

26 November 2019

Mr Henry Downey  
Democratic Services Officer  
Belfast City Council  
Chief Executive's Department  
City Hall  
BELFAST  
BT1 5GS

Dear *Mr. Downey*

Thank you for your letter in relation to Translink's policy on the carriage of dogs on bus and train services.

At the request of the Council's City Growth and Regeneration Committee, a review of our policy was carried out.

We benchmarked our policy with that applied by other public transport companies in Ireland and Great Britain. Similar to all other companies, assistance dogs are permitted on all of our services at all times.

In line with other bus and rail companies, Translink's policy allows for all dogs to be carried on our services, however we do give discretion to our staff and drivers. There are sound operational reasons for using discretion. Not all dogs are clean or well behaved and other passengers can have legitimate grounds for objecting, such as phobias or allergies.

We believe our current policy balances the aspiration for open access with the need for some mechanism to assess what is appropriate and protect the needs of other passengers.

I hope you will find the foregoing information helpful.

Yours sincerely



Chris Conway  
Group Chief Executive

[www.translink.co.uk](http://www.translink.co.uk)