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From: "**Angley Suzanne**" <Suzanne.Angley@tii.ie>
Date: Tue, Nov 12, 2019 at 4:01 PM +0000
Subject: Metrolink
To: ""info@maryfitzpatrick.ie"" <info@maryfitzpatrick.ie>
Cc: ""info@metrolink.ie"" <info@metrolink.ie>

Dear Councillor Fitzpatrick,

Thank you for your email which has been passed to TII for response.

I have set out below our responses to your questions but please do not hesitate to come back to me with any further queries.

A) The Intervention Shaft and Maintenance Carpark planned for Albert College Park

- How does TII plan to consult with the public on their proposal to permanently take a large area of Albert College Park for an above ground Intervention Shaft and maintenance carpark.

We plan to consult with the public shortly on the Albert College Park intervention shaft , we are finalising our information pack and look forward to receiving submissions on this from the residents in due course.

B) The Independent Expert

- When will an independent Expert Panel be available to support residents to engage on the Metrolink Project

*The tender documents for this are currently being reviewed with a proposed **early** tender date .*

C) TII 24-hour contact point

- When will TII provide a TII point of contact available on a 24-hour basis for all issues that occur for residents who will log, record and respond to issues within a set timeframe *as opposed to the multiple contractors working on the project.*

The primary point of contact for residents is with myself or Linda Carroll, depending on location. Linda looks after the area north of Our Lady of Victories Church and I look after the area south of the church. All of the residents' associations along the route have our details and we are in constant contact with them on a range of issues and in most cases they contact us directly if they have an issue.

However, I hope you will appreciate that because of the range and variety of surveys that we are undertaking and in order to give a more immediate specific response mechanism to residents we have included direct contact details for the relevant contractor carrying out the work. This has generally worked very well and has meant that issues are addressed promptly and directly. Some of the works are carried on out of hours and a local direct contact is particularly invaluable should an issue arise.

However, the primary point of contact is either Linda or myself and Metrolink contact details are included in each communication.

All residents are very welcome to call us with any queries at any time, we welcome any feedback from them. We are always keen to hear their concerns. We will review the processes at each stage of the project.

Kind Regards
Suzanne Angley

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cuir sin in iúil do postmaster@tii.ie, le do thoil, agus scríos an ríomhphost bunaidh agus aon cheangaltáin.