murab ionann tusa agus an té a bhfuil an teachtaireacht ceaptha dó bíodh a fhios agat nach gceadaítear nochtadh, cóipeáil, scaipeadh nó úsáid an eolais agus/nó an chomhaid seo agus b'fhéidir d'fhéadfadh bheith mídhleathach.

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Príomh Fheidhmeannach, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Mr Pat Mc Carthy
VP and Chief Strategy Officer
Huawei SPO Division Europe
Dublin

25th August 2015

Dear Mr McCarthy,

Thank you for your e-mail addressed to the Minister for Transport, Tourism and Sport, with suggestions in regard to the Galway/Limerick train route, which has been passed to me for direct reply.

The rolling stock currently utilised on this route has seating capacity for 84 passengers on this two carriage train and on some services, this capacity would be fully utilised.

I agree that greater bicycle capacity could result in increased usage and in conjunction with the National Transport Authority, we are reviewing how that might become a reality across all our services nationwide.
In response to a number of your other queries ;

- We have a special €10 promotional offer available for this service which gives excellent value.
- Our travel partners, Railtours Ireland, offer one day and overnight tours to various locations along the Wild Atlantic Way utilising our scheduled services.
- We also offer fares from €17.99 online from Limerick to Dublin which can be booked up to 60 Days in advance.
- We are planning to pilot a catering service on the 14.20hrs train from Limerick to Galway on Fridays and subject to demand may be further expanded to other services
- Wi-Fi is available on the route and we have plans for retrofitting of power sockets subject to available funding.

I have asked my Commercial Director to follow up with you in relation to any further ideas/suggestion you may have.

Thank you for your feedback and ideas.

Yours sincerely,

DFranks

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóiri Directors: F Allen, P Golden, T McGee(UK), J Moloney; F O'Mahony, T Wynne;
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Reardon Heidi

From: Reardon Heidi
Sent: 17 August 2015 17:15
To: 'MINISTER'S OFFICE'; 'info@rsc.ie'; RSC - Elaine Quirke
Subject: RE: Mr Kevin Gough query
Attachments: Kevin Gough - Letter from Brendan Smith 14.08.15.pdf; Kevin Gough - Davids Dashboard - 29.07.15.pdf; Kevin Gough - Loco Driver Heuston - 17.08.15.pdf

Tracking:

Recipient	Read
'MINISTER'S OFFICE'	
'info@rsc.ie'	
RSC - Elaine Quirke	
Whelan Joanne	Read: 18/08/2015 08:26
Smith Brendan (Ops Safety)	Read: 17/08/2015 17:20
Corkery Kevin	Read: 17/08/2015 17:31
Casey Pat	Read: 17/08/2015 17:33
Stanley Paul	Read: 17/08/2015 17:17
Allen Linda	Read: 17/08/2015 18:16

Hi Jennifer/Elaine

Please find attached copy of correspondence to Kevin Gough FYI.

Regards,

Heidi

-----Original Message-----
From: MINISTER'S OFFICE [mailto:minister@dttas.ie]
Sent: 14 August 2015 09:43
To: Reardon Heidi; 'info@rsc.ie'; RSC - Elaine Quirke
Subject: Mr Kevin Gough query

Hi

Can you please advise if Mr Gough has been responded to.

Thanks

Jennifer

-----Original Message-----
From: Kevin Gough [mailto:kevo494ever@eircom.net]
Sent: 13 August 2015 14:39
To: MINISTER'S OFFICE
Subject: Fwd:

--- Forwarded Message -----
From: "Kevin Gough" <kevo494ever@eircom.net>
To: "minister" <minister@dttas.ie>
Sent: Wednesday, 12 August, 2015 14:42:47
Subject: Re:

Hi Chris, as expected I have received no communication whatsoever from The Railway Safety Comission on this safety critical matter. I also have received no reply to a letter I wrote to Iranrod Eireann's CEO Davin Franks on this matter. Can you please ask

the Minister to become directly involved. Since our last email every time I crossed Sullivan's gates they have remained open.....The Shanderry gates are XA 008 not XG008. Thank you for your help.....Kevin Goughfrom

----- Original Message -----
From: minister@dttas.ie
To: kevo494ever@eircom.net
Sent: Wednesday, 22 July, 2015 14:36:15

Our Ref: PD/15/9212

Dear Mr Gough
On behalf of the Minister for Transport, Tourism & Sport, Paschal Donohoe, T.D., I wish to thank you for your email dated 13th July regarding a gate crossing the contents of which I have noted. I have forwarded your email the Railway Safety Commission for their attention and I have asked them to respond directly to you within three weeks. If you do not receive a response within this timeframe please contact me again.

Yours sincerely,

Chris Smith
Private Secretary to Minister Paschal Donohoe

****
Tá eolas sa teachtaireacht leictreonach seo a d'fhéadfadh bheith príobháideach nó faoi rún agus b'fhéidir go mbeadh ábhar rúnda nó pribhléideach ann. Is le h-aghaidh an duine/na ndaoine nó le h-aghaidh an aonáin atá ainmnithe thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Tá cosc ar rochtain don teachtaireacht leictreonach seo do aon duine eile. Murab ionann tusa agus an té a bhfuil an teachtaireacht ceaptha dó bíodh a fhios agat nach gceadaítear nochtadh, cóipeáil, scaipeadh nó úsáid an eolais agus/nó an chomhaid seo agus b'fhéidir d'fhéadfadh bheith mídhleathach.

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Tá eolas sa teachtaireacht leictreonach seo a d'fhéadfadh bheith príobháideach nó faoi rún agus b'fhéidir go mbeadh ábhar rúnda nó pribhléideach ann. Is le h-aghaidh an duine/na ndaoine nó le h-aghaidh an aonáin atá ainmnithe thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Tá cosc ar rochtain don teachtaireacht leictreonach seo do aon duine eile. Murab ionann tusa agus an té a bhfuil an teachtaireacht ceaptha dó bíodh a fhios agat nach gceadaítear nochtadh, cóipeáil, scaipeadh nó úsáid an eolais agus/nó an chomhaid seo agus b'fhéidir d'fhéadfadh bheith mídhleathach.

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14th August 2015

Dear Kevin

Thanks for your recent letters and apologies for the delay in responding.

In regard to the Weekly circular notice 3670 0f 12/07/15 we are currently making a change to this instruction which will be reissued shortly. This will include the full meaning of the acronyms used.

I am also reviewing the list of acronyms which we issued and will reissue a revised list.

I agree that HR is the acronym for Human Resources and the entry was erroneous.

It is not possible to include all the acronyms merely the most commonly used ones. The list will be updated as additional items are added.

Yours sincerely

Brendan Smith

Brendan Smith

RU Safety Manager

Chief Executive
29 JUL 2015

Chief Executive
29 JUL 2015

Dear David,

This week in your 'David's Desk' section you ~~[illegible]~~ used several acronyms without any explanation as to their meaning. I asked several drivers in our mess room and none were able to tell me their meaning. My DIC couldn't tell me. I have since found out myself their meaning but one (1M) still doesn't make sense in the context it's used. When using acronyms in ~~the~~ future publications can you include the meaning for everyone's benefit.

On an unrelated matter I contacted you some time ago about lights being left on seven days a week, 24 hours a day under the bridge around the 114 mp on the Geelong line.

These lights have never been turned off. A complete waste of money.

Sellwood's gates are still left open every time I pass them. I have reported these gates at least 225 times in writing but nothing has been done. I'm told they are not high enough on some spurious list that's supposed to be going around despite nobody being able to locate this "list". I forwarded my complaint to the Minister who in turn has passed the buck to the Railway Inspector and I am waiting for that office to respond.

I am waiting to hear back from our Safety dept about not using acronyms in safety related documents. I am waiting 3-4 weeks. I trust I'll get a response from you quicker than this.

Yours sincerely,

Chief Executive, Stáisiún Uí Chonghaile, Baile Átha Cliath 1
Priomh Fheidhmeannach, Connolly Station, Dublin 1
T 01 703 2454 F 01 703 2608 E info@irishrail.ie W www.irishrail.ie

Mr Kevin Gough
2 Moy Glas Court
Lucan
Co. Dublin

17th August 2015

Dear Kevin,

Thank you for your further correspondence and alerting me to the problem with the lights continuing to be left on under the bridge on the Galway line. I did follow this up after your last note and had requested action to address this.

I note your ongoing concerns regarding the misuse of Sullivan's level crossing. There are a number of actions ongoing which I mentioned in previous correspondence. We are currently awaiting approval from the Railway Safety Commission for the installation of the experimental traffic light system and it is aimed to have this system in place by the end of 2015.

In regard to the outstanding response from the RU Safety Manager concerning the use of acronyms, I understand that a response has been sent to you on 14th August, and I have also noted this for "David's Dashboard" and reminded staff for all other general publications.

Thank you for taking the time to bring this to my attention.

Kind regards,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóirí Directors: F Allen, P Golden, T McGee(UK), J Moloney; J Nix, F O'Mahony, T Wynne; Priomh Fheidhmeannach Chief Executive: D Franks
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Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 20 August 2015 15:39
To: Reardon Heidi
Subject: Ministers Office - Liam Whelan Bridge - Graffiti

Follow Up Flag: Follow up
Flag Status: Completed

From: minister@dttas.ie [mailto:minister@dttas.ie]
Sent: 20 August 2015 15:38
To: johnandmariewalsh@gmail.com
Subject:

Our Ref: PD/15/9663

Dear John

Thank you for your email about the Liam Whelan bridge. As Minister for Transport, Tourism and Sport I have responsibility for policy and overall funding in relation to public transport. However, I am not involved in the day to day operations of public transport. This is a matter for Irish Rail. I have forwarded your email to Irish Rail and I have asked them to respond to your query within three weeks. If you do not receive a response within this timeframe please contact me again.

With best wishes,

Paschal Donohoe

Minister Paschal Donohoe
Minister for Transport, Tourism and Sport

From: Paschal Donohoe [mailto:Paschal.Donohoe@Oireachtas.ie]
Sent: 20 August 2015 11:11
To: MINISTER'S OFFICE
Subject: Fw: Liam Whelan Bridge

----- Forwarded by Paschal Donohoe/Members/Oireachtas on 20/08/2015 11:11 ---

From: John Walsh <johnandmariewalsh@gmail.com>
To: Paschal Donohoe <Paschal.Donohoe@oireachtas.ie>,
Date: 19/08/2015 20:06
Subject: Liam Whelan Bridge

Dear Minister Donohoe. The plastered finish on the new Liam Whelan bridge is essentially a blank canvas for graffiti vandals. Already there are some ink markings on the finish and this is only going to get worse. The bridge parapet needs to be finished in a rough dashing format or some finish that does not lend itself to graffiti.

Imagine coming over the bridge from Connaught St and seeing the parapet covered in graffiti. It would not create a good impression of Cabra.

Perhaps before it is too late you can have the situation rectified as once the bridge is handed over in its present condition it will become a football between the various authorities as to who will rectify the present situation.

Thank you

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Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Iarnród Éireann
Irish Rail

Mr John Walsh
Johnandmariewalsh@gmail.com

31st August 2015

Dear Mr Walsh,

Thank you for your email to the Minister for Transport, Tourism & Sport in relation to the potential for graffiti on the recently renewed Liam Whelan bridge on Fassaugh Road, Cabra. This has been passed to me to respond to you directly.

The bridge parapet is designed in accordance with Railway Safety Commission and Railway Procurement Agency (RPA) standards to prevent vehicles from impacting on and persons from gaining access to the tramway. The exposed surfaces are treated with an anti-graffiti solution. The product used is a spray applied surface impregnation protective agent and has been used by the National Roads Authority (NRA) on over 300 bridges nationally, both new and existing concrete structures as well as masonry bridges. Whilst, a rough dashed finish may result in an aesthetically pleasing parapet, it will not prevent graffiti from being applied and will inhibit its removal.

Graffiti was applied to one parapet of the Liam Whelan bridge in the recent past has since been cleaned-off and as of today's date the bridge is clear of graffiti.

Finally, the bridge will be handed over to the owner, the RPA, when all works have been completed in a few months' time and the RPA will be responsible for maintaining the bridge. I am informed the RPA have a policy to deal promptly with graffiti as soon as it is discovered.

I trust that the above addresses your issue.

Yours sincerely,

DFranks

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóirí Directors: F Allen, P Golden, T McGee(UK), J Moloney; F O'Mahony, T Wynne;
Príomh Fheidhmeannach Chief Executive: D Franks
Cuideachta Theoranta Cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
A Limited Company Registered in Ireland at Connolly Station, Dublin 1 No. 119571 Vat No. IE 4812851 O

Reardon Heidi

From: Paschal Donohoe <Paschal.Donohoe@Oireachtas.ie>
Sent: 26 August 2015 15:37
To: Reardon Heidi
Subject: Fw: Vegetation / Brambles in Garden

Follow Up Flag: Follow up
Flag Status: Completed

Hi Heidi

Mrs. Greene has contacted Paschal about vegetation / overgrown brambles growing into her garden from train tracks / rails. Could you arrange for someone to contact Mrs. Greene with a view to some gardening work being done / weeds etc. cut down.

Details:
Name: Patricia Greene
Address: 2 Cabra Drive
Dublin 7
Tel: 01 8389710

No Response - Phoned

Many thanks for your assistance.

Kind regards

Anne

Anne Desmond
Office of Paschal Donohoe TD
Minister for Transport, Tourism & Sport
Fine Gael, Dublin Central
Phone - 01 6183689
Web - www.paschaldonohoe.ie
Twitter - www.twitter.com/paschald
Facebook - www.facebook.com/paschal.donohoe

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http://www.oireachtas.ie/parliament/ga/eolas/beartasriomhphoistanoireachtaisagusseanadh/

Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 08 September 2015 10:00
To: Reardon Heidi
Subject: FW: Level Crossing XL179 - Emil in Mooncoin, Co Kilkenny

Heidi

Can you have a look into this please.
Thanks

Jennifer

From: Patrick Dunphy [mailto:Patrick.Dunphy@oireachtas.ie]
Sent: 07 September 2015 18:05
To: MINISTER'S OFFICE
Subject: RE: Level Crossing XL179 - Emil in Mooncoin, Co Kilkenny

Dear Minister Donohoe,

Deputy Phelan has not received a reply yet from Iarnrod Eireann regarding his query and issues concerning the closing of the crossing gates at Level Crossing XL179 - Emil in Mooncoin, Co Kilkenny.

Can you look into this please for him.

Best Regards,

Pat Dunphy,
PA to John Paul Phelan TD.
056 7793210

MCADAM Ray ---12/02/2015 10:35:38---Pat, I've contacted David Franks' office seeking a response to the queries JP has rasied.

From: MCADAM Ray <RayMcAdam@dttas.ie>
To: Patrick Dunphy <Patrick.Dunphy@Oireachtas.ie>
Date: 12/02/2015 10:35
Subject: RE: Level Crossing XL179 Emil in Mooncoin, Co Kilkenny

---

Pat,

I've contacted David Franks' office seeking a response to the queries JP has rasied.

Will revert back as soon as I have that information.

Best Wishes,

Ray

Ray McAdam
Political Assistant to Paschal Donohoe TD
Minister for Transport, Tourism & Sport

44 Kildare Street,
Dublin 2.

Email: raymcadam@dttas.ie
Mobile: 085 861 3502

From: Patrick Dunphy [mailto:Patrick.Dunphy@Oireachtas.ie]
Sent: 12 February 2015 10:33
To: MCADAM Ray
Subject: Re: Level Crossing XL179 - Emil in Mooncoin, Co Kilkenny

Hello Ray,

The attached letter was sent by John Paul to David Franks, CEO Iarnrod Eireann, Connolly Station, Dublin 1 on the 4th June 2014.

To date he hasn't received a response to the 5 queries contained in the letter.

Can you follow this up for him please and ask Mr Franks to reply to the queries as John Paul's constituents are asking these questions.

Thanks Ray,

Pat*(See attached file: 4.6.2014 David Franks, Irish Rail, JP reply re letter concerning Emil crossing gates in Mooncoin.docx)*

Best Regards,

Pat Dunphy,
PA to John Paul Phelan TD.
056 7793210

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****
Tá eolas sa teachtaireacht leictreonach seo a d'fhéadfadh bheith príobháideach nó faoi rún agus b'fhéidir go mbeadh ábhar rúnda nó pribhléideach ann. Is le h-aghaidh an duine/na ndaoine nó le h-aghaidh an aonáin atá ainmnithe thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Tá cosc ar rochtain don teachtaireacht leictreonach seo do aon duine eile. Murab ionann tusa agus an té a bhfuil an teachtaireacht ceaptha dó bíodh a fhios agat nach gceadaítear nochtadh, cóipeáil, scaipeadh nó úsáid an eolais agus/nó an chomhaid seo agus b'fhéidir d'fhéadfadh bheith mídhleathach.

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Reardon Heidi

From: Reardon Heidi
Sent: 08 September 2015 11:00
To: 'MINISTER'S OFFICE'
Subject: RE: Level Crossing XL179 - Emil in Mooncoin, Co Kilkenny
Attachments: FW: Level Crossing XL179 - Emil in Mooncoin, Co Kilkenny; Level Crossing XL179 - Emil in Mooncoin, Co Kilkenny

Hi Jennifer

Please see attached emails.

The original query of 4th June was never received in this office, see attached email.

A response to the email of 12th Feb was issued on 4th March 2015 attached in second email.

Thanks

Regards,

Heidi

Heidi Reardon

PA to David Franks, Chief Executive, Iarnród Éireann, Connolly Station, Dublin 1, D01 V6V6.

☎ 00 353 1 703 2454 ✉ heidi.reardon@irishail.ie www.irishrail.ie

From: MINISTER'S OFFICE [mailto:minister@dttas.ie]
Sent: 08 September 2015 10:00
To: Reardon Heidi
Subject: FW: Level Crossing XL179 - Emil in Mooncoin, Co Kilkenny

Heidi

Can you have a look into this please.
Thanks

Jennifer

From: Patrick Dunphy [mailto:Patrick.Dunphy@oireachtas.ie]
Sent: 07 September 2015 18:05
To: MINISTER'S OFFICE
Subject: RE: Level Crossing XL179 - Emil in Mooncoin, Co Kilkenny

Dear Minister Donohoe,

Deputy Phelan has not received a reply yet from Iarnrod Eireann regarding his query and issues concerning the closing of the crossing gates at Level Crossing XL179 - Emil in Mooncoin, Co Kilkenny.

Can you look into this please for him.

Best Regards,

Pat Dunphy,
PA to John Paul Phelan TD.

056 7793210

MCADAM Ray ---12/02/2015 10:35:38---Pat, I've contacted David Franks' office seeking a response to the queries JP has rasied.

From: MCADAM Ray <RayMcAdam@dttas.ie>
To: Patrick Dunphy <Patrick.Dunphy@Oireachtas.ie>
Date: 12/02/2015 10:35
Subject: RE: Level Crossing XL179 Emil in Mooncoin, Co Kilkenny

---

Pat,

I've contacted David Franks' office seeking a response to the queries JP has rasied.

Will revert back as soon as I have that information.

Best Wishes,

Ray

Ray McAdam
Political Assistant to Paschal Donohoe TD
Minister for Transport, Tourism & Sport
44 Kildare Street,
Dublin 2.

Email: raymcadam@dttas.ie
Mobile: 085 861 3502

From: Patrick Dunphy [mailto:Patrick.Dunphy@Oireachtas.ie]
Sent: 12 February 2015 10:33
To: MCADAM Ray
Subject: Re: Level Crossing XL179 - Emil in Mooncoin, Co Kilkenny

Hello Ray,

The attached letter was sent by John Paul to David Franks, CEO Iarnrod Eireann, Connolly Station, Dublin 1 on the 4th June 2014.

To date he hasn't received a response to the 5 queries contained in the letter.

Can you follow this up for him please and ask Mr Franks to reply to the queries as John Paul's constituents are asking these questions.

Thanks Ray,

Pat*(See attached file: 4.6.2014 David Franks, Irish Rail, JP reply re letter concerning Emil crossing gates in Mooncoin.docx)*

Best Regards,

Pat Dunphy,
PA to John Paul Phelan TD.
056 7793210

Reardon Heidi

From: Reardon Heidi
Sent: 12 February 2015 11:55
To: 'MCADAM Ray'
Subject: FW: Level Crossing XL179 - Emil in Mooncoin, Co Kilkenny
Attachments: 4.6.2014 David Franks, Irish Rail, JP reply re letterconcerning Emil crossing gates in Mooncoin.docx; Minister Leo Varadkar - Emil in Mooncoin - LX - 22.04.14.pdf; John Paul Phelan - Level Crossing XL179 - Emil in Mooncoin Co. Kilkenny - 15.05.14.docx

Hi Ray

I have no record of the letter attached dated 4th June being received in this office. I have attached the previous correspondence received on 22.04.14 and responded to on 15.05.14 FYI.

I will arrange a reply and come back to you.

Thanks

Heidi

Heidi Reardon

For David Franks
Chief Executive Officer, Iarnród Éireann, Connolly Station, Dublin 1
01 703 2454 heidi.reardon@irishrail.ie www.irishrail.ie

From: MCADAM Ray [mailto:RayMcAdam@dttas.ie]
Sent: 12 February 2015 10:33
To: Reardon Heidi
Subject: FW: Level Crossing XL179 - Emil in Mooncoin, Co Kilkenny

Heidi,

The Minister received the below query from Deputy John Paul Phelan this morning.

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Príomh Fheidhmeannach, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Iarnród Éireann
Irish Rail

Minister Paschal Donohoe
Minister for Transport Tourism & Sport
Department of Transport, Tourism and Sport
44 Kildare Street
Dublin 2.

5th October 2015

Dear Minister,

Thank you for your email of 21st September 2015 concerning works being undertaken by Iarnród Éireann behind the homes located on Ellesmere Avenue, Dublin 7.

These works are part of the Phoenix Park Tunnel Project. Prior to works commencing, Iarnród Éireann arranged for delivery of a project brochure to all homes, including those on Ellesmere Avenue, along the project corridor between Islandbridge and Glasnevin. This brochure contained details of the work schedule, project community liaison phone and email contact details, and notification of an information evening. Indeed several residents from Glenbeigh Road attended this information evening. Subsequently a further project information leaflet with contact details was distributed to Ellesmere Avenue on 23rd September. Since then, one resident has been in contact with the project.

All Phoenix Park Tunnel works along the open cutting adjacent to Ellesmere Avenue homes are being undertaken during day time hours. Considerable efforts have been made to limit any night-time works at this location.

All project works are being carried out within the Iarnród Éireann property boundaries. With the exception of installation of drainage at the bottom of the cuttings (rail level) the current cuttings/embankments are not been removed or changed in profile in any way. The project works underway will strengthen the existing cutting/embankments. In order to facilitate the soil-nailing process along the embankment, vegetation clearance along the sloped embankment is necessary. However, it is not intended to impact boundary treatments (hedges, fences and walls for example) of residential properties along this area, nor where possible, is it intended to remove trees located along the top flat embankment area.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóiri Directors: F Allen, P Golden, T McGee(UK), J Moloney; F O'Mahony, T Wynne;
Príomh Fheidhmeannach Chief Executive: D Franks
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Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 21 September 2015 14:40
To: Reardon Heidi
Subject: Ministers Office - Gina Hackett - Bicycles on trains
Attachments: Gina.docx; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Hi Heidi,

Please see attached correspondence for your attention and direct reply.

Best regards,

Freddy
Minister Donohoe's office

Paschal Donohoe TD
Minister for Transport, Tourism & Sport
Fine Gael, Dublin Central
Phone - 01 6183689
Web - www.paschaldonohoe.ie
Twitter - www.twitter.com/paschald
Facebook - www.facebook.com/paschal.donohoe
----- Forwarded by Paschal Donohoe/Members/Oireachtas on 18/09/2015 10:46 -----

From: Gina Hackett <geenah52@gmail.com>
To: "paschal.donohoe@oireachtas.ie" <paschal.donohoe@oireachtas.ie>,
Date: 17/09/2015 18:45
Subject: Bicycles on trains

Hi Paschal,

I normally don't feel the need to write to Ministers but in this case I do as I am baffled as to why a train going from Maynooth to Rosslare can only take two bikes on board. It just seems ludicrous that ONLY TWO bikes can go on a train on any long journey and yet the government are trying to promote leaving your car at home and taking the bike. We have this brilliant system that you can buy your bike on the "cycle to work scheme" which saves you a few bob when you're buying a good bike which is how I got into cycling and couldn't have only for it.
Two weeks ago myself and a friend of mine were going to Wexford to do a cycle and our only means of transport was the train from Connolly station. We bought our tickets and were told that hopefully there was no other bike on the train, there was another bike on the train and then another guy who was going to Rosslare to get the boat back to Pembroke after cycling around Ireland arrived in Connolly station. He was told he couldn't get on which caused major upset as he had to catch the boat home. Anyway in the end luckily for us the station guy squeezed all 3 bikes on to the train which meant that now there was 4 bikes, 3 in the 2 bike stand compartment and one in the wheelchair compartment. Train was delayed pulling out of Connolly needless to say and three very stressed passengers. Then on our return the next day when we went to get on the train with our return tickets in Wexford station the guy told us we couldn't get on, last train of the day, BIG panic, 35 minutes we had to wait before he could tell us whether we could get on or not, we did get on in the end. Thank God we weren't getting on in Gorey. Paschal can you see all the unnecessary stress. Why can there not be a small seat free carriage or more bike stands on the train and encourage people to use public transport, use their bike for traveling around our beautiful country. I know I for one won't be doing it again. For people who do want to travel to Ireland with their bikes it's a real put off.

Now Paschal I do know that there's a lot going on in our Country at the moment that is way more important than my little moan but surely these little aggravations can be sorted easily enough.

Gina

Our Ref: PD/15/10011

Dear Gina

On behalf of the Minister for Transport, Tourism & Sport, Paschal Donohoe, T.D., I wish to thank you for your email about taking bicycles on inter-City trains. As this is a matter under the remit of Iarnród Éireann, I have forwarded your email to the office of Mr David Franks, Chief Executive, for his attention and direct reply to you.

Yours sincerely,

Chris Smith
Private Secretary to Minister Paschal Donohoe

Príomh Fheidhmeannach, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Iarnród Éireann
Irish Rail

Ms. Gina Hackett,
geenah52@gmail.com

29th September 2015

Dear Ms. Hackett

I refer to your e-mail to Mr. Paschal Donohue, T.D., Minister for Transport, Tourism and Sport in relation to bicycles on board our services, which has been forwarded to me for attention and direct reply.

All of our Intercity trains have bicycle carriage facilities. Folded up bicycles can be carried on all services free of charge. On Dublin to Cork and Dublin to Belfast trains, these are located in a storage area separate from the passenger compartment of the train which provides a facility to accommodate a larger number of bicycles on these services. On all other Intercity routes, the bicycle spaces are within the passenger compartment. These routes are restricted to two bicycles per service in order to ensure that the health and safety of our passengers is in no way compromised due to excessive numbers of bicycles on the train.

It is recommended that customers reserve their bicycles spaces online in advance of travel by selecting the bicycle option when reserving a seat.

Additional bicycle spaces, if added, would greatly reduce seating capacity which could lead to overcrowding on some services. However, we continuously review our bike policy with the National Transport Authority and your customer feedback will be included in this process.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóirí Directors: F Allen, P Golden, T McGee(UK), J Moloney, F O'Mahony, T Wynne;
Príomh Fheidhmeannach Chief Executive: D Franks
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Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 21 September 2015 15:47
To: Reardon Heidi
Subject: Ministers Office - Eamonn Fanton - Transporting dogs on train
Attachments: Fenton.docx; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Hi Heidi,

Please see attached correspondence for your attention and direct reply.

Best regards,

Freddy
Minister Donohoe's office

Our Ref: PD/15/10023

Dear Mr Fanton

On behalf of the Minister for Transport, Tourism & Sport, Paschal Donohoe, T.D., I wish to thank you for your email about transporting your pet dog on the train. As this is a matter under the remit of Iarnród Éireann, I have forwarded your letter to the office of Mr David Franks, Chief Executive, for his attention and direct reply to you.

Yours sincerely,

Chris Smith
Private Secretary to Minister Paschal Donohoe

Paschal Donohoe TD
Minister for Transport, Tourism & Sport
Fine Gael, Dublin Central
Phone - 01 6183689
Web - www.paschaldonohoe.ie
Twitter - www.twitter.com/paschald
Facebook - www.facebook.com/paschal.donohoe

Forwarded by Paschal Donohoe/Members/Oireachtas on 21/09/2015 09:53

From: Eamonn Fanton <eamonn.fanton@gmail.com>
To: "paschal.donohoe@oireachtas.ie" <paschal.donohoe@oireachtas.ie>,
Date: 20/09/2015 20:56
Subject: transportation of pet dogs

Dear Minister,

I am writing to you with regard to what appears to a be ludicrous transportation rule's for pet dogs.

I am the proud owner of an Irish red & White Setter, Copper.
Recently I had the need to travel to Dublin from my home town of Charleville in Cork. It would require an

overnight stay and being a responsible dog owner I was not prepared to leave my dog unattended for such a long douration.

I enquired at the station about the transportation of my dog before hand.
I was told that the dog must be shipped in a dog crate as he was too big to sit on my lap.
Even then only some train services (those that had a manned guards car) would carry a crated dog.

Had I a car, I would have no need of using the train service provided by Iarnród Éireann.
When I asked about the provision of a crate for the journey I was told that that must be provided by myself, as Iarnród Éireann did not provide them.

I will ask you the exact same question as I asked when making that enquiry
How would it be at all possible for a pedestrian to carry a large dog crate, some light luggage and walk a medium sized or large dog to a train station some two miles walking distance from their own home?
Without a car this journey would be impossible, as has previously pointed out, had I had a car the use of a train would be redundant. Even if I was somehow able to carry the crate to the station upon arrival in Dublin I would continue to have to carry the crate everywhere I went.

I have lived and worked in various countries across Europe and this is the first time I have come across such restrictive rules. In Germany, Poland, Czech Republic and Slovakia all that was required was that the dog be muzzled, kept under control, was not allowed on seats and a separate ticket (child's fare) paid for the dog.

Surely you would agree that the current rules for dog transportation are overly restrictive and totally impractible.
Would it not be appropriate to adopt similar rules to those countries in Europe to allow responsible dog owners to travel with their pets wearing a muzzle.
Alternatively would it not more sensible that Iarnród Éireann have these crates available for hire for the duration of a journey.

I look forward to your thoughts, and hopefully your commitment to look into the matter with the view to making our national train service a service that should be available to all citizens, even those that happen to be dog owners.

Sincerely

Eamonn Fanton

Príomh Fheidhmeannach, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Iarnród Éireann
Irish Rail

Mr. Eamonn Fanton,
eamonn.fanton@gmail.com

27th October 2015

Dear Mr. Fanton,

Thank you for your further email in relation to transporting dogs on trains.

We have no current plans to provide crates for transporting dogs on our services. Most of our services do not in any case have space for crates. To set up an administration system at stations to check pet insurances and have indemnities signed would not be workable in an era where many stations are only staffed at certain hours and others are unmanned.

Also, many people are nervous of large animals and would not be comfortable travelling with them.

I regret to advise that we have no current plans to change policy on transport of pets on our services, and am sorry for any inconvenience this may cause.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóiri Directors: F Allen, P Golden, T McGee(UK), J Moloney; F O'Mahony, T Wynne;
Príomh Fheidhmeannach Chief Executive: D Franks
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Príomh Fheidhmeannach, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Iarnród Éireann
Irish Rail

Mr. Eamonn Fanton,
eamonn.fanton@gmail.com

5th October 2015

Dear Mr. Fanton,

I refer to your email to the Minister for Transport, Tourism and Sport regarding the carriage of dogs on board our services, which has been forwarded to me for attention and direct reply.

For your information, our policy in regard to transport of dogs and other pets is outlined on our website www.irishrail.ie and is as follows:

Accompanied dogs, can only be conveyed on Intercity services in a Guards Van (non-passenger compartment) if available (e.g. Dublin/Cork and Dublin/Belfast services only). Charges will apply. Dogs conveyed in a Guard's Van must be

- secured with a collar and chain and efficiently muzzled.
- the construction of the muzzle must render it impossible for the dog to bite any person or animal, but it should not prevent the dog from breathing freely or lapping water; or it must be contained in a wooden case, cage, basket or hamper constructed to make it impossible for the dog to bite any person or animal.
- The receptacle must be sufficiently large to allow the dog to stand up and lie down with ease and comfort and must be adequately ventilated.
- All dogs conveyed in the Guards Van (non-passenger compartment) must be properly labelled giving the name, address and destination of the owner.

If there is no guard's van (non-passenger compartment) on a service, dogs (other than Guide Dogs, Assistance dogs and small/lap dogs) may not be carried on that train.

As such, the information given by staff in Charleville station was correct. This policy is guided by both insurance and legal considerations based on previous experience.

I am sorry for any disappointment this causes to you and other dog owners but the health and safety consideration of our passengers cannot be compromised.

Franks

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóirí Directors: F Allen, P Golden, T McGee(UK), J Moloney, F O'Mahony, T Wynne;
Príomh Fheidhmeannach Chief Executive: D Franks
Cuideachta Theoranta Cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
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Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 21 September 2015 16:21
To: Reardon Heidi
Subject: Ministers Office - Noreen O' Connell Travelling from Dublin to Mallow
Attachments: DubMallow.docx; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Hi Heidi,

Yes another one for your attention and direct reply.

Regards,

Freddy

Our Ref: PD/15/10021

Dear Ms O'Connell

On behalf of the Minister for Transport, Tourism & Sport, Paschal Donohoe, T.D., I wish to thank you for your email about using the Dublin to Mallow rail service. As this is a matter under the remit of Iarnród Éireann, I have forwarded your letter to the office of Mr David Franks, Chief Executive, for his attention and direct reply to you.

Yours sincerely,

Chris Smith
Private Secretary to Minister Paschal Donohoe

From: Noreen O' Connell [mailto:noreen@optf.ie]
Sent: 19 September 2015 21:08
To: MINISTER'S OFFICE
Subject: Irish Rail

Earlier this week I almost took the wrong train from Dublin to Mallow and was informed at the barrier by an Irish Rail representative that if I had there was a 100 Euro fine.

The cork & Kerry trains were leaving within 5 minutes of each other and both stop in Mallow. The ticket stated Dublin to Mallow only it wasn't clear if it was a cork or Kerry Train.

I checked it out on the internet and so many people and inadvertently getting caught for the 100 Euro fine for simple errors including students

Whilst I agree with efficiencies and ensuring people pay their fares. Where people have tickets and make a simple mistake, this hard-line approach is very counter cultural and doesn't do anything to build irish rails reputation for customer service.

On 2 occasions in the last few months my train has been 55 minutes late leaving and in this case as a customer I have no recourse.

Its a pity to see us lose our strengths of flexibility and fairness and adopt this hard line approach

Thanks & Regards
Noreen

Príomh Fheidhmeannach, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Iarnród Éireann
Irish Rail

Ms. Noreen O'Connell,
Noreen@optf.ie

12th October 2015

Dear Ms. O'Connell,

Thank you for your email to Mr. Paschal Donohue, T.D., Minister for Transport, Tourism & Sport, regarding your recent journey from Dublin to Mallow, which has been forwarded to me for attention and direct reply.

I am sorry to hear of your recent experience in Heuston Station in relation to your journey from Dublin to Mallow. Our single/return tickets purchased at a booking office or ticket vending machine allow our customers to travel on any service to their destination. In the case of tickets booked online, it is our policy to allow pre-booked passengers to change to a different train on the same date by paying a €10 supplement at the ticket office and use any unreserved seat on-board.

I would like to apologise for the delays to our services that you experienced recently, as I do not have the dates of these delays I cannot advise you of what the cause was, however, if you would like to send on the details I will investigate it further.

I trust that despite recent issues, you will continue to travel on our services.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóiri Directors: F Allen, P Golden, T McGee(UK), J Moloney; F O'Mahony, T Wynne;
Príomh Fheidhmeannach Chief Executive: D Franks
Cuideachta Theoranta Cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
A Limited Company Registered in Ireland at Connolly Station, Dublin 1 No. 119571 Vat No. IE 4812851 O

Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 30 September 2015 15:35
To: Reardon Heidi
Subject: Ministers Office - Charlie Flanagan TD - Phoenix Park Tunnel
Attachments: 20150930143242.pdf; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Hi Heidi,

Please see attached correspondence for your attention and direct reply.

Best regards,

Freddy
Minister Donohoe's office

Our Ref: P[redacted]/15/9679

Dear Charlie

I refer to your email regarding services through the Phoenix Park Tunnel. I am aware of the huge importance of the opening, not only to your constituents and your county, but the entire country.

As Minister for Transport, Tourism and Sport, I have responsibility for policy and the overall funding of public transport, while the development of public transport infrastructure and services is a matter for Iarnród Éireann, in conjunction with the National Transport Authority (NTA).

Noting this I have referred your query to Iarnród Éireann for direct reply.

With best wishes,

Minister Paschal Donohoe

Minister for Transport, Tourism and Sport

From: Paschal Donohoe [mailto:Paschal.Donohoe@Oireachtas.ie]
Sent: 21 August 2015 14:47
To: MINISTER'S OFFICE
Cc: LYNAM Stephen
Subject: Fw: Phoenix Park Tunnel Re-opening 2016

-- Forwarded by Paschal Donohoe/Members/Oireachtas on 21/08/2015 14:46 ---

From: Charles Flanagan/Members/Oireachtas
To: Paschal Donohoe/Members/Oireachtas@HOUSES,
Date: 21/08/2015 12:55
Subject: Phoenix Park Tunnel Re opening 2016
Sent by: Conor Bergin

Dear Paschal,

I wish to contact you regarding the reopening of the Phoenix Park Tunnel to commuter trains, which is due to commence next year.

Over 3,000 people living in County Laois commute to Dublin on a daily basis according to the CSO, making the county an important part of the Greater Dublin Area. Three busy train stations are located in County Laois on the Kildare line – Portarlington, Portlaoise and Ballybrophy which serve many of these commuters every day.

Also according to the CSO, the vast majority of these commuters depart before 6.30am. Furthermore, many commuters residing in County Laois spend 90 or more minutes travelling to work every day – the highest share of any county in the country.

I have been informed that train stations in Laois may be included in these new services from next year using the Phoenix Park tunnel to bring commuters to Connolly, Pearse and Grand Canal Dock stations, and I would like to confirm this matter with you if possible. Many thanks.

Kind Regards,

Charlie

Charlie Flanagan TD
Minister for Foreign Affairs and Trade
Laois/Offaly Constituency
Lismard Court
Portlaoise
Co. Laois

Constituency Phone: 057 8620232
Department Phone: 01 4082140

Email: minister@dfa.ie
charlie.flanagan@oir.ie

Our Ref: PD/15/9679

Dear Charlie

I refer to your email regarding services through the Phoenix Park Tunnel. I am aware of the huge importance of the opening, not only to your constituents and your county, but the entire country.

As Minister for Transport, Tourism and Sport, I have responsibility for policy and the overall funding of public transport, while the development of public transport infrastructure and services is a matter for Iarnród Éireann, in conjunction with the National Transport Authority (NTA).

Noting this I have referred your query to Iarnród Éireann for direct reply.

With best wishes,

Minister Paschal Donohoe

Minister for Transport, Tourism and Sport

From: Paschal Donohoe [mailto:Paschal.Donohoe@Oireachtas.ie]
Sent: 21 August 2015 14:47
To: MINISTER'S OFFICE
Cc: LYNAM Stephen
Subject: Fw: Phoenix Park Tunnel Re opening 2016

----- Forwarded by Paschal Donohoe/Members/●ireachtas on 21/08/2015 14:46 -----

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To: Paschal Donohoe/Members/Oireachtas@HOUSES,
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Subject: Phoenix Park Tunnel Re-opening 2016
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Over 3,000 people living in County Laois commute to Dublin on a daily basis according to the CSO, making the county an important part of the Greater Dublin Area. Three busy train stations are located in County Laois on the Kildare line – Portarlington, Portlaoise and Ballybrophy which serve many of these commuters every day.

Also according to the CSO, the vast majority of these commuters depart before 6.30am. Furthermore, many commuters residing in County Laois spend 90 or more minutes travelling to work every day – the highest share of any county in the country.

I have been informed that train stations in Laois may be included in these new services from next year using the Phoenix Park tunnel to bring commuters to Connolly, Pearse and Grand Canal Dock stations, and I would like to confirm this matter with you if possible. Many thanks.

Kind Regards,

Charlie

Charlie Flanagan TD
Minister for Foreign Affairs and Trade
Laois/Offaly Constituency
Lismard Court
Portlaoise
Co. Laois

Constituency Phone: 057 8620232
Department Phone: 01 4082140

Email: minister@dfa.ie
charlie.flanagan@●ir.ie

Príomh Fheidhmeannach, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
01 703 2454 info@irishrail.ie www.irishrail.ie

Minister Charlie Flanagan TD
Minister for Foreign Affairs and Trade
Laois/Offaly Constituency
Lismard Court
Portlaoise
Co. Laois

13th October 2015

Dear Minister,

Thank you for your email of 21st August to the Minister for Transport, Tourism and Sport in relation to the reopening of the Phoenix Park Tunnel which was passed to me on 30th September to respond to you directly.

The detailed plan for services through the Phoenix Park Tunnel has not been finalised and agreed with the National Transport Authority (NTA). Options are being assessed to commence the services from stations in both Laois and Kildare. The option assessments will take into account the fleet availability, passenger demand, impact on other services and outputs from public consultations. Upon completion of the optioneering and public consultation processes, and subject to the approval of the NTA, it is anticipated that the services will commence in Q3, 2016.

I trust that the above answers your query, however should you require any further information please do not hesitate to contact me.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóirí Directors: F Allen, P Golden, T McGee(UK), J Moloney; F O'Mahony, T Wynne;
Príomh Fheidhmeannach Chief Executive: D Franks
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PASCHAL DONOHOE TD
Dublin Central Constituency

Minister for Transport, Tourism & Sport

Department of Transport,
Tourism & Sport,
44 Kildare Street, Dublin 2.

Constituency Office:
344 North Circular Road,
Phibsborough, Dublin 7.

Tel: 01 618 3689
E Mail: paschal.donohoe@oir.ie
Web: www.paschaldonohoe.ie

Mr David Franks
Chief Executive Officer
Iarnród Éireann
Connolly Station
Dublin 1

Chief Executive
01 OCT 2015

30th September 2015

Dear Mr. Franks,

I am writing to you on behalf of a constituent of mine, Mr. Joe O'Connor, 35 Ellesmere Avenue, North Circular Road.

Mr. O'Connor has been in contact with me in recent days highlighting the fact that vibrations from the trains running along the line between Heuston and Connolly Stations have caused structural damage to his home. I have enclosed a copy of the correspondence given to me by Mr. O'Connor for your consideration. I would request that you examine this issue with a view to repairing the damage done to Mr. O'Connor's home in Ellesmere Avenue.

If you require any further information, please do not hesitate to get in touch.

Kindest Personal Regards,

Yours Sincerely,

PASCHAL DONOHOE TD
MINISTER FOR TRANSPORT, TOURISM & SPORT
FINE GAEL – DUBLIN CENTRAL

FINE GAEL

30.7.2019

Príomh Fheidhmeannach, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Minister Paschal Donohoe
Minister for Transport Tourism & Sport
Department of Transport, Tourism and Sport
44 Kildare Street
Dublin 2.

5th October 2015

Dear Minister,

Thank you for your letter of 1st October 2015 on behalf of Mr Joe O' Connor concerning works being undertaken by Iarnród Éireann behind the homes located on Ellesmere Avenue, Dublin 7. We have communicated with residents in advance of and during these works.

All Phoenix Park Tunnel works along the open cutting adjacent to Ellesmere Avenue homes are being undertaken during day time hours. Considerable efforts have been made to limit any night-time works at this location.

All project works are being carried out within the Iarnród Éireann property boundaries. With the exception of installation of drainage at the bottom of the cuttings (rail level) the current cuttings/embankments are not been removed or changed in profile in any way. The project works underway will strengthen the existing cutting/embankments. In order to facilitate the soil-nailing process along the embankment, vegetation clearance along the sloped embankment is necessary. However, it is not intended to impact boundary treatments (hedges, fences and walls for example) of residential properties along this area, nor where possible, is it intended to remove trees located along the top flat embankment area. This project will enhance the safety of the railway embankment. As part of the projects safety management procedures, soil movement monitors are being embedded intermittently along the embankment corridor.
In summary, there is no risk or impact to the structural integrity of the embankment or of neighbouring properties.

We would however be happy for a member of the project Management Team to visit Mr O' Connors property to review this issue with him.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóirí Directors: F Allen, P Golden, T McGee(UK), J Moloney; F O'Mahony, T Wynne;
Príomh Fheidhmeannach Chief Executive: D Franks
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Reardon Heidi

From: Reardon Heidi
Sent: 05 October 2015 16:05
To: 'Minister Donohoe Constituency'
Subject: RE: Margaret Reilly - 86 Fitzroy Avenue, Dublin 3 - Laneway to rear of Fitzroy Avenue
Attachments: Clive Steele - Ministers Office - Margaret Fitzroy - Laneway - 05.10.15.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Tracking:

Recipient	Read
'Minister Donohoe Constituency'	
Bambrick Emer	Read: 05/10/2015 16:06
Duffy Niall	
Beardmore Joe	

Dear Clive

Please find attached response in relation to Margaret Reilly - 86 Fitzroy Avenue.

Kind regards,

Heidi

From: STEELE Clive [mailto:CliveSteele@dttas.ie] **On Behalf Of** Minister Donohoe Constituency
Sent: 12 August 2015 15:07
To: Reardon Heidi
Subject: Margaret Reilly - 86 Fitzroy Avenue, Dublin 3 - Laneway to rear of Fitzroy Avenue

RE: Margaret Reilly. 86 Fitzroy Avenue, Dublin 3

12 August 2015

Dear Heidi,

Minister Donohoe has been contacted by the above named constituent, on her own and her neighbours behalf, regarding an issue, outlined in the emails quoted below, with restricting access to the laneway behind the houses on Fitzroy Avenue. Ms Reilly is asking if Irish Rail would agree to the closure of the laneway, in an attempt to reduce illegal dumping and anti-social behaviour issues occurring there. Ms Reilly has also suggested that the laneway could still remain a part of the Croke Park evacuation route when needed.

I would be grateful if this matter could be looked into and you could advise regarding same.

Kind regards,

Clive

Clive Steele

Minister Donohoe's Office
Department of Transport, Tourism & Sport
44 Kildare Street, Dublin 2
clivesteele@dttas.ie
01-6041082

From: margaret_reilly86@hotmail.com
To: niall.duffy@cie.ie
Subject: RE: Re Laneway.
Date: Thu, 23 Jul 2015 14:47:21 +0000

Dear Niall,

Thank you for your reply.

However, I find it difficult to see what Dublin City Council can do, regarding anti social behaviour.

The only solution Nial, is to erect gates at both ends of the laneway, and if need be, they can be left open on event days in Croke Park.

I would be eternally grateful, if you could get this issue sorted. You say your colleague in Irish Rail deals with this. Can you give me his contact details please.

Thanking you,

Margaret Reilly.

From: Niall.Duffy@cie.ie
To: margaret_reilly86@hotmail.com
Subject: RE: Re Laneway.
Date: Tue, 21 Jul 2015 08:16:40 +0000

Hi Margaret

Apologies about the delay in replying, my colleague in Irish Rail who deals with these issues was on leave.

We understand the issues associated with the subject laneway and in an effort to address them my colleague is making contact with Dublin City Council to see what is can be done to prevent antisocial behaviour in this area. We are expecting a reply this week and as soon as I get word I will let you know.

Regards,

Niall

From: Margaret Reilly [mailto:margaret_reilly86@hotmail.com]
Sent: 12 July 2015 05:31

To: Duffy Niall
Subject: RE: Re Laneway.

Dear Nial,

I am still very concerned about the above laneway which runs at the back of my home/business, as indeed are the majority of homeowners, whose houses are along this stretch.

Apart from the illegal dumping, and general lack of maintenance on your part, there is an ever increasing amount of anti-social behaviour at night.

This is a classic case of passing the buck. In one email, you say that you are not in a situation to grant permission for gates as the arches still form part of your operational boundary, and in a subsequent one, it is suggested that the laneway forms part of the Croke Park evacuation plan. In either of these scenarios, the gates could be opened when necessary, so there is a way around this.

I urgently request you to give this matter your immediate attention, and revert to me as soon as possible.

It might be helpful to set up a meeting with all of the relevant bodies who have a vested interest in the laneway ie.

Dcc, Croke Park, The Fire Officer, and of course the residents and your good selves.

I look forward to hearing from you very soon.

From: Niall.Duffy@cie.ie
To: margaret_reilly86@hotmail.com
Subject: RE: Re Laneway.
Date: Fri, 20 Mar 2015 08:28:17 +0000

Hi Margaret,

Just getting back to you on the below matter.

Irish Rail had a brief meeting with Dublin City Council last Friday and highlighted the issue of rubbish along Fitzroy Avenue and the option of installing gates on both ends of the lane.

We have been informed that the gates cannot be erected on both ends of the laneway as it forms part of the Croke Park evacuation plan. We were also informed that DCC clean the laneway periodically.

Kind regards,

Niall

From: Margaret Reilly [mailto:margaret_reilly86@hotmail.com]
Sent: 11 March 2015 17:12
To: Duffy Niall
Subject: RE: Re Laneway.

Dear Niall,

Thank you for taking the time to high light my concerns.

I would love to see gates on both ends of this laneway, thus greatly reducing the risk of houses being broken into, and the littering and anti social behaviour.

So you might raise this with your colleague.

Thanks again,

Yours sincerely.

Margaret

From: Niall.Duffy@cie.ie
To: margaret_reilly86@hotmail.com
Subject: RE: Re Laneway.
Date: Tue, 10 Mar 2015 11:38:08 +0000

Hi Margaret,

I received correspondence from my colleague in Irish Rail who will be attending a meeting with Dublin City Council to address the issue of litter in Dublin City Centre and they will highlight the eblow query in their talks.

I will let you know the outcome, and any action to be taken, following this meeting.

Regards,

Niall

From: Duffy Niall
Sent: 06 March 2015 15:50
To: 'Margaret Reilly'
Subject: RE: Re Laneway.

Hi Margaret,

Thank you for the below email.

Please note I have forwarded on the below email to my colleague in Irish Rail, who deals with similar queries, for comments/reviews. I shall let you know when I get a response.

Regards,

Niall

From: Margaret Reilly [mailto:margaret_reilly86@hotmail.com]
Sent: 05 March 2015 15:14
To: Duffy Niall
Subject: RE: Re Laneway.

Dear Niall,

Further to our recent telephone conversation you may remember me emailing you last year, seeking your permission for the closure of the laneway that runs behind the houses from No 86 to 98 Fitzroy Avenue, Drumcondra. Nothing much has changed regarding the illegal dumping etc.

At the moment there is quite an amount of litter behind number 86 and 87

As the owners of the laneway, I would assume that it is your responsibility, to have this removed.

To say it is unsightly, would be an understatement .

Dublin City Council have informed me that the laneway is not in their charge.

Please give this matter your urgent attention.

Regards

Margaret Reilly

From: Niall.Duffy@cie.ie
To: margaret_reilly86@hotmail.com
Subject: RE: Re Laneway.
Date: Tue, 29 Apr 2014 11:32:56 +0000

Hi Margaret,

I refer to the below email and your letter dated 23rd April 2014.

Having discussed this query with my colleague who oversees the lettings of the nearby railway arches unfortunately we are not in a position to grant permission to the physical closure of this laneway as it is still forms part of our operational boundary.

I am sorry that I cannot be of any further assistance to you on this matter.

Kind regards,

Niall

From: Margaret Reilly [mailto:margaret_reilly86@hotmail.com]
Sent: 23 April 2014 10:43
To: Duffy Niall
Subject: Re Laneway.

Dear Niall,

Further to our recent telephone conversation, I would be obliged if you could agree to allow permission for gates to be erected at either end of the laneway which runs at the back of houses 86 Fitzroy Avenue, Drumcondra, Dublin 3. to 98 Fitzroy Avenue, Drumcondra , Dublin 3.

There has been an increase in illegal dumping, anti social behaviour, house break ins and we feel that the best way to eradicate this, would be to have gates erected at each end of the lane .I have personally cleaned the lane, several times a week, for the past number of years, but from a health and safety view, I can no longer do it due to the presence of syringes, excrement etc.

If you have any questions, please do not hesitate to ring me on 01 8555105.

I will be looking forward to hearing from you in the not so distant future.

Thanking you

Margaret Reilly,

86 Fitzroy Avenue,

Drumcondra,

Dublin3

Ray McAdam

Fine Gael Councillor – North Inner City

Chairman, Central Area Joint Policing Committee

Mobile: 086 – 847 1720

Email: raymcadam@gmail.com

Príomh Fheidhmeannach, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Iarnród Éireann
Irish Rail

Mr Clive Steele
Minister Donohoe's Constituency Office
Department of Transport, Tourism and Sport
44 Kildare Street
Dublin 2

5th October 2015

Dear Clive,

Thank you for your email of 12th August on behalf of Ms Margaret O'Reilly requesting Iarnród Éireann close the laneway behind the houses on Fitzroy Avenue.

Iarnród Éireann are currently not in favour of closing this laneway as access is required to the laneway by a number of stakeholders such as; the tenants of the arches, local residents, utility providers and for general public access.

We will discuss issues regarding the laneway further with representatives from Dublin City Council, Croke Park and the Gardai.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóirí Directors: F Allen, P Golden, T McGee(UK), J Moloney; F O'Mahony, T Wynne;
Príomh Fheidhmeannach Chief Executive: D Franks
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Reardon Heidi

From: STEELE Clive <CliveSteele@dttas.ie> on behalf of Minister Donohoe Constituency <MinDonhoeconstituency@dttas.ie>
Sent: 08 October 2015 15:15
To: Reardon Heidi
Subject: Minister Office - Clive Steele - Lisa Collins - train/track noise
Attachments: ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

RE: Lisa Collins, West Road, East Wall, Dublin 3

8 October 2015

Dear Heidi,

Minister Donohoe has been contacted by the above named constituent regarding an issue, outlined in the email quoted below, with an increase in noise levels from trains as a result of the removal of trackside vegetation.

I would be grateful if this matter could be looked into and you could advise the Minister regarding same.

Kind regards,

Clive

Clive Steele
Minister Donohoe's Constituency Office
Department of Transport, Tourism & Sport
paschal.donohoe@oireachtas.ie
01-6183689

From: Lisa <lcollins11@gmail.com>
To: "paschal.donohoe@oireachtas.ie" <paschal.donohoe@oireachtas.ie>,
Date: 06/10/2015 23:37
Subject: Noise Pollution from trains

Hi Paschal,

I am a resident of West Road in Eastwall, D3. I know that my neighbours have made you aware that recently Irish Rail removed trees, (some planted 30 years ago), and bushes from the side of the track on the upper side of West Road.
As a consequence of this, there has been a huge increase in noise pollution. The noise generated and the vibrations felt in our houses now when a train passes has significantly increased . This is the main line into Connolly station and train are passing every few minutes and quite regularly at night.

I understand that you are working to get this escalated and addressed by Irish rail as quickly as possible.
I want to thank you for you help and support in this matter as it is affecting my quality if life and that of my neighbours, a lot of whom are elderly.
We are currently working with the community liaison office to get the vegetation re planted but we would also be looking to getting the existing sound barrier extended to this part of the track, as part of the track really has the most noise impact on adjacent residents.

Your faithfully

Lisa Collins
Sent from my iPhone

Reardon Heidi

From: Reardon Heidi
Sent: 09 November 2015 10:21
To: STEELE Clive (CliveSteele@dttas.ie)
Subject: Noise pollution in Eastwall - Sandra Woods

Dear Clive,

I refer to your email of 8th October with representations from Lisa Collins and also to your email of 2nd September with representations from Ms Sandra Woods. Both of the Minister's constituents highlighted their concerns as a result of vegetation removal from the railway embankment on the upper side of West Road.

I am aware that both residents have also requested that a sound barrier be provided on the embankment. However, our intention is to re-vegetate the embankment and the Infrastructure Manager for the area has already engaged the services of a professional arborist to visit the site and devise a re-vegetation plan for the area. As soon as this is complete, planting details will be provided to both of the Minister's constituents and re-planting will commence as soon as possible.

Yours sincerely,

David Franks,
Chief Executive

Heidi Reardon

PA to David Franks, Chief Executive, Iarnród Éireann, Connolly Station, Dublin 1, D01 V6V6.

☎ 00 353 1 703 2454 ✉ heidi.reardon@irishail.ie 🌐 www.irishrail.ie

Reardon Heidi

From: STEELE Clive <CliveSteele@dttas.ie> on behalf of Minister Donohoe Constituency <MinDonhoeconstituency@dttas.ie>
Sent: 08 October 2015 17:49
To: Reardon Heidi
Subject: Minister Office - Clive Steele - Kieran Collins - Croke Park Station
Attachments: ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

RE: Kieran Collins. North Circular Road, Dublin 7

8 October 2015

Dear Heidi,

Minister Donohoe has been contacted by the above named constituent, requesting that a more suitable train station be developed for Croke Park. Mr Collins feels the current station at Drumcondra is unsuitable for 'match day' numbers.

I would be grateful if this matter could be looked into and you could advise the Minister regarding same.

Kind regards,

Clive

Clive Steele
Minister Donohoe's Constituency Office
Department of Transport, Tourism & Sport
paschal.donohoe@oireachtas.ie
01-6183689

Priomh Fheidhmeannach, Stáisiún Ui Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Iarnród Éireann
Irish Rail

Minister Paschal Donohoe
Minister for Transport Tourism & Sport
Department of Transport, Tourism and Sport
44 Kildare Street
Dublin 2.

10th November 2015

Dear Minister,

Thank you for your email on behalf of Mr Kieran Collins in relation to a rail access to Croke Park.

Investment required to provide a station to cater for match day passengers would not yield a positive financial return given the potential frequency of use and the associated annual footfall. Further the Capital Investment Funding available to Iarnród Éireann in the medium term is allocated to projects that will yield a good financial return to the investment. Consequently, Iarnród Éireann, currently, are not in a position to support such a proposal.

Finally, and for your information, the access arrangements to Drumcondra are currently being upgraded and that the works will improve access to the station. These works, scheduled to be complete in June, 2016, include the installation of modern gates suitable for improving crowd control.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóiri Directors: F Allen, P Golden, T McGee(UK), J Moloney; F O'Mahony, T Wynne;
Priomh Fheidhmeannach Chief Executive: D Franks
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A Limited Company Registered in Ireland at Connolly Station, Dublin 1 No. 119571 Vat No. IE 4812851 O

Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 12 October 2015 15:45
To: Reardon Heidi
Subject: Ministers Office - Tom Miller - Taking bicycles on trains
Attachments: BikesTrains.docx; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Hi Heidi,

Please see the attached correspondence for your attention and direct reply.

Best regards,

Freddy
Minister Donohoe's office

Príomh Fheidhmeannach, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Iarnród Éireann
Irish Rail

Mr. Tom Miller,
tom. miller@live.co.uk

27th October 2015

Dear Mr. Miller,

Thank you for your email to Mr. Paschal Donohoe, T.D., Minister for Transport, Tourism & Sport, in relation to our Bike policy which has been forwarded to me for attention and direct reply.

Thank you for your feedback in relation to our bicycle policy.

Due to capacity constraints and in accordance with Health and Safety requirements, the current bicycle policy restricts the use of bicycles on our services during peak hours which is consistent with many rail operators throughout Europe. As passenger numbers return to pre-recession levels and in the interests of passenger safety and comfort, Iarnród Éireann has no alternative but to enforce the current bicycle policy from the 19th October.

Iarnród Éireann welcomes bicycles on our services outside peak commuting hours on Monday to Fridays and anytime at weekends. For Intercity services, as bicycle spaces are limited, it is advisable to book in advance on-line at www.irishrail.ie.

Please note that fold up bikes can be carried on-board all of our services free of charge at any time while bicycle racks are provided at most stations. There are also two Dublin Bike scheme docking stations at Heuston station and another at St Johns Road.

I do hope that you will be able to avail of one of the alternative options outlined above.

Yours sincerely,

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóiri Directors: F Allen, P Golden, T McGee(UK), J Moloney; F O'Mahony, T Wynne;
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Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 14 October 2015 15:07
To: Reardon Heidi
Subject: Ministers Office - Denis Leonard - Killucan Railway Station
Attachments: IRail.docx; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Hi Heidi,

Please see attached correspondence for your direct reply.

Best regards,

Freddy
Minister Donohoe's office

Our Ref: PD/15/10198

Dear Denis

As Minister for Transport, Tourism and Sport I have responsibility for policy and the overall funding of public transport. Irish Rail is responsible for the development and upgrading of public transport infrastructure throughout the country, which includes Killucan Railway Station. Noting this I have referred your representation to Irish Rail for direct reply.

Please advise my private office if you do not receive a reply within 10 working days.

With best wishes,

Minister Paschal Donohoe

Minister for Transport, Tourism and Sport

From: Minister [mailto:MINISTER@environ.ie]
Sent: 01 October 2015 11:14
To: Denis Leonard.dbc
Cc: MINISTER'S OFFICE
Subject: RE: Killucan Station

01 October 2015

Dear Mr Leonard,

I have been asked by Mr Alan Kelly, T.D., Minister for the Environment, Community and Local Government to thank you for your recent email.

As this matter is more appropriate to the Department of Transport your email has been forwarded for attention and direct reply to you.

Yours sincerely,

Larry Kelly
Private Secretary

From: Denis Leonard.dbc [mailto:DLeonard.dbc@lmetb.ie]
Sent: 01 October 2015 11:04
To: Minister
Subject: Killucan Station

Dear Minister,
Would it be possible to look again at Killucan Rail staion in Co. Westmeath under the new capital plan for transport, the new rural investment plan and BMW funding. It would cost less than €1.5 million to reopen a rail station where the trains already stop but do not allow people to embark/disembark. Irish Rail have agreed to the station in principle from a schedule and safety point of view but funding has been an issue with a cash strapped company. They would have their initial investment back in a short time and transport is not just about finance; it is also about the environment and the transport sector is one of the largest polluters of carbon. With billions being spent on Dublin transport it is vital that we look again at a station that would serve the third largest population area in Westmeath. Mullingar and Athlone are already served by a station but the Kinnegad Killucan area are not. This despite the fact that it had a train service for 120 years when the population was a fraction of what it is now. Can you contact me on 0876430783 or leno@indigo.ie to discuss.

Thnak you,
Denis Leonard
Chair
Killucan Kinnegad Transport Lobby Group.
0876430783

Príomh Fheidhmeannach, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Iarnród Éireann
Irish Rail

Mr Denis Leonard
Chair
Killucan Kinnegad Transport Lobby Group
DLeonard.dbc@lmetb.ie

27th October 2015

Dear Mr Leonard,

I refer to your query on Killucan station as issued to the Minister Kelly's office on Oct 1. This was subsequently passed to Minister Donohoe's office and, in turn, to myself. My letter to you of 30-10-14 also refers.

Firstly, as advised previously, we have determined that €1.6m could be considered for initial budgetary purposes to reopen Killucan station, not "less than €1.5m". The source of such funding remains to be established. I can confirm that Iarnród Éireann does not have funding to progress the station proposal. We receive limited capital funding and this is directed to our highest priority and safety critical projects.

Secondly, from a schedule and safety perspective, I previously advised that the operation of a one platform station at Killucan would introduce an undesirable operational risk, but that our current operating rules and procedures could address this. I also stated that we had concerns with respect to timetabling and the impact on other services and that these would need to be given further consideration should funding become available to develop the project. This position has not changed.

Finally, our primary concern remains that, based on current demographic / employment data, there does not appear to be sufficient drivers of demand in the local area to support a sustainable Business Case for the proposal at this point in time. The population / employment density in the vicinity of the proposed station is too low to support the investment. Using a discounted rate of 4% (as recommended by the Department of Finance for such appraisals) the Payback Period for this investment would be approximately forty years.

However, as previous, should you have success sourcing the required capital funding, please advise and we can give the above issues further consideration.

Yours sincerely,

DFranks

David Franks
Chief Executive

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóirí Directors: F Allen, P Golden, T McGee(UK), J Moloney; F O'Mahony, T Wynne;
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Reardon Heidi

From: STEELE Clive <CliveSteele@dttas.ie> on behalf of Minister Donohoe Constituency <MinDonhoeconstituency@dttas.ie>
Sent: 15 October 2015 13:00
To: Reardon Heidi
Subject: Minister Office - Clive Steele - Peter Woods - construction/track works
Attachments: ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

RE: Peter Woods. Quarry Road, Dublin 7

15 October 2015

Dear Heidi,

Minister Donohoe has been contacted by the above named constituent regarding a continuing issue, outlined in the email quoted below, with Irish Rail works being carried out behind homes on Quarry Road.

I would be grateful if this matter could be looked into and you could advise the Minister regarding same.

Kind regards,

Clive

Clive Steele
Minister Donohoe's Constituency Office
Department of Transport, Tourism & Sport
paschal.donohoe@oireachtas.ie
01-6183689

From: "Woods, Peter (Radio)" <Peter.Woods@rte.ie>
To: "phoenixparktunnelproject@gmail.com" <phoenixparktunnelproject@gmail.com>, "paschal.donohoe@oir.ie" <paschal.donohoe@oir.ie>,
Date: 15/10/2015 11:19
Subject: Quarry Road again...

Gary,

to be honest I was a bit taken aback at your response to my last email. That was why I waited before resounding to it.

Your line about ....

The remaining trees and shrubbery will offer far greater protection in this regard....

caused some consternation in this house, to the extent that we wondered were you aware of where we lived?

This is the view from the upstairs back window this morning.There was a man having a cigarette at the doors of one to the cabins, just before I took this photo. I could make out his features. That's how close we are to the work that is going on. You can see where there were mounds created to break the sound going back towards the Carnlough Road houses. You can also see that no effort was made in this direction at all. There are no trees and the shuddery is scant -and for the record- Irish Rail do not maintain it. It is overgrown and overshadows my back garden. Your retaining wall is starting to crumble. I brought this up with the Irish Rail Property Department long before this project started. My emails. which elicited an initial response, were then ignored.

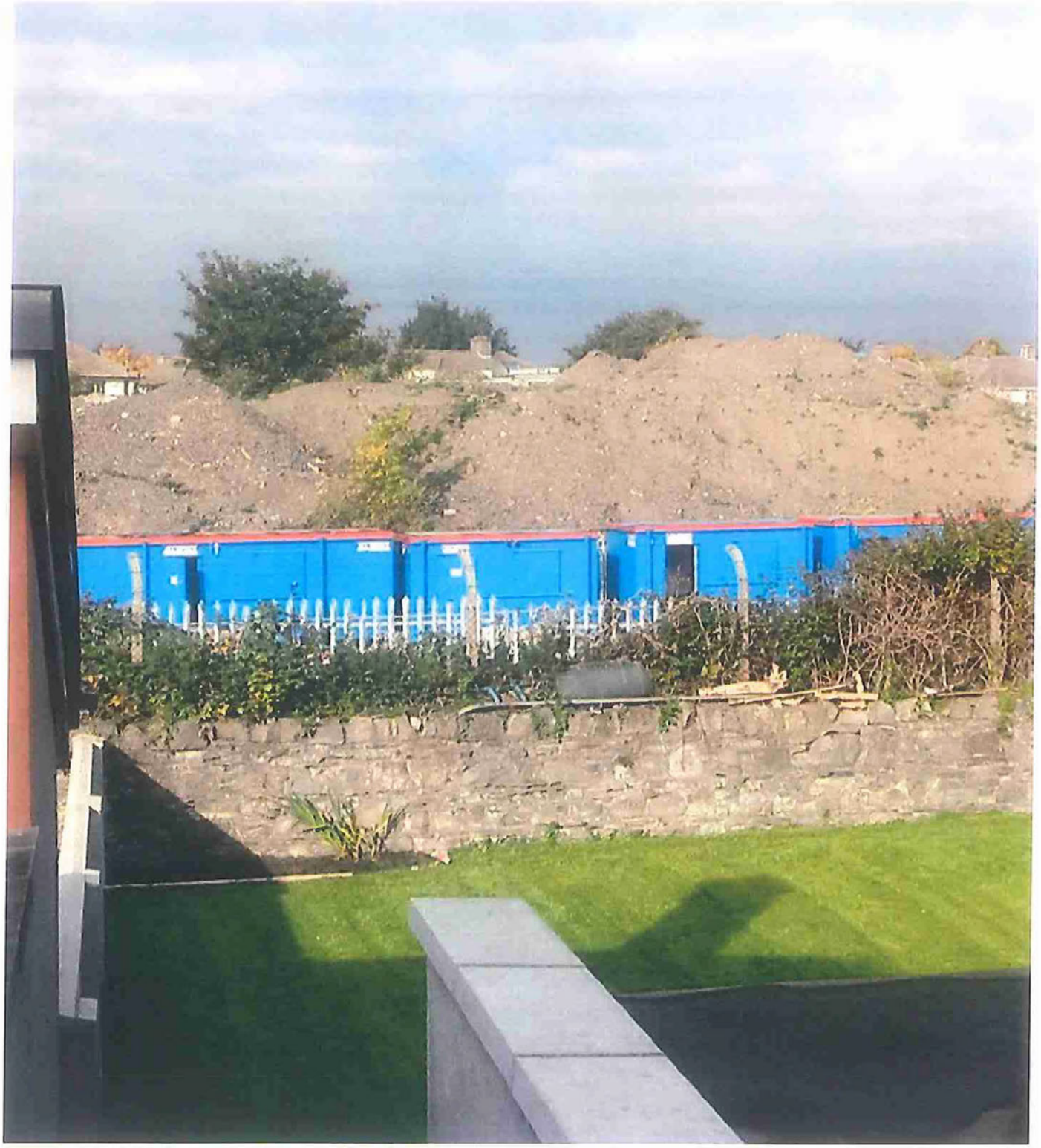
I wasn't suggesting that sound baffles would make a great deal of difference at this point in time. I have, on several occasions. pointed out that this work began with scant regard for those of us in these houses. Obviously my back door in the main living area is much closer than this to the compound. You continually refers to work going on through the tunnel. Work also continues here. As you can see from the photo, noise apart there is a privacy issue involved here.

My reference to sound baffles was with regard to what Irish Rail's ongoing plans are? Given that there will be four trains an hour, I assume each way, during rush hour - I'm asking have Irish Rail plans to raise sound baffles at exposed areas of track, adjacent to dwellings? Having lived close to railway lines across in London I know those baffles to work.

I'm sorry there was confusion about my question and I should say that you are more than welcome to come out here - particularly when there is work taking place - and see for yourself what it's like.

Regards.

Peter



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Chief Executive, Connolly Station, Dublin 1, D01 V6V6
T 01 703 2454 E info@irishrail.ie W www.irishrail.ie

Minister Paschal Donohoe
Minister for Transport Tourism & Sport
Department of Transport, Tourism and Sport
44 Kildare Street
Dublin 2

27th October 2015

Dear Minister Donohoe,

Thank you for your email of 15th October 2015 on behalf of residents of Quarry Road, in particular Mr. Peter Woods, 26 Quarry Road, Cabra, Dublin 7.

The Phoenix Park Tunnel Project Liaison Officer has been in regular contact with Mr. Woods whose home backs onto an area being used by the project contractor for day-time works, which will continue until June 2016 and limited night-time works over the next two months.

We are working to ensure noise is minimised arising from these works. Iarnród Éireann has imposed best industry standards obligations on the contractor. They must comply with the Code of Practice for Noise and Vibration Control on Construction and Open Sites (BS5228-1:2009), which includes a range of absolute and relative construction criteria for construction. In addition, the project contractor has installed noise monitors.

Iarnród Éireann has ensured the contractor pro-actively maintains an environmental management plan for the construction phase, which seeks to avoid, reduce and remedy noise emissions. The construction phase house-keeping is undertaken to ensure, as far as is practicable, that the construction works are undertaken with least environmental impact and the contractor is a good neighbour to adjacent properties. Iarnród Éireann has proactively sought to advise neighbouring properties of ongoing works.

Mr. Woods has asked about a mound of clay and stone adjacent to the compound. This is an adjacent site not owned by CIÉ or Iarnród Éireann. The mound was put there by the property owner who it is believed is planning to build quite a large development on that site, with access from Carnlough Road where there are currently some derelict houses in the ownership of the developer. The mound location is not part of the compound. The compound, being used to facilitate the Phoenix Park Tunnel Project, will cease to be used as a construction compound by the civils contractor from June 2016. It will be used sporadically by Iarnród Éireann's Chief Civil Engineers Department as a maintenance compound from then on.

Cathaoirleach Chairman - P Gaffney(UK), Stiúrthóirí Directors: F Allen, P Golden, T McGee(UK), J Moloney; F O'Mahony, T Wynne;
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In relation to impact of train operations, there are currently approximately 4 trains per direction (freight and maintenance) which is 8 per day on average travelling on the line. When the new service arrives there will be approximately 16 additional services per direction, i.e. 32 trains additional per day. The new trains will be Intercity railcar trains with a maximum allowable speed of 30mph on this line. These additional passenger trains will have a lower noise impact than existing locomotive-hauled freight trains using the line. Therefore, sound barriers as described would not be warranted. However, we will ensure boundary elements are maintained and liaise with residents on this.

An email offer of a meeting with representatives from the Project is also going to Mr. Woods today.

Yours sincerely,

David Franks
Chief Executive

Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 27 October 2015 09:52
To: Reardon Heidi
Subject: Ministers Office - George Royal - Non existent customer service at irish rail

Follow Up Flag: Follow up
Flag Status: Completed

For attention and direct reply please.
Chris Smith
Private Secretary

From: George Royal [mailto:george.royal1@gmail.com]
Sent: 25 October 2015 00:45
To: MINISTER'S OFFICE
Subject: non existent customer service at irish rail

Dear Minister I purchased 3 return rail tickets for my sister and her daughters on the 19th October for travel on the 7th November, less than 24 hours later I tried to change the departure train time from 9.35am to 7.35am as I booked the wrong time by mistake, the lady on the contact number said i would lose 20% of my money or pay a 30euro surcharge if I wanted to change the times on the tickets, Minister firstly it was within 24 hours when I asked to change them and secondly the departure date is nearly 3 weeks away , I dont think I should be penalised at all because it is so easy to click a wrong box when on a laptop and especially as I tried to rectify it almost immediately, I emailed the customer service and was told I would be contacted within 3 working days and they never got in touch
Please can you get some common sense used in this matter .
Kind regards
George

--
George Royal
****

Tá eolas sa teachtaireacht leictreonach seo a d'fhéadfadh bheith príobháideach nó faoi rún agus b'fhéidir go mbeadh ábhar rúnda nó pribhléideach ann. Is le h-aghaidh an duine/na ndaoine nó le h-aghaidh an aonáin atá ainmnithe thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Tá cosc ar rochtain don teachtaireacht leictreonach seo do aon duine eile. Murab ionann tusa agus an té a bhfuil an teachtaireacht ceaptha dó bíodh a fhios agat nach gceadaítear nochtadh, cóipeáil, scaipeadh nó úsáid an eolais agus/nó an chomhaid seo agus b'fhéidir d'fhéadfadh bheith mídhleathach.

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Chief Executive, Stáisiún Uí Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
T 01 703 2454 F 01 703 2608 E info@irishrail.ie W www.irishrail.ie

Mr. George Royal,
(George.royal1@gmail.com)

5th November 2015

Dear Mr. Royal,

I refer to your email to Mr. Paschal Donohoe, T.D., Minister for Transport, Tourism & Sport, in relation to your recent online purchase which has been forwarded to me for attention and direct reply.

I understand Lorraine from our Customer Care Team has contacted you and resolved this matter to your satisfaction.

Thank you for taking the time to bring this to our attention.

Yours sincerely,

David Franks,
Chief Executive.

Cathaoirleach Chairman - P Gaffney(UK), **Stiúrthóirí** Directors: F Allen, P Golden, T McGee(UK), J Moloney; F O'Mahony, T Wynne;
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Reardon Heidi

From: MINISTER'S OFFICE <minister@dttas.ie>
Sent: 27 October 2015 14:10
To: Reardon Heidi
Subject: Ministers Office - Vincent Houlihan - Taking bicycles on trains
Attachments: Houlihan.docx; ATT00001.txt; ATT00002.htm

Follow Up Flag: Follow up
Flag Status: Completed

Hi Heidi,

Please see the attached correspondence for your attention and direct reply.

Best regards,

Freddy
Minister Donohoe's office

Our Ref: PD/15/10433

Dear Mr Houlihan

On behalf of the Minister for Transport, Tourism & Sport, Paschal Donohoe, T.D., I wish to thank you for your email about taking bicycles on trains. As this is a matter under the remit of Iarnród Éireann, I have forwarded your letter to the office of Mr David Franks, Chief Executive, for his attention and direct reply to you.

Yours sincerely,

Chris Smith
Private Secretary to Minister Paschal Donohoe

From: Paschal Donohoe [mailto:Paschal.Donohoe@Oireachtas.ie]
Sent: 21 October 2015 11:19
To: MINISTER'S OFFICE
Subject: Fw: bicycles on trains.

- - Forwarded by Paschal Donohoe/Members/Oireachtas on 21/10/2015 11:18

From: Vincent Houlihan <vincentahoulihan@gmail.com>
To: paschal.donohoe@oireachtas.ie, leoconstituency@health.gov.ie,
Date: 21/10/2015 11:02
Subject: bicycles on trains.

Dear Sirs

I include both Minister for health and transport as this issue effects both departments and a combined effort could be called for.

Bikes on trains

I write with regards to recent news that bike are soon to be banned from all trains. I would ask that you reconsider this issue on the following grounds:

(1) The ability to bring your bike on-board has allowed people to get employment in places where public transport is either non existent or rare.

(2) In some cases, it would be impossible to cycle all the way to work, but the use of the train at least gets people near enough to complete the journey in acceptable time.

(3) Traffic congestion. Most people can now leave their cars behind because they can hop on the train with the bike and complete the journey at the other end cycling. Removing this option will leave them with no option but to take the car in an already busy city.

(4) Bringing your bike to work on the train for time keeping purposes, allows you the luxury of cycling home when you are not tied to time, and therefore easing the overcrowding on some rush hour transport methods.

There are many other reasons health of the nation being one, but I feel the above 3 have a major impact on industry in general, with time keeping productivity etc.

While on the subject of cycling.

Nazi like approach to cyclists is becoming widespread.

I use a folding bike, and I am capable of driving although currently don't hold a licence due to financial reasons above everything else. I have noticed an increased sense of anger against people who cycle to the point of being sinister and aggressive, and in some cases almost fatal (personal experience) . This comes not just from drivers, but the general public. Media has painted cyclists in a very bad light, and this gives some people the idea that we are somehow criminal and anti social. I have almost been killed on 3 occasions recently over this attitude when drivers have completely ignored my hand signals and driven straight at me. Others have passed me by and deliberately blocked cycle paths allowing me safe turning. I have experience on both car and bike, so I feel qualified to speak on this issue.

Educating cyclists.

I will agree there needs to be an educating campaign on cyclists as some feel using pedestrian lights as a green to go, or ignoring lights all together is harmless. I also feel the use of hand signals have been forgotten as most drivers don't appear to know what they mean either. I d always abide by the rules of the road as growing up in Ireland in the 70s there were huge campaigns for safe road use, this appears to be gone.This needs to be nationwide available to adults, and in schools also.

Educating Motorists.

As motorists are the main complainers about cycling. why not allow them the opportunity to experience what it is like to cycle, in the driving wind against the rain and cold avoiding potholes and having to dodge aggressive drivers while doing so. It could be introduced as part of their test or in cases where there have been instances with a bike, to allow them see things from both angles.

On going driving tests.

It has not skipped my attention that some drivers on our roads even today who scream and wave at us who cycle, have never sat a test, but hold a full drivers licence. An ongoing skills test or a follow up on them is essential for road safety. It is outrageous to believe that someone who has passed the state test fully, has to wear an N sticker on their car to allow them to be bullied as novices while these untested drivers are still out there and in some cases (not all) causing havoc and are still unmarked, (makes a laugh of the whole system)

Health benefits for the nation.

in a generation where obesity is the main cause of death, illness and stress on the health system. we should be doing more to encourage people to take to the bike and burn a few pounds. The health benefits to the environment would be monumental. The health benefits to a generation who sit behind keyboards or car wheels goes beyond the need to say. The cycle lanes in Dublin are amazing, and people should be encouraged to take up cycling and experience them. (just as our parents and grandparents did).

My personal health story.

I was a 40 a day smoker, and now take a bike for work purposes. I use a folding bike on the Dart. It was using this bike that showed me just how much damage I was doing to my health. I was 49 and unable to cycle 10 minutes without running out of breath and almost having a heart attack. I am now 53, a non smoker and cycle everywhere. I am healthier now than I was in my 40s and have recently had a full health check which verifies this.

Perhaps Leo Varadkar would have less stress in his work today is there were more cyclists and less aggressive and in some cases untested drivers on the roads of Ireland.

I feel it is my duty as a road user to address the current situation, as this new found hatred and aggression towards people who are not harming the environment, improving their health and reducing traffic build up in our cities and towns needs to be addressed before it causes lives. Hi viz and helmets help, but they also appear to give some drivers the idea that you are now fair game. While some cyclists appear to feel that wearing these eliminates the need to obey the rules. Education on both sides is essential for both general well being and road safety.

Yours Sincerely
Vincent Houlihan.

Chief Executive, Stáisiún Uí Chonghaile, Baile Átha Cliath 1
Príomh Fheidhmeannach, Connolly Station, Dublin 1
T 01 703 2454 F 01 703 2608 E info@irishrail.ie W www.irishrail.ie

Mr. Vincent Houlihan,
(vincentahoulihan@gmail.com)

5th November 2015

Dear Mr. Houlihan,

I refer to your email to Mr. Paschal Donohoe, T.D., Minister for Transport, Tourism & Sport, in relation to our Bike policy which has been forwarded to me for attention and direct reply.

Thank you for your feedback in relation to our bicycle policy.

Due to capacity constraints and in accordance with Health and Safety requirements, the current bicycle policy restricts the use of bicycles on our services during peak hours which is consistent with rail operators throughout Europe. As passenger numbers return to pre-recession levels and in the interests of passenger safety and comfort, Iarnród Éireann has no alternative but to enforce the current bicycle policy from the 19th October.

Iarnrod Éireann welcomes bicycles on our services outside peak commuting hours on Monday to Fridays and anytime at weekends. For Intercity services, as bicycle spaces are limited, it is advisable to book in advance on-line at www.irishrail.ie.

Please note that fold up bikes can be carried on-board all of our services free of charge at any time while bicycle racks are provided at most stations. There are also two Dublin bike scheme docking stations at Heuston station and another at St Johns road.

I do hope that this is of assistance to you.

Yours sincerely,

David Franks,
Chief Executive.

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