

Luas



Heavy Rail



Ah Roinn Iompair  
Turasoireachta agus Spóirt  
Department of Transport,  
Tourism and Sport

# TRANSPORT INFORMATION GUIDE-SEVERE WEATHER

## Winter 2011/2012

Roads



Buses



Airports



Maritime



## WWW.TRANSPORT.IE

Welcome to Transport.ie. This information guide allows you access to all the various organisations involved in providing transport information for you to make an informed decision on the options open to you during a severe weather event.

The information is provided to give a quick reference/connection guide to access information on our Roads (through the Local Authority sites), Public Transport, Airports and Road Safety.

How to use this guide:

1. Select the information you are interested in on **page 3**
2. Click on the sentence that describes the information you are seeking and you will be taken directly to that Transport Operators site.
3. If you are interested in what roads are salted in your county click on the local authority name on **page 4** and you will be directed to the relevant information. Local Authority telephone contact numbers are on **page 5**
4. ALL Road Safety Tips are on **pages 6-8**
5. If you are seeking telephone contact details for Transport Operators these are available on each transport operators **pages 9-12**
6. If you are seeking information on flights go to the relevant Airport page and click on the Airline (logo) you are using to go direct to their site.
  - Dublin Airport **pages 13-15**
  - Cork Airport **page 16**
  - Shannon Airport **page 17**
7. If you are seeking a hard copy of a specific Transport operators details just go to relevant page and print the page number as shown on the right corner of that page.

The following sites are updated on a continuous basis by the service providers. Please contact the service provider directly for information.

### **Weather**

Latest weather forecast  
Five-day forecast from Met Eireann  
Rainfall radar from Met Eireann

### **Roads**

Road weather information from the NRA  
Latest traffic reports from AA Roadwatch  
Advice on road safety during severe weather from the RSA  
For information on traffic in Dublin city, tune to Live Drive 103.2fm. Information updates on traffic are also available on your local radio station  
Garda safety advice during the current severe weather.

### **Bus**

Dublin Bus Routes  
Intercity/Commuter Bus Services. Follow Bus Eireann on Twitter

### **Rail**

Rail/Dart/Commuter Rail. Follow Irish Rail on Twitter.  
Luas services

### **Air Travel**

Dublin Airport. Follow Dublin Airport on Twitter.  
Cork Airport  
Shannon Airport  
[Information on air passenger rights if flights delayed/cancelled due to severe weather](#)

### **Sea Travel**

Irish Ferries;  
Stena Line

**Your Local Authority is responsible for the salting of your roads. The roads in your county are divided into Priority 1, 2 and 3 routes. You can check out your local authority priority routes on the sites listed below**

### **Local Authority road treatment and weather alerts**

#### [Carlow County Council road weather alert](#)

Cavan County Council winter alert  
Clare County Council winter weather alert  
Cork County Council winter weather alert  
Donegal County Council winter weather alert  
Dublin City Council winter weather alert  
Fingal County Council winter weather alert  
Galway County Council winter weather alert  
Kerry County Council winter weather alert  
Kildare County Council winter weather alert  
Kilkenny County Council winter weather alert  
Laois County Council winter weather alert  
Leitrim County Council winter weather alert  
Limerick County Council winter weather alert  
Limerick City Council weather alert  
Longford County Council winter weather alert  
Louth County Council winter weather alert  
Mayo County Council winter weather alert  
Meath County Council winter weather alert  
Monaghan County Council winter weather alert  
North Tipperary County Council winter weather alert  
Offaly County Council winter weather alert  
Roscommon County Council winter weather alert  
Sligo County Council winter weather alert  
South Dublin County Council winter weather alert  
South Tipperary County Council winter weather alert  
Waterford County Council winter weather alert  
Waterford City Council winter weather alert  
Westmeath County Council winter weather alert  
Wexford County Council winter weather alert  
Wicklow County Council winter weather alert

**If you do not wish to use the web your local Authority can be contacted on the telephone number below:**

<b>Local Authority</b>	<b>Phone Number</b>
Carlow Co Council	(059) 9170300
Cavan Co Council	(049) 4378300
Clare Co council	(065) 6821616
Cork Co Council	(021) 4276891
Cork City Council	(021) 4924000
Donegal Co Council	(074) 9172222
Dublin City Council	(01) 2222222
Dun Laoghaire /Rathdown Co Council	(01) 2054700
Fingal Co Council	(01 8905000)
Galway Co Council	(091) 509000
Galway City Council	(091) 536400
Kerry Co Council	(066) 7183500
Kildare Co Council	(045) 980200
Kilkenny Co Council	(056) 7794000
Laois Co Council	(057) 8664000
Leitrim Co Council	(071) 9620005
Limerick Co Council	(061) 496000
Limerick City Council	(061) 407100
Longford Co Council	(043) 3346231
Louth Co Council	(042) 9335457
Mayo Co Council	(094) 9024444
Meath Co Council	(046) 9097000
Monaghan Co Council	(047) 30500
North Tipperary Co Council	(067) 44500
Offaly Co Council	(057) 9346800
Roscommon Co Council	(090) 6637100
Sligo Co Council	(071) 9111111
South Dublin Co Council	(01) 4149000
South Tipperary Co Council	(052) 6134455
Waterford Co Council	(058) 22000
Waterford City Council	(051) 309900
Westmeath Co Council	(044) 9332000
Wexford Co Council	(053) 9196000
Wicklow Co Council	(0404) 20100



## If Severe Weather Strikes!

Before setting off on a journey, check your intended route.

Here are some useful links:

- Visit the Department of Transport for updates on Public Transport
- Tune in to your local radio station(PDF) to get latest updates in your county
- Check the weather at Met Eireann
- For updates on conditions on Motorways and National roads visit the NRA's - The Road Weather Information System
- Check the Garda website for travel warnings
- For update on the latest traffic news visit the AA Roadwatch website
- Check for live weather and Garda updates as you travel – but remember not to use your phone while driving
- Check your Local Authority website for updates

### Is Your Journey Absolutely Necessary?

In extreme weather conditions you should ask yourself if making a journey by road is absolutely necessary. If it is not you might consider delaying your trip until the weather and road conditions improve. If using the roads in such conditions is unavoidable be prepared. The golden rule is to drive, cycle or walk with care and caution and expect the unexpected.

### Is Your Vehicle Ready for winter?

As the saying goes ‘Prevention is better than cure’, so take some time to prepare both your vehicle and yourself for the challenges of winter driving. Don't get caught out when severe weather strikes. Your first step should be to get your vehicle serviced to ensure it is fit and safe for winter driving. Secondly you should carry out regular checks on the vehicle. You should:

- check for wear and tear on wiper blades and replace them as soon as they start to smear rather than clean windows
- keep tyre pressure at the manufacturer's recommended level and check you have at least 3 millimetres of tread depth
- make sure all vehicle lights are working and clean and top up with anti-freeze and screen wash

### Be Seen to Be Safe!

When out walking, especially in rural areas, high visibility reflective clothing and lights are the only way to stay safe when out on the roads. As children make the journey to school often in the dark, parents really need to make sure their child can be seen. If walking to school, especially in rural areas they need to wear reflective clothing. If your child gets the bus to school, please make sure they wear reflective clothing so they can be seen at the bus stop. Don't leave them standing on the side of the road in the dark to wait for a bus!



Údarás Um Shábháilteacht Ar Bhóithre  
Road Safety Authority

## TOP 10 SAFETY TIPS' FOR DRIVING IN SNOW AND ICE

When temperatures dip below freezing driving conditions can become treacherous, the risk of ice or snow on the roads increases. The Road Safety Authority (RSA) has, the following '**Top 10 Safety Tips**' for motorists driving in snow and ice. They are;

**Get a grip.** Remember your only contact with the road surface is your tyres so it's vital that they are up to the task in icy and snowy conditions. Check tyres, including spare wheel, and replace them if the tread depth falls below 3mm check that tyres are inflated to the correct tyre pressure. Lack of grip can occur even on treated roads so drive slowly in the highest gear possible, manoeuvre gently and avoid harsh braking. Replace tyres if necessary.

**Make sure you can see.** Clear your windows and mirrors before you set out, carry a screen scraper and de-icer. Do not use hot water on the windscreen as it can crack the glass. Replace windshield wiper blades if necessary. De-mist the inside of your windows thoroughly. Make sure your windshield washer system works and is full of an anti-icing fluid. Remember too that heavy snowfall will reduce visibility! Watch out for grit/salt spreaders and snow ploughs. The glare from the sun can be dazzling in the winter when the sun is low in the sky, so wear sunglasses in these conditions.

**Check & use your lights.** Use your dipped headlights so that others will see you. Make sure your headlights and taillights are all in working order, replace broken bulbs. Make sure lights are clear of snow.

**Gently does it.** Manoeuvre gently, slow down and leave extra distance between you and the vehicle in front. Too much steering is bad and avoid harsh braking and acceleration. Use the highest gear possible to avoid wheel spin. Select a low gear when travelling downhill especially if through bends. Falling snow, fog, rain, or hail will reduce visibility. Do not hang on to the tail lights of the vehicle in front of you as it can give a false sense of security. When you slow down, use your brakes so that the brake lights warn drivers behind you.

**Watch out for "black ice."** If the road looks polished or glossy it could be, "black ice" one of winter's worst hazards: Black Ice is difficult to see! It is nearly transparent ice that often looks like a harmless puddle or is overlooked entirely. Watch out for black ice, especially in sheltered / shaded areas on roads, under trees and adjacent to high walls.

**Give yourself a brake.** If you get into a skid, you need to know if your vehicle has ABS (Anti-Lock Braking Systems). After you "Step" on the brake the ABS begins cycling — you will feel pulses in the pedal or hear the system working. It's easy to properly use antilock brakes: Remember - Step, Stay and Steer. Step on the pedal. Stay on the pedal. Steer around the obstacle. (A warning: A little bit of steering goes a very long way in an emergency). For vehicles without ABS, you'll have to rely on the old-fashioned 'Cadence Braking' system: Push the brake pedal until the wheels stop rolling, then immediately release the brake enough to allow the wheels to begin turning again. Repeat this sequence rapidly. Your goal is to have the tyres producing maximum grip regardless of whether the surface is snow or ice.



**How does your vehicle help?** Check in your owner's manual and find out if your vehicle has any safety assist technology like Electronic Stability Control (ESC) or Anti Lock Braking System (ABS) and know how they assist your driving in severe weather conditions. But remember technology offers no miracles. Don't let these lull you into overestimating the available traction.

**Be Prepared!** In prolonged icy or snowy driving conditions it is advisable to carry the following in the boot of the car

- High Visibility Vest
- Tow rope
- Spare bulbs
- Spare fuel
- A shovel
- Appropriate footwear in case you have to leave your vehicle ie boots
- A hazard warning triangle
- Spare wheel (with tyre at correct pressure and tread)
- De-icing equipment (Both for glass and door locks)
- First aid kit (in good order)
- A fire extinguisher (fully operative)
- A working torch
- A car blanket, additional clothing & some food and water
- In preparation for driving you should also ensure:
- The vehicle is properly maintained, serviced and engine oil viscosity is suitable for cold conditions.
- Have the strength of coolant/antifreeze measured.
- Ensure vehicle has adequate supply of fuel for journey.
- Consider carrying some salt or sand. And

**Give someone an estimated time of arrival at your proposed destination.** Carry a mobile phone and spare, fully charged, battery (if you don't have a car charger)

**Get informed.** Listen to local weather and traffic reports. The RSA has prepared a helpful guide 'Severe Weather Advice for Road Users' which you can download from the RSA's website. It has lots more useful advice on dealing with the difficult road conditions.

**Stay at home.** The best thing to do in extremely bad weather is to stay off the road. Take heed of warnings not to go out. This leaves the emergency services free to deal with real emergencies instead of rounding up stranded motorists.



Bus Éireann operates over 300 routes across its nationwide integrated network. As per previous severe weather disruptions, Bus Éireann will endeavour to maintain as many services as possible during bad weather periods subject to road and weather conditions. The safe operation of services will, as always, be our number one priority. In the event of severe weather, Bus Éireann will closely monitor weather and road conditions and update customers and the media regularly on any disruptions to services.

## HOW TO CONTACT US

Our travel centres are generally open during office hours. In the event of severe weather, we will look to extend the opening hours of centres in affected areas.

To telephone your Local Travel Centre Contact Information, please see below:

Athlone	(090) 6484406
Ballina	(096) 71800
Cavan	(049) 4331353
Cork	(021) 4508188
Drogheda	(041) 9835023
Dublin	(01) 8366111
Dundalk	(042) 9334075
Ennis	(065) 6824177
Galway	(091) 562000
Killarney	(064) 6630011
Letterkenny	(074) 9121309
Limerick	(061) 313333
Monaghan	(047) 82377
Sligo	(071) 9160066
Stranorlar	(074) 9131008
Tralee	(066) 7164700
Waterford	(051) 879000

**WEB BASE – [www.buseireann.ie](http://www.buseireann.ie)**

**TWITTER - [@buseireann](https://twitter.com/buseireann)**

**FACEBOOK – [www.facebook.com/buseireann](https://www.facebook.com/buseireann)**

**AERTAL – Relevant Page Number will be highlighted on Front page**

**Email: [info@buseireann.ie](mailto:info@buseireann.ie)**



Dublin Bus operates a fleet of 1,000 buses on services across Dublin city extending as far as Newcastle in County Wicklow, Balbriggan in north County Dublin, Dunboyne in County Meath and Maynooth in County Kildare.

During periods of severe weather disruption, Dublin Bus makes every effort possible to maintain services. However, this is always subject to road and weather conditions and the safe operation of services. Throughout adverse weather, Dublin Bus works closely with Local Authorities and An Garda Síochána.

## **HOW TO CONTACT US**

**Dublin Bus Telephone Information Line - (01) 8734222**

Dublin Bus' Customer Information Line is open Monday to Saturday from 08:30hrs – 18:00hrs (except public holidays). During periods of severe weather, these hours are extended and operate 7 days a week.

**WEB BASE – [www.dublinbus.ie](http://www.dublinbus.ie)**

**TWITTER - [@dublinbusnews](https://twitter.com/dublinbusnews)**

**FACEBOOK - [www.facebook.com/DublinBusNews](https://www.facebook.com/DublinBusNews)**

**AERTAL – Relevant Page Number will be highlighted on Front page**

**Email: [info@dublinbus.ie](mailto:info@dublinbus.ie)**



**LUAS**

Veolia Transport operates Luas, Dublin's light rail tram system. The Luas network is composed of 2 lines. The Red line is 20km in length, has 32 stops and offers 3 park + ride facilities. The Green line is 16.5km in length, has 22 stops and offers 2 park +ride facilities.

Veolia's goal is service excellence. We are committed to providing a safe, reliable and frequent transport service to Luas passengers at all times including times of severe weather. Mobility solutions are part of our vision and we will work closely with other transport providers and agencies to keep the city and its people mobile at all times.

## **HOW TO CONTACT US**

### **LUAS Telephone Information Line – 1800 300 604**

LUAS Customer Information Line is open Monday to Saturday from 08:30hrs – 18:00hrs (except public holidays). During periods of severe weather, these hours are extended and operate 7 days a week.

**WEB BASE** – [www.luas.ie](http://www.luas.ie)

**TWITTER** - @luas

**FACEBOOK** - [www.facebook.com/luas](http://www.facebook.com/luas)

**AERTAL** – – Relevant Page Number will be highlighted on Front page

**Email:**        [info@luas.ie](mailto:info@luas.ie)



***irishrail.ie***

Iarnród Éireann operates over 630 passenger trains daily across Intercity, DART and Commuter services. Iarnród Éireann successfully operated trains on all routes throughout the major snow events of early and late 2010, with minor curtailments at Docklands and M3 Parkway to Clonsilla. We will endeavour to provide the same extensive and reliable service throughout any future weather events, with some delays as staff clear snow and ice from points.

## **HOW TO CONTACT US**

### **Irish Rail Telephone Information Line - 1850 366 222**

Irish Rail Customer Information Line is open Monday to Saturday from 08:30hrs – 18:00hrs (except public holidays). During periods of severe weather, these hours are extended and operate 7 days a week.

**WEB BASE** – [www.irishrail.ie](http://www.irishrail.ie)

**TWITTER** - @irishrail

**FACEBOOK** - [www.facebook.com/irishrail](http://www.facebook.com/irishrail)

**AERTAL**– Relevant Page Number will be highlighted on Front page

**Email:** [info@irishrail.ie](mailto:info@irishrail.ie)



The Dublin Airport Authority (DAA) is primarily concerned with safety and security of all our customers and airport colleagues.

Any decision to halt airfield operations is arrived at with the safety of our customers in mind and is not taken lightly.

In preparation for the forthcoming winter season the DAA is investing in additional snow and ice equipment and has increased capacity for the storage of airfield de-icing fluid. Should adverse weather conditions result in the cessation of airfield activities the DAA commits to clearing the runway, airfield and apron areas as soon as possible given the prevailing weather conditions. Internal campus roads will be tended to as a matter of priority also to ensure access to the airport is maintained.

## HOW TO CONTACT US – DUBLIN AIRPORT

During adverse weather conditions the DAA is committed to keeping customers informed of the operational status of its airports and timely updates will be posted on our website and through Twitter.

In the event of disruption contact your airline by using the telephone number listed below or click on the airline logo to take you to your airline website.

Dublin Airport Switchboard: +353 (0)1 814 1111

### Find your Airline

**Click on an airline logo to go to their website (will open in a new window).**

Airline Telephone Website



+386 (0)13691010 Adria Airways\*\*



0818 210 210 Aer Arann



0818 365 0000 Aer Lingus



+370 5 2356000 Air Baltic



1800 709 900 Air Canada\*\*



+353 (01) 605 038 Air France



+44 870 241 8202 Air Southwest



+44 8705 561 522 Air Transat\*\*

**American Airlines**

0818 286 597 American Airlines\*\*



155 099 9068(0.95cent/minute) Blue Air

**bmi**

+353 (01) 407 3036 bmi



**STERLING** +45 70 10 12 18 Cimber Sterling

**CITYJET**

+353 (01) 8700 300 CityJet

**Continental**

1890 925 252 Continental



0818 904872 Delta



+353 (01) 871 6401 Etihad Airways



1890 925 532 flybe

**germanwings**

+353 (01) 865 0125 Germanwings\*\*



+353 0818 462000 Iberia



**Lufthansa**

+353 (01) 844 5544 Lufthansa



+44 8003 899443 Luxair

**MALEV** Hungarian Airlines

+353 (01) 844 4303 Malev Airlines



+47 214 90015 Norwegian Airlines



0818 30 30 30 Ryanair



+353 (01) 663 3933 S7\*\*



+353 (01) 844 5440 SAS



+353 (01) 844 7372 SATA



1890 200 515 Swiss Airlines

**TURKISH AIRLINES**



+353 (01) 844 7920 Turkish Airlines

**U·S AIRWAYS**

1890 925 065 US Airways

Dublin Airport Arrivals: <http://www.dublinairport.com/gns/flight-information/live-arrivals.aspx>

Dublin Airport Departures: <http://www.dublinairport.com/gns/flight-information/live-departures.aspx>

**TWITTER - @DAA**

**FACEBOOK - [www.facebook.com/daa](http://www.facebook.com/daa)**

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**Email: [information.queries@daa.ie](mailto:information.queries@daa.ie)**



**An Roinn Iompair  
Turasóireachta agus Spóirt**

**Department of Transport,  
Tourism and Sport**

## HOW TO CONTACT US – CORK AIRPORT

During adverse weather conditions the Cork Airport is committed to keeping customers informed of the operational status of its airports and timely updates will be posted on our website and through Twitter.

In the event of disruption contact your airline by using the telephone number listed below or click on the airline logo to take you to your airline website.

Cork Airport General Enquiries +353 (0)21 4 31 31 31

**Find your Airline**

**Click on an airline logo to go to their website (will open in a new window).**



**Aer Lingus Telephone:** +353 0818 365 044

**Website:** <http://www.aerlingus.com>



**Air Southwest Telephone:** +44 870 241 8202

**Website:** <http://www.airsouthwest.com>



**Jet2.com Telephone:** +44 203 031 8103

**Website:** <http://www.jet2.com>



**Ryanair Telephone:** +353 0818 303030

**Website:** <http://www.ryanair.com>



**Wizz Air**

Cork Airport Arrivals: <http://www.corkairport.com/gns/flight-information/arrivals.aspx>

Cork Airport Departures: <http://www.corkairport.com/gns/flight-information/departures.aspx>

**TWITTER - @corkairport**

**FACEBOOK - [www.facebook.com/corkairport](http://www.facebook.com/corkairport)**

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**Email:** [feedback@corkairport.ie](mailto:feedback@corkairport.ie)



## HOW TO CONTACT US – SHANNON AIRPORT

During adverse weather conditions the Shannon Airport is committed to keeping customers informed of the operational status of its airports and timely updates will be posted on our website and through Twitter. In the event of disruption contact your airline by using the telephone number listed below or click on the airline logo to take you to your airline website.

Airport Information+353 (0)61 712000

### Find your Airline

Click on an airline logo to go to their website (will open in a new window).



**Aer Lingus Telephone:** +353 0818 365 044

**Website:** <http://www.aerlingus.com>



1890 925 252 Continental



+44 8705 561 522 Air Transat\*\*



**Ryanair Telephone:** +353 0818 303030

**Website:** <http://www.ryanair.com>

Shannon Airport Arrivals: <http://www.shannonairport.com/gns/flight-information/arrivals.aspx>

Shannon Airport Departures: <http://www.shannonairport.com/gns/flight-information/departures.aspx>

**TWITTER** - @shannonairport

**FACEBOOK** - [www.facebook.com/shannonairport](http://www.facebook.com/shannonairport)

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**Email:** [information.shannon@daa.ie](mailto:information.shannon@daa.ie)

