

10th July 2018

[REDACTED]

Re: FOI Request Response [IE_FOI_165]

Dear [REDACTED],

I refer to your request dated 14th June 2018 made under the Freedom of Information Act 2014, which was received on that day for records held by Iarnród Éireann your request sought:

All relevant documentation relating to:

All complaints received by Irish Rail from customers, dating back to June 2017

I, Lynette O'Toole, have now made a final decision to grant your request on 10th July 2018.

You have sought access to the records as listed above and I consider this an appropriate form of access in this case. Accordingly, a copy of the records is now attached including a copy of the schedule to these records.

Rights of appeal

In the event that you are not happy with this decision you can make an appeal in relation to this matter, you can do so by writing to the FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or by e-mail to foi@irishrail.ie. You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances. The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact the FOI Officer on 01, 7034293.

Yours sincerely,



Ms. Lynette O'Toole

Freedom of Information / Data Protection Executive

Customer Feedback 2017

Case Type	Case Subtype	Number
Service Disruption	Train Failure	1,800
	Union Dispute	839
	Storm Ophelia	716
	Timekeeping	516
	Bus Transfers	112
	Incident on Line	105
	Signal Fault	83
	Dart Derailment	36
	Planned Maintenance	32
	Bridge Strike	20
	Track Fault	19
Service Disruption Total		4,278
Fares & Ticketing	On-Line Tickets	1,049
	Unused Tickets	686
	Fare Structures	307
	Ticket Prices	271
	Student Tickets	204
	Lost/Mislaid Tickets	135
	DSP Free Travel Passes	118
	RPU Fines	106
	Promotional Offers	99
	Leap Cards	64
	Annual Tickets	42
	Charged in Error	36
	Surcharges	21
	Family Tickets	14
Child Fares	9	
Fares & Ticketing Total		3,161
Onboard Issues	Seat Reservation	774
	Crowding	553
	Lost Property	294
	1st Class Issues	181
	Heat / AC	126
	Announcements	101
	Cleanliness	98
	Catering	90
	Bicycle Spaces	79
	Doors	70
	Toilets	57
	Wi Fi	51
	Alcohol/Smoking Policy	24
	Disability Issues	24
	Dogs	22
Noise	3	
Onboard Issues Total		2,547
Station Issues	TVMs	352
	Station Facilities	186

	Station Condition	165
	Car Parks	160
	Lifts/Elevators	76
	Incorrect Information	57
	Barriers	45
	Station Posters	44
	Announcements	39
	Early Departures	34
	Disability Assistance/Ramps	27
	Toilets	25
	Booking Office Issues	24
	Lost Property	24
	Cleanliness	23
	Noise	23
	Bicycles	8
	Tag On/Off Issues	8
	Positive	2
	Disability Issues	1
	Waiting Rooms	1
	Security Staff	1
Station Issues Total		1,325
Website	Unable to Book Tickets	906
	No Confirmation Email	162
	Special Events	64
	Complete Savings	47
	Promotional Offers	20
	Tickets Unavailable On-line	11
	On-Line Tickets	1
Website Total		1,211
Staff Issues	Unhelpful/Rude Staff	281
	Positive	183
	RPU Staff Issues	18
	Catering Staff Issues	15
	No Staff Available	6
	No Response to Complaint	5
Staff Issues Total		508
Antisocial Behaviour	Disorderly Passengers	179
	Intimidation	117
	Vandalism	70
	Tissue Traders	19
	Assault	10
	Theft	6
	Noise	6
Antisocial Behaviour Total		407
Timetabling	Timetable Suggestions	100
	Timetable Changes	76
	Connections	57
	Cancellations	53
	Special Event	8

Timetabling Total		294
Feedback	General Queries	54
	Information	54
	Lost Property	47
	Unused Tickets	34
	Positive	24
	Change Contact Details	15
	TV Ad	4
	Timetable Suggestions	1
Feedback Total		233
Grand Total		13,964

2018 Customer Feedback

Case Type	Case Subtype	Number
Service Disruption	Train Failure	883
	Weather Conditions	637
	Incident on Line	278
	Timekeeping	238
	Union Dispute	157
	Signal Fault	141
	Planned Maintenance	111
	Bus Transfers	83
	Security Alert	17
	Track Flooded	14
	Storm Ophelia	9
	Antisocial Behaviour	4
	Bridge Strike	3
	Track Fault	2
Train Information	1	
Service Disruption Total		2578
Onboard Issues	Seat Reservation	642
	Crowding	436
	1st Class Issues	160
	Heat / AC	101
	Announcements	71
	Catering	68
	Cleanliness	57
	Bicycle Spaces	32
	Wi Fi	30
	Set Changes	28
	Toilets	27
	Doors	26
	Disability Issues	20
	Alcohol/Smoking Policy	19
	Noise	11
	Dogs	9
	Maintenance Issue	7
	Pass Info Display	6
	Bicycles	1
E-Cigarettes	1	
Onboard Issues Total		1752
Fares & Ticketing	On-Line Tickets	574
	Charged in Error	311
	Booking Error	209
	DSP Free Travel Passes	86
	Student Tickets	82
	Lost/Mislaid Tickets	79
	Ticket Prices	75
	RPU Fines	60
	Fare Structures	36
	Leap Cards	34

	Annual Tickets	21
	Child Fares	11
	Promotional Offers	11
	Refunds	10
	Seat Only Res.	10
	Family Tickets	8
	Fare Evasion	3
	Surcharges	3
	TVMs	2
	Wheelchair Booking	1
	ticket enquiry	1
	Seat Only Booking	1
Fares & Ticketing Total		1628
Website	Unable to Book Tickets	461
	No Confirmation Email	173
	Web Fault	131
	Password Issues	84
	Tickets Unavailable On-line	15
	Real Time Info.	8
	Seat Only Booking	8
	Special Events	4
	Complete Savings	2
	Web Graphics	1
	Promotional Offers	1
Website Total		888
Station Issues	Car Parks	172
	TVMs	124
	Station Condition	96
	Station Facilities	96
	Lifts/Elevators	71
	Tag On/Off Issues	58
	Early Departures	45
	Incorrect Information	31
	Cleanliness	25
	Barriers	22
	Disability Assistance/Ramps	20
	Announcements	19
	Booking Office Issues	19
	Noise	19
	Toilets	16
	Engineering Works	15
	Bicycles	9
	Fall/Injury	4
	Smoking	4
	Disability Issues	1
	Waiting Rooms	1
	Pass Info Display	1
	Security Staff	1
Station Issues Total		869
Antisocial Behaviour	Disorderly Passengers	170

	Vandalism	60
	Intimidation	37
	Theft	11
	Assault	8
	Tissue Scam	7
	Noise	5
Antisocial Behaviour Total		298
Staff Issues	Unhelpful/Rude Staff	188
	RPU Staff Issues	21
	Catering Staff Issues	17
	No Staff Available	4
	Catering	2
	No Response to Complaint	2
	Driver	1
	Security Staff	1
Staff Issues Total		236
Timetabling	Timetable Changes	45
	Cancellations	16
	Special Event	10
	Connections	9
Timetabling Total		80
Grand Total		8329