



An Roinn Iompair,
Turasóireachta agus Spóirt
Department of Transport,
Tourism and Sport

Scéim Teanga 2018 - 2021

Faoi Alt 15 d'Acht na
dTeangacha Oifigiúla
2003

Réamhrá agus Cúlra

An Roinn Iompair, Turasóireachta agus Spóirt a d'ullmhaigh an Scéim Teanga seo faoi alt 11 d'Acht na dTeangacha Oifigiúla 2003 ("an tAcht").

Foráiltar le hAlt 11 den Acht go n-ullmhóidh comhlacthaí poiblí Scéim reachtúil ina dtabharfar mionsonraí faoi na seirbhísí a chuirfidh siad ar fáil

- Trí mheán na Gaeilge
- Trí mheán an Bhéarla
- Trí mheán na Gaeilge agus an Bhéarla

agus na bearta a ghlacfar lena chinntíú go ndéanfar aon seirbhís nach bhfuil an comhlacht a sholáthar trí mheán na Gaeilge a sholáthar laistigh de thréimhse ama comhaontaithe.

Forbraíodh an scéim chun cur chuige comhaontaithe a chur ar fáil don Roinn lena cuid oibleagáidí i leith na Gaeilge a chomhlíonadh ina gnóthaí laethúla sna trí bliana atá romhainn mar chuid den tSeirbhís Ardchaighdeáin do Chustaiméirí, agus aird á tabhairt ar an méid atá indéanta le réasún fad a fhéachtar chomh maith cur leis an dul chun cinn atá déanta ag an Roinn i gcur chun feidhme scéimeanna roimhe seo.

1.1 Uillmhú na Scéime

Uillmháíodh an Scéim seo de réir na dTreoirlínte faoi Alt 12 d'Acht na dTeangacha Oifigiúla 2003. Tá an Scéim bunaithe ar gach ceann de na gealltanais a tugadh in aon scéim roimhe seo a bheith curtha i bhfeidhm. Sa chás nár comhlíonadh gealltanais i scéimeanna roimhe seo go hiomlán go dtí seo, beidh plé le déanamh air sin le hOifig an Choimisiún Teanga.

Tugtar suntas agus aitheantas don am a chaith gach duine leis an bpróiseas seo agus don obair a chur siad isteach ann.

1.2 Dáta Tosaithe na Scéime

Tá an Scéim seo daingnithe ag an Aire Cultúir, Oidhreachta agus Gaeltachta agus tiocfaidh sí in éifeacht ón **02 Feabhra 2018**. Beidh sí i bhfeidhm ar feadh tréimhse trí bliana ón dáta sin, nó go dtí go ndaingneoidh an tAire, de bhun Alt 15 den Acht, Scéim nua, cibé acu is déanaí.

Léargas Ginearálta ar an Roinn Iompair, Turasóireachta agus Spóirt

2.1 Misean agus Spriocanna

Mar Roinn Rialtais lárnach, a dhéanann freastal ar an Rialtas agus ar mhuintir na hÉireann, is é ár misean forbairt shábháilte agus inbhuanaithe iompair, turasóireachta, agus spóirt a mhúnlú, chun tacú le fás eacnamaíoch agus dul chun cinn sóisialta.

Tá 5 Sprioc Ardleibhéal againn ar fud réimsí éagsúla ár Ranna. Tá ár 5 Sprioc Ardleibhéal tugtha sa tábla thíos.

Réimse na Roinne	Sprioc Ardleibhéal
Iompar ar Tír	Freastal ar riachtanais na sochaí agus an gheilleagair trí lónraí agus seirbhísí iompair slána, inbhuanaithe agus iomaíocha
Eitlíocht	Nascacht aeriompair a uasmhéadú le hearnáil eitlíochta shábháilte, iomaíoch, éifeachtach ó thaobh costais de agus inbhuanaithe
Muirí	Iompar muirí sábháilte agus inbhuanaithe agus seachadadh seirbhísí bainistíochta éigeandála a éascú.
Turasóireacht	Tacú le tionscal na turasóireachta fás ar bhealach inbhuanaithe.
Spórt	Cur le sochaí níos folláine agus níos gníomhaí trí rannpháirtíochta i spórt a chur chun cinn agus trí thacú le hardfheidhmíocht agus áiseanna spóirt a sholáthar.

Tá ár seirbhísí tacaíochta corporáide tábhachtach i dtíortha ár misean agus spriocanna ardleibhéal a sheachadadh. Tá róil éagsúla i gceist, leithéid seirbhísí do chustaiméirí, maoirseacht ar chomhlíonadh agus seirbhís inmheánach a sholáthar, Acmhainní Daonna mar shampla.

2.3 Struchtúr na Roinne

Tá an Roinn leagtha amach de réir réimse beartas ina bhfuil cúig réimse beartas / bainistíochta ar leith faoi cheannas Rúnaithe Cúnta a chomhdhéanann, i dteannta leis an Ard-Rúnaí, Bord Bainistíochta na Roinne.

Tá foireann na Roinne i mBaile Átha Cliath lonnaithe i Lána Líosain, Baile Átha Cliath 2. Tá baill foirne lonnaithe chomh maith ar an mBóthar Nua, Cill Airne, Co. Chiarraí; sa tSionainn, i mBaile Locha Riach agus ag Stáisiúin éagsúla de chuid an Gharda Cósta ar fud na tíre.

Is féidir eolas teaghmáhala maidir leis na hoifigí thuas a fháil in [Aguisín 1](#).

2.4 Réimsí Feidhme na Roinne

Tá tuilleadh eolais faoi ghníomhaíochtaí gach réimse feidhme agus aonaid de chuid na Roinne le fáil i [Scéim Foilsithe](#) um Shaoráil Faisnéise na Roinne. Tháinig an Scéim i bhfeidhm an 14 Aibreán, 2016.

Ina theannta sin, leagtar freagrachtaí ar leith maidir leis na hearnálacha iompair, turasóireachta, agus spóirt ar roinnt gníomhaireachtaí Stáit, a thuairiscíonn chuig an Roinn. Is faoi na gníomhaireachtaí sin atá sé a gcuid scéimeanna féin a chur i dtoll a chéile de réir an Achta.

2.5 Claint ár gCustaiméirí

Is Roinn beartas í an Roinn Iompair, Turasóireachta agus Spóirt go príomha. Léiríonn ár mbonn custaiméirí an raon leathan earnálacha agus gníomhaíochtaí a thagann faoinár dtéarmaí tagartha. I measc ár gcustaiméirí áirímid go sonrach an tAire agus an tAire Stáit, baill eile an Oireachtas, baill aonair den phobal, comhlachtaí ionadaíocha atá ag gabháil leis na hearnálacha a bhfuilimid freagrach astu, Ranna Rialtais agus comhlachtaí poiblí eile, an tAontas Eorpach, na meáin, agus grúpaí deonacha a dtugann a leasanna agus a n-ábhar imní iad i dteagmháil leis an Roinn.

Tá cur i bhfeidhm roinnt gnéithe de bheartais na Roinne anois faoi chúram raon comhlachtaí a bhfuil an Roinn freagrach go foriomlán astu. Bíonn déileáil go díreach ag na comhlachtaí sin leis an bpobal agus is féidir tuilleadh eolais a fháil orthu tríd an nasc seo a leanas [Comhlachtaí faoi choimirce na Roinne](#).

2.6 A mhéid atá Seirbhísí ar fáil trí Ghaeilge faoi láthair

Sonraíodh i suirbhé foirne a rinne an Roinn Iompair in 2010 leibhéal an-íseal éilimh ar sheirbhísí trí Ghaeilge. Thug suirbhé a rinne an Roinn Ealaíon, Spóirt agus Turasóireachta le fios chomh maith go raibh éileamh teoranta ar sheirbhísí trí Ghaeilge. Ní raibh ach 2 fhreagra as 105 freagra ar ár suirbhé custaiméara seachtrach le déanaí i nGaeilge.

Rinneadh suirbhé eile den chineál seo in 2015, agus níor thug na tortaí le fios go raibh aon gá le seirbhísí i nGaeilge a fheabhsú tuilleadh.

Is tríd an tseirbhís mhótarchánach is mó a bhíonn idirphlé ag an Roinn leis an bpobal agus tá an tseirbhís sin ar fáil trí Ghaeilge.

Seirbhísí atá le Soláthar go Dátheangach a Fheabhsú

3.1 Réamhrá

Is é príomhfhócas Scéim na Roinne cur leis an raon modhanna scríofa agus leictreonacha cumarsáide atá ar fáil go dátheangach agus cumas Gaeilge na foirne a fhorbairt. Cialláonn sé sin, i gcleachtas, cé go mbeidh an Roinn in ann faisnéis ghinearálta faoin Roinn agus a seirbhísí foriomlána a sholáthar, ní bheidh sí in ann soláthar iomlán agus mionsonraithe i nGaeilge a dhéanamh ar fud a cuid seirbhísí ar fad.

Leagtar amach sa Chaibidil seo an seasamh maidir le Rannán / Aonaid aonair laistigh den Roinn leanúint le seirbhísí a sholáthar trí Ghaeilge. Sonraítear feabhsuithe atá beartaithe thar thréimhse na Scéime 2018-2021 freisin.

3.2 Modhanna Cumarsáide leis an bpobal / Faisnéis don Phobal

Déanann an Roinn cumarsáid leis an bpobal mar seo a leanas:

- Modhanna scríofa, lena n-áirítear cumarsáid leictreonach
- Modhanna Idirphearsanta

Léiríonn an tábla seo a leanas na modhanna éagsúla scríofa cumarsáide mar aon le gealltanais a thugann an Roinn fós i dtaobh beartas seirbhísí Gaeilge a fhorbairt.

3.2.1 Seirbhísí Teileafóin agus Fáiltiú

Gealltanais Reatha

Ó dháta tosaithe na Scéime, leanfaidh an fhoireann lasc-chláir agus fáiltithe ar aghaidh le hainm na Roinne a thabhairt i nGaeilge agus i mBéarla.

Leanfar le liosta cothrom le dáta de na baill foirne a bhfuil an cumas acu déileáil leis an bpobal trí Ghaeilge a chur ar fáil do na hoibreoirí Lasc-chláir agus don fhoireann Fáiltithe. Leanfar leis an liosta seo a úsáid chun daoine den phobal a chur i dteaghmáil le hoifigigh atá cumasach sa Ghaeilge.

I gcás glaoch i nGaeilge nach féidir a fhreagairt láithreach i nGaeilge, leanfaimid orainn ag tairiscint glaoch ar ais laistigh de lá amháin oibre. Cuirfear socruithe cuí i bhfeidhm ionas gur féidir leo baill den phobal a chur i dteaghmáil gan mhoill le cibé oifig nó oifigeach atá freagrach as an tseirbhís a sholáthar trí Ghaeilge.

Cuirfear oiliúint athnuachana maidir le fiosruithe teileafóin a fhreagairt i nGaeilge ar fáil ar bhonn deonach do na hoibritheoirí lasc-chláir agus don fhoireann fáiltithe.

Fógairtí Béil ar an Teileafón

Gealltanais Reatha

Leanfar leis an bhfógra béis ar lasc-chláir na Roinne a chur ar fáil go dátheangach.

Leanfar le teachtaireachtaí glórphoist aonair a chur ar fáil go dátheangach nuair is féidir leis an duine seirbhís a sholáthar trí Ghaeilge.

Leanfaidh córais glórphoist na Roinne de bheith go hiomlán ábalta na teachtaireachtaí Gaeilge a láimhseáil agus leanfar le glórphoist chineálacha Gaeilge a chur ar fáil go dátheangach ar an gcóras.

3.2.2 Foilseacháin

Foilseachán Corparáideach - Gealltanais Reatha

Cinnteoidh an Roinn go leanfar le foilseachán chorparáideacha, lena n-áirítear a Tuarascáil Bhliantúil, Ráiteas Straitéise agus um Shaoráil Faisnéise - Leabhar Tagartha Alt 15 agus Alt 16, a fhoilsiú go dátheangach de réir cheanglais Acht na dTeangacha Oifigiúla 2003.

Foilseacháin eile

Go ginearálta, is i mBéarla amháin a bheidh doiciméid thaighde, tuarascálacha coistí, grúpaí oibre, moltaí, doiciméid dírithe ar lucht léite lasmuigh den Stát, doiciméid de chineál teicniúil agus doiciméid eile nach bhfuil sonraithe faoi réimse Acht na dTeangacha Oifigiúla.

Sa chás go bhfuil foilseacháin de chuid comhlachtaí eile ar fáil ón Roinn, beidh na foilseacháin sin sa teanga ina bhfuil siad foilsithe ag an Roinn nó ag an gcomhlacht a ghní iad.

3.2.3 Ríomhphost

Gealltanais Reatha

Leanfar le teachtaireachtaí caighdeánacha ar ríomhphost na Roinne, mar an séanadh freagrachta, a chur ar fáil i mBéarla agus i nGaeilge.

Leanfar le teachtaireachtaí go bhfuiltear amuigh as oifig a chur ar fáil go dátheangach nuair is féidir leis an duine atá i gceist seirbhís a sholáthar trí Ghaeilge.

Leanfar le seoladh ríomhphoist ginearálta a bhaineann le ceisteanna Roinne (gaeilge@dttas.ie) a chur ar fáil i nGaeilge.

3.2.4 Córais Ríomhaireachta

Gealltanais Reatha

I gcás na gcóras TFC atá ann faoi láthair (i.e. córais ríomhaireachta agus teileafóin ar aon), sa chás gur aithníodh riachtanas Gaeilge roimhe seo agus gur déineadh soláthar ina leith, déanfar sin a chionneáil amach anseo.

Feabhsuithe Beartaithe

Tráth a mbeidh uasghrádú á dhéanamh ar an gcóras TFC / ar chláir athsholáthair nó a mbeidh feidhmchláir nua gnó á bhforbairt, déanfar an gá atá le cumas Gaeilge a mheas. Déanfar cumas Gaeilge ar chórais, cibé an crua-earraí agus / nó bogearraí atá i gceist, a chur ar fáil sa chás go bhfuil argóint gnó inmhARTHANA ann amhlaidh a dhéanamh.

Suiteálfaidh an Roinn bogearraí seiceála litrithe i nGaeilge a oibreoidh in éineacht lena bhfeidhmchlár tionscail reatha ar bhonn cás i ndiaidh cáis de réir mar is gá.

3.2.5 Láithreáin Ghréasáin/Seirbhísí Idirghníomhacha

www.dttas.ie

Déanfar an leagan Gaeilge de phríomhláithreán gréasáin na Roinne www.dttas.ie a nuashonrú tuilleadh lena chinntíú go mbeidh sé ar chomhchéim leis an láithreán gréasáin Béarla maidir le struchtúr an láithreáin agus le heolas ginearálta faoin Roinn a bheith a fáil air.

www.motortax.ie

Leanfar ag cur eolais ar fáil ar an láithreán seo i ndáil le mórtarcháin, lena n-áirítéar eolas ginearálta faoi chúrsaí mórtarchánach ar bhonn dátheangach.

www.motortrans.ie

Leanfar ag cur eolais ar fáil ar an láithreán gréasáin do dhéileálaithe mótaír ar bhonn dátheangach i dtaca le hathrú ar chúrsaí úinéireachta feithiclí. Feidhmeoidh sé freisin mar láithreán gréasáin idirghníomhach dátheangach do dhéileálaithe mótaír. Má bhíonn an Roinn in ann seirbhísí idirghníomhacha eile a chur ar fáil le linn shaolré na Scéime seo, tabharfar iad sin

isteach go comhuaineach sa dá theanga faoi réir na n-acmhainní atá ar fáil agus ar bhonn cás gnó inmharthana.

3.2.6 Óráidí agus nó Ráitis

Déantar óráidí agus/nó ráitis, lena n-áirítear iad sin a dhéanann an tAire nó Aire Stáit i dTithe an Oireachtas, nó óráidí a thugann oifigigh shinsearacha a chur ar fáil sa teanga/sna teangacha ina dtugtar iad agus leanfar ar aghaidh leis sin.

3.2.7 Preasráitis

Feabhsú Beartaithe:

Beidh 30% de phreasráitis na Roinne ar fáil go dátheangach faoi dheireadh na scéime. Déanfar preasráitis na Roinne atá aistrithe a fhoilsíú go comhuaineach sa dá theanga.

3.2.8 Foirmeacha larratais

Oibreoidh an Roinn lena chinntíú go ndéanfar na foirmeacha iarratais a úsáidtear go coitianta a chur ar fáil go dátheangach. Beidh sé sin ag brath ar chineál, méid nó leagan amach na foirme iarratais áfach.

3.2.9 Bileoga Eolais

Baineann go leor de na bileoga eolais sa Roinn leis na hearnálacha Spóirt agus Turasóireachta. Foilseofar iad sin i bhformáid dhátheangach. Foilseofar bileoga a bhaineann leis an Rannán um Sheirbhísí **Ríomhaireachta do Thiománaithe agus Feithiclí**, an Rannán um Cheadúnú Oibreoirí Tráchta ar Bhóithre agus an Oifig Náisiúnta Inbhuanaithe Sláinte go dátheangach.

3.2.10 Seirbhís Duine le Duine

Le cead uathusan, leanfaidh an fhoireann a bhfuil an cumas iontu seirbhís idirphearsanta a chur ar fáil trí Ghaeilge de bheith aitheanta ar bhealach cuí ar liostaí teileafóin, ag an bhfáiltíú agus ar chairt na heagraíochta, agus curfear a seoltaí ríomhphoist san áireamh faoi mhíreanna cuí ar an láithreán gréasáin. Lena chois sin, leanfar le foireann a chur ar fáil don deasc cabhrach atá tiomnaithe do ghlaonna Gaeilge agus leanfar le seoladh r-phoist speisialta (gaeilge@dttas.ie) chun déileáil le fiosruithe i nGaeilge a chur ar fáil.

Feabhsuithe Beartaithe

Tá an Roinn tiomanta cur leis na leibhéal reatha inniúlachta sa Ghaeilge i measc na fairne trí oiliúint, forbairt agus cur chun cinn na teanga. Leanfaimid ag déanamh athbhreithniú ar ár gcumas seirbhísí breise a sholáthar trí Ghaeilge laistigh de na hacmhainní atá ar fáil.

3.2.11 Plean Straitéiseach/Gnó na Roinne

Cuirfear riachtanais phobal na Gaeilge san áireamh agus Pleananna Gnó Rannóige á n-ullmhú sa Roinn. Beidh Ráiteas Straitéiseach na Roinne ar fáil i nGaeilge agus i mBéarla.

Feabhsú, Oiliúint agus Tacaíocht

Gealtnas Ginearálta i dtaobh Seirbhís trí Ghaeilge a fhorbairt

Tá an Roinn tiomanta do scileanna Gaeilge a fhorbairt i ngach réimse dár gcuid oibre chun an t-eileamh atá orthu a shásamh.

Is beag an cumas atá ag an Roinn, áfach, ó thaobh seirbhís Ghaeilge scríofa agus idirphearsanra a chur ar fáil.

Is fadhb ama agus airgid, den chuid is mó, atá i gceist i dtaobh cumarsáid scríofa a chur ar fáil i nGaeilge agus i mBéarla. Tá sé níos dúshlánaí, áfach, scileanna teanga Gaeilge a fhorbairt laistigh den Roinn d'fhonn seirbhís idirphearsanta ó lá go lá a sholáthar. Tá an Roinn in ann leibhéal áirithe seirbhísí Gaeilge idirphearsanta a sholáthar bunaithe ar na scileanna Gaeilge atá ar fáil faoi láthair. Glacfaidh sé níos mó ama, áfach, chun cumas a mhéadú chun seirbhísí Gaeilge a sholáthar ar leibhéal idirphearsanta.

Ba chóir a thabhairt ar aird áfach go mbeidh a mhéid a fhéadfar seirbhísí idirphearsanta den chineál sin a fhorbairt bunaithe ar an éileamh iarbhír a bheidh ar sheirbhísí den chineál sin.

4.1 Feabhsú

Mar chuid den tSeirbhís Phoiblí tá an Roinn tiomanta ról na Gaeilge a fheabhsú agus tógáil ar na leibhéis inniúlachta teanga i measc na foirne atá ann cheana féin. Chun na críche sin leagfar béim níos mó ar aghaidh a thabhairt ar riachtanais oiliúna na foirne mar atá leagtha amach in alt 4.3.

Lena chois sin déanfaidh an Roinn an méid seo a leanas

- Leanúint de bheith ag lorg oibrithe deonacha d'fhonn iarracht a dhéanamh cur le líon na n-oifigeach atá ar fáil chun seirbhís a sholáthar i nGaeilge
- A chinntíú go léirítear sa chaiti eagraíochta na daoine sin atá toilteanach agus ábalta seirbhís a chur ar fáil i nGaeilge
- Athbhrúnú an Lónra Gaeilgeoirí a spreagadh mar chuid den choinchéap Sosanna Tae / Ciorcail Comhrá

4.2 Poist Shainithe Ghaeilge

I bhfianaise bheartas an Rialtais maidir le soláthar seirbhísí i nGaeilge a fheabhsú, aithneoidh an Roinn, faoi dheireadh bhliain a haon den scéim, poist más ann dóibh a mbaineann riachtanas inniúlachta Gaeilge leo. Déanfar gach iarracht na ceanglais sin a chomhlónadh faoi dheireadh

na scéime seo le haird ar na beartais earcaíochta, ardú céime agus oiliúna, de réir mar is cuí. Cuirfidh sé seo ar chumas na Roinne feabhsú na seirbhísí Gaeilge a phleanáil agus a chur in ord tosaíochta ar bhealach níos straitéisí. Déanfar athbhreithniú air sin ar bhonn bliantúil.

4.3 Oiliúint agus Forbairt

Leanfaidh an tAonad Oiliúna / Aonad na Gaeilge ar aghaidh ag déanamh an mhéid seo a leanas

- Tacú le cúrsaí oiliúna Gaeilge cuí a chur ar fáil don fhoireann
- An scéim aisíoc táillí a chur chun cinn mar mheicníocht chun spreagadh a thabhairt d'oiliúint sa Ghaeilge ag brath ar na baill foirne sin a bheith ar fáil chun seirbhísí a sholáthar trí mheán na Gaeilge faoi réir na n-acmhainní atá ar fáil
- Comhairle a chur ar fáil don fhoireann maidir le raon na ranganna Gaeilge ar ardchaighdeán atá ar fáil lasmuigh d'uaireanta oifige (m.sh. dioplóma tríú leibhéal sa Ghaeilge, Gael Chultúr, Gael-Linn, srl.)
- Faisnéis agus comhairle maidir le hAcht na dTeangacha Oifigiúla 2003 a chur ar fáil ar Láithreán Inlín Foirne na Roinne
- Feasacht teanga a chur ar fáil trí chúrsaí oiliúna ionduchtúcháin agus seirbhís do chustaiméirí lena chinntí
 - go mbeidh tuiscint ag an bhfoireann ar an gcúis go bhfuil beartas seirbhísí Gaeilge á fhobairt ag an Roinn
 - go mbeidh tuiscint ag an bhfoireann ar chomhthéacs agus ar chúlra an bheartais
 - go mbeidh an fhoireann ar an eolas faoin tionchar a bheidh ag an mbeartas ar a gcuid oibre
- Measúnú a dhéanamh ar gach cúrsa, lena n-áirítear cúrsaí Gaeilge agus cúrsaí a chuirtear ar fáil trí Ghaeilge, ar bhonn rialta lena mheas cé chomh héifeachtach is atá siad ó thaobh spriocanna na Roinne a bhaint amach
- Socruithe a chur i bhfeidhm maidir le hócáid bhliantúil Sheachtain na Gaeilge laistigh den Roinn a cheiliúradh ar bhealach cuí
- Deiseanna a iniúchadh chun an méid seo a leanas a spreagadh
 - seirbhísí breise trí Ghaeilge a sholáthar don Roinn
 - forbairt scileanna Gaeilge i measc na foirne trí ghníomhaíochtaí neamhfhoirmiúla (m.sh. Ciorcail chomhrá)

4.4 Ról Aonad na Gaeilge

Cinnteoidh an Roinn go mbeidh ról faoi leith ag Aonad na Gaeilge i dtaca leis an méid seo a leanas;

- Cabhrú le beartas Gaeilge sa Roinn a fhorbairt
- Imeachtaí Gaeilge a eagrú de réir mar is gá d'fhoireann na Roinne
- Clár sóisialta agus áineasa a eagrú a chuireann le húsáid na Gaeilge i bhfoirgneamh na Roinne
- Infheictheacht na Gaeilge a fheabhsú agus deiseanna a sholáthar do bhaill foirne a dteastaíonn uathu Gaeilge a fhoghlaim agus a labhairt
- Monatóireacht a dhéanamh agus tuairisciú chuig an mBord Bainistíochta maidir le comhlíonadh ghealltanais na scéime agus forálacha eile an Acharta Teanga

4.5 Seirbhísí Aistriúcháin

Cuirfidh an Roinn liosta de na cuideachtaí agus na daoine aonair ar bronnadh teastas creidiúnaithe ó Fhoras na Gaeilge orthu ar fáil do gach ball foirne maidir le soláthar seirbhísí aistriúcháin ag ardleibhéal.

4.6 Acmhainní Teanga

Beidh rochtain ag an bhfoireann ar fad ar Sheiceálaí Litrithe Gaeilge a chuvideoidh leo ina gcuid oibre. Lena chois sin beidh ábhar treorach ar fáil go leictreonach don fhoireann ar fad.

4.7 Logainmneacha Gaeltachta

Bainfidh an Roinn úsáid as Logainmneacha oifigiúla na gceantar Gaeltachta mar atá sonraithe san Ordú Logainmneacha (Ceantair Ghaeltachta) 2004, chun críocha oifigiúla.

Monatóireacht agus Athbhreithniú

Leanfaidh an tOifigeach Gaeilge ag tabhairt tacaíocht agus cúnamh do gach réimse den Roinn maidir leis na gealltanais atá sa Scéim seo agus is air a thitfidh sé monatóireacht a dhéanamh ar fheidhmiú na Scéime. Is iad Cinn na nAonad a dhéanfaidh monatóireacht agus cur i bhfeidhm ó lá go lá maidir leis na Rannáin a bhfuil siad freagrach astu. Leanfaidh Aonad na Gaeilge chomh maith ag déanamh monatóireacht ar sholáthar agus éileamh seirbhísí trí Ghaeilge ar fud gach réimse den Roinn ar bhonn tréimhsíúil.

Leanfaidh an tAonad ag tuairisciú ar dhul chun cinn chuig an mBord Bainistíochta gach 6 mhí i ndáil le gealltanais na Scéime a bheith á gcomhlíonadh ag Rannán agus le héileamh ar sheirbhísí Gaeilge araon. Beidh dul chun cinn Scéim na Roinne san áireamh i dTuarascálacha Blantúla na Roinne.

An Scéim Chomhaontuithe a Phoibliú

Déanfar ábhar na scéime seo a phoibliú mar seo a leanas:

- Í a leithdháileadh ar gach ball fairne sa Roinn
- Preasráiteas
- Fógraíocht go bhfuil an scéim ar fáil ar láithreán gréasáin na Roinne agus nasc buan chuig an Scéim ar leathanach baile láithreán gréasáin na Roinne
- Fógra chuig na comhlachtaí cuí

Is féidir bealaí eile chun an scéim a phoibliú a úsáid chomh maith.

Ina theannta sin, tapóimid gach deis inár idirghníomhaíochtaí laethúla le custaiméirí chun na seirbhísí a sholáthraímid trí mheán na Gaeilge a chur chun cinn agus a phoibliú, trí:

- Custaiméirí a chur ar an eolas go díreach ar bhonn réamhghníomhach maidir leis an rogha atá acu plé a dhéanamh linn trí Ghaeilge, mar shampla, trí fhógraí a thaispeáint ag an bhfáiltiu a léiríonn na seirbhísí Gaeilge atá ar fáil
- Na seirbhísí sin a liostáil ar bhealach feiceálach ar ár láithreán gréasáin
- A chur in iúl ar threoirlínte, bileoga agus foirmeacha iarratais roghnaithe go bhfuil na doiciméid sin ar fáil i nGaeilge chomh maith, mura bhfuil siad curtha i láthair go dátheangach
- Suntasacht chomhionann a thabhairt d'ábhar Gaeilge agus Béarla

Seolfar cóip den scéim chomhaontaithe chuig Oifig an Choimisiúnára Teanga.

Aguisín – Suíomhanna agus Sonraí Teagmhála na Ranna

Ceannoifig

Seoladh Poist An Roinn Iompair, Turasóireachta agus Spóirt
Lána Líosain
Baile Átha Cliath 2
D02TR60

Láithreán Gréasáin: www.dttas.ie

Ríomhphost: info@dttas.ie

Fón 01-670 7444 nó ÍosGhlao 0761 001601

Tabhair ar aird go bhféadfadh athrú a bheith na rátaí a ghearrfar as glaoch ar an uimhir 0761 athrú ag brath ar na soláthraithe seirbhísí teileafóin éagsúla agus beidh siad i bhfad níos airde má úsáideann tú fón póca.

Uaireanta Oscailte: Luan go Déardaoin 9.15am go 5.30pm

 Dé hAoine 9.15am go 5.30pm

Mótarcháin, Deimhnithe Cláraithe Feithicle agus Athrú ar Úinéireacht Feithicle

Seoladh Poist: An Rannán um Sheirbhísí Ríomhaireachta do Thiománaithe agus Feithiclí
Lár Bhaile Shionainne
Sionainn
Co. an Chláir
V14P298

Láithreán www.motortax.ie

Gréasáin:

Ríomhphost: Motortax@dttas.ie

Facs: 061-365 053

Fón: 0818-411 412 nó +353 818-411412 (lasmuigh d'Éirinn)

Tabhair ar aird go bhféadfadh na rátaí a ghearfar as glaoch ar an uimhir 0818 athrú ag brath ar na soláthraithe seirbhíse teileafóin éagsúla agus beidh siad i bhfad níos airde má úsáideann tú fón póca.

Uaireanta Oscailte: Luan go Déardaoin 9.15am go 12.30pm, 2.15pm go 4.00pm

 Dé hAoine 9.15am go 12.30pm, 2.15pm go 4.00pm

Mótarcháin, Deimhnithe Cláraithe Feithicle agus Athrú ar Úinéireacht Feithicle

Seoladh Poist: An Rannán um Sheirbhísí Ríomhaireachta do Thománaithe agus Feithiclí
Lár Bhaile Shionainne
Sionainn
Co. an Chláir
V14P298

Láithreán www.motortax.ie

Gréasáin:

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Uaireanta Oscailte: Luan go Déardaoin 9.15am go 12.30pm, 2.15pm go 4.00pm

 Dé hAoine 9.15am go 12.30pm, 2.15pm go 4.00pm

An tAonad Ceadúnú Oibreora um lompar Bóthair

Seoladh Poist: An Roinn lompair, Turasóireachta agus Spóirt
Teach Chluain Fearta
Sráid Bhríde
Baile Locha Riach
Co. na Gaillimhe
H62ET93

Láithreán www.rtol.ie

Gréasáin:

Ríomhphost: rtol@dttas.ie

Fón: nó ÍosGhlao 0761 001601 nó +353 16707444 (lasmuigh d'Éirinn)

Tabhair ar aird go bhféadfadh na rátaí a ghearrfar as glaoch ar an uimhir 0761 athrú ag brath ar na soláthraithe seirbhíse teileafóin éagsúla agus beidh siad i bhfad níos airde má úsáideann tú fón póca.

Uaireanta Luan go Déardaoin 9.15am go 5.30pm

Oscailte: Dé hAoine 9.15am go 5.30pm

Rannáin Turasóireachta agus Spóirt

Seoladh Poist: An Roinn lompair, Turasóireachta agus Spóirt
Bóthar Nua
Cill Airne
Co. Chiarraí
V93 A49X

Láithreán www.dttas.ie

Gréasáin:

Fón: Íosghlao 1890 273000 nó +353 64 6627300 (lasmuigh d'Éirinn)

Tabhair ar aird go bhféadfadh na rátaí a ghearrfar as glaoch ar an uimhir 1890 athrú ag brath ar na soláthraithe seirbhíse éagsúla agus beidh siad i bhfad níos airde má úsáideann tú fón póca.)



An Roinn Iompair,
Turasóireachta agus Spóirt
Department of Transport,
Tourism and Sport



An Roinn Iompair,
Turasóireachta agus Spóirt
Department of Transport,
Tourism and Sport

Scheme 2018 - 2021

Under Section 15 of
the Official
Languages Act 2003

Introduction and Background

This Language Scheme is prepared by the Department of Transport, Tourism and Sport under section 11 of the Official Languages Act 2003 (“the Act”).

Section 11 of that Act provides for the preparation by public bodies of a statutory scheme detailing the services they will provide

- Through the medium of Irish
- Through the medium of English
- Through the medium of Irish and English

and the measures to be adopted to ensure that any service not provided by the body through the medium of the Irish language will be so provided within an agreed timeframe.

This Scheme has been developed to express a unified approach for the Department in fulfilling its obligations towards the Irish language in the daily conduct of its business over the next three years as part of Quality Customer Service, taking account of what is reasonably practicable while also seeking to build on the progress achieved by the Department in the implementation of earlier schemes.

1.1 Preparation of the Scheme

This Scheme has been prepared in accordance with the Guidelines under Section 12 of the Official Languages Act 2003. This Scheme is predicated on all of the commitments in any previous scheme having been implemented. In the event of commitments in earlier schemes not having been fully implemented to date, this will be subject of discussion with the Office of An Coimisinéir Teanga.

The time and effort put in by all concerned in this process is acknowledged and appreciated.

1.2 Commencement Date of Scheme

The Minister for Arts, Heritage, Regional, Rural and Gaeltacht Affairs has confirmed this Scheme which will commence with effect from **02 February 2018**. It will remain in force for a period of 3 years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Act has confirmed a new Scheme, whichever is the later.

Overview of the Department of Transport, Tourism and Sport

2.1 Mission and Goals

As a central Government Department, serving the Government and the people of Ireland, our mission is to shape the safe and sustainable development of transport, tourism, and sport, to support economic growth and social progress.

We have 5 High Level Goals across the different areas of our Departments. Our 5 High Level Goals can be seen in the table below.

Area of the Department	High Level Goal
Land Transport	To best serve the needs of society and the economy through safe, sustainable and competitive transport networks and services
Aviation	To maximise air transport connectivity with a safe, competitive, cost-effective and sustainable aviation sector
Maritime	To facilitate safe and sustainable maritime transport and the delivery of emergency management services.
Tourism	To support the tourism industry to grow in a sustainable way.
Sport	To contribute to a healthier and more active society by promoting sports participation and by supporting high performance and the provision of sport facilities.

Our corporate support services are key to the successful delivery of our mission and high level goals. They undertake a number of different roles, such as customer service, compliance oversight and internal service provision, for example Human Resources.

2.3 Structure of the Department

The Department is organised by policy area with five separate policy/management areas headed by Assistant Secretaries who, in addition to the Secretary General, make up the Department's Management Board.

The Department's Dublin-based staff is located at Leeson Lane, Dublin 2. Staff are also located at New Road, Killarney, Co. Kerry; Shannon, Loughrea and at various Coast Guard Stations throughout the country.

Contact information for the above offices can be found at [Appendix 1](#).

2.4 Functional Areas of Department

Further information on the activities of each functional area and unit of the Department is contained in the Department's Freedom of Information [Publication Scheme](#). The Scheme came into effect on the 14th April 2016.

In addition, a number of State agencies, which report to the Department, are charged with specific responsibilities in the transport, tourism, and sport sectors. It is a matter for those agencies to produce their own schemes in accordance with the Act.

2.5 Our Customers Clients

The Department of Transport, Tourism and Sport is primarily a policy Department. Our customer base reflects the wide range of sectors and activities which fall within our remit. Among our customers we count specifically the Minister and Minister of State, other members of the Oireachtas, individual members of the public, representative bodies engaged in the sectors for which we are responsible, other Government Departments and public bodies, the European Union, the media, and voluntary groups whose interests and concerns bring them into contact with the Department.

Implementation of some aspects of the Department's policies has been entrusted to a range of bodies for which the Department retains overall responsibility. These bodies have direct dealings with members of the public and further information on them can be obtained by accessing the following link [Bodies under the aegis of the Department](#).

2.6 Extent to which Services are already available through Irish

A staff survey carried out by the Department of Transport in 2010 identified a very low level of demand for services through Irish. A survey carried out by the Department of Arts, Sport and Tourism similarly revealed a limited demand for services through Irish. Only 2 of 105 responses to our recent external customer survey were in Irish.

Another survey of this kind was carried out in 2015, the results of which did not suggest any further improvements to services in Irish were required.

The Department's main interface with the public is through the provision of the motor tax service and this service is available through Irish.

Enhancement of Services to be Provided Bilingually

3.1 Introduction

The main focus of the Department's Scheme will be to build on the range of written and electronic means of communication available bilingually and on developing the Irish language capabilities of staff. This means that, in practice, while the Department will be in a position to provide general information about the Department and its overall services, it will not be in a position to conduct full and detailed Irish provision across all its services.

This Chapter sets out the position in relation to the continuation of the provision of services through Irish by individual Divisions/Units within the Department. Planned improvements over the lifetime of the 2018-2021 Scheme are also identified.

3.2 Means of Communication with the Public / Information to the Public

The Department communicates with the public through:

- Written means, including electronic communication
- Interpersonal means

The following table outlines the various written means of communication together with the commitments the Department will continue to make, in relation to the development of an Irish language service policy.

3.2.1 Telephone Service and Reception

Current Commitments

From the date of commencement of the Scheme, switchboard and reception staff will continue to give the name of the Department in Irish and English.

An up to date list of staff members who have the ability to deal with the public in Irish will continue to be provided to the Switchboard operators and Reception staff. This list will continue to be used for putting members of the public in touch with officers who are proficient in Irish.

For an Irish call that cannot be responded to immediately in Irish, we will continue to offer to have the call returned within one working day. Suitable arrangements will be put in place so that they can put members of the public in touch without delay with whatever office or officer is responsible for offering the service through Irish

Refresher training in answering telephone queries in Irish will be provided on a voluntary basis to the Switchboard operators and Reception staff.

Oral Announcements by Telephone

Current Commitments

The oral announcement on the Department's main switch board will continue to be bilingual.

Individual voicemail messages will continue to be bilingual where the individual can provide a service through Irish.

The voicemail systems of the Department will continue to be fully capable of handling the Irish language and generic voicemail messages will continue to be bilingual on the system.

3.2.2 Publications

Corporate Publication – Current Commitments

The Department will ensure that its corporate publications, including its Annual Report, Statement of Strategy and Freedom of Information Section 15 and Section 16 Reference book, will continue to be published bilingually in accordance with the requirements of the Official Languages Act 2003.

Other publications

Generally, research documents, reports of committees, working groups, proposals, documents intended for an audience outside the State, documents of a technical nature and other documents not specified within the realms of the Official Languages Act will be available in English only.

Where publications generated by other bodies are available from the Department, these publications will be made available in the language in which they have been published by the generating Department or body.

3.2.3 E-mail

Current Commitments

Standard messages on the Department's e-mail, such as disclaimers of responsibility will continue to be in both English and Irish.

Individual out of office messages will continue to be bilingual where the individual can provide a service through Irish.

A general Departmental queries e-mail address (gaeilge@dttas.ie) will continue to be available in Irish.

3.2.4 Computer Systems

Current Commitments

In the case of existing ICT systems (i.e. both computer and telephone systems), where an Irish language requirement has been previously identified and delivered, these will be maintained in the future.

Planned Improvements

In the course of ICT system upgrade/ replacement programmes or through the development of any new business applications the needs for an Irish language capability will be assessed. Irish language capability on systems whether hardware and/or software will be provided where there is a viable business case to provide same.

The Department will install Irish Language spellchecking software to work with its current industry applications on a case-by-case basis as required.

3.2.5 Websites/Interactive services

www.dttas.ie

The Irish version of the main Department website www.dttas.ie will be further updated to ensure that it will be equivalent to the English language website as regards site structure and the provision of general information about the Department.

www.motortax.ie

This site will continue to provide information in relation to motor tax, including general information about motor tax matters on a bilingual basis.

www.motortrans.ie

This website will continue to provide information for motor dealers on a bilingual basis in relation to change of vehicle ownership matters. It will also continue to operate as a bilingual interactive website for motor dealers. Should the Department be in a position to provide further interactive services, during the lifetime of this Scheme these will be introduced simultaneously in both languages subject to the resources available and on the basis of a viable business case.

3.2.6 Speeches and or Statements

Speeches and/or statements, including those made in the Oireachtas, by the Minister or Minister of State, or speeches by senior officials, are and will continue to be made available in the language(s) in which they are delivered.

3.2.7 Press Releases

Planned improvement:

30% of Departmental press releases will be made available bilingually by the end of the scheme. Departmental press releases that are translated will be published simultaneously in both languages.

3.2.8 Application Forms

The Department will work to ensuring that all commonly used application forms will be produced bilingually. This is dependent however on the nature, size, or layout of the application form.

3.2.9 Information Leaflets

Many of the information leaflets in the Department relate to the Sports and Tourism sectors. These will be published in bilingual format. Transport leaflets relating to the **Driver and Vehicle Computer Services Division**, Road Traffic Operator Licensing Division and the National Sustainability Office will also be published bilingually.

3.2.10 One to One Service

Staff with an ability to provide inter-personal Irish language service will, with their agreement, continue to be identified in an appropriate way on telephone lists, at reception and on the organisation chart, and their e-mail addresses will be included under relevant sections on the web site. In addition, a dedicated help desk for callers through Irish will continue to be manned and a special e-mail address (gaeilge@dttas.ie) for dealing with queries through Irish will continue to be made available.

Planned Improvements

The Department is committed to building on the existing levels of Irish language competency amongst our staff through training, development and promotion of the language. We will continue to review our ability to provide additional services through Irish within available resources.

3.2.11 The Department's Strategic/Business Plan

The needs of the Irish –speaking community will be taken into account in preparing Divisional Business Plans in the Department. The Department's Statement of Strategy will be available in both Irish and English.

Enhancement, Training and Support

General Commitment to Irish Language service development

The Department remains committed to encouraging the development of Irish language skills across all areas of the Department to meet the demand for such services.

The Department is, however, at a relatively low base in terms of both written and interpersonal Irish language service capability.

The provision of written communications in Irish and English is in the main an issue of time and cost. However, the development of Irish language skills within the Department to facilitate day-to-day interpersonal service delivery is more challenging. The Department is in a position to provide a certain level of interpersonal Irish language services based on the current availability of Irish language skills. However, it will take more time to increase the capability to deliver Irish language services on an interpersonal level.

It should be noted that the extent to which such interpersonal services can be developed will be a function of the actual demand for such services.

4.1 Enhancement

As part of the Public Service the Department is committed to enhancing the role of Irish and building on the levels of language competency amongst our existing staff. To this end an increasing emphasis will be placed on addressing the training needs of staff as set out in section 4.3.

In addition the Department will

- Continue to seek volunteers with a view to increasing the quantum of officers available to provide service through Irish
- Ensure that the organisation chart will indicate those who are willing and able to provide service through Irish
- Encourage the reactivation of a network of Irish Speakers as part of the Sosanna Tae/ Ciorcail comhrá concept

4.2 Designated Irish Language Posts

Having regard to Government policy for enhanced provision of services in Irish, the Department will, by the end of year one of the scheme, identify if any posts for which Irish language competency is an essential requirement. Every effort will be made to fulfill these requirements by

the end of this scheme having regard to recruitment, promotion and training policies, as appropriate. This will enable this Department to plan and prioritise the incremental improvement of services in Irish in a more strategic manner. This will be reviewed on annual basis.

4.3 Training and Development

The Training Unit/Irish Language Unit will continue to

- Support the provision of appropriate Irish language training courses for staff
- Promote the refund of fees scheme as a mechanism for encouraging Irish language training conditional upon these staff being available to provide services through Irish subject to available resources
- Provide advice to staff on the range of high-quality Irish language classes available outside office hours (e.g., third-level diploma in Irish, Gael Chultúr, Gael-Linn, etc.)
- Provide information and advice on the Official Languages Act 2003 on the Departments Staff Intranet Site
- Include language awareness as part of both induction and customer service training courses so as to ensure that staff
 - understand why the Department is developing an Irish language service policy
 - understand the context and background to the policy
 - are fully informed about how the policy will affect their work
- Assess all courses, including Irish language courses and courses delivered through Irish, on a regular basis to ascertain how effectively they meet the Department's goals
- Put in place arrangements for the marking, in an appropriate way, of the annual Seachtain na Gaeilge event within the Department
- Explore opportunities to encourage
 - the provision of further Departmental Services through Irish
 - development of Irish language skills amongst staff through informal activities (e.g. Ciorcail comhrá)

4.4 Role of the Irish Language Unit

The Department will ensure that the Irish Unit will have a specific role with regard to;

- Assisting in the development of an Irish policy in the Department
- The organisation of Irish events as required for staff of the Department

- The organisation of a social and recreational programme that enhances the use of Irish in the Department's building
- The enhancement of the visibility of Irish and the provision of opportunities for staff who wish to learn and speak Irish
- Monitoring and reporting to Management Board on compliance with the commitments in the scheme and the other provisions of the Language Act

4.5 Translation Services

The Department will make available to all staff a list of companies and individuals that have been awarded an accreditation certificate from Foras na Gaeilge for the provision of translation services at a level of excellence.

4.6 Language Resources

All staff will have access to Irish Language Spelling Check which will assist them in their work. In addition guidance material will be available electronically to all staff.

4.7 Gaeltacht Placenames

The official Placenames of Gaeltacht areas as specified in the Placenames (Ceantair Ghaeltachta) Order 2004, will be used by the Department for official purposes.

Monitoring and Review

The Irish Language Officer will continue to provide support and assistance to all areas of the Department on the commitments contained in this Scheme and will have overall responsibility for monitoring the operation of the Scheme. The day-to-day monitoring and implementation function will be carried out by Heads of Units in respect of the Divisions for which they are responsible. The Irish Language Unit will also continue to monitor on a periodic basis supply and demand for Irish language services across all areas of the Department.

The Unit will continue to report on progress to the Management Board every 6 months in respect of both compliance by Divisions with the Scheme's commitments and on demand for Irish language services. Progress on the Department's Scheme will be included in the Department's Annual Reports.

Publicising of Agreed Scheme

The contents of this scheme will be publicised by means of:

- Circulation to all staff in the Department
- Press Release
- Advertisement of availability of scheme on the Department's website and a permanent link to the Scheme on the homepage of the Department's website
- Notification to appropriate bodies

Other means to publicise the scheme may also be used.

In addition, we will take every opportunity in our day to day interaction with customers to promote and publicise the services we provide in Irish through the following means:

- Directly informing customers on a proactive basis of the option of conducting business with us through Irish, for example, by the display of notices at reception areas indicating the Irish language services that are available
- Prominently listing these services on our website
- Signifying on selected guidelines, leaflets and application forms that these documents are also available in Irish, unless presented bilingually
- Giving equal prominence to Irish and English language materials

A copy of the agreed scheme will be forwarded to the Office of An Coimisinéir Teanga.

Appendix – Departmental Locations and Contact Details

Head office		
Postal address	Department of Transport, Tourism and Sport Leeson Lane Dublin D02TR60	
Website:	www.dttas.ie	
Email:	info@dttas.ie	
Phone	01-670 7444	or LoCall 0761 001601
<p>Please note that the rates you will be charged for using the 0761 number may vary among different phone service providers and will be considerably more if you use a mobile phone.</p>		
Opening hours:	Monday to Thursday	9.15am to 5.30pm
	Friday	9.15am to 5.15pm

Motor Tax, Vehicle Registration Certificates and Change of Vehicle Ownership		
Postal address:	Driver and Vehicle Computer Services Division Shannon Town Centre Shannon Co Clare V14P298	
Website:	www.motortax.ie	
Email:	Motortax@dttas.ie	
Fax:	061-365 053	
Phone:	0818-411 412	or +353 818-411412 (outside Ireland)
<p>Please note that the rates you will be charged for using the 0818 number may vary among different phone service providers and will be considerably more if you use a mobile phone.</p>		
Opening hours:	Monday to Thursday	9.15am to 12.30pm, 2.15pm to 4.00pm
	Friday	9.15am to 12.30pm, 2.15pm to 4.00pm

Road Transport Operator Licensing Unit

Postal Address: Department of Transport, Tourism and Sport
Clonfert House
Bride Street
Loughrea
Co Galway
H62ET93

Website: www.rtol.ie

Email: rtol@dttas.ie

Phone: LoCall 0761 001601 or +353 1 6707444 (outside Ireland)

Please note that the rates you will be charged for using the 0761 number may vary among different phone service providers and will be considerably more if you use a mobile phone.

Opening hours: Monday to Thursday 9.15am to 5.30pm
Friday 9.15am to 5.15pm

Tourism and Sport Divisions

Postal address: Department of Transport, Tourism and Sport
New Road,
Killarney
Co. Kerry
V93 A49X

Website: www.dttas.ie

Phone: LoCall 1890 273000 or +353 64 6627300 (outside Ireland)

Please note that the rates charged for the use of the 1890 number may vary among different service providers and will be considerably more from a mobile phone.)



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Department of Transport,
Tourism and Sport