

10th April 2019



Re: Response - FOI request IE\_FOI\_228

Dear 

I refer to your request dated 6<sup>th</sup> March 2019 made under the Freedom of Information Act 2014, which was received on that date, for records held by Iarnród Éireann.

**Request:**

- The number of complaints Irish Rail received in 2018
- The number of complaints Irish Rail received in 2017
- The nature of the complaints received in 2018 and the routes they were related to
- The nature of the complaints received in 2017 and the routes they were related to
- The number of complaints Irish Rail responded to in 2018
- The number of complaints Irish Rail responded to in 2017
- Any actionable outcomes or responses carried out by Irish Rail following the receipt of complaints in 2018 and 2017

I, Paul Slowey, have now made a final decision to grant your request on 10<sup>th</sup> April 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. You will note that all complaints were responded to in both years.

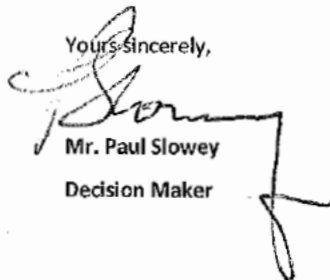
**Rights of appeal**

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 fo@irishrail.ie. You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances.

The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

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

Yours sincerely,

  
Mr. Paul Slowey  
Decision Maker

## Customer Complaints 2017

Route	Case Type	Number
Athenry/Limerick	Fares & Ticketing	3
	Antisocial Behaviour	2
	Service Disruption	1
	Station Issues	1
	Onboard Issues	1
<b>Athenry/Limerick Total</b>		<b>8</b>
Belfast	Service Disruption	281
	Fares & Ticketing	213
	Onboard Issues	148
	Website	68
	Timetabling	26
	Staff Issues	23
	Antisocial Behaviour	19
	Station Issues	17
<b>Belfast Total</b>		<b>795</b>
Cork	Service Disruption	1,422
	Fares & Ticketing	1,232
	Onboard Issues	698
	Website	572
	Station Issues	172
	Staff Issues	132
	Timetabling	55
	Antisocial Behaviour	46
<b>Cork Total</b>		<b>4,329</b>
Cork Cobh Midleton	Service Disruption	34
	Station Issues	13
	Fares & Ticketing	10
	Onboard Issues	5
	Staff Issues	3
	Timetabling	2
	Website	1
<b>Cork Cobh Midleton Total</b>		<b>4,397</b>
Dart	Station Issues	524
	Service Disruption	440
	Fares & Ticketing	234
	Onboard Issues	225
	Antisocial Behaviour	187
	Staff Issues	95
	Timetabling	53
Website	13	
<b>Dart Total</b>		<b>1,771</b>
Dundalk/Drogheda Commuter	Service Disruption	215
	Onboard Issues	94
	Station Issues	86
	Fares & Ticketing	83
	Staff Issues	27

	Antisocial Behaviour	25
	Timetabling	18
	Website	10
<b>Dundalk/Drogheda Commuter Total</b>		<b>558</b>
Galway	Fares & Ticketing	448
	Onboard Issues	410
	Service Disruption	289
	Website	164
	Station Issues	81
	Staff Issues	48
	Antisocial Behaviour	25
	Timetabling	24
<b>Galway Total</b>		<b>1,489</b>
Galway Limerick	Service Disruption	8
	Station Issues	3
	Website	3
	Fares & Ticketing	3
	Onboard Issues	1
<b>Galway Limerick Total</b>		<b>18</b>
Kerry / Mallow / Cork	Service Disruption	8
	Fares & Ticketing	6
	Website	3
	Staff Issues	2
	Station Issues	1
<b>Kerry / Mallow / Cork Total</b>		<b>20</b>
Limerick	Service Disruption	395
	Fares & Ticketing	286
	Onboard Issues	176
	Website	81
	Station Issues	53
	Staff Issues	30
	Timetabling	22
	Antisocial Behaviour	8
<b>Limerick Total</b>		<b>1,051</b>
Limerick Ballybrophy	Service Disruption	9
	Timetabling	2
	Fares & Ticketing	1
<b>Limerick Ballybrophy Total</b>		<b>1,176</b>
Limerick Waterford	Service Disruption	5
	Station Issues	2
	Timetabling	1
	Fares & Ticketing	1
<b>Limerick Waterford Total</b>		<b>1,197</b>
Longford / M3 Parkway / Maynooth Commuter	Onboard Issues	256
	Service Disruption	229
	Station Issues	212
	Fares & Ticketing	74
	Antisocial Behaviour	48
	Timetabling	45

	Staff Issues	33
	Website	4
<b>Longford / M3 Parkway / Maynooth Commuter Total</b>		<b>901</b>
Midleton / Cork / Cobh	Station Issues	1
	Onboard Issues	1
<b>Midleton / Cork / Cobh Total</b>		<b>2</b>
Newbridge PPT Commuter	Onboard Issues	55
	Service Disruption	25
	Timetabling	19
	Fares & Ticketing	13
	Station Issues	11
	Antisocial Behaviour	5
	Staff Issues	2
<b>Newbridge PPT Commuter Total</b>		<b>130</b>
Portlaoise Kildare Commuter	Service Disruption	167
	Station Issues	113
	Fares & Ticketing	86
	Onboard Issues	68
	Staff Issues	35
	Timetabling	18
	Antisocial Behaviour	10
	Website	2
<b>Portlaoise Kildare Commuter Total</b>		<b>499</b>
Portlaoise Kildare Newbridge Commuter	Service Disruption	16
	Onboard Issues	15
	Station Issues	11
	Fares & Ticketing	9
	Timetabling	4
	Antisocial Behaviour	1
<b>Portlaoise Kildare Newbridge Commuter Total</b>		<b>56</b>
Rosslare	Onboard Issues	96
	Fares & Ticketing	81
	Service Disruption	73
	Station Issues	38
	Staff Issues	19
	Website	14
	Timetabling	10
	Antisocial Behaviour	7
<b>Rosslare Total</b>		<b>338</b>
Sligo	Onboard Issues	246
	Service Disruption	212
	Fares & Ticketing	195
	Station Issues	44
	Website	32
	Antisocial Behaviour	21
	Staff Issues	21
	Timetabling	12
<b>Sligo Total</b>		<b>783</b>
Tralee	Service Disruption	442

	Fares & Ticketing	285
	Onboard Issues	194
	Website	74
	Station Issues	33
	Staff Issues	26
	Antisocial Behaviour	15
	Timetabling	11
<b>Tralee Total</b>		<b>1,080</b>
Tralee Mallow Cork	Service Disruption	13
	Fares & Ticketing	3
	Onboard Issues	3
	Website	1
<b>Tralee Mallow Cork Total</b>		<b>20</b>
Waterford	Service Disruption	265
	Fares & Ticketing	183
	Onboard Issues	180
	Station Issues	72
	Website	46
	Staff Issues	37
	Timetabling	13
	Antisocial Behaviour	12
<b>Waterford Total</b>		<b>808</b>
Westport & Ballina	Onboard Issues	257
	Fares & Ticketing	231
	Service Disruption	155
	Website	51
	Station Issues	39
	Staff Issues	24
	Antisocial Behaviour	19
	Timetabling	8
<b>Westport &amp; Ballina Total</b>		<b>784</b>
No Route Specified	Service Disruption	481
	Website	257
	Fares & Ticketing	139
	Onboard Issues	74
	Station Issues	28
	Staff Issues	14
	Antisocial Behaviour	8
	Timetabling	4
<b>No Route Specified Total</b>		<b>1,005</b>
<b>Grand Total 2017</b>		<b>23,215</b>

## Customer Complaints 2018

Route	Case Type	Number
Cork	Service Disruption	1,607
	Fares & Ticketing	1,281
	Onboard Issues	783
	Website	716
	Station Issues	203
	Staff Issues	118
	Antisocial Behaviour	55
	Timetabling	23
	Accessibility Issues	5
<b>Cork Total</b>		<b>4,791</b>
Dart	Station Issues	623
	Service Disruption	546
	Timetabling	531
	Onboard Issues	365
	Fares & Ticketing	313
	Antisocial Behaviour	201
	Staff Issues	89
	Website	39
	Accessibility Issues	2
<b>Dart Total</b>		<b>2,709</b>
Galway	Fares & Ticketing	529
	Onboard Issues	517
	Service Disruption	496
	Website	197
	Station Issues	72
	Antisocial Behaviour	56
	Staff Issues	45
	Timetabling	16
	Accessibility Issues	2
<b>Galway Total</b>		<b>1,930</b>
Westport & Ballina	Onboard Issues	400
	Service Disruption	264
	Fares & Ticketing	262
	Website	65
	Station Issues	48
	Antisocial Behaviour	40
	Staff Issues	20
	Timetabling	4
Accessibility Issues	1	
<b>Westport &amp; Ballina Total</b>		<b>1,104</b>
Waterford	Onboard Issues	319
	Service Disruption	307
	Fares & Ticketing	255
	Website	81
	Station Issues	70
	Staff Issues	33

	Antisocial Behaviour	25
	Timetabling	4
<b>Waterford Total</b>		<b>1,094</b>
Dundalk/Drogheda Commuter	Service Disruption	333
	Timetabling	223
	Station Issues	145
	Onboard Issues	124
	Fares & Ticketing	110
	Antisocial Behaviour	32
	Staff Issues	23
	Website	21
	Accessibility Issues	1
<b>Dundalk/Drogheda Commuter Total</b>		<b>1,012</b>
Longford/M3Parkway/Maynooth Commuter	Station Issues	287
	Onboard Issues	233
	Service Disruption	182
	Timetabling	128
	Fares & Ticketing	102
	Staff Issues	31
	Antisocial Behaviour	27
	Website	18
	Accessibility Issues	2
<b>Longford/M3Parkway/Maynooth Commuter Total</b>		<b>1,010</b>
Limerick	Fares & Ticketing	323
	Service Disruption	251
	Onboard Issues	183
	Website	105
	Station Issues	46
	Staff Issues	31
	Timetabling	18
	Antisocial Behaviour	12
<b>Limerick Total</b>		<b>969</b>
Sligo	Onboard Issues	327
	Fares & Ticketing	213
	Service Disruption	176
	Website	89
	Antisocial Behaviour	48
	Station Issues	34
	Timetabling	30
	Staff Issues	25
	Accessibility Issues	2
<b>Sligo Total</b>		<b>944</b>
Tralee	Fares & Ticketing	295
	Service Disruption	242
	Website	180
	Onboard Issues	160
	Antisocial Behaviour	17
	Station Issues	12
	Staff Issues	11

	Timetabling	4
<b>Tralee Total</b>		<b>921</b>
Belfast	Onboard Issues	275
	Service Disruption	238
	Fares & Ticketing	210
	Website	101
	Station Issues	33
	Staff Issues	28
	Antisocial Behaviour	12
	Timetabling	11
	Accessibility Issues	3
<b>Belfast Total</b>		<b>911</b>
Portlaoise Kildare Commuter	Station Issues	153
	Service Disruption	118
	Fares & Ticketing	82
	Onboard Issues	71
	Staff Issues	31
	Antisocial Behaviour	23
	Timetabling	11
	Website	7
	Accessibility Issues	2
<b>Portlaoise Kildare Commuter Total</b>		<b>498</b>
Rosslare	Service Disruption	125
	Onboard Issues	114
	Fares & Ticketing	102
	Station Issues	35
	Website	25
	Staff Issues	19
	Timetabling	13
	Antisocial Behaviour	9
	Accessibility Issues	3
<b>Rosslare Total</b>		<b>445</b>
Newbridge PPT Commuter	Onboard Issues	129
	Service Disruption	71
	Station Issues	55
	Fares & Ticketing	27
	Timetabling	12
	Staff Issues	7
	Website	4
	Antisocial Behaviour	3
<b>Newbridge PPT Commuter Total</b>		<b>308</b>
No Route Specified	Fares & Ticketing	38
	Station Issues	27
	Onboard Issues	27
	Website	26
	Service Disruption	20
	Staff Issues	15
	Antisocial Behaviour	5
	Timetabling	4



<b>Total</b>		<b>162</b>
Cork Cobh Midleton	Service Disruption	27
	Fares & Ticketing	21
	Station Issues	18
	Onboard Issues	14
	Staff Issues	8
	Timetabling	5
	Website	4
	Antisocial Behaviour	3
<b>Cork Cobh Midleton Total</b>		<b>100</b>
Galway Limerick	Service Disruption	23
	Fares & Ticketing	15
	Station Issues	12
	Website	6
	Onboard Issues	5
	Staff Issues	3
	Antisocial Behaviour	2
	Timetabling	1
<b>Galway Limerick Total</b>		<b>67</b>
Tralee Mallow Cork	Fares & Ticketing	17
	Onboard Issues	8
	Website	7
	Service Disruption	7
	Station Issues	2
	Antisocial Behaviour	1
<b>Tralee Mallow Cork Total</b>		<b>42</b>
Limerick Ballybrophy	Service Disruption	9
	Station Issues	3
	Fares & Ticketing	2
	Website	1
	Staff Issues	1
<b>Limerick Ballybrophy Total</b>		<b>16</b>
Limerick Waterford	Service Disruption	6
	Station Issues	3
	Fares & Ticketing	2
	Website	1
	Antisocial Behaviour	1
<b>Limerick Waterford Total</b>		<b>13</b>
Athenry/Limerick	Fares & Ticketing	6
	Antisocial Behaviour	1
<b>Athenry/Limerick Total</b>		<b>7</b>
Ballybrophy/Limerick	Service Disruption	2
<b>Ballybrophy/Limerick Total</b>		<b>2</b>
Kerry/Mallow/Cork	Service Disruption	1
	Fares & Ticketing	1
<b>Kerry/Mallow/Cork Total</b>		<b>2</b>
Middleton/Cork/Cobh	Station Issues	1
<b>Middleton/Cork/Cobh Total</b>		<b>1</b>
<b>Grand Total 2018</b>		<b>19,058</b>

Freedom of Information Request:  
 Schedule of Records for IE\_FOI\_228 : Summary for Decision Making

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
1	10.04.19	IE_FOI_228 Complaints 2017 & 2018	8	Grant		

Signed

