



26th
2nd February 2016

Re: FOI request IE_FOI_032

Dear [REDACTED],

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

Request –

- o ~~CCTV 31/12/15 (7am-11am) – dealt with under DPA~~
- o ~~Railway Safety Act – public domain, link sent via email 27/1/16~~
- o Revenue Inspector training policy & job specification
- o Do IE conduct criminal history checks on RPU inspectors?
- o Records of all complaints & misconduct in relation to RPU Inspectors
- o T&C of RPU Inspector – working hours, bonus, commission etc
- o Total Revenue generated from fixed penalty notices (FPN) for 2014/2015
- o Health & Safety training and signed records for RPU Inspectors
- o Ticket Machine maintenance records and details of who services/repairs these
- o Appeals process outline & a copy of all appeals and outcomes 2014/2015
- o Details on the CCTV system used in Connolly and all services/maintenance records

Decision

I, Mr. Sheldon Norton, Decision Maker have now made a final decision to part grant your request on the 26th February.

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.

Rights of appeal

In the event that you are not happy with this decision you can make an appeal in relation to this matter, you can do so by writing to the FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or by e-mail to foi@irishrail.ie. You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding, the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances.

The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact the FOI Officer on 01, 7034293.

Yours sincerely,



Sheldon Norton,

Schedule of Records for IE_FOL_032 : Summary for Decision Making

Date of Record	Record No.	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
	1	RPU Inspector - Training Policy & Job Spec	3	Grant		
	2	Offmitral History Checks	1	Grant		
	3	Total revenue generated from FPN's in 2014 & 2015	1	Grant		
	4	T&C of Role of RPU Inspector	1	Grant		
	5	H & S Training and signed records for RPU Inspectors	10	Part Grant	S37 - Personal Information	
	6					All personal information relating to RPU officers has been removed to as to protect them and enable them to continue to carry out their duties
	7					No appeals or outcomes will be released. This is due to the volume of appeals in 2014/2015 and also due to the personal and commercially sensitive information contained within the appeals
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Signed Sheldon Norton, RU Hyunjan Resources Manager

15 Decision Making

Shelby

IE_FOI_032

Record No. 1

RPU Inspector – Training Policy & Job Spec

- RPU inspectors are trained to the highest standards in;
 - Revenue Protection Officers Training Course.
 - Customer Service Training
 - Conflict Resolution Training
 - Personal Track Safety Training
- Job Spec



JOB SPECIFICATION

Reference No.	RU-JD-17.5
Version	2.2
Operative Date	December 2013
Status	LIVE
Prepared by	L.A.
Checked by	E.G
Approved by	R.T.

1.0 TITLE:

- Revenue Protection Officer

2.0 ROLE & PURPOSE:

- To protect Iarnród Éireann's revenue from persons engaging in ticketless travel, fraudulent travel and/or misuse of ticketing on onboard Railway Undertaking services
- To enforce the provisions and protections of the applicable legislation in the performance of the role.

3.0 REPORTING RELATIONSHIPS:

REPORTS TO:

- Head of Revenue Protection and Collection
- Revenue Protection and Prosecutions Manager
- Revenue Protection DTE Inspectors
- Station Managers

4.0 WORKING RELATIONSHIP WITH:

- Station Operatives
- Train Hosts
- Station Controllers
- Station staff
- Administration staff RPU

5.0 KEY QUALITIES:

ESSENTIAL:

- Customer Service Orientation
- Strong interest in Revenue Protection
- Ability to communicate with all colleagues/passengers involved in the delivery of RPU inspections across the Railway Undertaking.

DESIRABLE:

- Knowledge of Railway Safety Act 2005 pertaining to relevant sections on fare evasion.
- Knowledge of CIE Bye-Laws relating to railway operations.
- Knowledge of Iarnród Éireann Conditions of Carriage.
- Knowledge of Iarnród Éireann Rules and Regulations.

COMPETENCIES:

- Customer Service Orientation
- Interpersonal Skills
- Flexibility and Commitment
- Motivation for the Role

6.0 GENERAL RESPONSIBILITIES:

6.1 OPERATIONS

- To ensure that all onboard/station inspections are carried out within the Revenue Protection Unit area of operation to the required standard issued by the Head of Revenue Protection Railway Undertaking. To assist the Revenue Protection and Prosecutions Manager and Revenue Protection DTE's at any level of RPU Operations in any manner deemed appropriate.

6.2 CUSTOMER SERVICE

- Ensure that all colleagues in RPU are fully compliant with all necessary rules / regulations to deliver optimum service delivery.

6.3 PEOPLE

- To support the environment within Revenue Protection Unit that supports the importance of competence and personal development.

7.0 SPECIFIC RESPONSIBILITIES:

7.1 REVENUE PROTECTION

- Issuing of fixed penalty to passengers boarding services without valid ticketing while carrying out inspections onboard rolling stock and/or stations throughout the Iarnród Éireann/Irish Rail Operations network.
- Issuing of fixed penalties to passengers during entry/exit checks at stations throughout the Iarnród Éireann/Irish Rail Operations network at peak and off peak operating on a 5/7 working week utilising alternate transport to facilitate later shift finishes when necessary.
- Enforcement of relevant sections of the Railway Safety Act (2005) and the CIE Bye Laws in relation to the conduct of passenger's onboard rolling stock and/or on railway property.
- Verification of details submitted by persons travelling without tickets.
- Court duties in relation to the prosecution of individuals under the relevant section of the Railway Safety Act (2005) who fail to pay the fixed penalty issued and/or breach of other provisions of the Railway Safety Act (2005) or CIE Bye Laws relating to railway operations.

- Issuing of tickets to passengers who board/alight from stations without a ticket selling facility at the time of embarkation.
- Utilisation of new and existing technology to assist in the performance of the Revenue Protection Officer (RPO).
- Flexibility in the adoption of any future evolution of the RPO role within the unit.

7.1.1 Performance Measures

- Level of inspections carried out in adherence to RPU protocol on targeted services or other areas of RPU operations.

7.2 PEOPLE

- To attend training, workshops etc in order to keep their competence on all aspects of RPU operations within the Railway Undertaking Business.
- To ensure that all relevant rules and regulations pertaining to RPU inspections and general railway operations are discussed fully with colleagues at the time of employment or implementation.

7.2.1 PERFORMANCE MEASURES

- Attending the necessary training
- Inspections are carried out to the trained RPU protocol
- Briefing and assisting new entrants in to the RPU unit
- Maintain the required safety competence

7.3 CUSTOMER SERVICE

- To carry and display the photographic identification supplied by the RPU unit identifying the RPO as authorised in the performance of his/her duties in dealing with members of the public
- To ensure that all colleagues report for duty on time and in appropriate uniform as required.
- To deal with any queries / issues from customers in line with Company standards as necessary.
- To ensure all colleagues provide necessary support / care to customers as appropriate.

7.3.1 PERFORMANCE MEASURES

- Photographic identification is carried and displayed
- Wear full uniform as required.
- Meet targets set out by Revenue Protection Unit Management

This job description is not exhaustive, and merely outlines the key duties and responsibilities of the position.

Managers Signature:_____

Employees Signature:_____

Date:_____

**IE_FOI_032
Record No. 2**

**Do IE conduct criminal history checks on RPU
Inspectors.**

- Iarnród Éireann, Irish Rail do not conduct criminal history checks on RPU inspectors.
- Employees are instructed to advise their Supervisor if they have been charged with a criminal offence.

IE_FOI_032
Record No. 3

**Total revenue generated from Fixed Penalty Notices
in 2014 & 2015.**

- 2014 - €486,000
- 2015 - €554,000

IE_FOI_032
Record No. 4

**T&C of RPU Inspector - working hours, bonus,
commission etc.**

- RPU inspectors are employed on a contract of 48 hours per week, worked on a five days out of seven ratio. There are no bonuses or commissions paid above the basic salary.

IE_FOI_032
Record No. 5

**Health & Safety Training & signed records for RPU
Inspectors**

- o Revenue Protection Officers Training Course.



PROCESSED
SCANNED

Training Centre Inchicore

Course Title: RPU training,

Date: 04/11/2016

Course Code: 0017

Course Location: Inchicore

Course Duration (in days): 2

Room No: Prefab 3

Day 2 of 2.

Instructor: A. Whelan

No.	Signature:	Staff No:	Grade:	Location	Print Name (Block Letters)	Lunch Y/N
1	[Signature]	[Signature]	R.P.U.	CANNALLY	[Signature]	Y
2	[Signature]	[Signature]	R.P.D.	LIMK.	[Signature]	Y
3	[Signature]	[Signature]	R.P.U.	CANNALLY	[Signature]	Y
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This Sheet is required for Administration purposes and to comply with fire safety regulations. For these reasons it must be completed accurately and returned to the Administration Office by the first tea break.



Iarnród Éireann
Irish Rail

PROCESSED
SCANNED

Training Centre Inchicore

Course Title: RPO Training

Date: 16/07/2016

Course Code: 0817

Course Location: Inchicore

Course Duration (in days): 2

Room No: CBT room

Day 2 of 2

Instructor: A. Whelan

	Signature	Staff No.	Grade	Location	Unsch (IN)
1	ASmith	Connolly	D	DUNDALK	J.
2	SII	HESKETH			J.
3	AB.	Connolly			J.
4	SII	TIGHER			J.
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Training Centre Inchicore

PROCESSED
SCANNED

Course Title: RPO Training

Date: 16/07/2015

Course Code: 0817

Course Location: Inchicore

Course Duration (in days): 2

Room No: CBT room

Day 1 of 2

Instructor: A. Whelan

No.	Signature:	Staff No:	Grade:	Location:	Print Name (Block Letters)	Lunch Y/N
1	[Signature]	[Redacted]	S11	HFXSTON	[Signature]	Y
2	[Signature]	[Redacted]	S06	GARDEN	[Signature]	Y
3	[Signature]	[Redacted]	S11	TRALFE	[Signature]	Y
4	[Signature]	[Redacted]	S06	WESTPORT	[Signature]	Y
5	[Signature]	[Redacted]	Asm Connolly	CONNOLLY	[Signature]	Y
6	[Signature]	[Redacted]		DUNDALK	[Signature]	N
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Training Centre Inchicore

PROCESSED
SCANNED Course Title: Rail Officer RefresherDate: 3/12/14Course Code: 1117Course Location: InchicoreCourse Duration (in days): 1Room No: Prefab 2Day 1 of 1Instructor: Diarmuid Ó Sé

No	Signature:	Staff No:	Grade:	Location	Print Name (Block Letters)	Lunch Y/N
1	[Redacted]	[Redacted]	C.Dr.	Tara Stn	[Redacted]	[Redacted]
2	[Redacted]	[Redacted]	C.I.M.	[Redacted]	[Redacted]	Y
3	[Redacted]	[Redacted]	R.P.V	Houston	[Redacted]	Y
4	[Redacted]	[Redacted]	S02	Connolly	[Redacted]	Y
5	[Redacted]	[Redacted]	S13	Plasae	[Redacted]	Y
6	[Redacted]	[Redacted]	R.D.L	Gatwick	[Redacted]	Y
7	[Redacted]	[Redacted]	S02	Mullingar	[Redacted]	Y
8	[Redacted]	[Redacted]	N.P.W	Teplins	[Redacted]	✓
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This Sheet is required for Administration purposes and to comply with fire safety regulations. For these reasons it must be completed accurately and returned to the Administration Office by the first tea break.



Training Centre Inchicore

PROCESSED
SEARCHED

Course Title: RPU Officer Refresher

Date: 26-11-2014

Course Code: 1117

Course Location: Inchicore

Course Duration (in days): 1

Room No: Prefab 2

Day 1 of 1

Instructor: Aisling Whelan

No	Signature:	Staff No:	Grade:	Location	Print Name (Block Letters)	Lunch Y/N
	S02	Pearse				
	S07	PEARSE				
	C01	Connac				
	S42	Dundalk				
	S02	Connac				
	S02	Connac				
	S27	TANAST				
	B01	AAA ST				
	RPU	16/1/200				
	R.PU	GALWAY				
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Training Centre Inchicore

PROCESSED
SEARCHED Course Title: RPU Officer RefresherDate: 19/11/2014Course Code: 1117Course Location: InchicoreCourse Duration (in days): 1Room No: Prefab 2Day 1 of 1Instructor: Aisling Whelan

No	Signature	Staff No:	Grade:	Location	Print Name (Block Letters)	Lunch Y/N
			S02	Gal		
			S13	Perse		
			S28	Perse		
			C01	Brewery		
			S02	Connolly		
			S11	Perse		
			S02	Masten		
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Training Centre Inchicore

PROCESSED
SCANNED Course Title: RPU Officer RefresherDate: 12/11/2014Course Code: 1117Course Location: InchicoreCourse Duration (in days): 1Room No: Prefab 2Day 1 of 1Instructor: Aisling Whelan

No	Signature	Staff No:	Grade:	Location	Print Name (Block Letters)	Lunch Y/N
			S02	Connolly		
			S02	Plase.		
			S13	Pearse		
			Mga.	Tanaiste		
			S02	Pearse		
			RPU	VISIT		
			S02	Connolly		
			RPU	Heuston		
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Training Control Inhibitors

PROCESSED

SCANNED

Course Title: RPU Officer Refresher Training

Date: 06/11/2014

Course Code: 1117

Course Duration (In days): 1

Course Location: Inchicore

Day 1 of 1

Instructor: Alanna Whelan

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This Sheet is required for Administration purposes and to comply with fire safety regulations. For these reasons it must be completed accurately and returned to the Administration Office by the first tea break.


Iarnród Éireann
 Irish Rail
Training & Development
Course Attendance Sheet

Reference No.	TC-QMS-T016
Version	H
Operative Date	02/04/2014
Status	Live
Prepared By	Aisling Whelan
Checked By	Colette Mannion
Approved By	John Brosnan

Course ID		Course Code	Trainer's Initials	Period No.	Date DD-MM-YYYY	Processor
		0817 / AW / P5 /			24/04/2014	
		Course Title		Trainer's Full Name		
		RPU TRAINING - DAY 2		AISLING WHELAN		
No	Printed Name	Staff No.	Location	Signature	Remarks	
1	[REDACTED]	[REDACTED]	Please	[REDACTED]	Rory	
2	[REDACTED]	[REDACTED]	Please.	[REDACTED]		
3	[REDACTED]	[REDACTED]	TARA STREET	[REDACTED]		
4	[REDACTED]	[REDACTED]	PEARSE	[REDACTED]		
5	[REDACTED]	[REDACTED]	Please.	[REDACTED]		
6	[REDACTED]	[REDACTED]	Please.	[REDACTED]		
7	[REDACTED]	[REDACTED]	Dublin	[REDACTED]		
8	[REDACTED]	[REDACTED]	Limerick	[REDACTED]		
9	[REDACTED]	[REDACTED]	40	[REDACTED]		
10	[REDACTED]	[REDACTED]	Limerick	[REDACTED]		
11	[REDACTED]	[REDACTED]		[REDACTED]		
12	[REDACTED]	[REDACTED]		[REDACTED]		
This sheet is required for Administration purposes and to comply with fire safety regulations. For these reasons it must be completed accurately & returned to the Administration Office Training Centre, Inchicore, Dublin 8						



District Training
Course Attendance Sheet

DONE

Concurrent	Concurrent	Concurrent

No	Prin	Staff No.	Location	Signature	Remarks
1	[REDACTED]	[REDACTED]	PEARSE		
2	[REDACTED]	[REDACTED]	PEARSE		
3	[REDACTED]	[REDACTED]	BRAY		
4	[REDACTED]	[REDACTED]	DEARSE		
5	[REDACTED]	[REDACTED]	CONNOLLY		
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This sheet is required for Administration purposes and to comply with fire safety regulations.
For these reasons it must be completed accurately & returned to the Administration Office
Training Centre, Inchicore, Dublin 8.

**IE_FOI_032
Record No. 6**

- **Appeals process outline and a copy of all appeals and outcomes 2014/2015**

Fixed Payment Notice Appeals Process

Fare Evasion is a criminal offence. Every passenger must purchase a valid ticket for the journey they are making before getting on any train. If a passenger does not have a valid ticket or validated Leap/Smart card when asked to produce his/her ticket, they can be prosecuted in the District Court under the Railway Safety Act 2005. A passenger who travels without a valid ticket faces a fine of up to €1,000 on conviction in the District Court as well as legal costs.

If a passenger cannot produce a valid ticket or validated leap card when requested to do so by an authorised officer, they may be issued with a fixed payment notice. This means that if they wish to avoid a court appearance and the possibility of receiving a criminal conviction, they may pay a fine of €100 plus the unpaid fare. The Fixed Payment option is only available for a period of 21 days as set out in the Railway Safety Act. If the fine is not paid within that period, a summons will issue and legal costs will be incurred.

Fixed Payment Notices are issued in accordance with the Railway Safety Act 2005 Part 15. There is no legal obligation to have an appeals process, however if a passenger wishes to appeal the decision they can do so via email or in writing within 21 days from date of issue of the FPN to the Revenue Protection Unit and the case will be reviewed taking the evidence into consideration.

Depending on the nature of the appeal there may be a requirement to review reports for a status of the equipment functionality at the Station of boarding. If the facility was available to purchase a valid ticket or validate a Leap card/Smart card in advance of travel then the appeal will be unsuccessful. If there was no facility at the Station of boarding to purchase a valid ticket or validate a Leap card/Smart card then the appeal would be successful.

The outcome of the appeal is then communicated in writing to the person who made the appeal.

IE_FOI_032
Record No. 7

- **Details on the CCTV system used in Connolly and all services/maintenance records**

The CCTV system in use in Connolly Station at the time was the NetVu Connected system using Dedicated Micros. This system has since been replaced and as such no service/maintenance occurs.

IE_FOI_032
Record No. 8

- Details on the Ticket Validator Machines
used in Connolly and all
services/maintenance records**

Item	Location	Ticket Vending Machine Number	Date of Visit	Ticket Vending Machine Number	Date of Visit	Ticket Vending Machine Number	Date of Visit	Ticket Vending Machine Number	Date of Visit	Ticket Vending Machine Number	Date of Visit	Ticket Vending Machine Number	Date of Visit	Reason for Visit
82	Connolly	11100	24/07/2015	12100	24/07/2015	13100	24/07/2015	14100	24/07/2015	17100	24/07/2015	18100	24/07/2015	Maintenance
83	Connolly	11100	31/07/2015	12100	31/07/2015	13100	31/07/2015	14100	31/07/2015	17100	31/07/2015	18100	31/07/2015	Maintenance
84	Connolly	11100	04/08/2015	12100	04/08/2015	13100	03/08/2015	14100	04/08/2015	17100	05/08/2015	18100	05/08/2015	Maintenance
85	Connolly	11100	13/08/2015	12100	12/08/2015	13100	13/08/2015	14100	13/08/2015	17100	13/08/2015	18100	12/08/2015	Maintenance
86	Connolly	11100	17/08/2015	12100	17/08/2015	13100	20/08/2015	14100	20/08/2015	17100	20/08/2015	18100	20/08/2015	Maintenance
87	Connolly	11100	24/08/2015	12100	25/08/2015	13100	26/08/2015	14100	26/08/2015	17100	25/08/2015	18100	25/08/2015	Maintenance
88	Connolly	11100	31/08/2015	12100	01/09/2015	13100	01/09/2015	14100	02/09/2015	17100	02/09/2015	18100	02/09/2015	Maintenance
89	Connolly	11100	07/09/2015	12100	07/09/2015	13100	07/09/2015	14100	07/09/2015	17100	08/09/2015	18100	07/09/2015	Maintenance
90	Connolly	11100	15/09/2015	12100	17/09/2015	13100	18/09/2015	14100	18/09/2015	17100	14/09/2015	18100	15/09/2015	Maintenance
91	Connolly	11100	23/09/2015	12100	23/09/2015	13100	23/09/2015	14100	23/09/2015	17100	23/09/2015	18100	21/09/2015	Maintenance
92	Connolly	11100	28/09/2015	12100	28/09/2015	13100	28/09/2015	14100	28/09/2015	17100	28/09/2015	18100	28/09/2015	Maintenance
93	Connolly	11100	05/10/2015	12100	05/10/2015	13100	07/10/2015	14100	06/10/2015	17100	06/10/2015	18100	08/10/2015	Maintenance
94	Connolly	11100	12/10/2015	12100	12/10/2015	13100	12/10/2015	14100	12/10/2015	17100	12/10/2015	18100	12/10/2015	Maintenance
95	Connolly	11100	19/10/2015	12100	19/10/2015	13100	19/10/2015	14100	19/10/2015	17100	19/10/2015	18100	19/10/2015	Maintenance
96	Connolly	11100	28/10/2015	12100	28/10/2015	13100	28/10/2015	14100	28/10/2015	17100	28/10/2015	18100	28/10/2015	Maintenance
97	Connolly	11100	02/11/2015	12100	03/11/2015	13100	03/11/2015	14100	03/11/2015	17100	03/11/2015	18100	04/11/2015	Maintenance
98	Connolly	11100	09/11/2015	12100	09/11/2015	13100	09/11/2015	14100	09/11/2015	17100	09/11/2015	18100	09/11/2015	Maintenance
99	Connolly	11100	17/11/2015	12100	16/11/2015	13100	16/11/2015	14100	17/11/2015	17100	17/11/2015	18100	17/11/2015	Maintenance
100	Connolly	11100	23/11/2015	12100	23/11/2015	13100	24/11/2015	14100	23/11/2015	17100	24/11/2015	18100	24/11/2015	Maintenance
101	Connolly	11100	02/12/2015	12100	01/12/2015	13100	01/12/2015	14100	02/12/2015	17100	03/12/2015	18100	03/12/2015	Maintenance
102	Connolly	11100	07/12/2015	12100	10/12/2015	13100	07/12/2015	14100	07/12/2015	17100	10/12/2015	18100	11/12/2015	Maintenance
103	Connolly	11100	14/12/2015	12100	17/12/2015	13100	14/12/2015	14100	15/12/2015	17100	17/12/2015	18100	17/12/2015	Maintenance
104	Connolly	11100	21/12/2015	12100	21/12/2015	13100	21/12/2015	14100	21/12/2015	17100	21/12/2015	18100	21/12/2015	Maintenance