

Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6

Connolly Station, Dublin 1, D01 V6V6

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15<sup>th</sup> January 2020

[REDACTED]

[REDACTED]

### Request for Fees IE\_FOI\_321

Dear [REDACTED],

I refer to your request dated 04<sup>th</sup> November 2019 made under the Freedom of Information Act 2014, which was received by my office on that date, for records held by Iarnród Éireann.

#### Request:

- How many times lifts are out of service within the auspices of Dublin rail and dart stations from the years 2016-2019?
- How many complaints did Irish Rail receive in relation to out of service lifts from the years 2016-2019?
- Can you outline the types of complaints received from the years 2016-2019?
- Did Irish Rail respond to the complaints and what were the types of responses from the years 2016-2019?

When conducting your search and retrieval please consider official information held on non-official systems, emails accounts and devices, for example WhatsApp groups etc.

I would prefer to receive this information electronically, preferably in its original formatting and would greatly appreciate a return email to acknowledge my request if possible.

I am now writing to you to advise you of the costs of your request. The Act allows for the charging of search, retrieval and copying of records which are within the scope of your request, from within this body as set out in Section 27(2) and (3) - <http://www.irishstatutebook.ie/eli/2014/act/30/section/27/enacted/en/html>

After careful consideration and consultations, I estimate that the services of staff will be required for 46 hours, and this will be the minimum amount of time required to efficiently complete the 'search and retrieval and copying' work on your request. The prescribed amount chargeable for each such hour is €20.00 resulting in an overall fee of €920.00.

In the event that you need to request such a review, you can do so by writing to FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or alternatively by sending an e-mail to [foi@irishrail.ie](mailto:foi@irishrail.ie). You should state that you are seeking this review because an initial decision was not sent to you within the time allowed for a response. You have 4 weeks (after the initial decision should have been sent to you) in which to make the appeal. Consideration will be given to late applications in appropriate circumstances.

Should you wish to discuss the above, please contact me at 01-7032607.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Lynette O'Toole".

**Lynette O'Toole**  
**Freedom of Information Executive**