

[REDACTED]

11th July 2016

Re: FOI request IE_FOI_051

Dear [REDACTED]

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

Request –

Details of complaints relating to disability access to your rail services. Details of the amount of complaints Irish Rail received over the past five years that relate to impeded access for disabled passengers.

I, Mr. Paul Slowey, Decision Maker have now made a final decision to release this record on the 11th July 2016.

Up to 2015, we did not specifically categorize feedback on "Disability issues including access". We have no retained records prior to March 2013. Records from March 2013 to end of 2014 were based on "Accessibility" category which would include issues experienced by mobility impaired passengers such as lifts not working etc.

Please find records attached.

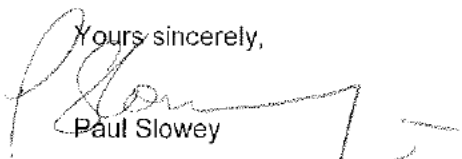
Rights of appeal

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

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

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

Yours sincerely,

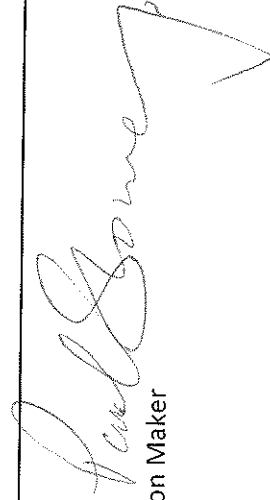

Paul Slowey

Customer Relationship Executive, Iarnrod Eireann

Freedom of Information Request:
 Schedule of Records for IE_FOI_051 : Summary for Decision Making

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
1	11.07.16	IE_FOI_051 Record #1	1	Grant		

Signed



IE Decision Maker

IE FOI 051 Record #1

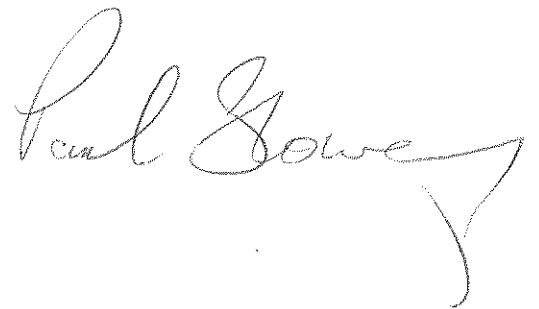
Number of Complaints regarding Accessibility issues (March-December 2013) - 16

Number of Complaints regarding Accessibility including ramps/lifts (2014) – 34

*Number of Complaints regarding Disability (2015) – 69

Unfortunately, any information recorded before March 2013 are on obsolete systems and are not readily accessible.

*You will note that in 2015 a new categorisation was introduced within Iarnród Éireann.

A handwritten signature in black ink, reading "Paul Govey". The signature is written in a cursive style with a long, sweeping tail on the letter 'y'.