

16th July 2018



Re: FOI Request Response [IE_FOI_166]

Dear 

I refer to your request dated 22nd June 2018 made under the Freedom of Information Act 2014, which was received on that date for records held by Iarnród Éireann your request sought:

All relevant documentation relating to:

- *The amount of complaints made about Irish Rail and, if possible, a breakdown of these for 2017 and the first 6 months of 2018.*

I, Paul Slowey, have now made a final decision to grant your request on 16th 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.

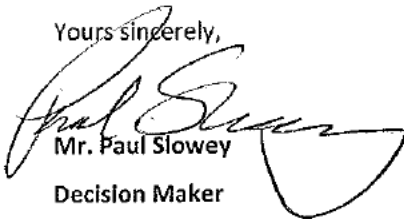
Rights of appeal

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,


Mr. Paul Slowey
Decision Maker

Freedom of Information Request:
Schedule of Records for **IE_FOI_166** : Summary for Decision Making

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
1	16.07.18	FOI 166	6	Grant		

Signed

Paul Slowey
Decision Maker

2017 Customer Feedback

Case Type	Case Sub Type	Number
Service Disruption	Train Failure	2,128
	Union Dispute	1,090
	Storm Ophelia	748
	Timekeeping	689
	Incident on Line	182
	Bus Transfers	144
	Signal Fault	84
	Planned Maintenance	48
	Dart Derailment	36
	Bridge Strike	21
	Track Fault	19
Service Disruption Total		5,189
Fares & Ticketing	On-Line Tickets	1,321
	Fare Structures	314
	Ticket Prices	303
	Student Tickets	221
	Lost/Mislaidd Tickets	171
	Charged in Error	151
	DSP Free Travel Passes	145
	RPU Fines	120
	Promotional Offers	102
	Leap Cards	70
	Annual Tickets	45
	Surcharges	22
	Family Tickets	13
	Child Fares	13
	Fares & Ticketing Total	
Onboard Issues	Seat Reservation	1,056
	Crowding	735
	1st Class Issues	232
	Heat / AC	166
	Announcements	117
	Catering	116
	Cleanliness	111
	Bicycle Spaces	85
	Doors	77
	Toilets	67
	Wi Fi	57
	Alcohol/Smoking Policy	31
	Dogs	26
	Disability Issues	26
	Noise	6
	Bikes	1
Onboard Issues Total		2,909
Station Issues	TVMs	372
	Station Facilities	219
	Station Condition	205

	Car Parks	195
	Lifts/Elevators	88
	Incorrect Information	82
	Barriers	55
	Early Departures	50
	Announcements	48
	Station Posters	44
	Disability Assistance/Ramps	34
	Toilets	30
	Noise	30
	Cleanliness	26
	Booking Office Issues	25
	Tag On/Off Issues	14
	Bicycles	8
	Smoking	2
	Wi Fi	1
	Waiting Rooms	1
	Security Staff	1
	Disability Issues	1
Station Issues Total		1,531
Website	Unable to Book Tickets	1,073
	No Confirmation Email	187
	Special Events	64
	Complete Savings	47
	Promotional Offers	20
	Tickets Unavailable On-line	12
	Incorrect Information	1
	On-Line Tickets	1
Website Total		1,405
Antisocial Behaviour	Disorderly Passengers	213
	Intimidation	127
	Vandalism	71
	Tissue Scam	20
	Assault	11
	Theft	8
	Noise	8
Antisocial Behaviour Total		458
Staff Issues	Unhelpful/Rude Staff	331
	RPU Staff Issues	23
	Catering Staff Issues	19
	No Staff Available	8
	No Response to Complaint	6
	Catering	1
Staff Issues Total		388
Timetabling	Timetable Changes	94
	Connections	65
	Cancellations	63
	Special Event	8
Timetabling Total		230
Feedback	TV Ad	5

Feedback Total	5
Grand Total	15,126

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		2,578
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		1,752
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		1,628
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		8,329