Accessibility Update March 2022

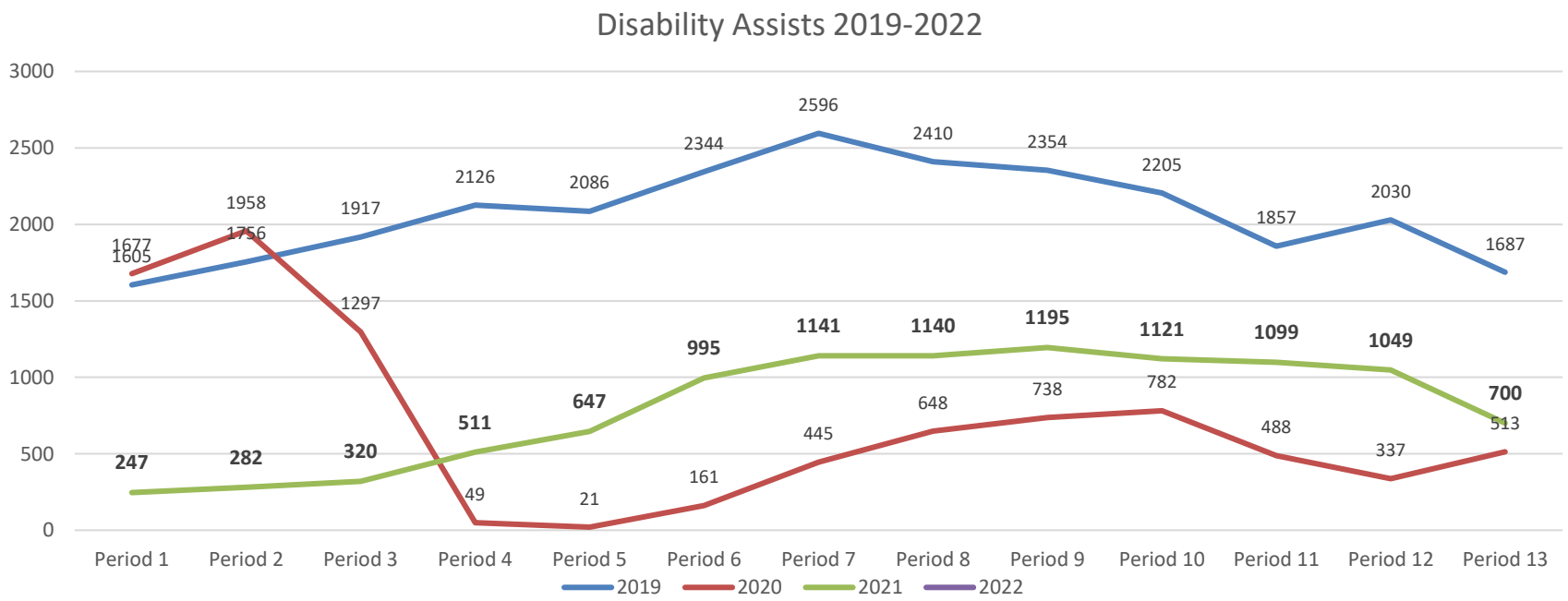
Iarnród Éireann
Irish Rail

Disability User Group Review

- DUG formed in 1995
- First review since formation of DUG.
- 5 workshops held with DUG members in 2021.
- Vision, Terms of Reference and Code of Conduct agreed with DUG.
- Independent Chairperson with a disability to be appointed.

  Tony Ward, visually impaired, appointed in January 2022.

DART & Dublin Commuter Assistance Stats 2019 -2022



Capital Investments

- €7 million budget in 2022 for accessibility works.
- Forward breakdown of works separately.

Station Signage and Wayfinding

2021 Update (€2m)	• 37 stations (26 DART 11 Maynooth)	• 11 North DART:	• 15 South DART: platform names & numbers and directional signage installed • 11 Maynooth line
Planned 2022 (€2.75m)	• Installation of signage at 11 Maynooth line stations	• 37 stations Dublin/Cork Main line, Dublin/Belfast line, Mallow/Tralee line and Cork to Cobh/Middleton line	• 13 Sligo line stations - survey/design/tender
	• Works to close out 2020 and 2021 stations (€250k included in 2022 allocation)	• Target of 59% of the network to be compliant by end 2022	

Lift & Escalator Renewals

2021 Update 2021 (Lifts & Escalators €5.16m/ Lift Call €0.48m)

- 17 new traction lifts, 2 escalators and 32 lift control systems installed
- Installation of new fire rated lift control equipment and sensors
- Year 2 of 3 year programme to install 80 passenger call systems Lifts & Escalator Renewal/ Lift Monitoring

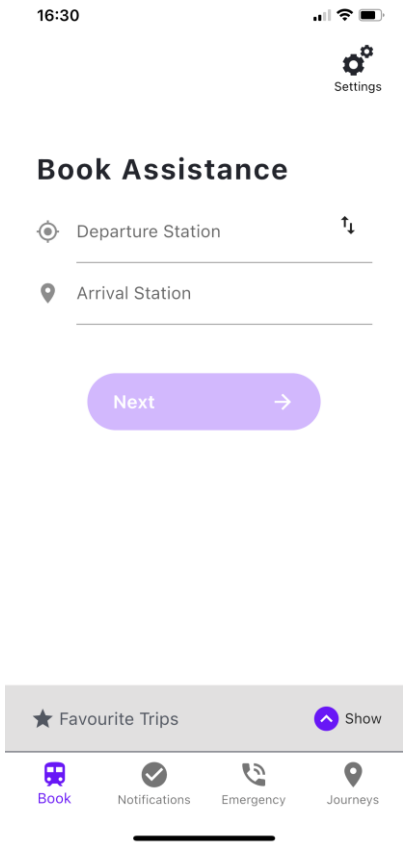
Planned 2022 (Lifts & Escalators €4.287m/ Lift Call €0.5m)

- Installation of 10 traction lifts at Drumcondra, Portmarnock, Charleville, Carrigtwohill and Middleton stations
- Renewal of 2 escalators at Connolly station
- 14 lift control systems at designated locations nationwide
- Water ingress protection works to external lifts exposed to the elements at 12 stations
- Remaining 30 Lift Passenger Call and CCTV systems to be installed at 16 designated stations to Mallow & Howth Jct

Changing Places

- Connolly station opened in June 2021.
- First Changing Places toilet on IE network.
- First Changing Places toilet in Dublin 1.
- Heuston station opening in June 2022

- **ACCESSIBILITY APP PILOT**
- Customer App, Staff App and Master Hub app developed.
- Staff trained in January.
- Live pilot testing with 10 users taking place.
- Pilot testing of App will last 6 weeks.
- Review of Pilot and recommendations.

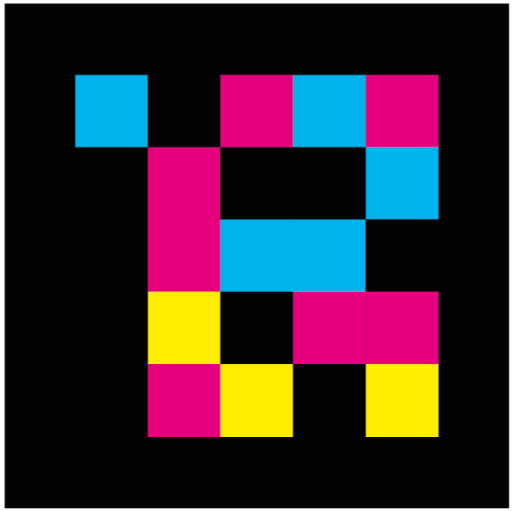


Welcome App Pilot

- Pilot scheduled to commence on 2nd April, Autism awareness day.
- Piloting Welcome App at Kent Station in Cork.
- Local media campaign and social media campaign to promote.
- Testing with DUG members in March.

Navilens Pilot

- Visually impaired people have difficulty using traditional signage.
- Visually impaired users can use NaviLens codes, as they do not need to know precisely where they are placed.
- Just scan with your mobile camera and get the necessary information contextualized,
- Pilot commenced on 2900 fleet on Maynooth and Drogheda lines.
- 3 sets fitted with bar codes.

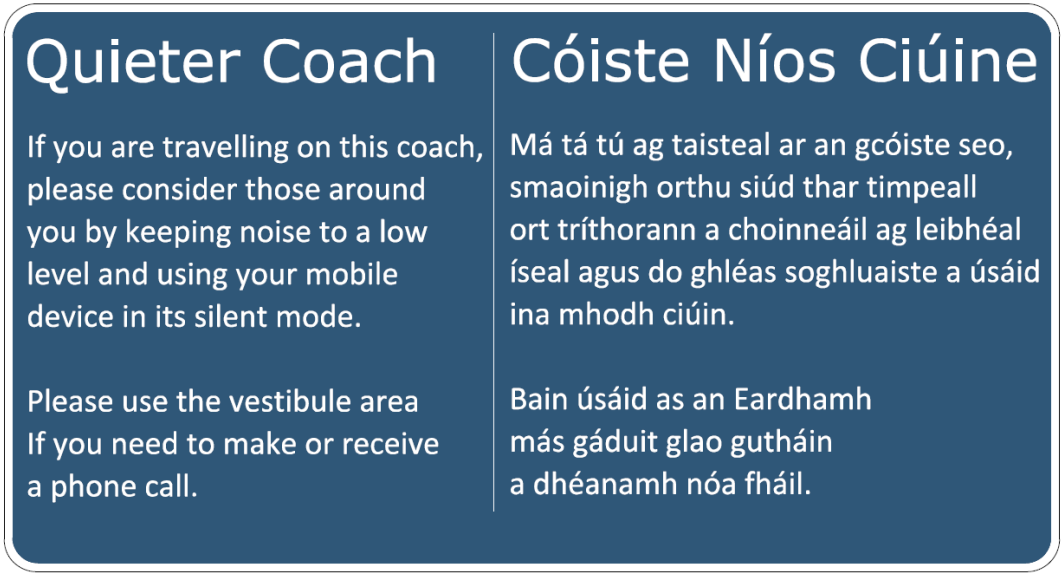


JAM Card

- Jam Card relaunched in November 2021.
- Jam cards distributed to all major stations.
- 1291 frontline staff trained on Jam card.

Quieter Coach Pilot

- Dublin-Cork route
- Mark IV fleet
- Q2, 2022.
- Consultations with DUG



New Fleet

- Automatic access at 93% stations.
- Retractable step is felt to be a positive addition to the new fleet design.
- DUG involved in design phase consultation process.

Engagement

- 4 DUG meetings in 2021
- 5 DUG review meetings in 2021.
- Direct engagement with some groups bimonthly.
- Individual 1-1 with Disability activists.
- Dementia Working Group Public Transport Workshop
- World Passenger Festival Accessibility Panel.
- Regular consultations on all issues, ie Lift Call signage, Quieter Coach, Heuston bollards.

Questions?

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