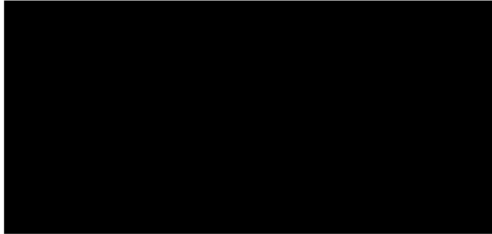


15th January 2019



Re: Acknowledgement of FOI request IE_FOI_199

Dear 

I refer to your request dated 1st November 2018 made under the Freedom of Information Act 2014, which was received on that date, for records held by Iarnród Éireann.

Request:

Under the Freedom of Information Act 2014, I am seeking the release of transcripts of any correspondence or minutes of meetings, internally or with government departments and state bodies, regarding the implementation of extra security on north Dublin Dart services due to anti-social behaviour this year.

Searches of any relevant private email addresses and/or messaging services should be considered when processing this request.

I, Annette Reilly, have now made a final decision to part grant your request on 15th January 2019.

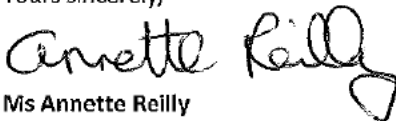
You have sought access to the records as listed above and I consider this an appropriate form of access in this case. Accordingly, a copy of the records is now attached including a copy of the schedule to these records.

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 Annette Reilly

Decision Maker

(12)

[REDACTED]

From: [REDACTED]
Sent: 20 November 2018 17:46
To: [REDACTED]
Cc: [REDACTED]
Subject: Additional Christmas Hours 2018
Attachments: Additional Christmas Security 2018.xlsx

Good Afternoon

Please see the attached up to date list of additional hours required. Please observe the notes for Bray, Kent & Heuston respectively.

The requirement for the Late Night Train Services will follow tomorrow.

If you have any queries, please let me know.

All hours to go against [REDACTED]

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

2

From: [REDACTED]
Sent: 23 November 2018 15:36
To: Operations
Cc: [REDACTED]
Subject: Additional Requests for Next Week
Attachments: Open & Lockup Bookings - 2018.xlsx

Tracking:

Recipient
Operations

Read

Read: 26/11/2018 13:24

Good Afternoon

Please see the attached list of additional requests for next week.

Have a good weekend ☺

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

Date	Mon 26-Nov	Tues 27-Nov	Wed 28-Nov	Thurs 29-Nov	Fri 30-Nov	Sat 01-Dec	Sun 02-Dec	Notes
Pearse DART District								
Grand Canal Dock	Open & Lockup *	Open & Lockup *	Open & Lockup *	Open & Lockup *	Open & Lockup *	Open & Lockup *	Open & Lockup *	* Including Bike Shed & Shuttlers on Lifts Permanent Arrangement
Lansdowne	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	
Sandymount	Open & Lockup	Lockup	Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	
Sydney Parade	Open & Lockup	Lockup	Lockup	Lockup	Lockup	Open & Lockup	Open & Lockup	
Boonerstown	Lockup	Lockup	Lockup	Lockup	Lockup	Open & Lockup	Open & Lockup	
Blackrock						Open	Open	
Tara Street	Open	Open	Open	Open	Open	Open	Open	
Mainline District								
Hazelhatch	Lockup	Lockup	Lockup	Lockup	Lockup			Lockup @ 23.45
Portarlington								
Bray DART District								
Dalkey								
Greystones		Open & Lockup		Open & Lockup		Open Lockup	Open & Lockup	
Dun Laoghaire DART District								
Seapoint	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Permanent arrangement Please leave lift LOCKED all week
Sandycove	Open & Lockup Leave Lift Locked	Open & Lockup Leave Lift Locked	Open & Lockup Leave Lift Locked	Open & Lockup Leave Lift Locked	Open & Lockup Leave Lift Locked	Open & Lockup	Open & Lockup	
Salhull	Lockup	Lockup	Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	
Glenageary	Open Lifts Only Lockup	Open Lifts Only Lockup	Open Lifts Only Lockup	Open Lifts Only Lockup	Open Lifts Only Lockup	Open & Lockup	Open & Lockup	
Sutton DART District								
Raheny								
Sutton								
Galway District								
Ballinacloe	Open							
Athenny	Lockup	Lockup		Lockup		Open		
Sligo District								
Boscommon							Open @ 08.00 / Lockup @ 21.36	Open @ 06.00 / Lockup @ 21.00 unless stated
Tullamore		Lockup			Lockup	Lockup	Open @ 08.30 / Lockup @ 22.15	Open @ 05.15 / Lockup @ 21.30 unless stated
Clara						Lockup @ 21.30 Lockup @ 21.20	Lockup @ 22.15	Open @ 05.15 / Lockup @ 21.30 unless stated
Ballynatts								
Claremorris	Open @ 05.00		Open @ 05.00	Lockup @ 21.00				
Mayo District								
Castlebar							Open & Lockup	Open @ 06.30 / Lockup @ 22.30

Open	Lockup	Open & Lockup
------	--------	---------------

3

From: [REDACTED]
Sent: 10 May 2018 10:29
To: [REDACTED]
Cc: [REDACTED]
Subject: Additional Security - Aviva Stadium - GUINNESS PRO14 Final - 26th May 2018
Importance: High

Good Morning

Apologies for the late nature of this request, only received this from DART this morning.

In lieu of the **GUINNESS PRO14 Final** rugby match taking place on **26th May 2018** in the **Aviva Stadium** we will require 5 Additional Officers as follows:

- 2 for Lansdowne Road CCTV level crossing from **15.30 – 21.30**
- 2 for serpentine CCTV level crossing from **15.30 – 21.30**
- 1 officer to commence in Tara Street from 15.30 – 18.00 and then move to Lansdowne Road until 21.30

All security must be in possession of PTS & PPE as they may be required to be on or near the line.

[REDACTED]

Please confirm these arrangements by return.

[REDACTED]



 Please consider the environment before printing this email

4

[REDACTED]

From: [REDACTED]
Sent: 10 May 2018 10:31
To: [REDACTED]
Cc: [REDACTED]
Subject: Additional Security - Aviva Stadium - Rep. of Ireland V USA - 2nd June 2018
Importance: High

Good Morning

Apologies for the late nature of this request, only received this from DART this morning.

In lieu of the **Rep. of Ireland V USA** soccer match taking place on **2nd June 2018** in the **Aviva Stadium** we will require 5 Additional Officers as follows:

- 2 for Lansdowne Road CCTV level crossing from **17.30 – 23.30**
- 2 for serpentine CCTV level crossing from **17.30 – 23.30**
- 1 officer to commence in **Tara Street from 17.30 – 20.00 and then move to Lansdowne Road until 23.30**

All security must be in possession of PTS & PPE as they may be required to be on or near the line.

[REDACTED]

Please confirm these arrangements by return.

Kind Regards

[REDACTED]



Please consider the environment before printing this email

6

[REDACTED]

From: [REDACTED]
Sent: 09 July 2018 14:18
To: [REDACTED]
Cc: [REDACTED]
Subject: Additional Security - Aviva Stadium - Sat 4th August

Importance: High

Good Morning

Apologies for the late nature of this request, only received this from DART this morning.

In lieu of the Liverpool v Napoli soccer match taking place on **Sat 4th August** in the **Aviva Stadium** we will require 5 Additional Officers as follows:

- 2 for Lansdowne Road CCTV level crossing from **15.30 – 21.30**
- 2 for serpentine CCTV level crossing from **15.30 – 21.30**
- 1 officer to commence in **Tara Street from 15.30 – 18.00 and then move to Lansdowne Road until 21.30**

All security must be in possession of PTS & PPE as they may be required to be on or near the line.

[REDACTED]

Please confirm these arrangements by return.

Kind Regards

[REDACTED]



Please consider the environment before printing this email

6

[REDACTED]

From: [REDACTED]
Sent: 09 July 2018 14:21
To: [REDACTED]
Cc: [REDACTED]
Subject: Additional Security - Aviva Stadium - Wed 1st Aug
Importance: High

Good Afternoon

Apologies for the late nature of this request, only received this from DART this morning.

In lieu of the **Arsenal v Chelsea** soccer match taking place on **Wed 1st Aug** in the **Aviva Stadium** we will require 5 Additional Officers as follows:

- 2 for Lansdowne Road CCTV level crossing from **17.30 – 23.30**
- 2 for serpentine CCTV level crossing from **17.30 – 23.30**
- 1 officer to commence in **Tara Street from 17.30 – 20.00 and then move to Lansdowne Road until 23.30**

All security must be in possession of PTS & PPE as they may be required to be on or near the line.

[REDACTED]

Please confirm these arrangements by return.

Kind Regards

[REDACTED]



Please consider the environment before printing this email

A

[REDACTED]

From: [REDACTED]
Sent: 08 November 2018 17:21
To: IRL Security Rosters
Cc: [REDACTED]
Subject: Additional Security - Greystones - PTS Required

Importance: High

Tracking: Recipient Read

Read: 09/11/2018 10:16

Good Afternoon

Apologies for the late notice, but can you please see if the request below can be facilitated?

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 08 November 2018 15:17
To: [REDACTED]
Cc: [REDACTED]
Subject: Greystones - Security
Importance: High

Hi [REDACTED]

Can you please arrange for two OCS agents from **8pm to 8am** each evening to secure the trains in Greystones on Saturday 10th & Sunday 11th November.

These agents will require PTS.

Thanks,

Subject: Canceled: DART Security Review
Location: DO Pearse

Start: Mon 09/04/2018 15:00
End: Mon 09/04/2018 16:00
Show Time As: Free

Recurrence: (none)

Meeting Status: Not yet responded

Organizer:
Required Attendees:

Importance: High

All

Possible date for Security Review for DART as requested.

Thanks




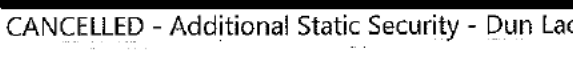
Kind Regards




Iarnród Éireann
Irish Rail



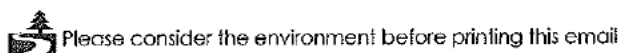
Please consider the environment before printing this email


From: 
Sent: 18 April 2018 09:57
To: 
Cc: 
Subject: CANCELLED - Additional Static Security - Dun Laoghaire Station - 27th April 2018
Importance: High


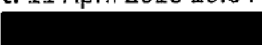

The event in Dun Laoghaire has been cancelled so this security is no longer required.

Apologies for the inconvenience.

Kind Regards



Please consider the environment before printing this email

From: 
Sent: 11 April 2018 10:04
To: 
Subject: Additional Static Security - Dun Laoghaire Station - 27th April 2018

Good Morning

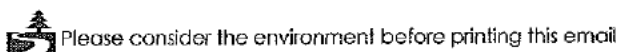
Can I please request the following additional security:

- 4 Static Officers Dun Laoghaire DART Stn 15.00 – 00.30 Fri 27th April

N.B. All officers are required to be in possession of PTS!!!

The officers are required in lieu of a Trinity Ball event taking place in Dun Laoghaire.


Kind Regards



Please consider the environment before printing this email

10

From: [REDACTED]
Sent: 22 February 2018 11:10
To: [REDACTED]
Cc: [REDACTED]
Subject: Complaint - DART On-Board Team - Thurs 8th Feb

[REDACTED]

Can you please investigate the incident below and I would like an official response from OCS on this matter?

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

Ref:
Thursday Feb 8th
21:07 dart from Booterstown to Malahide.
21:50 arrival at Malahide

I wish to make a complaint about an incident on the dart last Thursday Feb 8th.
My 16year old daughter was returning home from night study.
Dressed in her gym gear she stood at the doors of the second last carriage as the train was arriving into Malahide station.
Two Irish rail security men were standing behind her. They were unaware that my daughter , as it was dark outside, could see them clearly in the reflection of the glass.
One of the two guards appeared to be making lewd gestures towards her back side.
While the second guard appeared to be gesturing for him to stop he persisted until my daughter eventually turn to ask if he had a problem.
His response was to try to cover up his behavior with complete disregard for her well being or indeed his error of judgement.
I would appreciate if you would investigate this incident as it is completely unacceptable that a member of your team engage to ensure the safety of your passengers should behave like this.
I would like an apology from both Irish Rail and the security guard along with a commitment that this will not happen again.

Many thanks

[REDACTED]

Stanley Sue (Irish Rail)

From: [REDACTED]
Sent: 23 March 2018 15:05
To: Operations
Cc: [REDACTED]
Subject: Copy of Open & Lockup Bookings - 2018.xlsx
Attachments: Copy of Open & Lockup Bookings - 2018.xlsx

[REDACTED]
Open/Lockups for next week.

Thanks

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

12

From: [REDACTED]
Sent: 08 January 2018 17:30
To: [REDACTED]
Cc: [REDACTED]
Subject: Customer Complaint - 31/12 - Southside DART

[REDACTED]

Can we please ensure that the officers are patrolling the trains as per their duties please?

Please see the complaint below.

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

Comments:

Dear Irish Rail,

I have just taken the dart from Dalkey to Connolly which departed Dalkey at approx 2332hrs. I was in the carriage numbered 8626. On the carriage are what I can only describe as 4 scumbags aged 16/17 who were openly selling hash. Every time someone got on they would offer it to them. On the journey to Connolly they proceed to sell a gram to [REDACTED] and his mate from Cork. Apparently a gram is normally €20 but they were fortunate to be able to purchase it from these four for €15! And the idiot named [REDACTED] also gave these 4 his mobile number for future deals. While on the way into town everyone on the carriage was also subjected to them pounding on the windows and god knows what else with their screwdrivers. I believe from their conversations they may also have etched their names into the glass. To be honest I suppose this is to be suspected on some level but the irony was that I saw security in one of the other carriages when I got on in Dalkey. It's a pity they didn't move through the train so everyone else didn't have to feel so unsafe and threatened by those morons. Finally as we neared Connolly they lit up a joint, while still on the train, and continued to smoke it walking from the platform to the main part of the station.. I quickly walked down the platform to get away from them and exit the station. I just felt you should know they kind of crap commuters like myself and others have to put up with when taking the train late at night. Security, in this instance was of no help whatsoever.

Kind regards

13

[Redacted]
From: [Redacted]
Sent: 20 June 2018 09:41
To: [Redacted]
Cc: [Redacted]
Subject: DART & Extra Cover

Importance: High

[Redacted]

For the next rostering period can we organise the following:

1. The Daytime DART team to be moved to a new starting time of **14.00 - 22.00** and this will now stay in place until 2nd September. Start time may change during the summer months depending on requirements.
2. We also want to put a 2nd team in for the remainder of the summer (until 2nd September) working at the usual 16.30 – 00.30 but we may revise this to an earlier time due to security requirements.

Kind Regards

[Redacted]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

14

[REDACTED]

From: [REDACTED]
Sent: 28 August 2018 12:20
To: [REDACTED]
Cc: [REDACTED]
Subject: DART Arrangements going forward

[REDACTED]

After our meeting with DART yesterday I just want to clarify the arrangements with DART for the foreseeable future:

Daytime Team

- There will be 1 daytime team and until further notice their hours are to be from **14.00 – 24.00**.
- DART currently require that these officers are stationed static in Kilbarrack until further notice.
- The cover in Kilbarrack is a priority all break times and any sick calls must be covered at all times even if members of the evening teams must be used to cover same.

There is no change to the arrangements with the evening on-board teams at this time.

If you need anything else, let me know.

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

15

From: [REDACTED]
Sent: 21 June 2018 17:12
To: [REDACTED]
Cc: [REDACTED]
Subject: DART On-Board for this evening

[REDACTED]

Can you ask one of the Southside DART teams to transfer over to Kilbarrack this evening and remain static there for the evening please?

Thanks

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

16

[REDACTED]

From: [REDACTED]
Sent: 12 July 2018 16:08
To: [REDACTED]
Cc: [REDACTED]
Subject: DART Plan going forward

Tracking:

Recipient

Read

Read: 12/07/2018 16:11

[REDACTED]

As per our discussion earlier today.

The plan going forward for the DART is at the end of this rostering period the static teams in Kilbarrack and Howth will cease.

From Mon 23rd July, the requirement will then be for 2 x Daytime Teams from 14.00 – 22.00 on a daily basis, Mon to Sun. DART may leave these teams static in the above locations but this is their choice. The evening requirement will remain unchanged.

We hope to also have the planned supervisor commencing from this date also.

[REDACTED] can I ask you to put together an SOP for this position and we can agree what the role is to be on a daily basis.

Any problems with the above, let me know.

Kind Regards



 Please consider the environment before printing this email

Subject: DART Security Review
Location: DO Pearse

Start: Mon 09/04/2018 15:00
End: Mon 09/04/2018 16:00
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer:

Required Attendees:

All

Possible date for Security Review for DART as requested.

Thanks

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

18

From: [REDACTED]
Sent: 26 June 2018 10:24
To: [REDACTED]
Cc: [REDACTED]
Subject: Daytime DART Team - 7 day roster required

Jurica

We need to move the DART daytime team from 5-7 days when it is possible.

I understand the staff shortages at the moment but we need to move this team to 7 days ASAP.

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

19

From: [REDACTED]
Sent: 23 April 2018 14:17
To: [REDACTED]
Cc: [REDACTED]
Subject: Daytime DART Team - Mon 23rd April

[REDACTED]

The DART daytime team did not sign in with the DART District office as required this morning.

Can you please ascertain if they are on duty and why they didn't sign in?

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

[Redacted]

20

From: [Redacted]
Sent: 19 July 2018 10:23
To: [Redacted]
Cc: [Redacted]
Subject: Daytime DART Teams

Witek

Would it be possible to keep the Daytime teams on the 14.00 – 00.00 shift for the next few weeks until the good weather dies down?

Thanks

Kind Regards

[Redacted]



 Please consider the environment before printing this email

21

From: [REDACTED]
Sent: 20 April 2018 13:10
To: [REDACTED]
Cc: [REDACTED]
Subject: Early Start - DART Team

[REDACTED]

Is there any chance we could get one of the Northside DART teams in early today?

If we could and they could head to Howth it would be a great help.

Thanks

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

W

From: [REDACTED]
Sent: 25 June 2018 16:24
To: [REDACTED]
Cc: [REDACTED]
Subject: Extra DART Team

Tracking:

Recipient

Read

Read: 25/06/2018 18:07

Read: 25/06/2018 16:51

[REDACTED]

Just to keep you posted. OCS moved the daytime team to the new start time of 14.00 today. Their new shift is 14.00 – 22.00.


They won't be able to provide the additional evening team this week. But are trying to put the resources in place ASAP.

Am working on alternatives with Lorraine.

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

23

From: [REDACTED]
Sent: 08 November 2018 22:44
To: [REDACTED]
Subject: FW: Additional Security / Greystones (10-11 November)

[REDACTED]
All sorted 😊

Kind Regards

[REDACTED]

☒ Please consider the environment before printing this email

From: [REDACTED]
Sent: 08/11/2018 20:53
To: [REDACTED]
Cc: [REDACTED]
Subject: Additional Security / Greystones (10-11 November)

Hi [REDACTED]
This is covered as requested.
Regards,

[REDACTED]



Outsourcing

Solutions that deliver

From: [REDACTED]
Sent: Thursday, November 8, 2018 6:20:30 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Additional Security - Greystones - PTS Required

Good Afternoon

Apologies for the late notice, but can you please see if the request below can be facilitated?

Thanks

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From:

Sent: 08 November 2018 15:17

To:

Cc:

Subject: Greystones - Security

Importance: High

Hi

Can you please arrange for two OCS agents from 8pm to 8am each evening to secure the trains in Greystones on Saturday 10th & Sunday 11th November.

These agents will require PTS.

Thanks,

Iarnrod Eireann Irish Rail, cuideachta ghniomhaiochta ainmnithe, faoi theorainn scaireanna, claraithe in Eirinn ag Staisiun Ui Chonghaile, Baile Atha Cliath 1, Ur. 119571 Ur. CBL: IE 4812851 O
Iarnrod Eireann Irish Rail, a designated activity company, limited by shares, registered in Ireland at Connolly Station, Dublin 1, No. 119571 VAT No. IE 4812851 O

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24

From: [REDACTED]
Sent: 10 May 2018 12:27
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Additional Security - Aviva Stadium - GUINNESS PRO14 Final - 26th May 2018

Importance: High

[REDACTED]

Apologies they want to extend the cover by an additional hour, I have amended the times below.

Thanks

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail

Please consider the environment before printing this email

From: [REDACTED]
Sent: 10 May 2018 10:29
To: [REDACTED]
Cc: [REDACTED]
Subject: Additional Security - Aviva Stadium - GUINNESS PRO14 Final - 26th May 2018
Importance: High

Good Morning

Apologies for the late nature of this request, only received this from DART this morning.

I lieu of the **GUINNESS PRO14 Final** rugby match taking place on **26th May 2018** in the **Aviva Stadium** we will require 5 Additional Officers as follows:

- 2 for Lansdowne Road CCTV level crossing from **15.30 – 22.30**
- 2 for serpentine CCTV level crossing from **15.30 – 22.30**
- 1 officer to commence in **Tara Street from 15.30 – 18.00 and then move to Lansdowne Road until 22.30**

All security must be in possession of PTS & PPE as they may be required to be on or near the line.

[REDACTED]

Please confirm these arrangements by return.

Kind Regards

25

[Redacted]

From: [Redacted]
Sent: 18 April 2018 10:15
To: [Redacted]
Cc: [Redacted]
Subject: FW: Additional Security - Aviva Stadium - Leinster v Scarlets - Sat 21st April 2018
Importance: High

Kind Regards

[Redacted]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [Redacted]
Sent: 17 April 2018 09:49
To: [Redacted]
Subject: Additional Security - Aviva Stadium - Leinster v Scarlets - Sat 21st April 2018
Importance: High

Good Morning

Apologies for the late nature of this request, only received this from DART this morning.

In lieu of the **Leinster v Scarlets** rugby match taking place on **Sat 21st April** in the **Aviva Stadium** we will require 5 Additional Officers as follows:

- 2 for Lansdowne Road CCTV level crossing from **13.00 – 19.00**
- 2 for serpentine CCTV level crossing from **13.00 – 19.00**
- 1 officer to commence in Tara Street from 13.00 – 16.00 and then move to Lansdowne Road until 19.00

All security must be in possession of PTS & PPE as they may be required to be on or near the line.

[Redacted]

Please confirm these arrangements by return.

Kind Regards

[Redacted]

26

From: [REDACTED]
Sent: 07 March 2018 11:22
To: Witold Fender
Cc: [REDACTED]
Subject: FW: Behavior of Security staff in Fairview DART depot.

Tracking:

Recipient

Read



Read: 07/03/2018 14:46

[REDACTED]
Please see the comments below from Fairview.

Can you investigate on your side and can we arrange an on-site meeting ASAP?

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 07 March 2018 11:19
To: [REDACTED]
Cc: [REDACTED]
Subject: Behavior of Security staff in Fairview DART depot.

Hi [REDACTED]

As discussed over the phone, we need to have a meeting asap between ourselves and the security company who patrol the depot.
One of the security guards disconnected our Fire alarm system from the mains and its battery back up on Saturday 3rd of March. This is a very serious offence. The Depot was left totally unprotected in the event of a fire.

On a lesser note. The lads are not doing the walks at night.

Regards

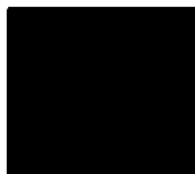
[REDACTED]

22

From: [REDACTED]
Sent: 08 March 2018 12:18
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Body Camera Signage

Tracking:

Recipient



Read

Read: 08/03/2018 12:53
Read: 08/03/2018 12:34
Read: 08/03/2018 16:24
Read: 09/03/2018 09:48

Hi [REDACTED]

Our security teams in Connolly, Heuston & on our evening DART services currently use bodycams.

Am just wondering what is the best way for us to display this to our customers to ensure we are covered Data Protection wise.

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 22 February 2018 16:51
To: [REDACTED]
Subject: Body Camera Signage

Hi [REDACTED]

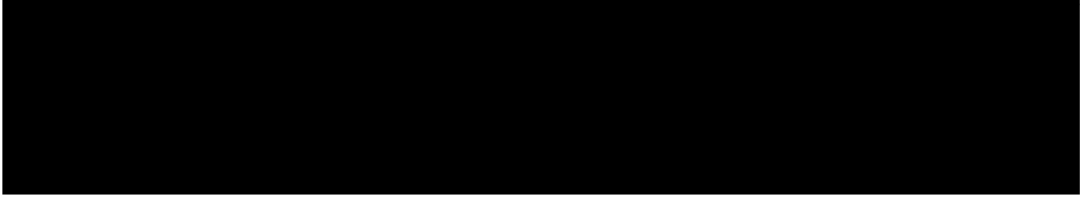

The new GDPR which comes into effect in May will require that any where a body camera is being used needs to be highlighted to the public.

IR will have to display that body cameras are in usage on all trains/platforms.


It something we can discuss next week.

Kind regards,

[REDACTED]



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95

[REDACTED]

From: [REDACTED]
Sent: 21 July 2018 09:25
To: [REDACTED]
Subject: FW: Connolly concourse

Kind Regards
[REDACTED]

[REDACTED]

☒ Please consider the environment before printing this email

From: [REDACTED]
Sent: 21/07/2018 02:57
To: [REDACTED]
Cc: [REDACTED]
Subject: Connolly concourse

Hi [REDACTED]
I'd like to apologise for problems at Connolly.
On Thursday we had a no show from a guard – that should be his last shift for OCS. We were able to arrange cover as soon as we found out that we are 1 guard short. Backup guard was at the station at 20.30
We had 2 more problems with cover – on Wednesday 18th and last night - on Friday. Guard rostered to cover short shifts at Connolly was double rostered and scheduled to cover on-board / extra DART same time. Unfortunately, this is my fault - I didn't notice that I scheduled him to work at Connolly too.
To cover yesterday evening at Connolly I had to move 1 of the guards from Kilbarrack there. 2nd guard from Kilbarrack was send to Howth station at 20.15 and returned to Kilbarrack around 21.00 – I didn't like to leave him alone at Kilbarrack. He returned to the station from Howth as soon as we had backup guard at the location.
Once again apologies for any inconvenience.
Regards,
[REDACTED]

From: [REDACTED]
Sent: 20 July 2018 11:43
To: [REDACTED]
Cc: [REDACTED]
Subject: FW:
[REDACTED]

FYI

Kind Regards
[REDACTED]

[REDACTED]

Please consider the environment before printing this email

From: [REDACTED]
Sent: 20/07/2018 10:33
To: [REDACTED]
Cc: [REDACTED]
Subject:

Hi [REDACTED]
Apologies about sending you a message so late yesterday evening, I had tried all the numbers I had for OCS but unfortunate could not contact anyone, eventually I contacted [REDACTED] and [REDACTED] replied and organized an OCS agent to attend,
I am a bit concerned that OCS were not aware that for the second night in a row that no second agent was rostered for Connolly from 19.00.

Regards
[REDACTED]

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[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 18 April 2018 10:14
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Daytime DART Team - 1 Week Extension

[REDACTED]

Did you get this one?

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 17 April 2018 14:21
To: [REDACTED]
Subject: [REDACTED]

Good Afternoon

Was this arrangement extended for this week?

Thanks

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 13 April 2018 12:36
To: [REDACTED]
Subject: Daytime DART Team - 1 Week Extension

Good Afternoon

Will it be possible to extend the Daytime DART team by 1 further week?

Thanks

30

From: [REDACTED]
Sent: 20 April 2018 13:55
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Early Start - DART Team

Tracking:

Recipient

Read

Read: 20/04/2018 13:56

[REDACTED]
Best they could do... ☺

Kind Regards



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 April 2018 13:51
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Early Start - DART Team

Hi [REDACTED]

I will have 2 guards starting at 15.30

Regards
[REDACTED]

[Get Outlook for Android](#)

From: [REDACTED]
Sent: Friday, April 20, 2018 1:10:06 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Early Start - DART Team

[REDACTED]
Is there any chance we could get one of the Northside DART teams in early today?

If we could and they could head to Howth it would be a great help.

Thanks

Kind Regards



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Irish Rail



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31

From: [REDACTED]
Sent: 16 April 2018 09:31
To: [REDACTED]
Subject: FW: Early Start in Bray for 2 Weeks

[REDACTED]
FYI

Kind Regards

[REDACTED]
☒ Please consider the environment before printing this email

From: [REDACTED]
Sent: 14/04/2018 03:07
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Early Start in Bray for 2 Weeks

Hi [REDACTED]
All arranged as requested for next 2 weeks.
Regards,
[REDACTED]

From: [REDACTED]
Sent: 13 April 2018 15:58
To: [REDACTED]
Cc: [REDACTED]
Subject: Early Start in Bray for 2 Weeks

[REDACTED]
Apologies for the late notice.
DART have asked if it would be possible to have the overnight security in Bray commence at 18.00 each evening from Mon – Sat for the next 2 weeks.
Does this cause you much of a headache?
Kind Regards



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32

[REDACTED]

From: [REDACTED]
Sent: 29 March 2018 09:50
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Engineering Works

Importance: High

[REDACTED]

Can you organise this for the weekend please?

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 29 March 2018 08:03
To: [REDACTED]
Cc: [REDACTED]
Subject: Engineering Works
Importance: High

Hi [REDACTED]

Can you please transfer the north side teams to the south side this Saturday & Sunday due to engineering works. They can return as normal on Monday.

Also, can you please ask the mobile team to check on the usual hotspots (Bayside, Howth Jct & Kilbarrack) over Saturday & Sunday?

Thanks,

[REDACTED]

33

From: [REDACTED]
Sent: 23 April 2018 15:43
To: [REDACTED]
Subject: FW: FW: Daytime DART Team - Mon 23rd April
Attachments: image002.jpg



From: [REDACTED]
Sent: 23 April 2018 15:35
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: FW: Daytime DART Team - Mon 23rd April

Hi [REDACTED]

Our regular guard forgot to do it today morning. This is first time when he didn't remember to sign in.

2nd guard on duty was rostered to cover that shift for a first time today and he didn't realize that he has to sign in.

Apologies for any inconvenience.

Regards,

[REDACTED]

From: [REDACTED]
Sent: 23 April 2018 15:28
To: [REDACTED]
Subject: Re: FW: Daytime DART Team - Mon 23rd April

Hi [REDACTED]

Sorry I completely forgot about it, this is the first time that happened.

Kind regards,

[REDACTED]

On Mon, 23 Apr 2018, 15:18 [REDACTED] wrote:

Guys,

May I ask why you didn't sign in with DART district office today as required?

As instructed we should do that at the beginning of each shift.

Regards,



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34

From: [REDACTED]
Sent: 09 April 2018 12:46
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Howth Report 08-04-18

[REDACTED]

Can we get a report from the officers that were on-board the train that was damaged yesterday please?

Thanks

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 09 April 2018 09:14
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Howth Report 08-04-18

[REDACTED]

Can you get a report from the OCS agents on board the service please? I have a report already from the agents who attended Kilbarrack after the fact but as usual the youths were gone.

Obviously I have a concern that they heard something happening but did nothing about it. I have the footage from Kilbarrack of the youths throwing the stones and they hit a number of carriages as per [REDACTED] report. Personally I would have expected them to inform the driver or CTC and to do a quick check on the passengers to ensure no window had broken through or that anyone was injured.

Thanks

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 08 April 2018 20:40
To: [REDACTED]
Cc: [REDACTED]
Subject: Howth Report 08-04-18

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Damage to E918

Sent from my iPad

[REDACTED] 5

From: [REDACTED]
Sent: 04 April 2018 09:54
To: [REDACTED]
Subject: FW: FW: Howth station 28/03/18 @ 20:46pm/21:15pm
Attachments: Screenshot_20180401-213725.png

Tracking: **Recipient** **Read**
[REDACTED] Read: 04/04/2018 10:11

[REDACTED]

Have a read and give me a shout.

Thanks

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail

Please consider the environment before printing this email

From: [REDACTED]
Sent: 03 April 2018 17:20
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: FW: Howth station 28/03/18 @ 20:46pm/21:15pm

Hi [REDACTED]
After speaking with the guys report is as follows.

The agents involved were:

North Bravo: [REDACTED]

Car Team: [REDACTED]

[REDACTED] called the car team and requested security he reported that there was an issue with a woman in the station. The car team called North Bravo who were at Howth Junction at the time, they responded to howth within ten minutes of the call.

Bravo team arrived in Howth and [REDACTED] the station staff came out of the booking office and pointed out the female who was standing visibly upset using her phone.

The guys were trying to asses the situation and [REDACTED] approached the woman who said "That man is horrible he refused to help me with my card, and i just want to go home". The woman then stepped onto the train.

██████████ explained that she had been recording him on the phone and he wanted her removed, ██████████ said "Im not physically removing her" to which ██████████ replied "Im telling you to remove her". The woman admitted to making the video but stated it was because the Irish rail staff was abusive to her.

█████ asked █████ to call the Garda, █████ went back inside and the doors of the train closed and the train departed the station.

█████ again called the car team phone and spoke with █████ he was agitated and told █████ the lads were on the platform and done nothing, theres no point in calling yous. █████ asked him what she done and he said recorded him on the phone, he also said he would report this to █████ and somebody else in Pearse street but █████ couldnt remember the name, █████ told him thats his choice.

██████ this the report after speaking with the three agents involved. After the discussion theres a few issues raised.

██████████ stated in his report security didnt follow Irish Rail staffs instructions, the guys can only follow an instruction that they feel is within the bounds of law and also an instruction that wont compromise their safety or integrity. There is a number of laws security have to abide by and the guys have to be very careful in how they carry out their duties in this case they didnt feel they had enough to go on to physically remove the woman from the station.

We recently had a case with a woman called [REDACTED] who stated she was falsley imprisoned by Irish rail staff after a warranted ticket checker asked asked myself and [REDACTED] to assist in stopping her because she took a picture of him on the phone, the judge in that case made it very clear that recording on the phone is not illegal and she won the case and was awarded [REDACTED]

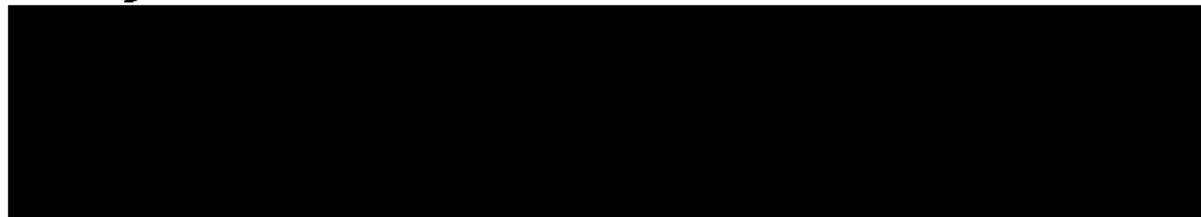
Kind regards,

On 3 Apr 2018, at 3:20 PM, [REDACTED] wrote:

Can you please investigate the incident below and come back to me with a report from an OCS perspective please?

I also received the attached on-board report in relation to same.

Kind Regards



From: [REDACTED]

Sent: 03 April 2018 10:39

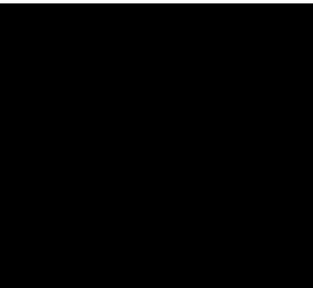
To: [REDACTED]

Subject: FW: Howth station 28/03/18 @ 20:46pm/21:15pm

Hi [REDACTED]

Staff report as requested.

Regards,



Full detailed report as follows regarding disruptive passenger and OCS not following instructions from Irish rail staff.

Woman entered howth dart station and went to tag on her leapcard, it refused her entry to the platform as she had no credit on her leapcard. She then said to me that she is stranded here to which I advised her to either put credit on her leapcard or she could purchase a fare off herself or on the tvm. She didn't seem to like the way I told her this and started to verbally abuse me and also began to record me on her phone. She repeatedly said she had no money, she then went to the tvm and bought a child fare on it using a bankcard. In the meantime I contacted the OCS supervisors number. I requested that one of the teams come down to howth to remove this abusive passenger.

On arrival to the station I showed the OCS agent the abusive passenger, to which they allowed to board the train. I then again went to the OCS agent and request that they remove this woman from the station. On this occasion they said they could not remove the woman as they said that they did not see her do anything. I then contacted ctc to ask could they hold the train until this woman was removed from the station. I then contacted the OCS supervisor to ask what was the issue to removing someone from the station to which he advised me it was because she was a woman. In the meantime the train pulled out with all OCS staff and abusive passenger on board. I advised the supervisor that I will be forwarding a report to my station manager.

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36

From: [REDACTED]
Sent: 02 August 2018 15:09
To: [REDACTED]
Subject: FW: FW: OCS Complaint

Tracking:

Recipient
[REDACTED]

Read

Read: 02/08/2018 15:44

[REDACTED]
FYI

Kind Regards



Please consider the environment before printing this email

From: [REDACTED]
Sent: 02 August 2018 15:08
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: FW: OCS Complaint

Hi [REDACTED], I spoke with [REDACTED] who was rostered there last night he assured me they never left the station but said its possible they were standing outside at the booking office entrance as the train passed. I've told to make sure he's on the platform to greet every train in future as thats the reason theyre there. The guys are under instruction to get cover if they've to leave the station for a personal needs break and are not allowed to leave until cover is there.

Kind regards,

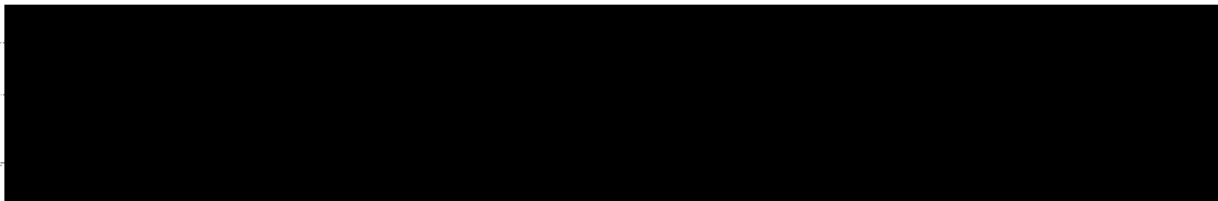
[REDACTED]
On 2 Aug 2018, at 2:45 PM, [REDACTED] > wrote:

[REDACTED]

Can you look into this one for me?

Thanks

Kind Regards



Please consider the environment before printing this email

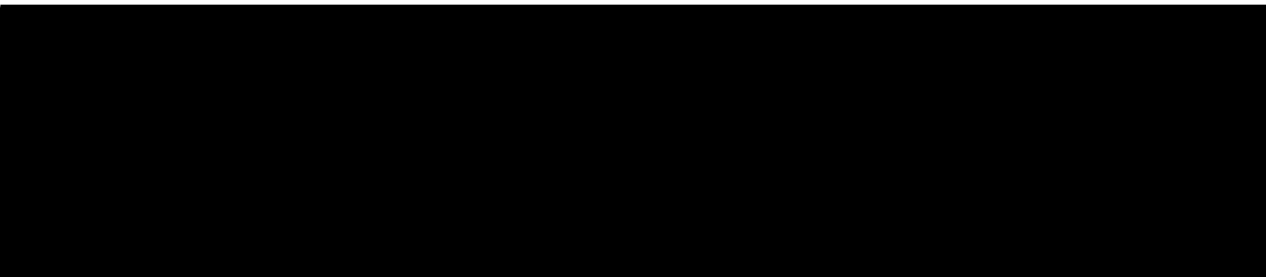
From: [redacted]
Sent: 02 August 2018 08:31
To: [redacted]
Cc: [redacted]
Subject: OCS Complaint
Importance: High



Driver reports that there was no security presence in Kilbarrack Station last night @ 22.35hrs.

Can you please check this out?

Thanks,



37

[Redacted]

From: [Redacted]
Sent: 20 September 2018 12:36
To: [Redacted]
Cc: [Redacted]
Subject: FW: Graffiti

[Redacted]

Can we have a look into this one as a matter of urgency?

Fairview is under the microscope at the moment and [Redacted] ain't happy.

If security aren't going to react to issues on site, then why are they there.

Kind Regards

[Redacted]



Please consider the environment before printing this email

From: [Redacted]
Sent: 20 September 2018 12:24
To: [Redacted]
Subject: Fwd: Graffiti

FYI

[Redacted]

From: [Redacted]
Sent: Thursday, September 20, 2018 11:43:49 AM
To: [Redacted]
Subject: Graffiti

[Redacted]

On the 14th of September I was working the evening shift at apporx 21.15 youths broke into the depot in the south yard beside the Fairview park I informed security and they had the camera on them. I Called the Garda as well After a while they got into the depot and started spraying the unit 8111/38 I went up to the office and both security men were looking at the on the cameras they made no attempt to go down to them . I left them in the office went down myself and chased them off the site . When the graffiti artists had gone they went down to units to inspect the damage on the units. Then the GARDA and the security went around with them and showed the damage.

[Redacted]

258

From: [REDACTED]
Sent: 09 April 2018 12:46
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Howth Report 08-04-18

[REDACTED]

Can we get a report from the officers that were on-board the train that was damaged yesterday please?

Thanks

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 09 April 2018 09:14
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Howth Report 08-04-18

[REDACTED]

Can you get a report from the OCS agents on board the service please? I have a report already from the agents who attended Kilbarrack after the fact but as usual the youths were gone.

Obviously I have a concern that they heard something happening but did nothing about it. I have the footage from Kilbarrack of the youths throwing the stones and they hit a number of carriages as per [REDACTED] report. Personally I would have expected them to inform the driver or CTC and to do a quick check on the passengers to ensure no window had broken through or that anyone was injured.

Thanks

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 08 April 2018 20:40
To: [REDACTED]
Cc: [REDACTED]
Subject: Howth Report 08-04-18

39

From: [REDACTED]
Sent: 27 April 2018 15:15
To: [REDACTED]
Subject: FW: IE extra DART day team roster: 30 APR - 13 MAY
Attachments: IR extra DART team 30 APR - 13 MAY.pdf

Tracking: Recipient [REDACTED] Read
Read: 27/04/2018 15:33

Karl

FYI

Kind Regards

[REDACTED]



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Irish Rail

Please consider the environment before printing this email

From: [REDACTED]
Sent: 27 April 2018 11:18
To: [REDACTED]
Cc: [REDACTED]

Subject: IE extra DART day team roster: 30 APR - 13 MAY

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Guys,

Please make sure to sign in with DART District Office, on daily basis.

Regards,

[REDACTED]

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[REDACTED]

40

From: [REDACTED]
Sent: 07 February 2018 13:58
To: [REDACTED]
Subject: FW: Incident in Howth Junction on Sat 3rd Feb

Tracking: Recipient [REDACTED] **Read**
Read: 07/02/2018 13:59

[REDACTED]
FYI

Kind Regards
[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 07 February 2018 13:06
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Incident in Howth Junction on Sat 3rd Feb

Hi [REDACTED]
Ive just spoken with [REDACTED] who was the agent involved in the incident, he told me he seen this guy taking photos of a broken down train in the station and it seemed out of place, [REDACTED] approached him and asked what he was doing he informed him he was taking pictures of the set, [REDACTED] told him he must have a ticket purchased to be in the station the male then told [REDACTED] he was permitted to take pictures in a public place, [REDACTED] asked him to at least speak with the staff before entering the station without a ticket.

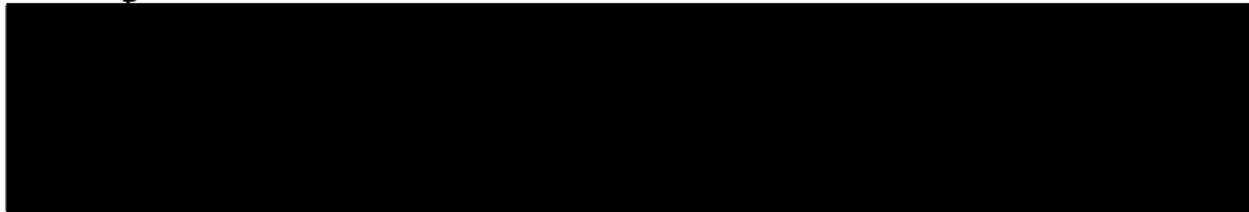
Kind regards,
[REDACTED]

On 6 Feb 2018, at 6:41 PM, [REDACTED]
[REDACTED]

Can you please investigate same and revert with a report?

Many Thanks

Kind Regards



Please consider the environment before printing this email

Comments:

Hello, my name is ----- and I am a railway enthusiast. I would like to complain about security guards and officials that are causing me, and the railway enthusiast community hassle regarding taking photos / videos of trains.

The latest incident occurred at Howth Junction at 21:20 on Saturday the 3rd of February 2018 when 2 security guards approached me. One had a Northern Irish accent, a white beard and wearing an orange hi-viz and a black hat. The other had a foreign accent, tall and had short black hair. I did not like their attitude nor did I like how they were bluntly stating false facts about taking photos and they gave me constant hassle over taking photo's of a Dart unit. No serious argument between me and the two security guards happened but I did however try to say to them what I was doing and explained to them the rules I was told about taking pictures. They ultimately forced me to leave the station because of this.

I DO NOT need permission to take a photo of a train on a platform while behind the yellow line and causing absolutely no hassle whatsoever, I can understand you need permission for commercial photography / filming, but I take pictures of trains on the railway system on a regular basis for my own personal use. This is not this first time security guards / staff are giving myself and other enthusiasts hassle. At this stage it's unacceptable and something needs to be done. It really annoys me that security / staff approach enthusiasts like myself and give out to us for taking photos and yet do absolutely nothing when there is antisocial behaviour happening in a station. This needs to be sorted out..

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41

[REDACTED]

From: [REDACTED]
Sent: 01 May 2018 10:29
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Incident in Killiney 30/04/18 at 1950hrs
Attachments: 20180501_094232.jpg

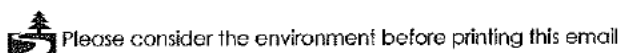
[REDACTED]

Can you please investigate and revert with a response from OCS please?

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 01 May 2018 09:58
To: [REDACTED]
Cc: [REDACTED]
Subject: Incident in Killiney 30/04/18 at 1950hrs

[REDACTED]

Please see the photo attached to be used for investigative purposes only and not to be shared or shown to anyone outside that process.

There was a shelter on the southbound platform in Killiney vandalised last night at 1950hrs (please note cameras are out by an hour so the attached photo shows 1850hrs). 3 male youths were down on the tracks throwing ballast at the shelter until the glass shattered.

Of note, 2 OCS agents were sitting in the booking hall at the time of the incident as per the photo.

Regards,

[REDACTED]

42

[REDACTED]

From: [REDACTED]
Sent: 27 April 2018 14:20
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Incident shankill

[REDACTED]

Please see the below from OCS as requested.

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 27 April 2018 12:58
To: [REDACTED]
Subject: Fwd: Incident shankill

Kind regards,

[REDACTED]

On 27 Apr 2018, at 12:52 PM, John Atkinson <jatkinson664@gmail.com> wrote:

Hi [REDACTED]
South alpha report in regards to the incident that happened on Monday the 23rd @ approx 22.32hrs, agents [REDACTED]
We boarded the train at dalkey station routine patrol heading southbound to catch the last train as normal from bray on approach to shankill station we got a call from the driver of the dart that there was a fight happening in the middle of the train when the train stopped we both ran outa the train towards the middle of the dart we seen a full blown fight taken place we ran in split it up I grabbed the male that was really kicking off and physically dragged him of the train as he was going beserk at the 3 males on board who were Italian tourists we seen 2 other males but they were slipping out between the carriage not sure if they were involved in the fight my colleague settled down the 3 other guys who claimed he had attacked them for no reason at all,at this stage I had moved said male to the platform wall and restrained him kept asking him to calm down and breathe as he was highly in raged eyes were glasses over definitely under the influence of some drug after a minute or 2 he seemed to calmed down the train was waved on few seconds later he went into a rage and tried to bite my left forearm I had no choice but to take him down to the ground my self and [REDACTED] had to hold the guy down as he was going berserk to get at us a torrent of death threats insued I made a 999 call from my personal phone explained the situation to the garda on the phone around 10 mins later the garda arrived and arrested the male,garda number [REDACTED] we thanked the garda for there assistance.

End of report

[REDACTED]

43

From: [REDACTED]
Sent: 21 March 2018 10:56
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: IR Bray - had a graffiti incident last night see below.

Tracking:

Recipient

Read

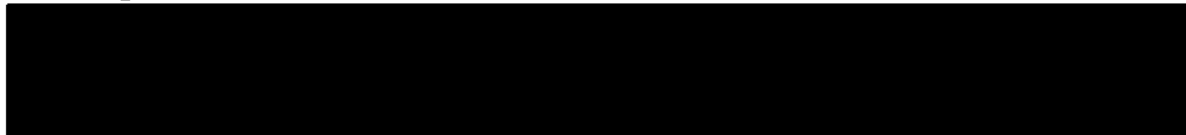
Read: 21/03/2018 11:01



Please see the report below from OCS.

Thanks

Kind Regards



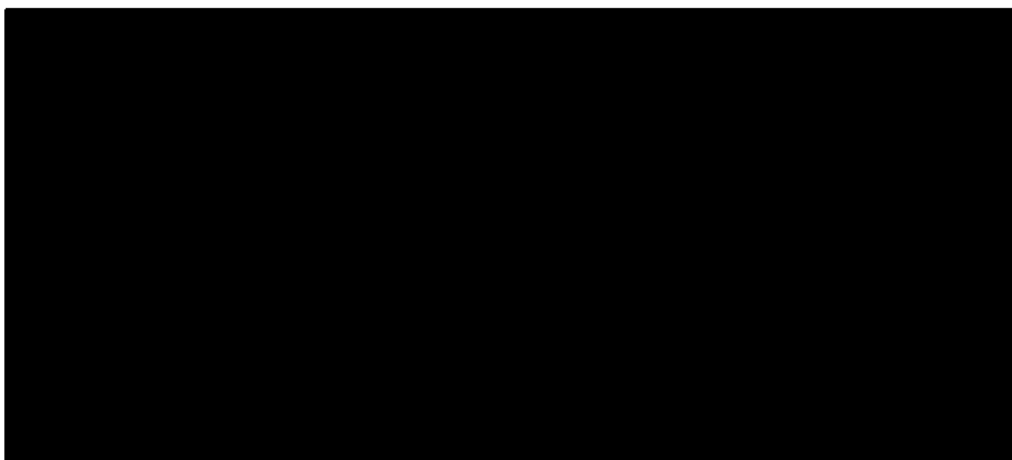
 Please consider the environment before printing this email

From: [REDACTED]
Sent: 21 March 2018 10:00
To: [REDACTED]
Subject: IR Bray - had a graffiti incident last night see below.



22:30 / Received a call from [REDACTED] – IR Bray Station night security guard regarding graffiti artists on site. Officer arrived at the location too late, when graffiti was already done and youths gone away.

[REDACTED]
While I was on patrol in the middle section, around 21:45, I spotted two guys walking around under the bridge. They were looking at me. After the while, they're gone, so I went the check other side of middle section. After 20 min I went on my break to warm up myself. After 10 min I went out, and saw two guys running down the bridge. When I run towards them, they already gone. I went to check the train, and spotted fresh graffiti on carriage no 8640. Immediately informed Forman of Bray Dart Station, OCS Night Supervisor [REDACTED] and Bray Supervisor [REDACTED]



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44

From: [REDACTED]
 Sent: 02 July 2018 12:26
 To: [REDACTED]
 Subject: FW: IR Connolly on-board roster: 2 JUL - 8 JUL

Kind Regards



Please consider the environment before printing this email

From: [REDACTED]
 Sent: 29 June 2018 23:10
 To: [REDACTED]

Cc: [REDACTED]
 Subject: IR Connolly on-board roster: 2 JUL - 8 JUL

On board

Agent Name	Monday 2	Tuesday 3	Wednesday 4	Thursday 5
[REDACTED]	patrol van 16.30-24.30	patrol van 16.30-24.30	patrol van 16.30-24.30	
	8	8	8	
	patrol van 16.30-24.30	patrol van 16.30-24.30		
	8	8		
	Northern 16.30-24.30	Tara 17.00-24.30	South Alpha 16.30-24.30	South Alp
	8	7.5	8	
			patrol van 16.30-24.30	patrol va
			8	
	South Alpha 16.30-24.30	North Alpha 16.30-24.30	Northern 16.30-24.30	
	8	8	8	
	North Alpha 16.30-24.30	Northern 16.30-24.30	North Bravo 16.30-24.30	patrol va
	8	8	8	
	North Bravo 16.30-24.30	South Alpha 16.30-24.30		
	8	8		
	South Alpha 16.30-24.30			North Bra
	8			
		South Alpha 16.30-24.30	Central 16.30-24.30	Norther
		8	8	

45

From: [REDACTED]
Sent: 24 July 2018 07:47
To: [REDACTED]
Subject: FW: IR extra DART ALFA team roster: 23 JUL - 29 JUL

[REDACTED]

Can you check this one out?

Can we ensure the 2 daytime teams stay in Howth and Kilbarrack until further notice please?

Kind Regards

[REDACTED]

☒ Please consider the environment before printing this email

From: [REDACTED]
Sent: 23/07/2018 21:23
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: IR extra DART ALFA team roster: 23 JUL - 29 JUL

[REDACTED]

No extra security teams on the North side at all today, I spoke with [REDACTED] and he informs me that his duty manager said that there was no requirement even though I have the rosters that you sent on.

Can you please investigate and revert?

Regards,

[REDACTED]

From: [REDACTED]
Sent: Friday, July 20, 2018 4:55:41 PM
To: [REDACTED]
Subject: FW: IR extra DART ALFA team roster: 23 JUL - 29 JUL

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]

Sent: 20 July 2018 16:47

To: [REDACTED]

Cc: [REDACTED]

Subject: IR extra DART ALFA team roster: 23 JUL - 29 JUL

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

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[REDACTED]

46

Stanley Sue (Irish Rail)

From: [REDACTED]
Sent: 24 July 2018 09:34
To: [REDACTED]
Subject: FW: IR extra DART ALFA team roster: 23 JUL - 29 JUL

[REDACTED]

FYI

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 24 July 2018 07:47
To: [REDACTED]
Subject: FW: IR extra DART ALFA team roster: 23 JUL - 29 JUL

[REDACTED]

Can you check this one out?

Can we ensure the 2 daytime teams stay in Howth and Kilbarrack until further notice please?

Kind Regards

[REDACTED]

Please consider the environment before printing this email

From: [REDACTED]
Sent: 23/07/2018 21:23
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: IR extra DART ALFA team roster: 23 JUL - 29 JUL

[REDACTED]

No extra security teams on the North side at all today, I spoke with [REDACTED] and he informs me that his duty manager said that there was no requirement even though I have the rosters that you sent on.

Can you please investigate and revert?

Regards,

[REDACTED]

From: [REDACTED]
Sent: Friday, July 20, 2018 4:55:41 PM
To: [REDACTED]
Subject: FW: IR extra DART ALFA team roster: 23 JUL - 29 JUL

Kind Regards



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 July 2018 16:47

To: [REDACTED]

Cc: [REDACTED]

Subject: IR extra DART ALFA team roster: 23 JUL - 29 JUL

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[REDACTED]

47

From: [REDACTED]
Sent: 20 July 2018 16:56
To: [REDACTED]
Subject: FW: IR extra DART ALFA team roster: 23 JUL - 29 JUL
Attachments: Mimecast Attachment Protection Instructions; IR extra DART ALFA team 23 JUL - 5 AUG.pdf

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 July 2018 16:47
To: [REDACTED]
Cc: [REDACTED]
Subject: IR extra DART ALFA team roster: 23 JUL - 29 JUL

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[REDACTED]

48

From: [REDACTED]
Sent: 20 July 2018 16:55
To: [REDACTED]
Subject: FW: IR extra DART BRAVO team roster: 23 JUL - 29 JUL
Attachments: Mimecast Attachment Protection Instructions; IR extra DART BRAVO team 23 JUL - 5 AUG.pdf

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 July 2018 16:55
To: [REDACTED]
Cc: [REDACTED]
Subject: IR extra DART BRAVO team roster: 23 JUL - 29 JUL

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[REDACTED]

45

From: [REDACTED]
Sent: 02 July 2018 12:26
To: [REDACTED]
Subject: FW: IR extra DART roster update: 25 JUN - 8 JUL

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 29 June 2018 20:23
To: [REDACTED]
Cc: [REDACTED]
Subject: IR extra DART roster update: 25 JUN - 8 JUL

Guys,

Please note that shifts are extended due to request from IR until 24.00

We are required to remain static at Kilbarrack station until further notice.

Agent	25-Jun	26-Jun	27-Jun	28-Jun	29-Jun	30-Jun	01-Jul	
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
[REDACTED]		14.00-22.00	14.00-22.00		14.00-24.00			26
		8	8		10			
								0
	14.00-22.00	14.00-22.00	14.00-22.00	14.00-24.00	14.00-24.00			44
	8	8	8	10	10			
				14.00-24.00				10
				10				

								0
	14.00-22.00							
	8							8

84

Agent	02-Jul	03-Jul	04-Jul	05-Jul	06-Jul	07-Jul	08-Jul	
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
				14.00-24.00	14.00-24.00			
				10	10			20
	14.00-24.00						14.00-24.00	
	10						10	20
	14.00-24.00	14.00-24.00	14.00-24.00	14.00-24.00	14.00-24.00			
	10	10	10	10	10			50
						14.00-24.00	14.00-24.00	
						10	10	20
								0
		14.00-24.00	14.00-24.00					
		10	10					20
						14.00-24.00		
						10		10

140

	week 1	week 2	TOTAL
	26	20	46
		20	20
	44	50	94
		20	20
	10		10
		20	20
		10	10
	8		8

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50

From: [REDACTED]
 Sent: 05 April 2018 17:09
 To: [REDACTED]
 Cc: [REDACTED]
 Subject: FW: IR extra DART team 3 APR - 8 APR

Can we try and extend this for 1 further week please?

Thanks

Kind Regards



Please consider the environment before printing this email

From: [REDACTED]
 Sent: 02 April 2018 21:47
 To: [REDACTED]
 Cc: [REDACTED]
 Subject: IR extra DART team 3 APR - 8 APR

Team to sign in with DART District Office, daily.

Agent	02-Apr	03-Apr	04-Apr	05-Apr	06-Apr	07-Apr	08-Apr	
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
[REDACTED]		10.00-17.00	10.00-17.00	10.00-17.00	10.00-17.00			28
		7	7	7	7			
					10.00-17.00			
					7			7
		10.00-17.00	10.00-17.00					
		7	7					14
				10.00-17.00				
				7				7

Kind regards,

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From: [REDACTED]
Sent: 06 April 2018 15:35
To: [REDACTED]
Subject: FW: IR extra DART team roster update: 3 APR - 15 APR / 2nd week shifts

Tracking: **Recipient** **Read**
[REDACTED] Read: 06/04/2018 15:57

FYI

Kind Regards



Please consider the environment before printing this email

From: [REDACTED]
Sent: 06 April 2018 12:06
To: [REDACTED]
Cc: [REDACTED]
Subject: IR extra DART team roster update: 3 APR - 15 APR / 2nd week shifts

Team to sign in with DART District Office, daily.

Agent	02-Apr	03-Apr	04-Apr	05-Apr	06-Apr	07-Apr	08-Apr	
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
[REDACTED]		10.00-17.00	10.00-17.00	10.00-17.00	10.00-17.00			28
		7	7	7	7			
					10.00-17.00			
					7			7
		10.00-17.00	10.00-17.00					
		7	7					14
				10.00-17.00				
				7				7

Agent	09-Apr	10-Apr	11-Apr	12-Apr	13-Apr	14-Apr	15-Apr	
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
[REDACTED]	10.00-17.00	10.00-17.00	10.00-17.00	10.00-17.00	10.00-17.00			
	7	7	7	7	7			35
	10.00-17.00	10.00-17.00						

	7	7						14
								0
			10.00-17.00	10.00-17.00	10.00-17.00			
			7	7	7			7

	week 1	week 2	TOTAL
	28	35	63
	7	14	21
	14		14
	7	21	28

Kind regards,

[Redacted Signature]

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[Redacted Footer]

51

From: [REDACTED]
 Sent: 19 April 2018 09:40
 To: [REDACTED]
 Subject: FW: IR extra DART team roster: 23 APR - 29 APR

All sorted for next week. Roster below

They are still working on the Aviva!!

Kind Regards



Please consider the environment before printing this email

From: [REDACTED]
 Sent: 18 April 2018 22:25
 To: [REDACTED]
 Cc: [REDACTED]
 Subject: IR extra DART team roster: 23 APR - 29 APR

Team to sign in with DART District Office, daily.

Agent	23-Apr	24-Apr	25-Apr	26-Apr	27-Apr	28-Apr	29-Apr	
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
[REDACTED]	10.00-17.00	10.00-17.00	10.00-17.00	10.00-17.00	10.00-17.00			35
	7	7	7	7	7			
		10.00-17.00	10.00-17.00					
		7	7					14
								0
	10.00-17.00							
	7							7
				10.00-17.00	10.00-17.00			
				7	7			14

[illegible]

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52

From: [REDACTED]
Sent: 27 April 2018 15:15
To: [REDACTED]
Subject: FW: IE extra DART day team roster: 30 APR - 13 MAY
Attachments: IR extra DART team 30 APR - 13 MAY.pdf

Tracking: Recipient [REDACTED] Read
Read: 27/04/2018 15:33

[REDACTED]
FYI

Kind Regards
[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 27 April 2018 11:18
To: [REDACTED]
Cc: [REDACTED]
Subject: IE extra DART day team roster: 30 APR - 13 MAY

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Guys,

Please make sure to sign in with DART District Office, on daily basis.

Regards,
[REDACTED]

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53

[REDACTED]

From: [REDACTED]
Sent: 15 May 2018 15:21
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: IR extra Dun Laoghaire station 20 MAY

Hi [REDACTED]

Would it be possible to revise the hours on Sunday as indicated below?

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 15 May 2018 11:59
To: [REDACTED]
Subject: RE: IR extra Dun Laoghaire station 20 MAY

Hi [REDACTED]

Thanks for that.

Just came out of a meeting about this event, would there be any chance we could bring 4 agents 12.00-19.00hrs & 2 agents 14.00-23.00hrs?

Thanks,

[REDACTED]

From: [REDACTED]
Sent: 15 May 2018 11:07
To: [REDACTED]
Subject: FW: IR extra Dun Laoghaire station 20 MAY

[REDACTED]

FYI

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From:

Subject: IR extra Dun Laoghaire station 20 MAY

6 Static Officers Dun Laoghaire Station 12.00 – 17.00 Sun 20th May

All Officers must be in possession of PTS Certification and have the appropriate PPE.

Dun Laoghaire station
20th of May

12.00-17.00

		12.00-17.00
		12.00-17.00
		12.00-17.00
		12.00-17.00
		12.00-17.00
		12.00-17.00

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54

Subject: FW: Northside DART and Commuter Security Meeting
Location: Kish Suite, Marine Hotel, Sutton Cross, Dublin 13
Start: Mon 05/11/2018 11:00
End: Mon 05/11/2018 12:00
Show Time As: Tentative
Recurrence: (none)
Meeting Status: Not yet responded
Organizer: [REDACTED]

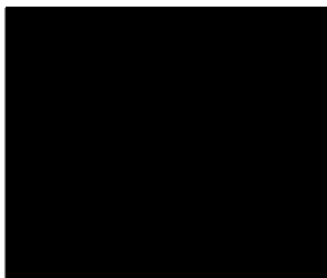
-----Original Appointment-----

From: [REDACTED]
Sent: 25 October 2018 11:30
To: [REDACTED]
Cc: [REDACTED]
Subject: Northside DART and Commuter Security Meeting
When: 05 November 2018 11:00-12:00 (UTC+00:00) Dublin, Edinburgh, Lisbon, London.
Where: Kish Suite, Marine Hotel, Sutton Cross, Dublin 13

Good Morning All,

We are looking at getting our Bi monthly security meetings back up and running. I have booked the Kish Suite in the Marine Hotel in Sutton on Monday 5th November for 11:00 and would really appreciate. I understand it is short notice but would like to get them started sooner rather than later.

I look forward to hearing from you all and hope to see you all on the 5th November.



55

[REDACTED]

From: [REDACTED]
Sent: 25 July 2018 11:05
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: OCS - Kilbarrack Station

Importance: High

[REDACTED]

As discussed.

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 25 July 2018 11:04
To: [REDACTED]
Cc: [REDACTED]
Subject: OCS - Kilbarrack Station
Importance: High

[REDACTED]

Reports from two drivers last night stating that at 22.25hrs & 22.35hrs no security presence in Kilbarrack Station.

As agreed yesterday, an OCS presence is required for the entire shift (14.00-24.00hrs).

Can you check why this did not happen?

Regards,

[REDACTED]

56

From: [REDACTED]
Sent: 22 August 2018 10:52
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: OCS - Tara Street - Saturday 25th August 2018

Importance: High

[REDACTED]

I know it is last minute but will you see if you can add this one to the list?

Thanks

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 22 August 2018 08:08
To: [REDACTED]
Cc: [REDACTED]
Subject: OCS - Tara Street - Saturday 25th August 2018
Importance: High

Hi [REDACTED]

Would there be any chance of getting an extra agent in Tara Street on Saturday 25th Aug, 12.00-00.30hrs?

Regards,

57

From: [REDACTED]
Sent: 02 August 2018 14:46
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: OCS Complaint
Importance: High

[REDACTED]
Can you look into this one for me?

Thanks

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 02 August 2018 08:31
To: [REDACTED]
Cc: [REDACTED]
Subject: OCS Complaint
Importance: High

[REDACTED]
Driver reports that there was no security presence in Kilbarrack Station last night @ 22.35hrs.

Can you please check this out?

Thanks,

[REDACTED]

58

From: [REDACTED]
Sent: 07 March 2018 15:20
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: OCS Complaint

Importance: High

[REDACTED]

Can you please investigate and revert?

Many Thanks

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 07 March 2018 14:27
To: [REDACTED]
Cc: [REDACTED]
Subject: OCS Complaint
Importance: High

Hi [REDACTED]

The Driver of E231 (21.15hrs ex Howth) on Tuesday 6th March is complaining about the OCS security on his train.

At 21.44hrs (approx.) two OCS agents ran up the platform at Pearse Station to get on in the rear carriage. When the train arrived in Sandymount, a gang of youths drinking and causing hassle got on the train behind the driver. The two agents got off at Killiney Station. The youths disembarked at Shankill Station.

The driver would like an explanation as to why the two agents remained in the rear carriage until they got off in Killiney Station. Can you please investigate and revert?

Thanks,

[REDACTED]

59

[REDACTED]

From: [REDACTED]
Sent: 20 July 2018 10:26
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: OCS Feedback

Good News ☺

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 July 2018 10:23
To: [REDACTED]
Cc: [REDACTED]
Subject: OCS Feedback

Hi [REDACTED]

We have received great feedback from a driver working on the north side last night.

Great security presence and no gangs hanging about.

Regards,

[REDACTED]

60

From: [REDACTED]
Sent: 09 July 2018 10:15
To: [REDACTED]
Subject: FW: OCS Feedback

Great news 😊

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 09 July 2018 09:51
To: [REDACTED]
Subject: FW: OCS Feedback

FYI

[REDACTED]

From: [REDACTED]
Sent: 08 July 2018 18:24
To: [REDACTED]
Subject: Fwd: OCS Feedback

More good news

Kind regards,

[REDACTED]

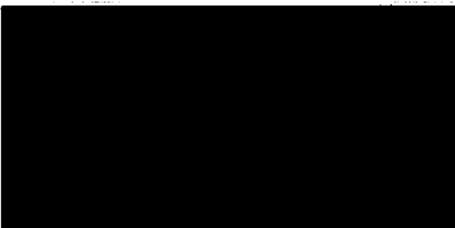
Hi [REDACTED]

I'm getting great feedback from the drivers about the security over the last few days on the North Side. The mobile teams are also walking through the trains, ask them to keep it up and we'll be laughing.

The staff in Howth are also praising a new agent that has been static out there.

Keep up the good work, well done!

Thanks,



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64

From: [REDACTED]
Sent: 25 July 2018 16:10
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: ocs


[REDACTED]

Can you investigate the report below please?

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 25 July 2018 16:01
To: [REDACTED]
Subject: RE: ocs

The number contacted was OCS after 16.00hrs Number [REDACTED]
I was talking to [REDACTED]
Regards
[REDACTED]

From: [REDACTED]
Sent: 25 July 2018 15:58
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: ocs


[REDACTED]

What number was contacted for OCS so I can isolate who dealt with it?

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 25 July 2018 15:53
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: ocs

Hi [REDACTED]

Please see below, can you investigate?

Thanks,

[REDACTED]

From: [REDACTED]
Sent: 25 July 2018 15:51
To: [REDACTED]
Cc: [REDACTED]
Subject: ocs

Hi [REDACTED]

Last night 24/07/18 I received a report from [REDACTED] in Blackrock that there was a young man unconcise in salthill. [REDACTED] said he would attend. I rang OCS and advised them of the matter (phone call 20.42hrs), they said they would dispatch staff to attend. [REDACTED] advised me that no OCS staff attended the station while he was in attendance.

Regards

[REDACTED]

65

[REDACTED]

From: [REDACTED]
Sent: 19 June 2018 15:07
To: [REDACTED]
Subject: FW: On Board Alert 809980
Attachments: On Board Report_809980_18062018.pdf

[REDACTED]

Does OCS' request need to go through Sue Stanley?

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 19 June 2018 10:01
To: [REDACTED]
Subject: FW: On Board Alert 809980

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Morning [REDACTED]

As per our conversation.

We had two agents that were assaulted last night in Howth.

OCS would like to request the CCTV.

Kind regards,

[REDACTED]

From: [REDACTED]

Sent: 18 June 2018 21:24

To: [REDACTED]

Subject: On Board Alert 809980

Hi,

Attached, please find report from OCS

Kind Regards,

[REDACTED]

(This is an automatically generated email, please do not reply directly).

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[REDACTED]

66

From: [REDACTED]
Sent: 09 January 2018 12:00
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Orange Hi Vis Vests

Tracking:

Recipient

Read



Read: 09/01/2018 13:01

[REDACTED]
FYI

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 09 January 2018 10:45
To: [REDACTED]
Subject: Orange Hi Vis Vests

Hi [REDACTED]

Just an FYI our HSQE manager has advised that if the guys are wearing the orange vests at all time onboard they will need to have the fast release vests which we don't have in stock.

Until such a time as I receive these the guys will not be wearing the hi vis vests as I need to replace them all.

If you can advise the DART of this,

Kind regards,



61

[REDACTED]

From: [REDACTED]
Sent: 22 August 2018 14:44
To: [REDACTED]
Subject: FW: OCS Security - North Side DART

[REDACTED]

Just in relation to your email on Monday.

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 August 2018 14:59
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: OCS Security - North Side DART

Hi [REDACTED]

We had a huge number of blow outs on Friday and Saturday including the individuals whom where rostered.

I do believe that our Duty Manager spoke to **Chris Rafferty** the weekend.

I will give you a call re this this afternoon,

Kind regards,

[REDACTED]

From: [REDACTED]
Sent: 20 August 2018 14:32
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: OCS Security - North Side DART
Importance: High

[REDACTED]

Can you investigate same?

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 August 2018 08:13
To: [REDACTED]
Cc: [REDACTED]
Subject: OCS Security - North Side DART
Importance: High

[REDACTED]

Can you please investigate why there was NO security rostered for Kilbarrack Station on Friday 17th August? A stoppage to services could become a real possibility if there is no security in place such is the severity of this issue to the DART drivers.

Also, there was only one team of three patrolling the north side on Friday 17th August, again we got no warning that this was the case. We need to be informed if the numbers for security along the DART are changed on a daily basis.

Regards,

[REDACTED]

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62

From: [REDACTED]
Sent: 20 August 2018 14:32
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: OCS Security - North Side DART

Importance: High

[REDACTED]
Can you investigate same?

Kind Regards



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 August 2018 08:13
To: [REDACTED]
Cc: [REDACTED]
Subject: OCS Security - North Side DART
Importance: High

[REDACTED]
Can you please investigate why there was NO security rostered for Kilbarrack Station on Friday 17th August? A stoppage to services could become a real possibility if there is no security in place such is the severity of this issue to the DART drivers.

Also, there was only one team of three patrolling the north side on Friday 17th August, again we got no warning that this was the case. We need to be informed if the numbers for security along the DART are changed on a daily basis.

Regards,

63

[REDACTED]

From: [REDACTED]
Sent: 09 August 2018 12:38
To: [REDACTED]
Subject: FW: OCS Supervisor Requirements - DART

Sorry I meant to forward this onto you ☺

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 03 August 2018 12:28
To: [REDACTED]
Cc: [REDACTED]
Subject: OCS Supervisor Requirements - DART

[REDACTED]

DART will require the following from the new OCS supervisor:

- Managing where the OCS agents should be at all times
- Ensuring that the OCS agents are walking through the trains at all times
- That the OCS agents are a visible presence to all drivers
- That the static patrols at Kilbarrack Station gets priority at all times
- Managing breaks in an efficient manner
- Daily reporting to the DART District Office of any incidents/problems arising

Regards,

[REDACTED]

674

[REDACTED]
From: [REDACTED]
Sent: 27 April 2018 11:21
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Report request from OCS - Shankill - 23/04

[REDACTED]
Can you investigate and provide the report as requested below please?

Many Thanks

Kind Regards



Iarnród Éireann
Irish Rail

Please consider the environment before printing this email

From: [REDACTED]
Sent: 27 April 2018 08:55
To: [REDACTED]
Cc: [REDACTED]
Subject: Report request from OCS

Hi [REDACTED]
Could you request a report from the 2 agents who dealt with an incident in Shankill on 23/04/18 at approx. 2230hrs? It was not in the batch reports you put up for us.
A male had been assaulted by 3 males on-board E131. When it arrived in Shankill the incident moved to the platform. The agents alighted the service and were able to detain one of the males. They called the Gardaí who attended and arrested the male.

Thanks,
[REDACTED]

68

From: [REDACTED]
Sent: 02 March 2018 16:48
To: Operations
Cc: [REDACTED]
Subject: FW: Resumption of Services

Afternoon All

Just to keep you in the loop on the early plans for the resumption of services tomorrow.

If anything changes I will let you know.

Thanks

Kind Regards



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 02 March 2018 16:28
To: [REDACTED]

Subject: FW: Resumption of Services

Hi all,

Please see N&E and DART plans for the resumption of services tomorrow, weather permitting.

Regards,
[REDACTED]

Sent from my Windows Phone

From: [REDACTED]
Sent: 02/03/2018 14:43
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Resumption of Services

[REDACTED]
Will do - we are aiming to resume services tomorrow.

Normal hours for Connolly Station.

Belfast - normal service.

Dart will start to move with a proving train between 6am & 7am with passenger service starting as soon as possible afterwards so if stations were opened for 7 it would be great.

Maynooth services will start with the 07.11 ex Connolly & 07.55 ex Maynooth.

Northern services will start with 08.00 ex Drogheda & 08.10 ex Dundalk.

Rosslare line - south of Greystones will remain closed until at least tomorrow afternoon.

Sligo line will start services from 09.00 from Sligo & 11.00 ex Connolly.

Waterford line will start with 07.50 ex Waterford - however it is still snowing heavily and this might change.

Regards and Thanks,
[REDACTED]

On 2 Mar 2018, at 14:21, [REDACTED] wrote:

Hi [REDACTED]

As soon as you know what our plans are to resume services can you let me know asap as I want to alert our main contractors such as OCS, ISS, CCSL, Quaestor etc. so that we provide as much of a complete service as possible.

[REDACTED] has informed me that we plan to resume some services tomorrow morning, please keep me informed of our plans and we will do my best to support.

Cheers,

[REDACTED]

Sent from my Windows Phone

22m 69

[REDACTED]

From: [REDACTED]
Sent: 23 April 2018 15:43
To: [REDACTED]
Subject: FW: Saturday 21st April 2018 - Aviva

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 23 April 2018 15:34
To: [REDACTED]
Subject: RE: Saturday 21st April 2018 - Aviva

Hi [REDACTED]

We will deal with this matter and non compliance.

Apologies on this,

Kind regards,

[REDACTED]

From: [REDACTED]
Sent: 23 April 2018 14:17
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Saturday 21st April 2018 - Aviva

[REDACTED]

Can you please investigate and revert please?

Thanks

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 23 April 2018 13:08
To: [REDACTED]
Cc: [REDACTED]
Subject: Saturday 21st April 2018 - Aviva

[REDACTED]

One OCS security agent turned up for duty on Saturday with no safety shoes (wearing under armour runners), when he was asked to put safety shoes on he replied that he was "working a rest day and that his shoes were in Heuston Station".

Can you please ask OCS to ensure that all staff reporting for duty (at all times) have all the correct PPE?

Thanks,

[REDACTED]

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20

From: [REDACTED]
Sent: 23 April 2018 14:17
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Saturday 21st April 2018 - Aviva

[REDACTED]

Can you please investigate and revert please?

Thanks

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 23 April 2018 13:08
To: [REDACTED]
Cc: [REDACTED]
Subject: Saturday 21st April 2018 - Aviva

[REDACTED]

One OCS security agent turned up for duty on Saturday with no safety shoes (wearing under armour runners), when he was asked to put safety shoes on he replied that he was "working a rest day and that his shoes were in Heuston Station".

Can you please ask OCS to ensure that all staff reporting for duty (at all times) have all the correct PPE?

Thanks,

[REDACTED]

Stanley Sue (Irish Rail)

From: [REDACTED]
Sent: 13 April 2018 11:07
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Security - North Side DART

Importance: High

[REDACTED]
Any update on this?

Thanks

Kind Regards



Please consider the environment before printing this email

From: [REDACTED]
Sent: 12 April 2018 14:23
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Security - North Side DART
Importance: High

[REDACTED]
Can you please investigate and revert please?

Thanks

Kind Regards



Please consider the environment before printing this email

From: [REDACTED]
Sent: 12 April 2018 13:52
To: [REDACTED]
Cc: [REDACTED]

Subject: Security – North Side DART
Importance: High

It has been brought to my attention that @ 22.37hrs approx on Wednesday 11th April, three OCS agents boarded a south bound DART at Howth Jct Station.

Can you please supply answers to the following:

1. Why there were three agents travelling together?
2. Was there only one team on the north side for the entire night?
3. Why the OCS agents are remaining in one carriage and are not travelling through the train?

If there was only one team on patrol last night this is very serious because as you are aware from my security requests over the past few weeks, we are experiencing high levels of anti-social behaviour on the north side and one team is not sufficient.

Can you investigate and revert asap.

Regards,

72

From: [REDACTED]
Sent: 23 April 2018 11:51
To: [REDACTED]
Subject: FW: Security - North Side DART

[REDACTED]

Apologies for the delay on this one, please see the report below from OCS.

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 April 2018 17:55
To: [REDACTED]
Subject: RE: Security - North Side DART

Hi [REDACTED]

Apologies for delay with my response. I had to check what exactly happened that evening and later on didn't have a chance to get back to your query.

One of guards didn't show up at Tara station that evening. He didn't inform duty manager or rostering dept. about his absence.

As soon as we found out that he is not on duty we tried to arrange cover but unfortunately, we were unable to found backup guard to cover Tara.

Just before 21.00 duty manager decided to go ahead with 3-man team on the North and send 4th guard to cover Tara station.

Apologies for that.

Regards,
[REDACTED]

From: [REDACTED]
Sent: 13 April 2018 11:07
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Security - North Side DART
Importance: High

[REDACTED]

Any update on this?

Thanks

Kind Regards

[REDACTED]



From: [REDACTED]
Sent: 12 April 2018 14:23
To: [REDACTED]
Cc: [REDACTED]

Subject: FW: Security - North Side DART
Importance: High

[REDACTED]

Can you please investigate and revert please?

Thanks

Kind Regards

[REDACTED]



From: [REDACTED]
Sent: 12 April 2018 13:52
To: [REDACTED]
Cc: [REDACTED]

Subject: Security - North Side DART
Importance: High

[REDACTED]

It has been brought to my attention that @ 22.37hrs approx on Wednesday 11th April, three OCS agents boarded a south bound DART at Howth Jct Station.

Can you please supply answers to the following:

1. Why there were three agents travelling together?

2. Was there only one team on the north side for the entire night?
3. Why the OCS agents are remaining in one carriage and are not travelling through the train?

If there was only one team on patrol last night this is very serious because as you are aware from my security requests over the past few weeks, we are experiencing high levels of anti-social behaviour on the north side and one team is not sufficient.

Can you investigate and revert asap.

Regards,

Iarnrod Eireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scalreanna, claithe in Éirinn ag Stáisiún UI Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O
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23

From: [REDACTED]
Sent: 12 April 2018 14:23
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Security - North Side DART

Importance: High

[REDACTED]

Can you please investigate and revert please?

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 12 April 2018 13:52
To: [REDACTED]
Cc: [REDACTED]
Subject: Security - North Side DART
Importance: High

[REDACTED]

It has been brought to my attention that @ 22.37hrs approx on Wednesday 11th April, three OCS agents boarded a south bound DART at Howth Jct Station.

Can you please supply answers to the following:

1. Why there were three agents travelling together?
2. Was there only one team on the north side for the entire night?
3. Why the OCS agents are remaining in one carriage and are not travelling through the train?

If there was only one team on patrol last night this is very serious because as you are aware from my security requests over the past few weeks, we are experiencing high levels of anti-social behaviour on the north side and one team is not sufficient.

Can you investigate and revert asap.

Regards,

76

From: [REDACTED]
Sent: 15 January 2018 11:31
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Security not doing their job

Importance: High

Morning [REDACTED]

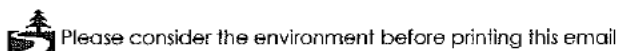
Can you please look into the incident below please?

I am also awaiting 2 reports from OCS in relation to the incident in Howth on 20.12 and the incident on NYE if you can follow these up please?

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 15 January 2018 08:35
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Security not doing their job
Importance: High

Hi [REDACTED]

Please see below, can you check this out and come back to me?

Thanks,

[REDACTED]

Hi [REDACTED] At about 17:00 I called the security in the cctv monitoring station here in Howthjunction telling them of a group of youth's smoking joints in the lift.

On Camera 3 unit-3 showing platform 4, I could see the security talking to them; at that moment two of the roving security got off the Drogheda train spoke to the other security and the youths. All three security walked away leaving the youths to board the next train to Malahide. At about 17:12 a young girl phone crying telling me she left a bag on a seat on platform 4. She told me she left the bag in the shelter, near where the youths were sitting when she boarded the same Drogheda train the roving security got off. I believe that bag was taken by the group as the young lady told me they moved very fast to where she was sitting when she got up to board the train. I could see the youth with a blue jacket bulging as if he had something under it. I believe that this bag would not have gone missing if the youths were removed from the station minutes earlier. The Roving security went into the office @ about 17:05 and didn't come out until 18:05 Approx. The second team arrived @ about 17:55 and hadn't left by the time I'm sending this email @19:10.



AS

From: [REDACTED]
Sent: 13 July 2018 11:50
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Security Request - Greystones

Importance: High

[REDACTED]
Apologies for the late request.

Can you see what you can do on this one?

Kind Regards

[REDACTED]

☒ Please consider the environment before printing this email

From: [REDACTED]
Sent: 13/07/2018 10:44
To: [REDACTED]
Cc: [REDACTED]
Subject: Security Request - Greystones

Hi [REDACTED]
Due to the closure between Bray-Greystones, we will require two OCS agents to look after a stabled DART this evening. These agents are required 19.00-07.00hrs .
The agents will require PTS.
Thanks,
[REDACTED]

76

From: [REDACTED]
Sent: 03 January 2018 17:31
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Shankill - Regular Patrols

Good Afternoon

I'm not sure if [REDACTED] is off today, can you please pass on if necessary?

Thanks

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 03 January 2018 16:34
To: [REDACTED]
Subject: Shankill - Regular Patrols

Hi [REDACTED]

Can we get one of the teams to do regular patrols in Shankill each evening for the next 2 weeks please?

Thanks

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 03 January 2018 14:20
To: [REDACTED]
Subject: FW: anti social behavior at Shankill Dart Station CRM:01020001492

Hi [REDACTED]

Can you please put the below request in place? We can use one of the south bound teams.

Thanks,

From: [REDACTED]

Sent: 03 January 2018 13:33

To: [REDACTED]

Subject: FW: anti social behavior at Shankill Dart Station CRM:01020001492

[REDACTED]

On foot of this can OCS be instructed to visit Shankill Station throughout the evening to move on any youths gathering in the booking hall. Can this be done each evening up to and including Sunday the 14th of January when it will be reviewed.

Regards

22

[REDACTED]

From: [REDACTED]
Sent: 23 April 2018 14:15
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Static Security Howth - Saturday 21st April 2018

Importance: High

[REDACTED]

Can you please investigate and revert?

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 23 April 2018 13:00
To: [REDACTED]
Cc: [REDACTED]
Subject: Static Security Howth - Saturday 21st April 2018
Importance: High

[REDACTED]

On Saturday morning I got in contact with [REDACTED] requesting security remain static in Howth for their entire shift due to the good weather.

I requested [REDACTED] to take a south side team over to the north side at 19.00hrs to cover the rest of the north side due to large numbers travelling, [REDACTED] agreed that this request would be put in place.

I came in this morning and received reports from three drivers that there was no static security presence in Howth on Saturday night.

The following times are the when OCS turned up in Howth on Saturday night:

18.45hrs arrived and departed on the 19.00hrs

20.33hrs arrived and departed on the 20.45hrs

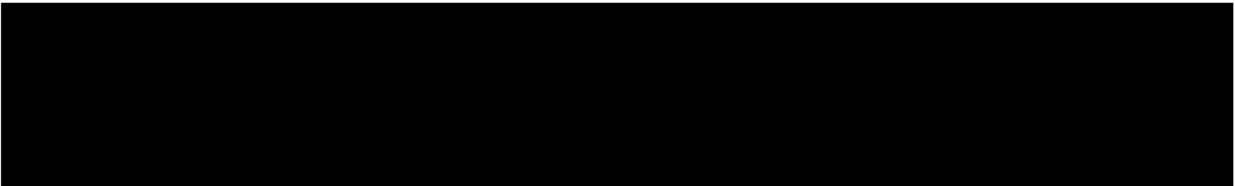
22.07hrs arrived and departed on the 22.15hrs

22.38hrs arrived and departed on the 22.55hrs

23.52hrs arrived and departed on the last service back.

Can you please investigate why no static security arrived in Howth on Saturday night?

Regards,



76

[REDACTED]

From: [REDACTED]
Sent: 09 July 2018 14:47
To: [REDACTED]
Subject: FW: Static Security Howth

[REDACTED]

Apologies, meant to copy you on this one too ☺

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 09 July 2018 14:45
To: [REDACTED]
Subject: FW: Static Security Howth

FYI

It appears when the two new guys were on a day off it all falls apart ☺

Kind Regards

[REDACTED]




 Please consider the environment before printing this email



From: [REDACTED]
Sent: 09 July 2018 13:47
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Static Security Howth

Hi [REDACTED]

Please see below, can you please check this out?

Thanks,



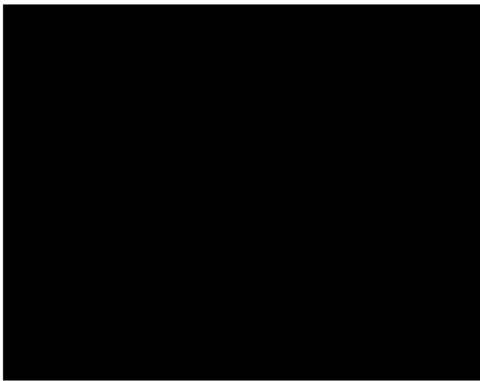
From: 
Sent: 09 July 2018 13:35
To: 
Subject: Static Security Howth

Hi 

I have received report that static security in Howth on Sunday did not arrive out there until after 16:00 and spent most of the shift sat on seats on platform 1.

I have also been told that the 2 lads who were static from Monday to Saturday last week were brilliant and were of great assistance to the staff.

Regards,



[REDACTED]

From: [REDACTED]
Sent: 09 July 2018 14:45
To: [REDACTED]
Subject: FW: Static Security Howth

FYI

It appears when the two new guys were on a day off it all falls apart ☺

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 09 July 2018 13:47
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Static Security Howth

Hi [REDACTED]

Please see below, can you please check this out?

Thanks,


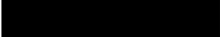


[REDACTED]


From: [REDACTED]
Sent: 09 July 2018 13:35
To: [REDACTED]
Subject: Static Security Howth

Hi [REDACTED]


I have received report that static security in Howth on Sunday did not arrive out there until after 16:00 and spent most of the shift sat on seats on platform 1.

I have also been told that the 2 lads who were static from Monday to Saturday last week were brilliant and were of great assistance to the staff.

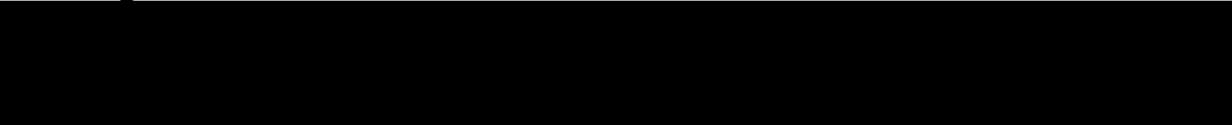

From: 
Sent: 07 November 2018 15:38
To: 
Cc: 
Subject: FW: Sunday - Last DART Howth


Can we please put this in place on a Sunday evening only?

Happy to incur the additional hour (double-time) for the lads to work the extra hour. Same as Greystones arrangement.





Once this is confirmed can you amend the patrol plans to ensure this is worked into the roster on a Sunday.


Kind Regards






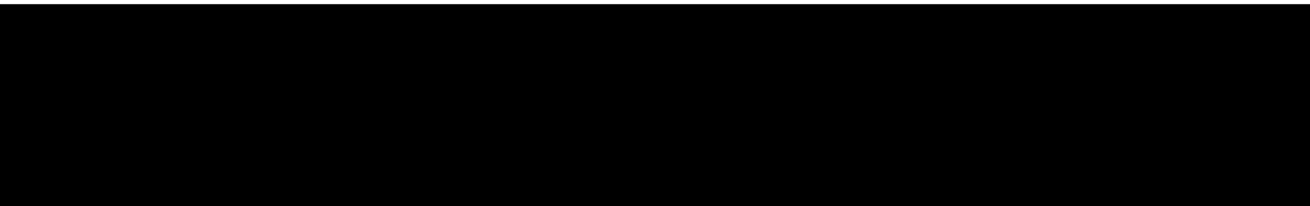
 Please consider the environment before printing this email

From: 
Sent: 07 November 2018 15:29
To: 
Cc: 
Subject: Sunday - Last DART Howth

Hi 

Would it be possible to get two  agents to travel back in with the empty train leaving Howth @ 00.30hrs on Sunday's?

Regards,



51

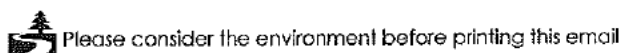
From: [REDACTED]
Sent: 06 February 2018 18:41
To: [REDACTED]
Cc: [REDACTED]
Subject: Incident in Howth Junction on Sat 3rd Feb

Eoin

Can you please investigate same and revert with a report?

Many Thanks

Kind Regards



Please consider the environment before printing this email

Comments:

Hello, my name is ----- and I am a railway enthusiast. I would like to complain about security guards and officials that are causing me, and the railway enthusiast community hassle regarding taking photos / videos of trains.

The latest incident occurred at Howth Junction at 21:20 on Saturday the 3rd of February 2018 when 2 security guards approached me. One had a Northern Irish accent, a white beard and wearing an orange hi-viz and a black hat. The other had a foreign accent, tall and had short black hair. I did not like their attitude nor did I like how they were bluntly stating false facts about taking photos and they gave me constant hassle over taking photo's of a Dart unit. No serious argument between me and the two security guards happened but I did however try to say to them what I was doing and explained to them the rules I was told about taking pictures. They ultimately forced me to leave the station because of this.

I DO NOT need permission to take a photo of a train on a platform while behind the yellow line and causing absolutely no hassle whatsoever, I can understand you need permission for commercial photography /filming, but I take pictures of trains on the railway system on a regular basis for my own personal use. This is not this first time security guards / staff are giving myself and other enthusiasts hassle. At this stage it's unacceptable and something needs to be done. It really annoys me that security / staff approach enthusiasts like myself and give out to us for taking photos and yet do absolutely nothing when there is antisocial behaviour happening in a station. This needs to be sorted out..

82

From: [REDACTED]
Sent: 15 May 2018 15:27
To: [REDACTED]
Cc: [REDACTED]
Subject: Late Night Trains - Wed 17th - Sat 20th May

[REDACTED]

DART are looking to have security on the 2 trains below for the late night train services for the next few nights, starting tomorrow.

Will this be feasible and if so can we put the arrangements in place, sorry again for the late notice.

Wed 16th, Fri 18th & Sat 19th May

- 00.45hrs. DART ex Connolly serving all stations to Howth. (service will return to Connolly)
- 00.45hrs. DART ex Connolly serving all stations to Greystones. (Officers will be taxied to Connolly if required)

Thurs 17th May

- 00.04hrs. DART ex Connolly serving all stations to Greystones. (Officers will be taxied to Connolly if required)
- 00.05hrs. DART ex Connolly serving all stations to Howth. (service will return to Connolly)

Kind Regards

[REDACTED]



Please consider the environment before printing this email

CB

From: [REDACTED]
Sent: 04 May 2018 10:56
To: [REDACTED]
Cc: [REDACTED]
Subject: Late Request - Mon 7th May

Importance: High

[REDACTED]

I know it's a late request, but can you see if there is anything you can do on this one please?

Thanks

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 04 May 2018 08:31
To: [REDACTED]
Cc: [REDACTED]
Subject: OCS Request
Importance: High

Hi [REDACTED]

Due to the expected good weather on Monday 7th May, can you please arrange to have an extra team of two [REDACTED] agents for the north side?

They'll will be required as static agents in Howth Station (16.30-00.30hrs).

Regards,

[REDACTED]

86

[REDACTED]

Subject: [REDACTED] Feb 2018
Location: RU Contracts Office, Houston

Start: Tue 27/02/2018 11:30
End: Tue 27/02/2018 12:30
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer:
Required Attendees:

[REDACTED]

[REDACTED]

85

Subject: [REDACTED] - Feb 2018
Location: RU Contracts Office, Houston

Start: Wed 21/02/2018 14:30
End: Wed 21/02/2018 15:30
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer:
Required Attendees:

[REDACTED]

[REDACTED]

86
Stanley Sue (Irish Rail)

Subject: [REDACTED]
Location: RU Contracts Office, Heuston

Start: Tue 21/08/2018 11:00
End: Tue 21/08/2018 12:00
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: [REDACTED]
Required Attendees: [REDACTED]

[REDACTED]

67

Stanley Sue (Irish Rail)

From: [REDACTED]
Sent: 21 September 2018 16:31
To: Operations
Cc: [REDACTED]
Subject: Open & Lockup Bookings - 2018.xlsx
Attachments: Open & Lockup Bookings - 2018.xlsx

Good Afternoon

Please see the attached list of additional services required for next week.

Any problems, let me know.

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

Date	Mon 24-Sep	Tues 25-Sep	Wed 26-Sep	Thurs 27-Sep	Fri 28-Sep	Sat 29-Sep	Sun 30-Sep	Notes
Pearse DART District								
Grand Canal Dock	Open & Lockup *	Open & Lockup *	Open & Lockup *	Open & Lockup *	Open & Lockup *	Open & Lockup *	Open & Lockup *	* Including Bike Shed
Lambert	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	
Shelbourne	Open	Open	Open	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	
Sydney Parade	Lockup	Lockup	Open	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	
Bosherstown	Open	Open	Open	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	
Blackrock	Open	Open	Open	Open	Open	Open	Open	
Sara Street	Open @ 06.00 & Lockup	Lockup	Lockup	Lockup	Lockup	Lockup	Lockup	
Mainline District								
Harbour								
Portlinton								
Bray DART District								
Bray								
Greystones								
Dun Laoghaire DART District								
Seapoint	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	
Santry	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	
Shelmalier	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	
Glengarry	Open Lifts Only	Open Lifts Only	Open Lifts Only	Open Lifts Only	Open Lifts Only	Open Lifts Only	Open & Lockup	
	Lockup	Lockup	Lockup	Lockup	Lockup	Lockup	Open & Lockup	
Sutton DART District								
Belagen	Open							
Sutton	Open							
Galway District								
Ballinasloe								
Aghery	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	Open & Lockup	
Sligo District								
Reconnaissance	Open	Lockup	Open	Open & Lockup	Open & Lockup	Open & Lockup	Open @ 08.30 / Lockup @ 22.15	
Trillickmore				Lockup	Lockup	Lockup	Lockup	
Glenties								
Mayo District								
Capebar								
	Open	Lockup	Open & Lockup	Open & Lockup	Open	Open	Open	

Open	Lockup	Open & Lockup
------	--------	---------------

66

[REDACTED]

From: [REDACTED]
Sent: 12 January 2018 16:44
To: Operations
Cc: [REDACTED]
Subject: Open & Lockup Bookings - 2018.xlsx
Attachments: Open & Lockup Bookings - 2018.xlsx

Good Afternoon

Please see the attached list of additional for next week.

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

89
Stanley Sue (Irish Rail)

From: [REDACTED]
Sent: 10 May 2018 14:37
To: [REDACTED]
Subject: RE: Additional On-Board Team - This evening

[REDACTED]
Thanks for that, much appreciated ☺

Kind Regards



Iarnród Éireann
Irish Rail

Please consider the environment before printing this email

From: [REDACTED]
Sent: 10 May 2018 14:23
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Additional On-Board Team - This evening

Hi [REDACTED]

We have cover for today sorted.

We should be fine tomorrow too.

I will confirm arrangements for weekend and next week as soon as I can.

Regards,
[REDACTED]

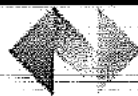
From: [REDACTED]
Sent: 10 May 2018 12:12
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Additional On-Board Team - This evening

[REDACTED]
They are looking to extend this additional Northside DART team each evening until Sun 20th May.

Sorry again for the late notice but will you see what you can do for me?

Thanks

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 09 May 2018 14:32
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Additional On-Board Team - This evening

Hi [REDACTED]

I will have extra team in place as requested.

Kind regards,
[REDACTED]

From: [REDACTED]
Sent: 09 May 2018 14:06
To: [REDACTED]
Cc: [REDACTED]
Subject: Additional On-Board Team - This evening
Importance: High

[REDACTED]

I know it is completely short notice but would there be any chance of getting an additional on-board team for this evening, due to the incident in Clongriffin yesterday they are looking to increase the cover?

Sorry about the late notice.

Kind Regards



Iarnród Éireann
Irish Rail



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90

From: [REDACTED]
Sent: 14 May 2018 11:19
To: [REDACTED]
Subject: RE: Additional On-Board Team - This evening

Witek

Thanks for the help on this one ☺

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 13 May 2018 18:25
To: [REDACTED]
Subject: Fwd: Additional On-Board Team - This evening

Hi [REDACTED]

Just to let you know - we have extra cover today in place.

Regards

[REDACTED]

Get [Outlook for Android](#)

From: [REDACTED]
Sent: Sunday, May 13, 2018 12:14:05 PM
To: [REDACTED]
Subject: RE: Additional On-Board Team - This evening

[REDACTED]

We couldn't arrange that cover for yesterday unfortunately.

We probably won't have it today too.

I have full next week arranged.

Regards,

[REDACTED]

From: Witold Fender
Sent: 10 May 2018 14:23

To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Additional On-Board Team - This evening

Hi [REDACTED]

We have cover for today sorted.

We should be fine tomorrow too.

I will confirm arrangements for weekend and next week as soon as I can.

Regards,
[REDACTED]

From: [REDACTED]
Sent: 10 May 2018 12:12
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Additional On-Board Team - This evening

[REDACTED]
They are looking to extend this additional Northside DART team each evening until Sun 20th May.

Sorry again for the late notice but will you see what you can do for me?

Thanks

Kind Regards
[REDACTED]



Iarnród Éireann
Irish Rail

 Please consider the environment before printing this email

From: [REDACTED]
Sent: 09 May 2018 14:32
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Additional On-Board Team - This evening

Hi [REDACTED]

I will have extra team in place as requested.

Kind regards,
[REDACTED]

From: [REDACTED]
Sent: 09 May 2018 14:06
To: [REDACTED]

Cc: [REDACTED]

Subject: Additional On-Board Team - This evening

Importance: High

[REDACTED]

I know it is completely short notice but would there be any chance of getting an additional on-board team for this evening, due to the incident in Clongriffin yesterday they are looking to increase the cover?

Sorry about the late notice.

Kind Regards



Iarnród Éireann
Irish Rail



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[REDACTED]

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AN

From: [REDACTED]
Sent: 10 May 2018 12:12
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Additional On-Board Team - This evening

[REDACTED]

They are looking to extend this additional Northside DART team each evening until Sun 20th May.

Sorry again for the late notice but will you see what you can do for me?

Thanks

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 09 May 2018 14:32
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Additional On-Board Team - This evening

Hi [REDACTED]

I will have extra team in place as requested.

Kind regards,

[REDACTED]

From: [REDACTED]
Sent: 09 May 2018 14:06
To: [REDACTED]
Cc: [REDACTED]
Subject: Additional On-Board Team - This evening
Importance: High

[REDACTED]

I know it is completely short notice but would there be any chance of getting an additional on-board team for this evening, due to the incident in Clongriffin yesterday they are looking to increase the cover?

Sorry about the late notice.

Kind Regards



Iarnród Éireann
Irish Rail



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012

From: [REDACTED]
Sent: 09 November 2018 08:01
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Additional Security / Greystones (10-11 November)

[REDACTED]
Really appreciate it, thanks.

Kind Regards
[REDACTED]

From: [REDACTED]
Sent: 08 November 2018 20:53:30
To: [REDACTED]
Cc: [REDACTED]
Subject: Additional Security / Greystones (10-11 November)

Hi [REDACTED]
This is covered as requested.
Regards,
[REDACTED]

Outsouri

From: [REDACTED]
Sent: Thursday, November 8, 2018 6:20:30 PM
To: IRL Security Rosters
Cc: [REDACTED]
Subject: Additional Security - Greystones - PTS Required

Good Afternoon
Apologies for the late notice, but can you please see if the request below can be facilitated?

Thanks
Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 08 November 2018 15:17
To: [REDACTED]
Cc: [REDACTED]

Subject: Greystones - Security

Importance: High

Hi [REDACTED]

Can you please arrange for two [REDACTED] agents from 8pm to 8am each evening to secure the trains in Greystones on Saturday 10th & Sunday 11th November.

These agents will require PTS.

Thanks,

[REDACTED]

Iarnrod Eireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, claraithe in Eirinn ag Staisiun Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O
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AB

[REDACTED]

From: [REDACTED]
Sent: 22 March 2018 15:43
To: [REDACTED]
Subject: RE: Additional Security - Sandymount - Fri 23rd March

[REDACTED]

Thanks ☺

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 22 March 2018 15:37
To: [REDACTED]
Subject: RE: Additional Security - Sandymount - Fri 23rd March

Hi [REDACTED]

All arranged for tomorrow as requested.

Kind regards,
[REDACTED]

Sent from my Windows 10 phone

From: [REDACTED]
Sent: Tuesday 20 March 2018 15:55
To: [IRL Irish Rail Rosters](#)
Subject: Additional Security - Sandymount - Fri 23rd March
Importance: High

Good Afternoon

Can I please request the following additional security:

- 2 On-Board Officers Sandymount DART Station 12.00 – 18.00 Fri 23rd March

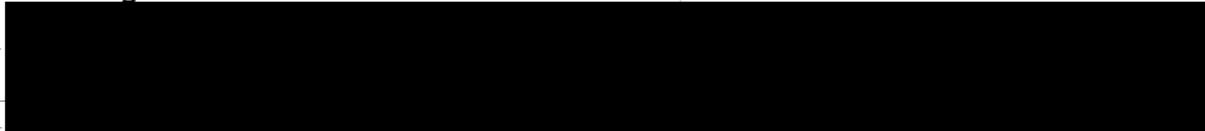
The officers must have PTS training!!!

This is to cover the rescheduled Leinster Rugby Schools Final.

[REDACTED]

PO Number to Follow

Kind Regards



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Irish Rail



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aka

[REDACTED]

From: IE Security Services
Sent: 04 January 2018 09:20
To: [REDACTED]
Subject: RE: anti social behavior at Shankill Dart Station CRM:01020001492

Hi [REDACTED]

[REDACTED] commenced these patrols last night.

Thanks

Kind Regards



Iarnród Éireann
Irish Rail

 Please consider the environment before printing this email

From: [REDACTED]
Sent: 03 January 2018 14:20
To: [REDACTED]
Subject: FW: anti social behavior at Shankill Dart Station CRM:01020001492

Hi [REDACTED]

Can you please put the below request in place? We can use one of the south bound teams.

Thanks,

[REDACTED]

From: [REDACTED]
Sent: 03 January 2018 13:33
To: [REDACTED]
Subject: FW: anti social behavior at Shankill Dart Station CRM:01020001492

[REDACTED]

On foot of this can [REDACTED] be instructed to visit Shankill Station throughout the evening to move on any youths gathering in the booking hall. Can this be done each evening up to and including Sunday the 14th of January when it will be reviewed.

Regards

[REDACTED]
From: [REDACTED]
Sent: 03 January 2018 10:04
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: anti social behavior at Shankill Dart Station CRM:01020001492

Hi
Could have some help with complaint below please



[REDACTED]
From: [REDACTED]
Sent: 02 January 2018 16:22
To: [REDACTED]
Subject: FW: anti social behavior at Shankill Dart Station CRM:01020001492

Hi There

Please arrange to liaise with [REDACTED]

Regards

----- Original Message -----

From: [REDACTED]
Received: 02/01/2018
To: [REDACTED]

Subject: anti social behavior at Shankill Dart Station

To Whom it may concern

As member of local residents association we have received numerous complaints from residents about intimidating behavior from groups that gather in Shankill Dart station concourse in the evening when the station is unmanned For passengers on their own they find this very comfortable and intimidating
Can you outline how we can report these incidents do we use the emergency number 018555454?

Can you outline what steps you can take to make passengers feel it is safe to continue to use the station

Is there cctv in the station that you can use to monitor this on going issue?

Can the private security company that patrol the trains stop off at the station and take appropriate action

Can Irish Rail liaise with local Garda whom we also have reported this issue

I welcome your response to this serious issue under your customer charter and in the interest of public safety

Kind Regards



as

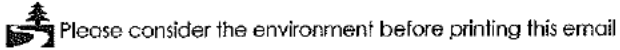
[REDACTED]
From: [REDACTED]
Sent: 08 March 2018 12:18
To: [REDACTED]
Subject: RE: Body Camera Signage

Thanks

I have asked our Corporate Team to look at this ☺

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 08 March 2018 12:00
To: [REDACTED]
Subject: RE: Body Camera Signage

Yes that is it.

[REDACTED]

From: [REDACTED]
Sent: 08 March 2018 11:49
To: [REDACTED]
Subject: RE: Body Camera Signage

[REDACTED]

Is it just Heuston, Connolly & DART where we have bodycams at the moment?

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 22 February 2018 16:51
To: [REDACTED]
Subject: Body Camera Signage

Hi [REDACTED]

The new GDPR which comes into effect in May will require that any where a body camera is being used needs to be highlighted to the public.

IR will have to display that body cameras are in usage on all trains/platforms.

It something we can discuss next week.

Kind regards,

[REDACTED]

9/6

From: [REDACTED]
Sent: 08 March 2018 11:49
To: [REDACTED]
Subject: RE: Body Camera Signage

[REDACTED]

Is it just Heuston, Connolly & DART where we have bodycams at the moment?

Thanks

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 22 February 2018 16:51
To: [REDACTED]
Subject: Body Camera Signage

Hi [REDACTED]

The new GDPR which comes into effect in May will require that any where a body camera is being used needs to be highlighted to the public.

IR will have to display that body cameras are in usage on all trains/platforms.

It something we can discuss next week.

Kind regards,

[REDACTED]

097

From: [REDACTED]
Sent: 08 January 2018 18:04
To: [REDACTED]
Subject: RE: Customer Complaint - 31/12 - Southside DART

[REDACTED]

It was on New Years Eve - 31/12

Kind Regards

[REDACTED]

☒ Please consider the environment before printing this email

From: [REDACTED]
Sent: 08/01/2018 17:34
To: [REDACTED]
Subject: RE: Customer Complaint - 31/12 - Southside DART

Hi [REDACTED]
Can I ask on what date we had that incident?
Regards,
[REDACTED]

From: [REDACTED]
Sent: 08 January 2018 17:30
To: [REDACTED]
Cc: [REDACTED]
Subject: Customer Complaint - 31/12 - Southside DART

Can we please ensure that the officers are patrolling the trains as per their duties please?
Please see the complaint below.
Thanks
Kind Regards

[REDACTED]



Please consider the environment before printing this email

Comments:

Dear Irish Rail,

I have just taken the dart from Dalkey to Conolly which departed Dalkey at approx 2332hrs. I was in the

carriage numbered 8626. On the carriage are what I can only describe as 4 scumbags aged 16/17 who were openly selling hash. Every time someone got on they would offer it to them. On the journey to Connolly they proceed to sell a gram to [REDACTED] and his mate from Cork. Apparently a gram is normally €20 but they were fortunate to be able to purchase it from these four for €15! And the idiot named [REDACTED] also gave these 4 his mobile number for future deals. While on the way into town everyone on the carriage was also subjected to them pounding on the windows and god knows what else with their screwdrivers. I believe from their conversations they may also have etched their names into the glass. To be honest I suppose this is to be suspected on some level but the irony was that I saw security in one of the other carriages when I got on in Dalkey. It's a pity they didn't move through the train so everyone else didn't have to feel so unsafe and threatened by those morons. Finally as we neared Connolly they lit up a joint, while still on the train, and continued to smoke it walking from the platform to the main part of the station.. I quickly walked down the platform to get away from them and exit the station. I just felt you should know they kind of crap commuters like myself and others have to put up with when taking the train late at night. Security, in this instance was of no help whatsoever.

Kind regards

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agb-

[REDACTED]

From: [REDACTED]
Sent: 18 April 2018 11:22
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Daytime DART Team - 1 Week Extension

[REDACTED]

Can we try to sort cover for next week please?

Many Thanks

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 18 April 2018 10:25
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Daytime DART Team - 1 Week Extension

Hi [REDACTED]

We are not able to cover this. Apologies for any inconvenience caused.

Regards

[REDACTED]

From: [REDACTED]
Sent: 18 April 2018 10:14
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Daytime DART Team - 1 Week Extension

[REDACTED]

Did you get this one?

Kind Regards

[REDACTED]



From: [REDACTED]
Sent: 17 April 2018 14:21
To: [REDACTED]
Subject: FW: Daytime DART Team - 1 Week Extension

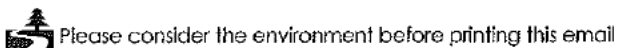
Good Afternoon

Was this arrangement extended for this week?

Thanks

Kind Regards

[REDACTED]



From: [REDACTED]
Sent: 13 April 2018 12:36
To: [REDACTED]
Subject: Daytime DART Team - 1 Week Extension

Good Afternoon

Will it be possible to extend the Daytime DART team by 1 further week?

Thanks

Kind Regards

[REDACTED]



099

From: Kavanagh Daniel
Sent: 28 February 2018 16:03
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Disruptions to Security & Open & Lockup Services over the Next Few Days

Karl


I have passed this onto [REDACTED]

Thanks

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 28 February 2018 14:43
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Disruptions to Security & Open & Lockup Services over the Next Few Days
Importance: High

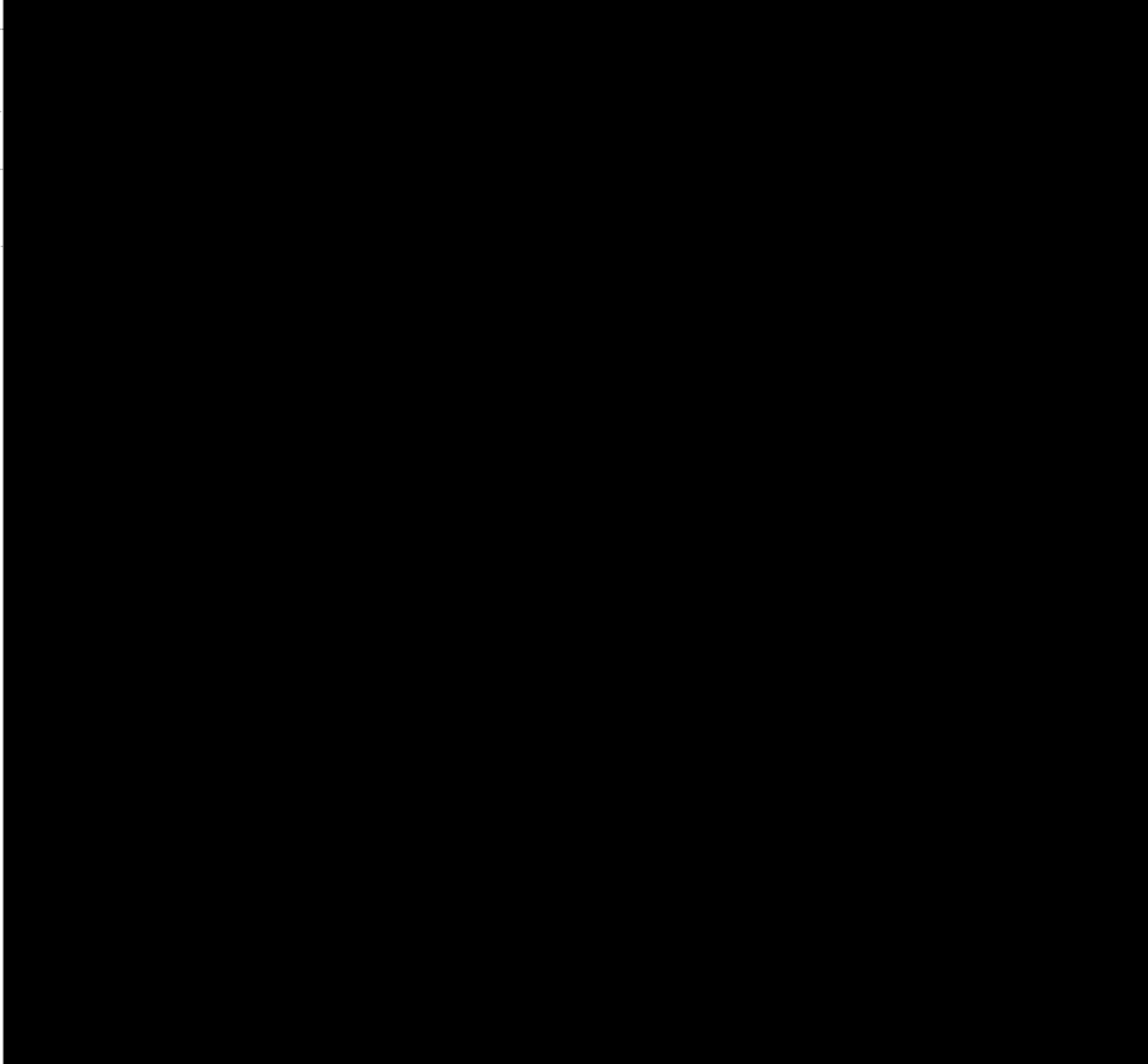
Hi [REDACTED]

Due to the inclement weather, can you please ensure that Bayside, Howth Jct, Booterstown and Grand Canal Dock stations are **Not** locked up tonight. These stations have no night gates so if [REDACTED] cannot get back in the morning to re-open the stations passengers will not have any access to services.

Thanks,

[REDACTED]

From: [REDACTED]
Sent: 28 February 2018 14:30
To: [REDACTED]



Subject: Disruptions to Security & Open & Lockup Services over the Next Few Days

Importance: High

All

Please note that we may experience issues with both Security Services & Open & Lockup Services over the next few days with the inclement weather.

Both [REDACTED] Security & their partner [REDACTED] Security will endeavour to provide the best service possible over the next few days but within a safe remit.

I would recommend to all station managers that some access be left to all stations (i.e. not fully locked down) at night so our customers will have access to our stations in the case our subcontractors experience issues getting to stations early in the morning to open up.

If there are specific issues with the above instruction please let me know and we try our best to accommodate.

Kind Regards



100

From: [REDACTED]
Sent: 20 April 2018 13:53
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Early Start - DART Team

Thanks for that, if they can head straight for Howth.

Thanks

Kind Regards



Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 April 2018 13:51
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Early Start - DART Team

Hi [REDACTED]

I will have 2 guards starting at 15.30

Regards
[REDACTED]

Get [Outlook for Android](#)

From: [REDACTED]
Sent: Friday, April 20, 2018 1:10:06 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Early Start - DART Team

Is there any chance we could get one of the Northside DART teams in early today?

If we could and they could head to Howth it would be a great help.

Thanks

Kind Regards



Iarnród Éireann
Irish Rail



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100 101

From: [REDACTED]
Sent: 09 April 2018 10:19
To: [REDACTED]
Subject: RE: Fence

Morning

Will do, sent onto DART.

Thanks :-)

Kind Regards
[REDACTED]

[REDACTED]

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-----Original Message-----

From: [REDACTED]
Sent: 09 April 2018 10:04
To: [REDACTED]
Subject: FW: Fence

Morning,

Happy Monday.

You might want to escalate internally try and get this fence fixed.

Many thanks
[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: 09 April 2018 10:02
To: [REDACTED]

Subject: FW: Fence

Hi [REDACTED]

FYI - [REDACTED] reported that to the station management few times but nothing happened.

Regards,
[REDACTED]

-----Original Message-----

From: [REDACTED]

Sent: 08 April 2018 22:52

To: [REDACTED]

Subject: Fence

Hi [REDACTED]

I am writing to you regarding a problem on site. I am asking for you to pass this message onto whoever is responsible for facilities on site in Bray as my reports are not read. There is a hole in the fence that was cut out by youths, these youths try to access and spray paint the parked trains. On the 8th of April this hole was used to access the premises and spray paint the train, this is not the first time this happened can you please get someone to fix that fence. As it is an ongoing issue.

Kind regards
[REDACTED]

[REDACTED]

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[REDACTED]

102

From: [REDACTED]
Sent: 08 January 2018 17:31
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: FW: E933 Connolly - Howth 20.12.2017

[REDACTED]
Any word on the report for this one?

Thanks

Kind Regards



Please consider the environment before printing this email

From: [REDACTED]
Sent: 21 December 2017 15:41
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: FW: E933 Connolly - Howth 20.12.2017
Importance: High

[REDACTED] its already underway ill get back to you asap

Kind regards

[REDACTED]
[REDACTED]
Can you please investigate the incident below and revert back to me in relation to it?

Thanks

Kind Regards

[REDACTED]

Π Please consider the environment before printing this email

-----Original Message-----

From: [REDACTED]

Sent: 21 December 2017 15:08

To: [REDACTED]

Cc: [REDACTED]

Subject: E933 Connolly - Howth 20.12.2017

Importance: High

[REDACTED]

[REDACTED] Connolly (20.35hrs) to Howth on Wednesday 20th December wants to make a complaint about the [REDACTED] agents on board this train.

He says that when he arrived in Connolly Station, two [REDACTED] agents entered the rear carriage, these two agents were not wearing vis-vests (see attached). The two agents remained in the rear carriage for the whole journey to Howth.


On arriving at Howth (21.03hrs), the driver changed ends with the two agents walking past him (see attached). They again entered the rear carriage for the journey back to Connolly and remained there.

We really need the [REDACTED] agents:

- (a) To be wearing Hi Vis-Vests as agreed
- (b) To be patrolling the trains and acknowledging the driver(s)

Why is this not happening? Can you please investigate this as a matter of urgency?

Regards,




Your message is ready to be sent with the following file or link attachments:

20171221_140508

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

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103

From: [REDACTED]
Sent: 10 April 2018 15:02
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: FW: Howth Report 08-04-18

[REDACTED]

DART have come back to me to confirm there were no officers on the actual train affected.

They have apologised for the mix up.

Thanks for the prompt response in any case.

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 09 April 2018 16:43
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: FW: Howth Report 08-04-18

Hi [REDACTED]

Ive spoken with the guys and they say they were not on board this train, in the car we had a call from howth junction camera room to report the incident and also a call from chris rafferty but no details as to where the train was travelling was it north or south bound, can you find this out for me as both teams claim they werent on board during this incident maybe if i find out the direction i can pinpoint if they were in fact on board, only North Bravo team attended the incident after i instructed them to attend when the report came but they informed me the station was clear on their arrival.

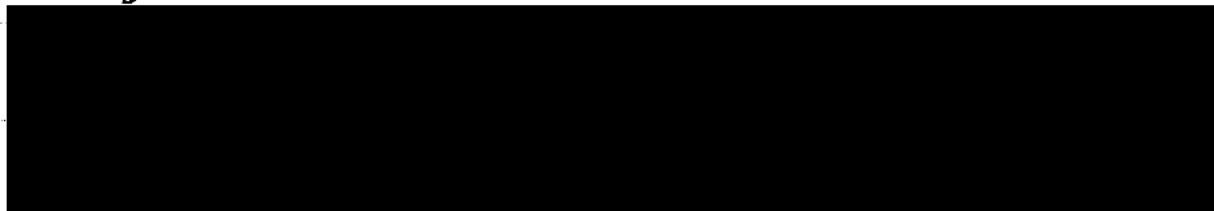
Kind regards,

[REDACTED]

Can we get a report from the officers that were on-board the train that was damaged yesterday please?

Thanks

Kind Regards



Please consider the environment before printing this email

From: [REDACTED]

Sent: 09 April 2018 09:14

To: [REDACTED]

Cc: [REDACTED]

Subject: FW: Howth Report 08-04-18

[REDACTED]

Can you get a report from the [REDACTED] agents on board the service please? I have a report already from the agents who attended Kilbarrack after the fact but as usual the youths were gone.

Obviously I have a concern that they heard something happening but did nothing about it. I have the footage from Kilbarrack of the youths throwing the stones and they hit a number of carriages as per [REDACTED] report. Personally I would have expected them to inform the driver or CTC and to do a quick check on the passengers to ensure no window had broken through or that anyone was injured.

Thanks

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: 08 April 2018 20:40

To: [REDACTED]

Cc: [REDACTED]

Subject: Howth Report 08-04-18

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Damage to E918

Sent from my iPad

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104

From: [REDACTED]
Sent: 09 April 2018 16:48
To: [REDACTED]
Subject: RE: FW: Howth Report 08-04-18

[REDACTED]

Will do, I will be back to you.

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 09 April 2018 16:43
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: FW: Howth Report 08-04-18

Hi [REDACTED]

Ive spoken with the guys and they say they were not on board this train, in the car we had a call from howth junction camera room to report the incident and also a call from [REDACTED] but no details as to where the train was travelling was it north or south bound, can you find this out for me as both teams claim they werent on board during this incident maybe if i find out the direction i can pinpoint if they were in fact on board, only North Bravo team attended the incident after i instructed them to attend when the report came but they informed me the station was clear on their arrival.

Kind regards,

[REDACTED]

[REDACTED]

Can we get a report from the officers that were on-board the train that was damaged yesterday please?

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 09 April 2018 09:14
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Howth Report 08-04-18

[REDACTED]

Can you get a report from the [REDACTED] agents on board the service please? I have a report already from the agents who attended Kilbarrack after the fact but as usual the youths were gone.

Obviously I have a concern that they heard something happening but did nothing about it. I have the footage from Kilbarrack of the youths throwing the stones and they hit a number of carriages as per [REDACTED] report. Personally I would have expected them to inform the driver or CTC and to do a quick check on the passengers to ensure no window had broken through or that anyone was injured.

Thanks

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 08 April 2018 20:40
To: [REDACTED]
Cc: [REDACTED]


Subject: Howth Report 08-04-18

~~Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.~~

Damage to E918

Sent from my iPad

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105

From: [REDACTED]
Sent: 02 August 2018 15:22
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: FW: [REDACTED] Complaint

[REDACTED]

Thanks for following up, much appreciated.

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 02 August 2018 15:08
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: FW: [REDACTED] Complaint

Hi [REDACTED] I spoke with [REDACTED] who was rostered there last night he assured me they never left the station but said its possible they were standing outside at the booking office entrance as the train passed. I've told to make sure he's on the platform to greet every train in future as thats the reason theyre there. The guys are under instruction to get cover if they've to leave the station for a personal needs break and are not allowed to leave until cover is there.

Kind regards,

[REDACTED]

[REDACTED]

Can you look into this one for me?

Thanks

Kind Regards

[REDACTED]

[Redacted]



Please consider the environment before printing this email

From: [Redacted]
Sent: 02 August 2018 08:31
To: [Redacted]
Cc: [Redacted]
Subject: [Redacted] Complaint
Importance: High

[Redacted]

Driver reports that there was no security presence in Kilbarrack Station last night @ 22.35hrs.

Can you please check this out?

Thanks,

[Redacted]

106

From: [REDACTED]
Sent: 20 September 2018 16:46
To: [REDACTED]
Subject: RE: Graffiti

Ah ok, is he coming to the service review next week?

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 September 2018 15:57
To: [REDACTED]
Subject: RE: Graffiti

[REDACTED] is our HR Manager ?

From: [REDACTED]
Sent: 20 September 2018 14:49
To: [REDACTED]
Subject: RE: Graffiti

Thanks

Who is [REDACTED]

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 September 2018 14:22
To: [REDACTED]
Subject: RE: Graffiti

Hi [REDACTED]

I will formally carry out an investigation on the below.

If this is factual I can assure you there will be consequences.

Kind regards,

From: [REDACTED]

Sent: 20 September 2018 12:36

To: [REDACTED]

Cc: [REDACTED]

Subject: FW: Graffiti

Can we have a look into this one as a matter of urgency?

Fairview is under the microscope at the moment and [REDACTED] ain't happy.

If security aren't going to react to issues on site, then why are they there.

Kind Regards



 Please consider the environment before printing this email

From: [REDACTED]

Sent: 20 September 2018 12:24

To: [REDACTED]

Subject: Fwd: Graffiti

FYI

From: [REDACTED]


Sent: Thursday, September 20, 2018 11:43:49 AM

To: [REDACTED]

Subject: Graffiti

On the 14th of September I was working the evening shift at approx 21.15 youths broke into the depot in the south yard beside the Fairview park I informed security and they had the camera on them. I Called the Garda as well

After a while they got into the depot and started spraying the unit 8111/38 I went up to the office and both security men were looking at the on the cameras they made no attempt to go down to them . I left them in the office went down myself and chased them off the site . When the graffiti artists had gone they went down to units to inspect the damage on the units. Then the GARDA and the security went around with them and showed the damage.



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107

From: [REDACTED]
Sent: 20 September 2018 17:01
To: [REDACTED]
Subject: RE: Graffiti

Yeah no bother, was just curious ☺

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 September 2018 16:53
To: [REDACTED]
Subject: RE: Graffiti

Yes that ok I am bringing him to a couple of sites so thought it be good idea take him to see what we discuss etc at the meetings.

From: [REDACTED]
Sent: 20 September 2018 16:46
To: [REDACTED]
Subject: RE: Graffiti

Ah ok, is he coming to the service review next week?

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 September 2018 15:57
To: [REDACTED]
Subject: RE: Graffiti

[REDACTED] is our HR Manager ?

From: [REDACTED]
Sent: 20 September 2018 14:49
To: [REDACTED]
Subject: RE: Graffiti

Thanks

Who is [REDACTED]

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 September 2018 14:22
To: [REDACTED]
Subject: RE: Graffiti

Hi [REDACTED]

I will formally carry out an investigation on the below.

If this is factual I can assure you there will be consequences.

Kind regards,

[REDACTED]

From: [REDACTED]
Sent: 20 September 2018 12:36
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Graffiti

[REDACTED]

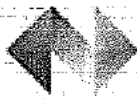
Can we have a look into this one as a matter of urgency?

Fairview is under the microscope at the moment and [REDACTED] ain't happy.

If security aren't going to react to issues on site, then why are they there.

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 September 2018 12:24
To: [REDACTED]
Subject: Fwd: Graffiti

FYI

From: [REDACTED]
Sent: Thursday, September 20, 2018 11:43:49 AM
To: [REDACTED]
Subject: Graffiti

[REDACTED]

On the 14th of September I was working the evening shift at apporx 21.15 youths broke into the depot in the south yard beside the Fairview park I informed security and they had the camera on them. I Called the Garda as well After a while they got into the depot and started spraying the unit 8111/38 I went up to the office and both security men were looking at the on the cameras they made no attempt to go down to them . I left them in the office went down myself and chased them off the site . When the graffiti artists had gone they went down to units to inspect the damage on the units. Then the GARDA and the security went around with them and showed the damage.

[REDACTED]

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[REDACTED]

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108

[REDACTED]

From: [REDACTED]
Sent: 27 April 2018 15:14
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Graffiti Incident in Bray

[REDACTED]

[REDACTED] will be commencing at 18.00 again for the next fortnight.

Can you ensure the officers are briefed by the Station Controllers on commencement of duty?

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 27 April 2018 11:51
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Graffiti Incident in Bray

Hello [REDACTED]

There is one dart train in Bray yard from 18.24 all other darts are in and out of the Yard until 22.54. From this point they terminate in Bray.

Can [REDACTED] pay close attention to this stabled train from 18.24 as it is at risk of being graffitied.

Regards

[REDACTED]

From: [REDACTED]
Sent: 26 April 2018 14:59
To: [REDACTED]
Cc: [REDACTED]
Subject: Graffiti Incident in Bray

[REDACTED]

FYI

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 26 April 2018 14:30
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Audit Alert 809452

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Hi [REDACTED]

Yes he did he called our Duty manager and he actually went to site.

We have all been tied up this morning at a meeting that only finished a few minutes ago.

IR Bray	Spray Painters on site	NO
Met officer [REDACTED] in full uniform. Book was signed. I drove to the site as the officer called and inform me about a group of youths entering the site trying to spray paint the trains. No major damagees were done. Audit report was sent with the incident details.		

109

[REDACTED]
From: [REDACTED]
Sent: 20 September 2018 14:49
To: [REDACTED]
Subject: RE: Graffiti

Thanks

Who is [REDACTED]

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 September 2018 14:22
To: [REDACTED]
Subject: RE: Graffiti

Hi [REDACTED]

I will formally carry out an investigation on the below.

If this is factual I can assure you there will be consequences.

Kind regards,

[REDACTED]

From: [REDACTED]
Sent: 20 September 2018 12:36
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Graffiti

[REDACTED]

Can we have a look into this one as a matter of urgency?

Fairview is under the microscope at the moment and [REDACTED] ain't happy.

If security aren't going to react to issues on site, then why are they there.

Kind Regards

[REDACTED]



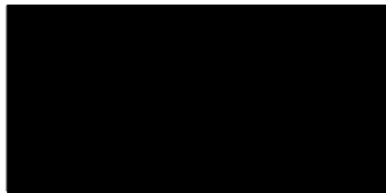
Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 September 2018 12:24
To: [REDACTED]
Subject: Fwd: Graffiti

FYI



From: [REDACTED]
Sent: Thursday, September 20, 2018 11:43:49 AM
To: [REDACTED]
Subject: Graffiti



On the 14th of September I was working the evening shift at apporx 21.15 youths broke into the depot in the south yard beside the Fairview park I informed security and they had the camera on them. I Called the Garda as well After a while they got into the depot and started spraying the unit 8111/38 I went up to the office and both security men were looking at the on the cameras they made no attempt to go down to them . I left them in the office went down myself and chased them off the site . When the graffiti artists had gone they went down to units to inspect the damage on the units. Then the GARDA and the security went around with them and showed the damage.



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110

[REDACTED]

From: [REDACTED]
Sent: 22 February 2018 17:27
To: [REDACTED]
Subject: RE: Iarnród Éireann Customer Care CRM:00200002186
Attachments: Management Incident Report - north bravo 08.02.2018.pdf

[REDACTED]

Please see the report received from [REDACTED] this afternoon in relation to the incident raised below.

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 22 February 2018 10:45
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Iarnród Éireann Customer Care CRM:00200002186

Hi [REDACTED]
Can you take this up with [REDACTED] and ask her to investigate.

[REDACTED] can you send any Security related complaints to [REDACTED] in future, by all means escalate to me if [REDACTED] is out of the office.

Cheers,
[REDACTED]

From: [REDACTED]
Sent: 22 February 2018 10:34
To: [REDACTED]
Subject: Iarnród Éireann Customer Care CRM:00200002186

Good morning [REDACTED]

Please see complaint below regarding the security team and advise.

Kind Regards,

[REDACTED]

Need a hotel? www.irishrailhotels.ie

----- Original Message -----

From: [REDACTED]

Received: 19/02/2018

To: [REDACTED]

Subject: COMPLAINTS dept

Ref:

Thursday Feb 8th

21:07 dart from Booterstown to Malahide.

21:50 arrival at Malahide

I wish to make a complaint about an incident on the dart last Thursday Feb 9th.

My 16year old daughter was returning home from night study.

Dressed in her gym gear she stood at the doors of the second last carriage as the train was arriving into Malahide station.

Two Irish rail security men were standing behind her. They were unaware that my daughter , as it was dark outside, could see them clearly in the reflection of the glass.

One of the two guards appeared to be making lewd gestures towards her back side.

While the second guard appeared to be gesturing for him to stop he persisted until my daughter eventually turn to ask if he had a problem.

His response was to try to cover up his behavior with complete disregard for her well being or indeed his error of judgement.

I would appreciate if you would investigate this incident as it is completely unacceptable that a member of your team engage to ensure the safety of your passengers should behave like this.

I would like an apology from both Irish Rail and the security guard along with a commitment that this will not happen again.

Many thanks

[REDACTED]

Sent from my iPhone

Management Incident Report

Date 22.02.2018
Time 15.35

Report by

Position

Report in relation to;

Malahide Station - North Bravo Team
8/02/2018

Report

The purpose of this report is to state the facts of the incident to the client as a result of

Agents : North Bravo Team

We received your email in regards to the formal complaint made against the North Bravo team deployed on the northside 08.02.2018.

We recall this minor child in question. We categorical refute these allegations and we were not not in any way making rude gestures towards this minor. We take these allegations extremely seriously. We have been working on this line for 10 years and deal with all kinds of situations on a daily basis but these allegations are both defamatory and untrue. We recall this minor turning around saying " what is your problem" to which I responded where we not minding you let alone saying anything to you. We were also aware that this individual could see us in the reflection in the mirror. During the course of any shift I converse with my colleague and we were having a private conversation to which we are permitted to do.

These allegations are untrue. This is a complete and utter total mis understanding on this minor behalf.

Regards,

North bravo team.

111

[REDACTED]

From: [REDACTED]
Sent: 26 February 2018 11:41
To: [REDACTED]
Cc:
Subject: RE: Iarnród Éireann Customer Care CRM:00200002202

Tracking:

Recipient

Read

Read: 26/02/2018 11:48

Read: 26/02/2018 11:51

[REDACTED]

These were the officers rostered for North Bravo on the 8th.

Agent Name	Thursday 8
[REDACTED]	North Bravo 16.30-24.30
	8
[REDACTED]	North Bravo 16.30-24.30
	8

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 26 February 2018 11:33
To: [REDACTED]
Subject: FW: Iarnród Éireann Customer Care CRM:00200002202
Importance: High

[REDACTED]

Would you have the names of the agents?

[REDACTED]

From: [REDACTED]
Sent: 23/02/2018 09:36
To: [REDACTED]

Cc: [REDACTED]
Subject: Iarnród Éireann Customer Care CRM:00200002202

Morning [REDACTED]

Please see e mail thread below, would it be possible to view CCTV of this incident?

Kind Regards,

----- Original Message -----

From: [REDACTED]
Received: 22/02/2018
To: [REDACTED]

Subject: RE: Iarnród Éireann Customer Care CRM:00200002186

Please see the report received from [REDACTED] this afternoon in relation to the incident raised below.

Kind Regards



Please consider the environment before printing this email

From: [REDACTED]
Sent: 22 February 2018 10:45
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Iarnród Éireann Customer Care CRM:00200002186

Hi [REDACTED]
Can you take this up with [REDACTED] and ask her to investigate.

[REDACTED] can you send any Security related complaints to [REDACTED] in future, by all means escalate to me if [REDACTED] is out of the office.

Cheers,

From: [REDACTED]
Sent: 22 February 2018 10:34
To: [REDACTED]
Subject: Iarnród Éireann Customer Care CRM:00200002186

Good morning [REDACTED]

Please see complaint below regarding the security team and advise.

Kind Regards,
[REDACTED]

----- Original Message -----

From: [REDACTED]
Received: 19/02/2018
To: [REDACTED]

Subject: COMPLAINTS dept

Ref:
Thursday Feb 8th
21:07 dart from Booterstown to Malahide.
21:50 arrival at Malahide

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I would like an apology from both Irish Rail and the security guard along with a commitment that this will not happen again.

Many thanks
[REDACTED]

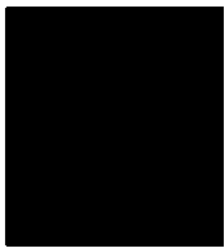
112

From: [REDACTED]
Sent: 14 March 2018 09:45
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Iarnród Éireann Customer Care CRM:01040002257

Tracking:

Recipient

Read



Read: 14/03/2018 09:49

Read: 14/03/2018 09:51

Read: 14/03/2018 10:39

[REDACTED]
What date did this particular incident occur?

Thanks

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 12 March 2018 12:08
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Iarnród Éireann Customer Care CRM:01040002257
Importance: High

[REDACTED]
Please see below, anti-social behaviour in Shankill Station.

Can you please investigate why a lone [REDACTED] agent turned up at 17.59hrs and revert?

Regards,

[REDACTED]

From: [REDACTED]
Sent: 12 March 2018 12:04
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Iarnród Éireann Customer Care CRM:01040002257

Hi [REDACTED]
As described below, two male and female youths arrive off a DART and begin drinking at the validators around 1640hrs, this group gets larger as time goes on. At around 1740hrs an older male turns up with dogs. Group is seven strong at that stage, not counting the dogs. The group has dispersed by 1755hrs. A lone [REDACTED] agent arrives at 1759hrs.

Regards,

[REDACTED]
[REDACTED]
From: [REDACTED]
Sent: 12 March 2018 11:50
To: [REDACTED]
Subject: FW: Iarnród Éireann Customer Care CRM:01040002257

From: [REDACTED]
Sent: 12 March 2018 11:40
To: [REDACTED]
Subject: Fwd: Iarnród Éireann Customer Care CRM:01040002257

Get [Outlook for Android](#)

Hi [REDACTED]
Have [REDACTED] any reports of clearing this group from Shankill Station
We have no cctv access to the station as the hard drive is broken.

Regards [REDACTED]

From: [REDACTED]
Sent: Monday, March 12, 2018 11:25:22 AM
To: [REDACTED]
Subject: Iarnród Éireann Customer Care CRM:01040002257

Good Morning [REDACTED]

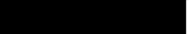
Thank you for your most recent correspondence.
The Customer Care Department acknowledge customer complaints & feedback and we liaise with senior management regarding all complaints, I have forwarded this onto the Station Manager/Dart Office for their attention to the issue.

On behalf of Iarnród Éireann I apologise for any inconvenience caused.

Kind Regards,



----- Original Message -----

From: 

Received: 09/03/2018

To: 

Subject: Re: Iarnród Éireann Customer Care CRM:01040002036

Hello Irish rail. Having just got off the train at Shankill station the barriers are blocked with a large group of men drinking beer and smoking with their dogs running around. Can you please ask the station manager if this is considered acceptable to paying customers to endure?

Regards



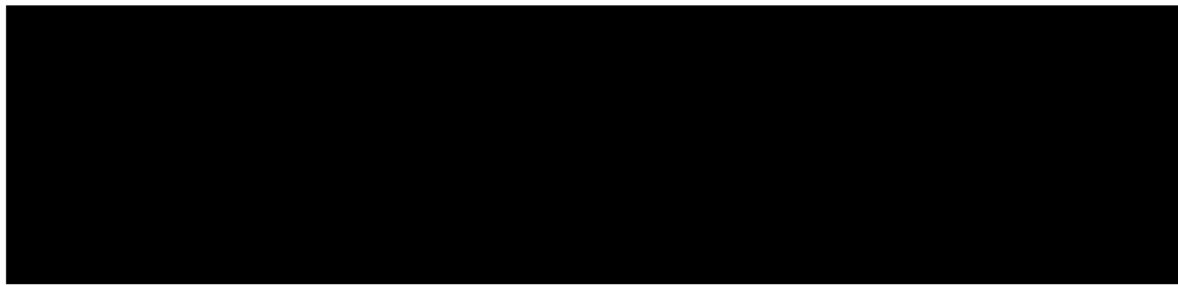
On 20 Feb 2018, at 12:13,  wrote:

Good Afternoon 

The Station Manager has advised of the following

For the last couple of days the static security assigned to Shankill Station was redeployed to another area. They will be returning this evening at 17.30 and will remain there for the rest of the week. I will be meeting with the Shankill Gardai on Wednesday morning and will discuss this.

Kind Regards,



----- Original Message -----

From: 

Received: 18/02/2018

To: 

[REDACTED]
Subject: Re: Iarnród Eireann Customer Care CRM:01040001918

Hello Irish rail,

Having just left Shankill station at 16:50 today, Sunday there is a large group of youths within the station sitting on the barriers drinking straight from bottles of Jack Daniels. There is no security personnel at the station. I suggest that this needs to change and a camera is clearly needed for within the station building as there are no issues on the platform.

I look forward to your reply.

Regards,

[REDACTED]

On 12 Feb 2018, at 10:59, [REDACTED] > wrote:

Good Morning [REDACTED]

Please see the Station Managers reply to your query below.

In order to tackle the problem of large gangs of youths gathering in Shankill Station the following has been put in place. These will be reviewed on a weekly basis and we are working closely with the local Gardai in order to deal with this.

[REDACTED] Rail Security will be on duty in the station throughout the evening and night-time and will be moving these youths on.

The Station Controllers at Bray's number has been given to residents groups to report any anti-social behaviour happening at the Station.

A PTZ camera has been requested for the platforms in the Station.

Ongoing meetings with Gardai and IE has been arranged to discuss measures and changes that could be introduced in order to tackle this issue.

Kind Regards,

[REDACTED]

----- Original Message -----

From: [REDACTED]
Received: 06/02/2018
To: [REDACTED]

Subject: Re: Iarnród Éireann Customer Care CRM:01040001850

Hello,

Thank you for your reply. I mentioned that the footbridge lights have been out for along time. I did not know there was also an issue with the lift.
Please provide [REDACTED] with my email address [REDACTED] and I look forward to hearing from him.

Kind regards

[REDACTED]

On 6 Feb 2018, at 14:26, [REDACTED]
wrote:

Good Afternoon [REDACTED]

Thank you for your correspondence.
The Station Manager [REDACTED] has several items in place to counteract antisocial behaviour in Shankill and it's proving effective recently. Maintenance will rectify lift tomorrow hopefully. [REDACTED] can contact the you directly if you pass on contact details.

Kind Regards,

[REDACTED]

----- Original Message -----

From: [REDACTED]
Received: 31/01/2018
To: [REDACTED]

Subject: Shankill DART station

Dear Irish Rail,

I am a regular commuter from this station. Over the last number of months there are social problems within the station building. Every evening there are large groups of people drinking, smoking and taking drugs in the station. This seems to start anytime from 4pm. These people often sit on the barriers and intimidate passengers who attempt to pass them in order to tag off. The guards have been called to the station several times because of these groups.

It is extremely stressful and intimidating and completely inappropriate behavior. School children are also subjected to this scene in a daily basis as they return from school.

Can you please advise what efforts will be made to rectify the issue and make the station safe for customers? The station is clearly unmanned.

Also the lights have been out in the footbridge for several months now and that poses an obvious safety risk to the large amount of commuters crossing the footbridge in the dark.

I look forward to your reply.



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113

[REDACTED]

From: [REDACTED]
Sent: 07 February 2018 14:01
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Incident in Howth Junction on Sat 3rd Feb

[REDACTED]

Thanks for that, I will pass onto the Station Manager concerned.

Thanks

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 07 February 2018 13:06
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Incident in Howth Junction on Sat 3rd Feb

Hi [REDACTED]
Ive just spoken with [REDACTED] who was the agent involved in the incident, he told me he seen this guy taking photos of a broken down train in the station and it seemed out of place, [REDACTED] approached him and asked what he was doing he informed him he was taking pictures of the set, [REDACTED] told him he must have a ticket purchased to be in the station the male then told [REDACTED] he was permitted to take pictures in a public place, [REDACTED] asked him to at least speak with the staff before entering the station without a ticket.

Kind regards,

[REDACTED]

Can you please investigate same and revert with a report?

Many Thanks

Kind Regards



Please consider the environment before printing this email

Comments:

Hello, my name is ----- and I am a railway enthusiast. I would like to complain about security guards and officials that are causing me, and the railway enthusiast community hassle regarding taking photos / videos of trains.

The latest incident occurred at Howth Junction at 21:20 on Saturday the 3rd of February 2018 when 2 security guards approached me. One had a [REDACTED] and wearing an orange hi-viz and a black hat. The other had a [REDACTED] I did not like their attitude nor did I like how they were bluntly stating false facts about taking photos and they gave me constant hassle over taking photo's of a Dart unit. No serious argument between me and the two security guards happened but I did however try to say to them what I was doing and explained to them the rules I was told about taking pictures. They ultimately forced me to leave the station because of this.

I DO NOT need permission to take a photo of a train on a platform while behind the yellow line and causing absolutely no hassle whatsoever, I can understand you need permission for commercial photography /filming, but I take pictures of trains on the railway system on a regular basis for my own personal use. This is not this first time security guards / staff are giving myself and other enthusiasts hassle. At this stage it's unacceptable and something needs to be done. It really annoys me that security / staff approach enthusiasts like myself and give out to us for taking photos and yet do absolutely nothing when there is antisocial behaviour happening in a station. This needs to be sorted out..

Iarnród Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O
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114

[REDACTED]

From: [REDACTED]
Sent: 27 April 2018 14:30
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Incident shankill

[REDACTED]

Thanks a mill for the prompt response ☺

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 27 April 2018 12:58
To: [REDACTED]
Subject: Fwd: Incident shankill

Kind regards,

[REDACTED]

On 27 Apr 2018, at 12:52 PM, [REDACTED] wrote:

Hi [REDACTED]
South alpha report in regards to the incident that happened on Monday the 23rd @ approx 22.32hrs, agents [REDACTED]

We boarded the train at dalkey station routine patrol heading southbound to catch the last train as normal from bray on approach to shankill station we got a call from the driver of the dart that there was a fight happening in the middle of the train when the train stopped we both ran outa the train towards the middle of the dart we seen a full blown fight taken place we ran in split it up I grabbed the male that was really kicking off and physically dragged him of the train as he was going beserk at the 3 males on board who were [REDACTED] we seen 2 other males but they were slipping out between the carriage not sure if they were involved in the fight my colleague settled down the 3 other guys who claimed he had attacked them for no reason at all, at this stage I had moved said male to the platform wall and restrained him kept asking him to calm down and breathe as he was highly in raged eyes were glasses over [REDACTED] after a minute or 2 he seemed to calmed down the train was waved on few seconds later he went into a rage and tried to bite my left forearm I had no choice but to take him down to the ground my self and [REDACTED] had to hold the guy down as he was going berserk to get at us a torrent of death threats insued I made a 999 call from my personal phone explained the situation to the garda on the phone around 10 mins later the garda arrived and arrested the male, garda [REDACTED] we thanked the garda for there assistance.

End of report

[REDACTED]

115

From: [REDACTED]
Sent: 24 July 2018 09:54
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: IR extra DART ALFA team roster: 23 JUL - 29 JUL

Tracking:

Recipient

Read

Read: 24/07/2018 12:00

Read: 24/07/2018 10:06

[REDACTED]

I will hold my hands up for this one. There was a mixup in relation to the function of the 2 teams.

I should have clarified it with [REDACTED]

The teams will now be in Howth and Kilbarrack until you advise me otherwise.

Thanks

Kind Regards

[REDACTED]



From: [REDACTED]
Sent: 23 July 2018 21:24
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: IR extra DART ALFA team roster: 23 JUL - 29 JUL

[REDACTED]

No extra security teams on the North side at all today, I spoke with [REDACTED] and he informs me that his duty manager said that there was no requirement even though I have the rosters that you sent on.

Can you please investigate and revert?

Regards,

From: [REDACTED]
Sent: Friday, July 20, 2018 4:55:41 PM
To: [REDACTED]
Subject: FW: IR extra DART ALFA team roster: 23 JUL - 29 JUL

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 20 July 2018 16:47
To: [REDACTED]

Cc: [REDACTED]

Subject: IR extra DART ALFA team roster: 23 JUL - 29 JUL

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116

[REDACTED]

From:

Sent:

24 July 2018 09:01

To:

Cc:

Subject:

RE: IR extra DART ALFA team roster: 23 JUL - 29 JUL

Tracking:

Recipient

Read

[REDACTED]

Read: 24/07/2018 10:06

[REDACTED]

Looking into this now.

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From:

Sent: 23 July 2018 21:24

To:

Cc:

Subject: Re: IR extra DART ALFA team roster: 23 JUL - 29 JUL

[REDACTED]

No extra security teams on the North side at all today, I spoke with [REDACTED] and he informs me that his duty manager said that there was no requirement even though I have the rosters that you sent on.

Can you please investigate and revert?

Regards,

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OCS, Registration Number: 31351. Registered Office: Unit 38, Airways Industrial Estate, Dublin 17

117

Stanley Sue (Irish Rail)

From: [REDACTED]
Sent: 08 May 2018 13:24
To: [REDACTED]
Subject: RE: IR extra DART day team

[REDACTED]

Yes if we can keep this and the daytime team going for the next 2 week period we would appreciate it.

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 08 May 2018 12:18
To: [REDACTED]
Subject: RE: IR extra DART day team

Hi [REDACTED]

Would you like to keep early start in Bray for the next rostering period?

Thank you,
Kind regards,

[REDACTED]

From: [REDACTED]
Sent: 25 April 2018 15:05
To: [REDACTED]
Subject: RE: IR extra DART day team

[REDACTED]

If we can continue this arrangement and also the early start in Bray for the next rostering period.

We will review internally ahead of the next [REDACTED] rostering period.

Thanks

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 25 April 2018 13:04
To: [REDACTED]
Subject: IR extra DART day team

Hi [REDACTED]

Would you require extension of that cover next week / next 2 weeks?

Could you please let me know as soon as you can?

Thank you
Regards
[REDACTED]

Get [Outlook for Android](#)

From: [REDACTED]
Sent: Thursday, April 19, 2018 10:57:16 AM
To: [REDACTED]
Subject: RE: IR extra DART team roster: 23 APR - 29 APR

[REDACTED]

We are working on it at the moment. As soon as we sort cover we will confirm.

Regards
[REDACTED]

From: [REDACTED]
Sent: 19 April 2018 10:55
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: IR extra DART team roster: 23 APR - 29 APR

[REDACTED]

Much appreciated, how are we looking for the Aviva on Sat ?

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From:

Sent: 18 April 2018 22:25

To:

Cc:

Subject: IR extra DART team roster: 23 APR - 29 APR

Team to sign in with DART District Office, daily.

Agent	23-Apr	24-Apr	25-Apr	26-Apr	27-Apr	28-Apr	29-Apr	
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
	10.00-17.00	10.00-17.00	10.00-17.00	10.00-17.00	10.00-17.00			
	7	7	7	7	7			35
		10.00-17.00	10.00-17.00					
		7	7					14
								0
	10.00-17.00							
	7							7
				10.00-17.00	10.00-17.00			
				7	7			14

	week 1	week 2	TOTAL
		35	35
		14	14
			0
			0
		7	7
		14	14

118
[Redacted]
From: [Redacted]
Sent: 25 April 2018 15:05
To: [Redacted]
Subject: RE: IR extra DART day team

[Redacted]
If we can continue this arrangement and also the early start in Bray for the next rostering period.

We will review internally ahead of the next [Redacted] rostering period.

Thanks

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [Redacted]
Sent: 25 April 2018 13:04
To: [Redacted]
Subject: IR extra DART day team

Hi [Redacted]

Would you require extension of that cover next week / next 2 weeks?

Could you please let me know as soon as you can?

Thank you
Regards
[Redacted]

Get [Outlook for Android](#)

From: [Redacted]
Sent: Thursday, April 19, 2018 10:57:16 AM
To: [Redacted]
Subject: RE: IR extra DART team roster: 23 APR - 29 APR

[Redacted]
We are working on it at the moment. As soon as we sort cover we will confirm.

Regards
[Redacted]

From: [REDACTED]
Sent: 19 April 2018 10:55
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: IR extra DART team roster: 23 APR - 29 APR

[REDACTED]

Much appreciated, how are we looking for the Aviva on Sat ?

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 18 April 2018 22:25
To: [REDACTED]
Cc: [REDACTED]

Subject: IR extra DART team roster: 23 APR - 29 APR

Team to sign in with DART District Office, daily.

Agent	23-Apr	24-Apr	25-Apr	26-Apr	27-Apr	28-Apr	29-Apr	
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
[REDACTED]	10.00-17.00	10.00-17.00	10.00-17.00	10.00-17.00	10.00-17.00			35
	7	7	7	7	7			
[REDACTED]		10.00-17.00	10.00-17.00					14
		7	7					
[REDACTED]								0
[REDACTED]								7
	10.00-17.00							
	7							14
[REDACTED]				10.00-17.00	10.00-17.00			
				7	7			

[illegible]

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119

From: [REDACTED]
Sent: 19 April 2018 10:55
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: IR extra DART team roster: 23 APR - 29 APR

Much appreciated, how are we looking for the Aviva on Sat ?

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 18 April 2018 22:25
To: [REDACTED]
Cc: [REDACTED]
Subject: IR extra DART team roster: 23 APR - 29 APR

Team to sign in with DART District Office, daily.

Agent	23-Apr	24-Apr	25-Apr	26-Apr	27-Apr	28-Apr	29-Apr	
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
[REDACTED]	10.00-17.00	10.00-17.00	10.00-17.00	10.00-17.00	10.00-17.00			35
	7	7	7	7	7			
[REDACTED]		10.00-17.00	10.00-17.00					14
		7	7					
[REDACTED]								0
[REDACTED]	10.00-17.00							7
	7							
[REDACTED]				10.00-17.00	10.00-17.00			14
				7	7			

	week 1	week 2	TOTAL
Budimir Tanjevic		35	35
		14	14
			0
			0
		7	7
		14	14

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[REDACTED]

120

From: [REDACTED]
Sent: 05 December 2018 11:24
To: [REDACTED]
Subject: RE: IR extra late trains roster: Friday 7 DEC - Saturday 8 DEC

[REDACTED]
Is the cover for Heuston confirmed as well?

Thanks

Kind Regards

[REDACTED]



From: [REDACTED]
Sent: 04 December 2018 10:34
To: [REDACTED]
Cc: [REDACTED]

Subject: IR extra late trains roster: Friday 7 DEC - Saturday 8 DEC

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Additional On Board Security for IE Late-Night services on Fri 7th & Sat 8th December					
Northern Commuter Line					
Start Location	Start Time	Finish Time	Finish Location	Officers	Details
Pearse Station	00:30	04:30:00 8th / 5.00 9th	Dundalk Stn	4	Officers Travelling on Dundalk and to remain in officer:
Pearse Station	01:30	04:30:00 8th / 5.00 9th	Dundalk Stn	4	Officers Travelling on Dundalk
Maynooth Commuter Line					

Start Location	Start Time	Finish Time	Finish Location	Officers	Details
Pearse Station	00:10	03:30:00 8th / 3.30 9th	Connolly Station	4	Officers Travelling on Maynooth returning on empty set and then travel back out to Maynooth travelling back on the empty
DART Line					
Start Location	Start Time	Finish Time	Finish Location	Officers	Details
Connolly	00:20	03:30:00 8th /	Bray Stn	2	Officers Travelling on Greystones and returning on Bray - Officers will wait for service in order to get to
Connolly	01:20	03:30:00 8th /	Bray Stn	2	Officers Travelling on Greystones and returning on
Pearse Station	00:20	02:30	Fairview Depot	2	Officers Travelling on 00:30 returning on empty set to travel back out on the 01:30 travelling back to Fairview empty set Officers will finish at

Connolly Station	Officer which finishes duty at 00:30 to be extended to 02:30
Tara Street	Officer which finishes duty at 00:30 to be extended to 02:00
	also 1 additional static officer to be on duty from 9pm - 2am
Pearse Stn	2 Static Officers in Pearse from 9pm - 2am

	Friday 07.12	Saturday 08.12	TOTAL
	4	4.5	8.5
	4	4.5	8.5
	4	3	7
	4	2	6
	3		3
	3		3
	3	2	5
	3	4.5	7.5
	3		3
	3		3
	2	2	4
	2		2
	2		2
	2		2
	5		5

	5	5	10
	5	3	8
		4.5	4.5
		3	3
		3	3
		3	3
		3	3
		2	2
		5	5
		5	5
	5		5
		5	5
	5	5	10
	5		5
	5	5	10
	5	5	10
	5	5	10
		5	5
			5

87 89

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121

From: [REDACTED]
Sent: 16 May 2018 10:51
To: [REDACTED]
Subject: RE: Late Night Trains - Wed 17th - Sat 20th May

[REDACTED]

Ok no problem, I will let DART know, thanks for coming back to me.

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 16 May 2018 10:20
To: [REDACTED]
Subject: RE: Late Night Trains - Wed 17th - Sat 20th May

Hi [REDACTED]
We still don't have the numbers for this request

Kind regards,

[REDACTED]

Totally understand, if you can come back to me in the morning and let me know what the final say is and I can let the DART guys know.

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 15 May 2018 17:54
To: [REDACTED]
Subject: Re: Late Night Trains - Wed 17th - Sat 20th May

Hi [REDACTED]
Sorry im only getting back now, I've spent the last hour on the phone trying to cover it [REDACTED] the same but we are struggling to cover this on such short notice as were really stretched with extra day shifts and extra dart on board.

Kind regards,

[REDACTED]

DART are looking to have security on the 2 trains below for the late night train services for the next few nights, starting tomorrow.

Will this be feasible and if so can we put the arrangements in place, sorry again for the late notice.

Wed 16th, Fri 18th & Sat 19th May

Thurs 17th May

Kind Regards



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122

From: [REDACTED]
Sent: 16 May 2018 14:32
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Late Night Trains - Wed 17th - Sat 20th May

[REDACTED]

Thanks for that, really appreciate the assistance on this.

The DART for Howth will take the officers back to Connolly, the train to Greystones will return to Bray where IE will arrange a taxi back to Connolly.

Any other issues, let me know.

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail

Please consider the environment before printing this email

From: [REDACTED]
Sent: 16 May 2018 14:05
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Late Night Trains - Wed 17th - Sat 20th May

Hi [REDACTED]

I have both trains (North and South) sorted for tonight.

1 team is arranged for tomorrow (2nd one probably will go ahead too).

I'm working on Friday and Saturday – I might have a problem with them but give me please little more time to work on that.

Regards,

[REDACTED]

From: [REDACTED]
Sent: 15 May 2018 18:30
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Late Night Trains - Wed 17th - Sat 20th May

Totally understand, if you can come back to me in the morning and let me know what the final say is and I can let the DART guys know.

Thanks

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 15 May 2018 17:54
To: [REDACTED]

Subject: Re: Late Night Trains - Wed 17th - Sat 20th May

Hi [REDACTED]
Sorry im only getting back now, I've spent the last hour on the phone trying to cover it [REDACTED] the same but we are struggling to cover this on such short notice as were really stretched with extra day shifts and extra dart on board.

Kind regards,
[REDACTED]

On 15 May 2018, at 3:27 PM, [REDACTED] wrote:
[REDACTED]

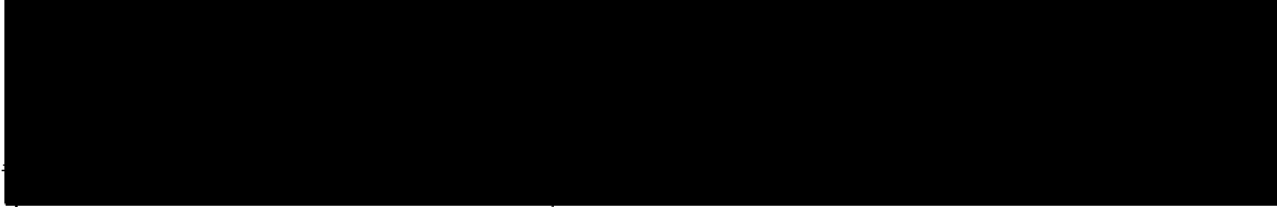
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Will this be feasible and if so can we put the arrangements in place, sorry again for the late notice.

Wed 16th, Fri 18th & Sat 19th May

Thurs 17th May

Kind Regards



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123

From: [REDACTED]
Sent: 15 May 2018 17:11
To: [REDACTED]
Subject: RE: Late Night Trains - Wed 17th - Sat 20th May

[REDACTED]

Yep I have no choice ☺

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 15 May 2018 16:14
To: [REDACTED]
Subject: RE: Late Night Trains - Wed 17th - Sat 20th May

Just an FYI this will be overtime for the guys is this ok as I would have to pass this on??

It would be time and half.

[REDACTED]

From: [REDACTED]
Sent: 15 May 2018 15:27
To: [REDACTED]
Cc: [REDACTED]
Subject: Late Night Trains - Wed 17th - Sat 20th May

DART are looking to have security on the 2 trains below for the late night train services for the next few nights, starting tomorrow.

Will this be feasible and if so can we put the arrangements in place, sorry again for the late notice.

Wed 16th, Fri 18th & Sat 19th May

- 00.45hrs. DART ex Connolly serving all stations to Howth. (service will return to Connolly)
- 00.45hrs. DART ex Connolly serving all stations to Greystones. (Officers will be taxied to Connolly if required)

Thurs 17th May

- 00.04hrs. DART ex Connolly serving all stations to Greystones. (Officers will be taxied to Connolly if required)
- 00.05hrs. DART ex Connolly serving all stations to Howth. (service will return to Connolly)

Kind Regards



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124

[REDACTED]

From: [REDACTED]
Sent: 15 May 2018 18:30
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Late Night Trains - Wed 17th - Sat 20th May

[REDACTED]

Totally understand, if you can come back to me in the morning and let me know what the final say is and I can let the DART guys know.

Thanks

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 15 May 2018 17:54
To: [REDACTED]
Subject: Re: Late Night Trains - Wed 17th - Sat 20th May

Hi [REDACTED]
Sorry im only getting back now, I've spent the last hour on the phone trying to cover it [REDACTED] the same but we are struggling to cover this on such short notice as were really stretched with extra day shifts and extra darts on board.

Kind regards,

[REDACTED]

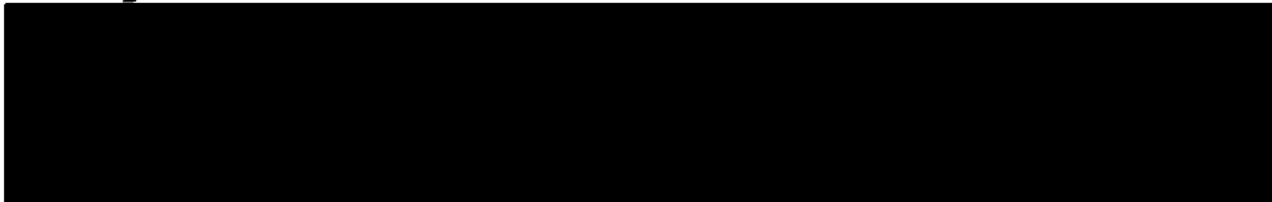
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Will this be feasible and if so can we put the arrangements in place, sorry again for the late notice.

Wed 16th, Fri 18th & Sat 19th May

Thurs 17th May

Kind Regards



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125

Stanley Sue (Irish Rail)

From: [REDACTED]
Sent: 04 May 2018 11:32
To: [REDACTED]
Subject: RE: Late Request - Mon 7th May

Thanks ☺

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 04 May 2018 11:03
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Late Request - Mon 7th May

[REDACTED]

We will arrange as requested.

Regards

[REDACTED]

From: [REDACTED]
Sent: 04 May 2018 10:56
To: [REDACTED]
Cc: [REDACTED]
Subject: Late Request - Mon 7th May
Importance: High

[REDACTED]

I know it's a late request, but can you see if there is anything you can do on this one please?

Thanks

Kind Regards

[REDACTED]





Please consider the environment before printing this email

From: [REDACTED]
Sent: 04 May 2018 08:31
To: [REDACTED]
Cc: [REDACTED]
Subject: OCS Request
Importance: High

Hi [REDACTED]

Due to the expected good weather on Monday 7th May, can you please arrange to have an extra team of two [REDACTED] agents for the north side?

They'll will be required as static agents in Howth Station (16.30-00.30hrs).

Regards,

[REDACTED]

Iarnrod Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, claithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Uir. 119571 Uir. CBL: IE 4812851 O
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126

[REDACTED]

From: [REDACTED]
Sent: 10 July 2018 16:43
To: [REDACTED]
Subject: RE: minutes can you send me on last minutes please of meeting my auditor looking for it ?
Attachments: IE_OCS Service Review_20180614.xlsx

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 10 July 2018 16:37
To: [REDACTED]
Subject: minutes can you send me on last minutes please of meeting my auditor looking for it ?
Importance: High

[REDACTED]

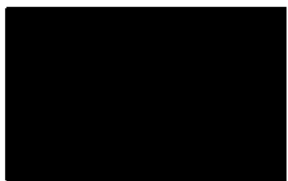
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127

From: [REDACTED]
Sent: 14 March 2018 17:56
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: OCS Complaint
Attachments: Ocs complaint

Tracking:

Recipient



Read

Read: 14/03/2018 18:12

Read: 14/03/2018 18:01

Read: 15/03/2018 07:57

Apologies for the delay in forwarding on the response.

Please see the attached.

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 07 March 2018 14:27
To: [REDACTED]
Cc: [REDACTED]
Subject: OCS Complaint
Importance: High

Hi [REDACTED]

The Driver of E231 (21.15hrs ex Howth) on Tuesday 6th March is complaining about the OCS security on his train.

At 21.44hrs (approx.) two OCS agents ran up the platform at Pearse Station to get on in the rear carriage. When the train arrived in Sandymount, a gang of youths drinking and causing hassle got on the train behind the driver. The two agents got off at Killiney Station. The youths disembarked at Shankill Station.

The driver would like an explanation as to why the two agents remained in the rear carriage until they got off in Killiney Station. Can you please investigate and revert?

Thanks,

28

From: [REDACTED]
Sent: 24 January 2018 14:52
To: [REDACTED]
Subject: RE: OCS Contract - Claim of [REDACTED] - kidnap & assault at Kilbricken compound - 5th December 2017.
Attachments: Lot 3 CONTRACT(Combined Sec Services)_Execution Version 09 04 2015 Commencement 15062015_SJ.pdf

[REDACTED]

If you need the signed version, [REDACTED] in procurement can help you out.

Thanks

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail

Please consider the environment before printing this email

From: [REDACTED]
Sent: 24 January 2018 14:38
To: [REDACTED]
Subject: OCS Contract - Claim of [REDACTED] - kidnap & assault at Kilbricken compound - 5th December 2017.

Hi [REDACTED]

Happy New Year.

I refer to the incident at Kilbricken. I am now in receipt of a claim from [REDACTED] OCS are also named in the claim.

Can you let me have a copy of the contract between Irish Rail & OCS at the date of incident and if a new contract has been drawn up since the incident, please also provide me a copy.

Regards and thanks,

[REDACTED]

129

From: [REDACTED]
Sent: 09 July 2018 10:16
To: [REDACTED]
Subject: RE: OCS Feedback

Can you send me [REDACTED] email address?

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 09 July 2018 09:51
To: [REDACTED]
Subject: FW: OCS Feedback

FYI

[REDACTED]

From: [REDACTED]
Sent: 08 July 2018 18:24
To: [REDACTED]
Subject: Fwd: OCS Feedback

More good news

Kind regards,

[REDACTED]

On 8 Jul 2018, at 12:23 PM, [REDACTED] wrote:


Hi [REDACTED]

I'm getting great feedback from the drivers about the security over the last few days on the North Side.
The mobile teams are also walking through the trains, ask them to keep it up and we'll be laughing.

The staff in Howth are also praising a new agent that has been static out there.


Keep up the good work, well done!

Thanks,



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130

From: [REDACTED]
Sent: 31 October 2018 13:42
To: [REDACTED]
Subject: RE: OCS Request - North Side DART
Attachments: IR extra on-board teams 31 OCT

Tracking:	Recipient	Read
	[REDACTED]	Read: 31/10/2018 13:43

All

OCS have come back to me to confirm they have an additional 6 resources available to IE for this evening.

So on top of the 2 teams that were already requested for DART that makes an additional 5 teams available tonight in total.

I have asked [REDACTED] to contact [REDACTED] and work out where the additional resources are required.

Once this is sorted if someone can relay this to Janis I would appreciate it and he can organise same.

Thanks

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 31 October 2018 07:40
To: [REDACTED]
Cc: [REDACTED]
Subject: OCS Request - North Side DART
Importance: High

[REDACTED]

Due to an incident in Killester last night, can we please request 4 additional OCS agents for the north side on tonight's roster.

Regards,



131

From: [REDACTED]
Sent: 09 August 2018 16:04
To: [REDACTED]
Subject: RE: OCS Supervisor Requirements - DART

Yep he is on it ☺

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 09 August 2018 16:03
To: [REDACTED]
Subject: RE: OCS Supervisor Requirements - DART

Hi [REDACTED]

That is great did you speak to [REDACTED] about meeting the DART with [REDACTED]?

Kind regards,

[REDACTED]

From: [REDACTED]
Sent: 09 August 2018 12:38
To: [REDACTED]
Subject: FW: OCS Supervisor Requirements - DART

Sorry I meant to forward this onto you ☺

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]

Sent: 03 August 2018 12:28

To: [REDACTED]

Cc: [REDACTED]

Subject: OCS Supervisor Requirements - DART

[REDACTED]

DART will require the following from the new OCS supervisor:

- Managing where the OCS agents should be at all times
- Ensuring that the OCS agents are walking through the trains at all times
- That the OCS agents are a visible presence to all drivers
- That the static patrols at Kilbarrack Station gets priority at all times
- Managing breaks in an efficient manner
- Daily reporting to the DART District Office of any incidents/problems arising

Regards,

[REDACTED]

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[REDACTED]

132
Stanley Sue (Irish Rail)

From: [REDACTED]
Sent: 22 June 2018 10:38
To: [REDACTED]
Subject: Request for Access to CCTV Footage
Attachments: On Board Report_809980_18062018.pdf

Tracking:

Recipient

Read

Read: 24/06/2018 16:23

Good Morning

Not sure which email address this should go to ☺

Please see the request below from OCS Security.

I believe DART have downloaded the footage for their own internal investigation.

Any problems, let me know.

Kind Regards



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 19 June 2018 10:01
To: [REDACTED]
Subject: FW: On Board Alert 809980

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

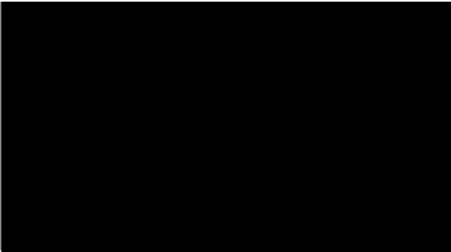
Morning [REDACTED]

As per our conversation.

We had two agents that were assaulted last night in Howth.

OCS would like to request the CCTV.

Kind regards,



From: OCS <support@arantico.com>

Sent: 18 June 2018 21:24

To: 

Subject: On Board Alert 809980

Hi,


Attached, please find report from OCS

Kind Regards,



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133

From: [REDACTED]
Sent: 09 January 2018 13:09
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Orange Hi Vis Vests

Tracking:

Recipient

Read

Read: 09/01/2018 13:27

[REDACTED]

I have advised DART of same, have you any rough lead time on the replacements?

Thanks

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 09 January 2018 10:45
To: [REDACTED]
Subject: Orange Hi Vis Vests

Hi [REDACTED]

Just an FYI our HSQE manager has advised that if the guys are wearing the orange vests at all time onboard they will need to have the fast release vests which we don't have in stock.

Until such a time as I receive these the guys will not be wearing the hi vis vests as I need to replace them all.

If you can advise the DART of this,

Kind regards,

[REDACTED]



136

[Redacted]

From: [Redacted]
Sent: 14 March 2018 13:39
To: [Redacted]
Cc: [Redacted]
Subject: RE: Sallins

[Redacted]

Thanks for that, any word on the early start for the DART team I requested yesterday?

Kind Regards

[Redacted]



Please consider the environment before printing this email

From: [Redacted]
Sent: 14 March 2018 12:24
To: [Redacted]
Cc: [Redacted]
[Redacted]
Subject: RE: Sallins

Hi [Redacted]

We will cover as requested.

Regards

[Redacted]

From: [Redacted]
Sent: 13 March 2018 15:24
To: [Redacted]
Cc: [Redacted]
Subject: RE: Sallins

[Redacted]

I have had a request for an additional shift in Sallins on Saturday from 08.00 -13.00 to assist with the RPU, they are only looking for 1 officer.

Any chance you can do anything on this for me?

Kind Regards

[Redacted]

Contracts Executive, Contracts Management, Railway Undertaking, Irish Rail, Heuston Station, D8.



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 13 March 2018 15:04
To: [REDACTED]
Subject: RE: Sallins

Hi [REDACTED]

We will cover as requested.

Regards
[REDACTED]

From: [REDACTED]
Sent: 13 March 2018 14:40
To: [REDACTED]
Subject: Sallins

Afternoon [REDACTED]

Has the cover for Sallins for this coming Sat been confirmed?

Thanks

Kind Regards
[REDACTED]



Iarnród Éireann
Irish Rail



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[REDACTED]

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135

Stanley Sue (Irish Rail)

From: [REDACTED]
Sent: 01 March 2018 10:53
To: [REDACTED]
Subject: RE: Service Update

Tracking: [REDACTED] **Recipient** [REDACTED] **Read**
Read: 05/03/2018 09:26

[REDACTED]
Thanks I will let OCS know.

Thanks

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail

 Please consider the environment before printing this email

From: [REDACTED]
Sent: 01 March 2018 10:41
To: [REDACTED]
Subject: Service Update

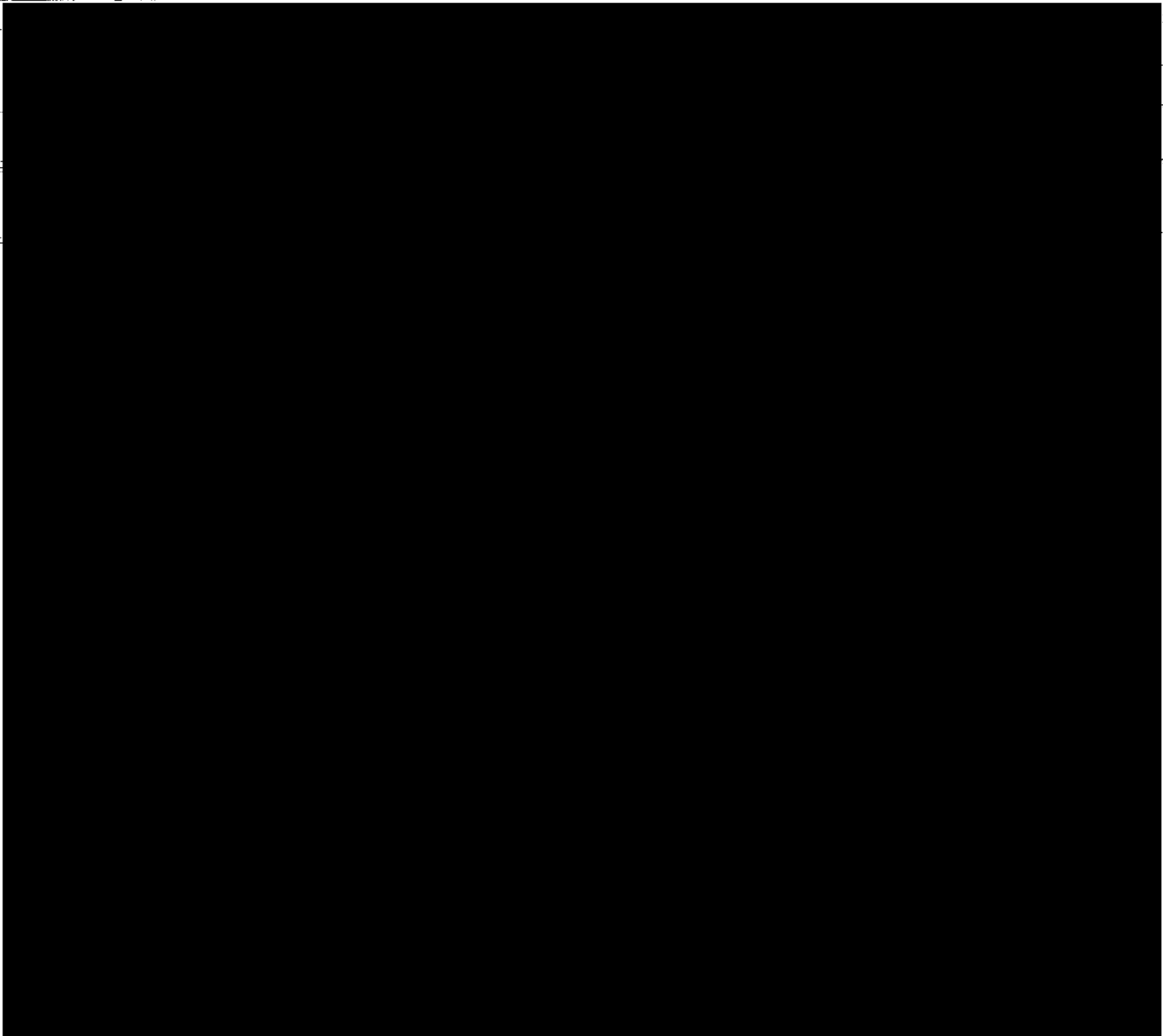
[REDACTED]: with no Dart stations manned after 2pm today & no rail services tomorrow cancel the static security for Tara St,

Regards

[REDACTED]

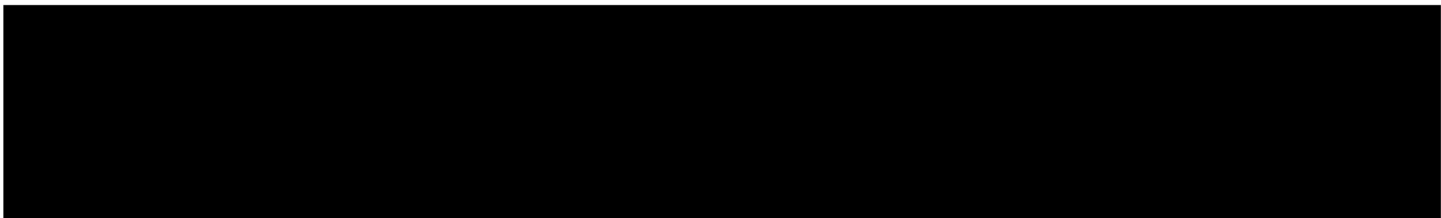
From: [REDACTED]
Sent: 01 March 2018 10:12

[REDACTED]



All

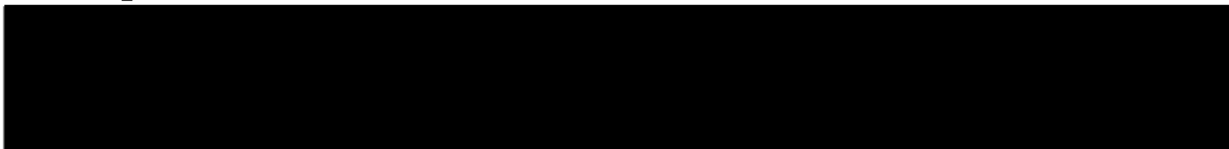
Please see the information below in from [REDACTED] in relation to their service over the next few days.



Can I ask that you please redirect this message to anyone that may require this information? Thanks

I will keep all posted on any developments and apologies for the inconvenience.

Kind Regards





Iarnród Éireann
Irish Rail



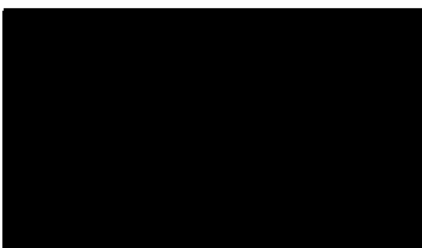
Please consider the environment before printing this email

From: [REDACTED]
Sent: 01 March 2018 09:47
To: [REDACTED]
Subject: Re: Adverse Weather Operation's Update

Update

Following on from the Met Eireann upgrade of the whole country to RED STATUS, [REDACTED] will not be operating from any of its locations today while this alert status is in place

Once more information is available I will communicate this on



On Wed, Feb 28, 2018 at 6:08 PM, [REDACTED] wrote:

The following is the update from [REDACTED] for the 24 /48 hours

After a review call with Met Eireann and advice from An Garda Siochana this afternoon

[REDACTED] has suspended all of its operation in any area of the country that has a "Red Weather Warning" issued by Met Eireann

This weather alert is in place to Friday midday

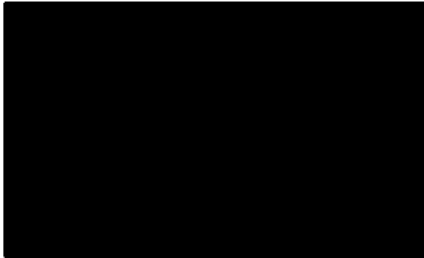
This means that the following [REDACTED] branches will not have any service tomorrow or Friday morning

Dublin Rialto
Dublin Silverdale
Collon
Waterford
Cork

Limerick, Galway, and Sligo will be monitored during the day and if a weather alert is issued for these county's these branches will close.

Once the weather alert is lifted any scheduled service will take on Saturday as normal and any Notes & Coin orders due today should be delivered.

If this situation changes I will communicate to yourselves.



136

From: [REDACTED]
Sent: 03 July 2018 15:00
To: [REDACTED]
Subject: RE: some positive news for a change!

You would know [REDACTED] is on leave ☺

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail

Please consider the environment before printing this email

From: [REDACTED]
Sent: 03 July 2018 09:56
To: [REDACTED]
Subject: some positive news for a change!

On 2 Jul 2018, at 10:15 AM, [REDACTED] wrote:

Great feedback from drivers about your lads walking through the trains, make sure they keep doing that and we'll be laughing.

Thanks,

[REDACTED]

From: [REDACTED]
Sent: 02 July 2018 10:13
To: [REDACTED]
Subject: Re: Weekend Cover

[REDACTED] that's no problem at all any time

Kind regards,

[REDACTED]

[REDACTED]

On 2 Jul 2018, at 9:19 AM, [REDACTED] wrote:

Hi [REDACTED],

Just want to say thanks for all your help over the weekend.

Thanks,

[REDACTED]

[REDACTED]

[REDACTED]

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137


From: [REDACTED]
Sent: 23 March 2018 10:43
To: [REDACTED]
Subject: RE: [REDACTED] Accident 22.03.18 / South Line closed till the morning

Thanks ☺

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 23 March 2018 10:13
To: [REDACTED]
Subject: FW: [REDACTED] Accident 22.03.18 / South Line closed till the morning

Hi [REDACTED]

FYI.

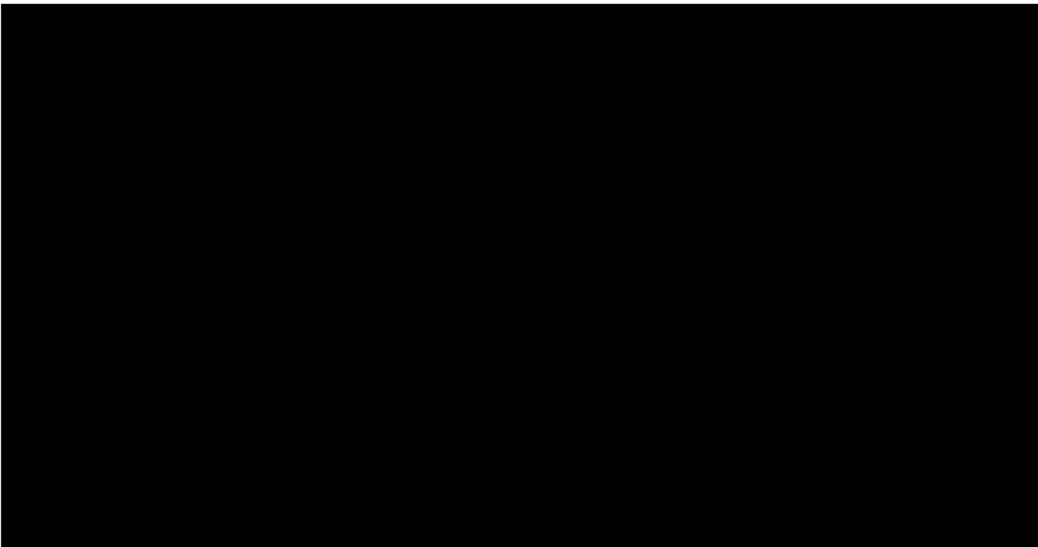
[REDACTED]

From: [REDACTED]
Sent: 22 March 2018 23:30
To: [REDACTED]
Cc: [REDACTED]

Subject: [REDACTED] Accident 22.03.18 / South Line closed till the morning

At 22:30 I have received a call from South [REDACTED] to report the [REDACTED] on the Line (between Shankill & Killiney). As the Team was patrolling Shankill Train Station at the time of the Incident, I have contacted Bray [REDACTED] and organised Taxi Service. Officers instructed to get off in Dalkey Train Station and take the last Dart service back to Dublin/Connolly. AIO

Regards,



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[REDACTED]

138

From: [REDACTED]
Sent: 22 June 2018 10:38
To: [REDACTED]
Subject: Request for Access to CCTV Footage
Attachments: On Board Report_809980_18062018.pdf

Tracking:

Recipient

Read



IE Data Protection

Read: 24/06/2018 16:23

Good Morning

Not sure which email address this should go to ☺

Please see the request below from [REDACTED]

I believe DART have downloaded the footage for their own internal investigation.

Any problems, let me know.

Kind Regards

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 19 June 2018 10:01
To: [REDACTED]
Subject: FW: On Board Alert 809980

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Morning [REDACTED]

As per our conversation.

We had two agents that were assaulted last night in Howth.

OCS would like to request the CCTV.

Kind regards,

[REDACTED]

From: [REDACTED]
Sent: 18 June 2018 21:24

To: [REDACTED]
Subject: On Board Alert 809980

Hi,

Attached, please find report from [REDACTED]

Kind Regards,
[REDACTED]

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[REDACTED]

ON BOARD REPORT

Report No :	809980
Client :	IR Connolly
Address :	R Connolly
Type of Incident :	assault security
Location :	howth junction
Officer(s) :	
Date:	2018-06-18 21:17
Witness Details:	
Report Details : 19:20 got complain from passengers about aggressive and intoxicated group of youths on a last carriage of southbound dart at Howth junction station, we found that group (intoxicated three lads and a girl) which behaviour was extremely antisocial,so group was removed from a train and we started escorting them from the train. From the beginning group abused and treating us (fucking foreign bastards, we gonna cut your and family) on platform four down stairs they continued roarings,start speating on us , then agent [REDACTED] push away one of agresors , but they dont calmed down and continue attacking us with punches, I removed most aggressive lad from the station [REDACTED] where I got three punches to the face from two lads and girl, then agent [REDACTED] came to help me with fight (push guys away) and we come back to station to call guards and supervisor	

Signature Text:

139

[REDACTED]

From: [REDACTED]
Sent: 02 October 2018 12:13
To: [REDACTED]
Cc: [REDACTED]
Subject: Request for Additional Details - OnBoard Report - Booterstown 27th Sept
Attachments: On Board Report_810744_27092018.pdf

[REDACTED]

Our safety team have come back with a few questions in relation to the attached report?

Can you please follow up with the officers for a full report that covers the queries below?

Many Thanks

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

From: [REDACTED]
Sent: 28 September 2018 11:39
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Security - 27.09 - Booterstown.pdf

Hi [REDACTED]

Can we get some clarification on this from [REDACTED]?

Did the assault take place in the station (Booterstown) or on-board the train?

Did they get the number of the carriage so we can try to get on-board footage?

Did the Gardaí arrest anyone?

I can find no incident on the station footage for the time in the report 1846hrs but I do see 2 [REDACTED] agents standing in the booking hall and they come in and out of the booking office at one point from around 1820hrs. They don't appear to be holding anyone and I don't see if the Gardaí arrive.

Just a bit vague to follow up on.

Thanks

[REDACTED]

140

From: [REDACTED]
Sent: 05 April 2018 09:52
To: [REDACTED]
Cc: [REDACTED]
Subject: RMS alerts over the BH Weekend
Attachments: IR Adamstown Station; IR CLONDALKIN ALARM; 31/03/2018 : Irish Rail Station Issues; 01/04/2018 : Irish Rail Station Issues

Tracking:

Recipient

Read

Read: 05/04/2018 09:57

[REDACTED]

There were the alerts from RMS received over the BH Weekend.

Any issues, let me know.

Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

141

[Redacted]

From: [Redacted]
Sent: 23 November 2018 12:39
To: [Redacted]
Cc:
Subject: Security for Late Night IE Services
Attachments: Late Night Services - On-Board Security - Dec 2018 - 20181123.xlsx

[Redacted]

Sorry for the delay in getting this to you.

Please see the attached details for the Late Night Services, it is the exact same as last year.

I have added extra time for the officers on the DART so they can get back to Connolly.

Any queries, let me know.

Thanks

Kind Regards

[Redacted]



Iarnród Éireann
Irish Rail



Please consider the environment before printing this email

162

Subject: Security in Fairview DART Depot
Location: Fairview Depot

Start: Thu 29/03/2018 10:30
End: Thu 29/03/2018 11:30
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer:

Required Attendees:

Good Afternoon

Apologies for the delay in setting this up.

Myself, [REDACTED] from [REDACTED] will attend to discuss the security on-going security presence in Fairview and the recent incident which is still under investigation internally with [REDACTED]

Kind Regards



Please consider the environment before printing this email

163

Subject: Security in Fairview DART Depot
Location: Fairview Depot

Start: Thu 29/03/2018 10:30
End: Thu 29/03/2018 11:30
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer:

Required Attendees:

Good Afternoon

Apologies for the delay in setting this up.

Myself, [REDACTED] will attend to discuss the security on-going security presence in Fairview and the recent incident which is still under investigation internally with [REDACTED]

Kind Regards

[REDACTED]



Please consider the environment before printing this email

166

[REDACTED]

From: [REDACTED]
Sent: 14 March 2018 15:48
To: [REDACTED]
Cc: [REDACTED]
Subject: Shankill - Sun 11th March - 1 Security Officer in Shankill

[REDACTED]

Can you look into this one?

Kind Regards

[REDACTED]



 Please consider the environment before printing this email

From: [REDACTED]
Sent: 14 March 2018 09:52
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Iarnród Éireann Customer Care CRM:01040002257

[REDACTED]

It occurred on Sunday 11th March.

Thanks,

[REDACTED]

From: [REDACTED]
Sent: 12 March 2018 12:08
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Iarnród Éireann Customer Care CRM:01040002257
Importance: High

[REDACTED]

Please see below, anti-social behaviour in Shankill Station.

Can you please investigate why a lone [REDACTED] agent turned up at 17.59hrs and revert?

Regards,


[REDACTED]

From: [REDACTED]
Sent: 12 March 2018 12:04
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Iarnród Éireann Customer Care CRM:01040002257

Hi [REDACTED]
As described below, two male and female youths arrive off a DART and begin drinking at the validators around 1640hrs, this group gets larger as time goes on. At around 1740hrs an older male turns up with dogs. Group is seven strong at that stage, not counting the dogs. The group has dispersed by 1755hrs. A lone [REDACTED] agent arrives at 1759hrs.

Regards,

[REDACTED]

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145

From: [REDACTED]
Sent: 04 July 2018 17:02
To: [REDACTED]
Cc: [REDACTED]
Subject: Static Teams in Howth & Kilbarrack

[REDACTED]

Can we try and keep the teams in Howth & Kilbarrack for the next 2-week rostering period and we will then come up with a longer term plan of action for the Northside DART?

The Daytime team should also remain on their earlier start until further notice.

Many Thanks

Kind Regards

[REDACTED]



Please consider the environment before printing this email

146

From: [REDACTED]
Sent: 03 December 2018 15:22
To: [REDACTED]
Cc: [REDACTED]
Subject: Updated Late Night Services
Attachments: Late Night Services - On-Board Security - Dec 2018 - 20181203.xlsx
Importance: High

[REDACTED]
The attached is now updated to include New Year's Eve.

Organising the Taxis for the officers as we speak.

If there are any issues, please let me know ASAP.

Thanks

Kind Regards

[REDACTED]



Iarnród Éireann
Irish Rail



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Freedom of Information Request:
Schedule of Records for **IE_FOI_199** : Summary for Decision Making

Record No.	Date of Email	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
1	20.11.18	Additional Christmas Hours 2018	1	Part Grant	S37	Personal information
1	20.11.18	Additional Christmas Hours 2018	1	Part Grant	S36	Commercially sensitive
2	23.11.18	Additional Requests for Next Week	2	Part Grant	S37	Personal information
3	10.05.18	Additional Security - Aviva Stadium - GUINNESS PRO14 Final - 26th May 2018	1	Part Grant	S37	Personal information
3	10.05.18	Additional Security - Aviva Stadium - GUINNESS PRO14 Final - 26th May 2018	1	Part Grant	S36	Commercially sensitive
4	10.05.18	Additional Security - Aviva Stadium - Rep of Ireland v USA - 2nd June	1	Part Grant	S37	Personal information
4	10.05.18	Additional Security - Aviva Stadium - Rep of Ireland v USA - 2nd June	1	Part Grant	S36	Commercially sensitive
5	09.07.18	Additional Security - Aviva Stadium - Sat 4th August	1	Part Grant	S37	Personal information
5	09.07.18	Additional Security - Aviva Stadium - Sat 4th August	1	Part Grant	S36	Commercially sensitive
6	09.07.18	Additional Security - Aviva Stadium - Wednesday 1st Aug	1	Part Grant	S37	Personal information
6	09.07.18	Additional Security - Aviva Stadium - Wednesday 1st Aug	1	Part Grant	S36	Commercially sensitive
7	08.11.18	Additional Security - Greystones - PTS Required	1	Part Grant	S37	Personal information
8	09.04.18	Canceled DART Security Review	1	Part Grant	S37	Personal information

9	18.04.18	Cancelled - Additional Static Security - Dun Laoghaire Station - 27th April 2018	1	Part Grant	S37	Personal information
9	18.04.18	Cancelled - Additional Static Security - Dun Laoghaire Station - 27th April 2018	1	Part Grant	S36	Commercially sensitive
10	22.02.18	Complaint - DART On-Board Team - Thur 8th Feb	1	Part Grant	S37	Personal information
11	23.03.18	Copy of Open & Lock Up Bookings 2018	1	Part Grant	S37	Personal information
12	08.01.18	Customer Complaint - 31 12 - South	1	Part Grant	S37	Personal information
13	20.06.18	DART & Extra Cover	1	Part Grant	S37	Personal information
14	28.08.18	DART Arrangements going forward	1	Part Grant	S37	Personal information
15	21.06.18	DART On-Board for this evening	1	Part Grant	S37	Personal information
16	12.07.18	DART Plan going forward	1	Part Grant	S37	Personal information
17	09.04.18	DART Security Review	1	Part Grant	S37	Personal information
18	26.06.18	Daytime DART Team - 7 day roster requirement	1	Part Grant	S37	Personal information
19	23.04.18	Daytime DART Team - Mon 23rd April	1	Part Grant	S37	Personal information
20	19.07.18	Daytime DART Teams	1	Part Grant	S37	Personal information
21	20.04.18	Early Start - DART Team	1	Part Grant	S37	Personal information
22	25.06.18	Early DART Team	1	Part Grant	S37	Personal information
23	08.11.18	FW Additional Security Greystones (10-11 November)	2	Part Grant	S37	Personal information

24	10.05.18	FW Additional Security - Aviva Stadium - GUINNESS PRO14 Final	1	Part Grant	S37	Personal information
24	10.05.18	FW Additional Security - Aviva Stadium - GUINNESS PRO14 Final	1	Part Grant	S36	Commercially sensitive
25	18.04.18	FW Additional Security - Aviva Stadium - Leinster v Scarlets	1	Part Grant	S37	Personal information
25	18.04.18	FW Additional Security - Aviva Stadium - Leinster v Scarlets	1	Part Grant	S36	Commercially sensitive
26	07.03.18	FW Behaviour of Security staff in Fairview DART depot	1	Part Grant	S37	Personal information
27	08.03.18	FW Body Camera Signage	1	Part Grant	S37	Personal information
28	21.07.18	FW Connolly concourse	2	Part Grant	S37	Personal information
29	18.04.18	FW Daytime DART Team - 1 Week Extens	1	Part Grant	S37	Personal information
30	20.04.18	FW Early Start - DART Team	2	Part Grant	S37	Personal information
31	16.04.18	FW Early Start in Bray for 2 Weeks	1	Part Grant	S37	Personal information
32	29.03.18	FW Engineering Works	1	Part Grant	S37	Personal information
33	23.04.18	FW Daytime DART Team - Mon 23rd April	2	Part Grant	S37	Personal information
34	09.04.18	FW FW Howth Report 08-04-18	2	Part Grant	S37	Personal information
35	04.04.18	FW FW Howth Station 28/03/18 @ 20:46pm/21:15pm	4	Part Grant	S37	Personal information
36	02.08.18	FW FW OCS Complaint	2	Part Grant	S37	Personal information
37	20.09.18	FW Graffiti	1	Part Grant	S37	Personal information

38	09.04.18	FW Howth Report 08-04-18	1	Part Grant	S37	Personal information
39	27.04.18	FW IE extra DART day team roster 30 APR - 13 MAY	1	Part Grant	S37	Personal information
40	07.02.18	FW Incident in Howth Junction on Sat 3rd Feb	2	Part Grant	S37	Personal information
41	01.05.18	FW Incident in Killiney 30/04/18 at 1950hrs	1	Part Grant	S37	Personal information
42	27.04.18	FW Incident Shankill	1	Part Grant	S37	Personal information
43	21.03.18	FW IR Bray - had a graffiti incident last night see below	3	Part Grant	S37	Personal information
44	02.07.18	FW IR Connolly on-board roster: 2 Jul - 8 Jul	2	Part Grant	S37	Personal information
45	24.07.18	FW IR extra DART ALFA team roster 23 JUL - 29 Jul	2	Part Grant	S37	Personal information
46	24.07.18	FW IR extra DART ALFA team roster 23 JUL - 29 Jul	2	Part Grant	S37	Personal information
47	20.07.18	FW IR extra DART ALFA team roster 23 JUL - 29 Jul	1	Part Grant	S37	Personal information
48	20.07.18	FW IR extra DART BRAVO team roster 23 JUL - 29 Jul	1	Part Grant	S37	Personal information
49	02.07.18	FW IR extra DART roster update 25 JUN - 8 JUL	3	Part Grant	S37	Personal information
50	05.04.18	FW IR extra DART team 3 APR - 8 APR	3	Part Grant	S37	Personal information
51	19.04.18	FW IR extra DART team roster 23 APR - 29 APR	2	Part Grant	S37	Personal information
52	27.04.18	FW IR extra DART day team roster 30 APR - 13 MAY	1	Part Grant	S37	Personal information
53	15.05.18	FW IR extra Dun Laoghaire station 20 May	3	Part Grant	S37	Personal information

53	15.05.18	FW IR extra Dun Laoghaire station 20 May	3	Part Grant	S36	Commercially sensitive
54	05.11.18	FW Northside DART and Commuter Sec	1	Part Grant	S37	Personal information
55	25.07.18	FW OCS - Kilbarrack Station	1	Part Grant	S37	Personal information
56	22.08.18	FW OCS - Tara Street - Saturday 25th August	1	Part Grant	S37	Personal information
57	02.08.18	FW OCS Complaint (28)	1	Part Grant	S37	Personal information
58	07.03.18	FW OCS Complaint (15:20)	1	Part Grant	S37	Personal information
59	20.07.18	FW OCS Feedback (24)	1	Part Grant	S37	Personal information
60	09.07.18	FW OCS Feedback	2	Part Grant	S37	Personal information
61	22.08.18	FW OCS Security - Northside DART (29)	3	Part Grant	S37	Personal information
62	20.08.18	FW OCS Security - Northside DART	1	Part Grant	S37	Personal information
63	09.08.18	FW OCS Supervisor Requirements	1	Part Grant	S37	Personal information
64	25.07.18	FW ocs.msg	2	Part Grant	S37	Personal information
65	19.06.18	FW On Board Alert 809980	2	Part Grant	S37	Personal information
66	09.01.18	FW Orange Hi Vis Vests	1	Part Grant	S37	Personal information
67	27.04.18	FW Report request from OCS - Shankill	1	Part Grant	S37	Personal information
68	02.03.18	FW Resumption of services	2	Part Grant	S37	Personal information

69	23.04.18	FW Saturday 21st April 2018 - Aviva (12)	2	Part Grant	S37	Personal information
70	23.04.18	FW Saturday 21st April 2018 - Aviva	1	Part Grant	S37	Personal information
71	13.04.18	FW Security - North Side DART (10)	2	Part Grant	S37	Personal information
72	23.04.18	FW Security - North Side DART (11)	3	Part Grant	S37	Personal information
73	12.04.18	FW Security - North Side DART	2	Part Grant	S37	Personal information
74	15.01.18	FW Security not doing their job	2	Part Grant	S37	Personal information
75	13.07.18	FW Security Request - Greystones	1	Part Grant	S37	Personal information
76	03.01.18	FW Shankill - Regular Patrols	2	Part Grant	S37	Personal information
77	23.4.18	FW Static Security Howth - Saturday 21st	2	Part Grant	S37	Personal information
78	09.07.18	FW Static Security Howth (23)	2	Part Grant	S37	Personal information
79	09.07.18	FW Static Security Howth	1	Part Grant	S37	Personal information
80	07.11.18	FW Sunday - Last DART Howth	1	Part Grant	S37	Personal information
81	06.02.18	Incident in Howth Junction on Sat 3rd Fe	1	Part Grant	S37	Personal information
82	15.05.18	Late Night Trains - Wed 17th - Sat 20th	1	Part Grant	S37	Personal information
83	04.05.18	Late Request - Mon 7th May	1	Part Grant	S37	Personal information
84	27.02.18	OCS SRM - Feb 2018	1	Part Grant	S37	Personal information

85	21.02.18	OCS SRM - Feb 2018	1	Part Grant	S37	Personal information
86	21.08.18	OCS SRM	1	Part Grant	S37	Personal information
87	21.09.18	Open & Lockup Bookings - 2018	2	Part Grant	S37	Personal information
87	21.09.18	Open & Lockup Bookings - 2018	2	Part Grant	S36	Commercially sensitive
88	12.01.18	Open & Lockup Bookings - 2018	2	Part Grant	S37	Personal information
88	12.01.18	Open & Lockup Bookings - 2018	2	Part Grant	S36	Commercially sensitive
89	10.05.18	Re Additional On-Board Team - this evening	2	Part Grant	S37	Personal information
90	14.05.18	Re Additional On-Board Team - this evening	3	Part Grant	S37	Personal information
91	10.05.18	Re Additional On-Board Team - this evening	2	Part Grant	S37	Personal information
92	09.11.18	Re Additional Security Greystones (10-11 November)	2	Part Grant	S37	Personal information
93	22.03.18	RE Additional Security - Sandymount - Fri 23rd March	2	Part Grant	S37	Personal information
93	22.03.18	RE Additional Security - Sandymount - Fri 23rd March	2	Part Grant	S36	Commercially sensitive
94	04.01.18	Re anti social behaviour at Shankill Dart Station	3	Part Grant	S37	Personal information
95	08.03.18	Re Body Camera Signage (2)	2	Part Grant	S37	Personal information
96	08.03.18	Re Body Camera Signage	1	Part Grant	S37	Personal information
97	08.01.18	Re Customer Complaint - 31 12 - Southside	2	Part Grant	S37	Personal information

98	18.04.18	Re Daytime DART Team - 1 week extension	2	Part Grant	S37	Personal information
99	28.02.18	Re Disruptions to Security & Open & Lock	2	Part Grant	S37	Personal information
100	20.04.18	Re Early Start - DART Team	2	Part Grant	S37	Personal information
101	09.04.18	Re Fence	2	Part Grant	S37	Personal information
102	08.01.18	RE FW E933 Connolly - Howth 20 12 20	3	Part Grant	S37	Personal information
103	10.04.18	RE FW Howth Report 08-04-18 (9)	3	Part Grant	S37	Personal information
104	09.04.18	RE FW Howth Report 08-04-18	3	Part Grant	S37	Personal information
105	02.08.18	RE FW OCS Complaint	2	Part Grant	S37	Personal information
106	20.09.18	RE Graffiti (32)	3	Part Grant	S37	Personal information
107	20.09.18	RE Graffiti (33)	2	Part Grant	S37	Personal information
108	27.04.18	RE Graffiti Incident in Bray	2	Part Grant	S37	Personal information
109	20.09.18	RE Graffiti	2	Part Grant	S37	Personal information
110	22.02.18	RE Iarnród Éireann Customer Care CRM 00200002186	3	Part Grant	S37	Personal information
111	26.02.18	RE Iarnród Éireann Customer Care CRM 00200002202	3	Part Grant	S37	Personal information
112	14.03.18	RE Iarnród Éireann Customer Care CRM 01040002257	6	Part Grant	S37	Personal information
113	07.02.18	RE Incident in Howth Junction on Sat 3rd	2	Part Grant	S37	Personal information

114	27.04.18	RE Incident Shankill	1	Part Grant	S37	Personal information
115	24.07.18	RE IR extra DART ALFA team roster 23 J	2	Part Grant	S37	Personal information
116	24.07.18	RE IR extra DART ALFA team roster 23 J	2	Part Grant	S37	Personal information
117	08.05.18	RE IR extra DART day team (14)	3	Part Grant	S37	Personal information
118	25.04.18	RE IR extra DART day team	3	Part Grant	S37	Personal information
119	19.04.18	RE IR extra DART ALFA team roster 23 APR - 29 APR	2	Part Grant	S37	Personal information
120	05.12.18	RE IR extra late trains roster Friday 7 Dec	3	Part Grant	S37	Personal information
121	16.05.18	RE Late night trains - Wed 17th - Sat 20th May	3	Part Grant	S37	Personal information
122	16.05.18	RE Late night trains - Wed 17th - Sat 20th May	3	Part Grant	S37	Personal information
123	15.05.18	RE Late night trains - Wed 17th - Sat 20th May	2	Part Grant	S37	Personal information
124	15.05.18	RE Late night trains - Wed 17th - Sat 20th May	2	Part Grant	S37	Personal information
125	04.05.18	RE Late request - Mon 7th May	2	Part Grant	S37	Personal information
126	10.07.18	RE minutes can you send me on last min	1	Part Grant	S37	Personal information
127	14.03.18	RE OCS Complaint	1	Part Grant	S37	Personal information
128	24.01.18	RE OCS Contract - Claim of Mario Marj	1	Part Grant	S37	Personal information
129	09.07.18	RE OCS Feedback	2	Part Grant	S37	Personal information

130	31.10.18	RE OCS Request - North Side DART	2	Part Grant	S37	Personal information
131	09.08.18	RE OCS Supervisor Requirements - DART	2	Part Grant	S37	Personal information
132	22.06.18	RE On Board Alert 809980	2	Part Grant	S37	Personal information
133	09.01.18	RE Orange Hi Vis Vests	2	Part Grant	S37	Personal information
134	14.03.18	RE Sallins	3	Part Grant	S37	Personal information
135	01.03.18	RE Service Update	4	Part Grant	S37	Personal information
135	01.03.18	RE Service Update	4	Part Grant	S36	Commercially sensitive
136	22.06.18	RE some positive news for a change!	3	Part Grant	S37	Personal information
137	23.03.18	RE Suicide Accident 22 03 18 South Line	2	Part Grant	S37	Personal information
138	22.06.18	Request for Access to CCTV Footage	1	Part Grant	S37	Personal information
139	02.10.18	Request for Additional Details - On Board	1	Part Grant	S37	Personal information
140	05.04.18	RMS alerts over the BH weekend	1	Part Grant	S37	Personal information
141	23.11.18	Security for Late Night IE Services	1	Part Grant	S37	Personal information
142	29.03.18	Security in Fairview DART Depot	1	Part Grant	S37	Personal information
143	29.03.18	Security in Fairview DART Depot	1	Part Grant	S37	Personal information
144	14.03.18	Shankill - Sun 11th March - 1 Security Off	2	Part Grant	S37	Personal information

145	04.07.18	Static Teams in Howth & Kilbarrack	1	Part Grant	S37	Personal information
146	03.12.18	Updated Late Night Services	1	Part Grant	S37	Personal information

Signed

Freedom of Information / Data Protection Executive