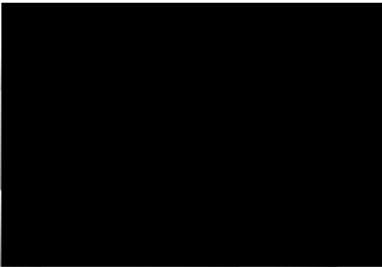


17th April 2019



Re: Response - FOI request IE_FOI_235

Dear 

I refer to your request dated 21st March 2019 made under the Freedom of Information Act 2014, which was received by this office on that date, for records held by Iarnród Éireann.

Request:

- The amount complaints made by train passengers concerning the behavior of other passengers each year since 2015.
- The amount of complaints by train passengers concerning Irish Rail staff every year since 2015.
- The amount of complaints made to Irish Rail about the train service every year since 2015
- The reasons given for said complaints.
- The routes on which these incidents took place.

I, Paul Slowe, have now made a final decision to grant your request on 17th 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.

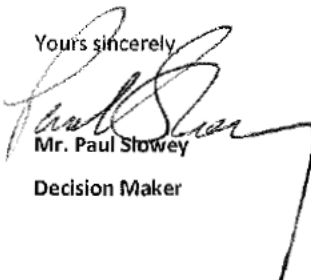
Rights of appeal

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

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

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

Yours sincerely



Mr. Paul Slowe

Decision Maker

Passenger Behaviour Complaints 2015-2018

Route	Type	2015	2016	2017	2018	Grand Total
Dart	Disruptive Passengers	52	30	52	96	230
	Intimidation	14	29	60	34	137
	Vandalism	12	6	58	51	127
	Assault	6	3	6	4	19
	Begging			8	8	16
	Theft	5	3	1	5	14
	Noisy Conduct			2	3	5
Dart Total		89	71	187	201	548
Cork	Disruptive Passengers	22	14	34	33	103
	Intimidation	3	3	7	4	17
	Theft	4	1	3	3	11
	Vandalism	2	2		2	6
	Begging			1	5	6
	Noisy Conduct				6	6
	Assault	1		1		2
Cork Total		32	20	46	53	151
Galway	Disruptive Passengers	32	20	22	47	121
	Intimidation	3	5	2	5	15
	Vandalism	1	3			4
	Theft		1		3	4
	Begging			1	1	2
Galway Total		36	29	25	56	146
Longford/M3Parkway/Maynooth	Intimidation	14	10	33	4	61
	Disruptive Passengers	4	9	8	13	34
	Vandalism	11	2	4	3	20
	Theft	8			3	11
	Assault	4	2		2	8
	Begging			3	1	4
	Noisy Conduct				1	1
Longford/M3Parkway/Maynooth Commuter To		41	23	48	27	139
Sligo	Disruptive Passengers	18	17	15	40	90
	Intimidation	6	5	4	2	17
	Noisy Conduct			1	4	5
	Vandalism	1	2		1	4
	Alcohol/Smoking Issues	1				1
	Begging			1		1
Sligo Total		26	24	21	47	118
Dundalk/Drogheda Conn	Disruptive Passengers	16	11	10	13	50
	Intimidation	1	4	7	10	22
	Vandalism	4	3	4	3	14
	Assault	1	2	1	3	7
	Begging			1	2	3
	Theft	1		2		3
	Noisy Conduct	1			1	2
	Alcohol/Smoking Issues	1				1

Dundalk/Drogheda Commuter Total		25	20	25	32	102
Westport & Ballina	Disruptive Passengers	16	12	16	36	80
	Intimidation		2	2	2	6
	Assault	2			1	3
	Theft				1	1
	Begging			1		1
Westport & Ballina Total		18	14	19	40	91
Waterford	Disruptive Passengers	22	10	9	22	63
	Intimidation	3	3	1	2	9
	Theft			1		1
	Begging				1	1
	Assault			1		1
Waterford Total		25	13	12	25	75
Tralee	Disruptive Passengers	15	8	11	12	46
	Noisy Conduct			2	3	5
	Intimidation	1		2	1	4
	Vandalism				1	1
	Assault		1			1
Tralee Total		16	9	15	17	57
Portlaoise Kildare Comr	Disruptive Passengers	2	5	3	10	20
	Intimidation	2	2	3	6	13
	Theft	2		1	4	7
	Vandalism	4		1	1	6
	Begging			2	1	3
	Assault				1	1
Portlaoise Kildare Commuter Total		10	7	10	23	50
Belfast	Disruptive Passengers	7	7	17	11	42
	Intimidation	1	3	1	1	6
	Assault			1		1
Belfast Total		8	10	19	12	49
Limerick	Disruptive Passengers	10	5	6	7	28
	Theft	2			2	4
	Intimidation	2		1	1	4
	Vandalism	2			1	3
	Assault			1	1	2
Limerick Total		16	5	8	12	41
Rosslare	Disruptive Passengers	6	1	4	6	17
	Theft	1	1		1	3
	Noisy Conduct			2		2
	Intimidation				2	2
	Vandalism			1		1
	Assault		1			1
Rosslare Total		7	3	7	9	26
Newbridge PPT Commu				2	2	4
Intimidation				2	1	3
Disruptive Passengers				1		1
Begging						
Newbridge PPT Commuter Total				5	3	8
Galway Limerick	Disruptive Passengers	2			1	3
	Vandalism	1			1	2

Galway Limerick Total		3	2	5		
Athenry/Limerick	Vandalism		2	2		
	Disruptive Passengers		1	1		
Athenry/Limerick Total			2	1	3	
Cork Cobh Midleton	Intimidation			1	1	
	Vandalism			1	1	
	Theft			1	1	
Cork Cobh Midleton Total				3	3	
Tralee Mallow Cork	Disruptive Passengers	1		1	2	
Tralee Mallow Cork Total		1		1	2	
Portlaoise/Kildare/New Begging				1	1	
Portlaoise/Kildare/Newbridge Commuter Total				1	1	
Limerick Waterford	Vandalism			1	1	
Limerick Waterford Total				1	1	
Grand Total		353	248	450	565	1616

Staff Complaints 2015-2018

Route	Type	2015	2016	2017	2018	Grand Total
Cork	Unhelpful/Rude Staff	95	75	66	90	326
	Catering Staff Issues		4	8	14	26
	RPU Staff Issues	3	4	1	7	15
	No Staff Available	1	3	1	2	7
	Driver				2	2
Cork Total		99	86	76	115	376
Dart	Unhelpful/Rude Staff	79	62	54	68	263
	RPU Staff Issues	5	8	9	6	28
	Driver				11	11
	No Staff Available	4	1	1	1	7
	Catering Staff Issues	1				1
	Security Staff				1	1
Dart Total		89	71	64	87	311
Galway	Unhelpful/Rude Staff	46	38	32	35	151
	RPU Staff Issues	8	3	1	2	14
	Catering Staff Issues	2		3	3	8
	No Staff Available	4	1	1	1	7
	Driver				1	1
	Security Staff				1	1
Galway Total		60	42	37	43	182
Portlaoise Kildare Commuter	Unhelpful/Rude Staff	23	31	27	26	107
	RPU Staff Issues	4	4	2	2	12
	Security Staff				2	2
Portlaoise Kildare Commuter Total		27	35	29	30	121
Waterford	Unhelpful/Rude Staff	23	16	23	20	82
	Catering Staff Issues	1		2	6	9
	RPU Staff Issues	6			2	8
	Driver				3	3
	No Staff Available			2	1	3
Waterford Total		30	16	27	32	105
Limerick	Unhelpful/Rude Staff	26	17	20	26	89
	No Staff Available	1		1	2	4
	RPU Staff Issues		2	1		3
	Driver				1	1
	Catering Staff Issues				1	1
Limerick Total		27	19	22	30	98
Dundalk/Drogheda Commuter	Unhelpful/Rude Staff	18	16	18	23	75
	RPU Staff Issues	13	4	1		18
	No Staff Available		2			2
Dundalk/Drogheda Commuter Total		31	22	19	23	95
Longford/M3Parkway/Maynooth	Unhelpful/Rude Staff	23	11	17	20	71
	RPU Staff Issues	7	2	4	2	15
	Driver				5	5
	No Staff Available	1		1	1	3
	Catering Staff Issues	1				1

Longford/M3Parkway/Maynooth	Commuter Total	32	13	22	28	95
Sligo	Unhelpful/Rude Staff	14	14	12	18	58
	Catering Staff Issues	3	2	3	4	12
	Driver				2	2
	RPU Staff Issues	1				1
	No Staff Available	1				1
Sligo Total		19	16	15	24	74
Westport & Ballina	Unhelpful/Rude Staff	12	15	16	9	52
	RPU Staff Issues	5	3	1	1	10
	Catering Staff Issues		2	1	4	7
	Driver				3	3
	Security Staff				1	1
	No Staff Available				1	1
Westport & Ballina Total		17	20	18	19	74
Tralee	Unhelpful/Rude Staff	11	20	16	8	55
	Catering Staff Issues	1		2	2	5
	No Staff Available	4				4
	RPU Staff Issues	1		1		2
Tralee Total		17	20	19	10	66
Belfast	Unhelpful/Rude Staff	8	13	12	25	58
	Catering Staff Issues	1	2	1	2	6
	No Staff Available	1				1
Belfast Total		10	15	13	27	65
Rosslare	Unhelpful/Rude Staff	11	8	9	14	42
	RPU Staff Issues		1	1	2	4
	Catering Staff Issues	1			1	2
	No Staff Available	1			1	2
Rosslare Total		13	9	10	18	50
Not Shown	Unhelpful/Rude Staff	7	5	6	8	26
	RPU Staff Issues	1			5	6
	No Staff Available	2		1		3
	Catering Staff Issues	1			1	2
Total		11	5	7	14	37
Cork Cobh Midleton	Unhelpful/Rude Staff	1	1	1	5	8
	RPU Staff Issues			1	2	3
	Driver				1	1
Cork Cobh Midleton Total		1	1	2	8	12
Newbridge PPT Commuter	Unhelpful/Rude Staff		1	1	6	8
	RPU Staff Issues				1	1
Newbridge PPT Commuter Total			1	1	7	9
Galway Limerick	Unhelpful/Rude Staff	2	2		3	7
	No Staff Available	1				1
Galway Limerick Total		3	2		3	8
Limerick Ballybrophy	Unhelpful/Rude Staff	1			1	2
Limerick Ballybrophy Total		1			1	2
Kerry/Mallow/Cork	Unhelpful/Rude Staff			1		1
Kerry/Mallow/Cork Total				1		1
Limerick Waterford	Unhelpful/Rude Staff	1				1
Limerick Waterford Total		1				1

Grand Total	488	393	382	519	1782
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Train Service Complaints 2015-2018

Route	Type	2015	2016	2017	2018	Grand Total
Cork	Train Failure	285	108	713	707	1813
	Seat Reservation	255	256	263	292	1066
	Incident on Line	660	74	17	227	978
	1st Class Issues	158	214	131	144	647
	Timekeeping	54	141	100	316	611
	Union Dispute	49	1	239	26	315
	Storm Ophelia			295	6	301
	Crowding	44	59	64	86	253
	Catering	46	43	42	77	208
	Signal Fault	141	9	8	47	205
	Weather Conditions				192	192
	Heat / AC	30	29	25	39	123
	Planned Maintenance	21	14	23	55	113
	Cleanliness	24	27	22	34	107
	Wi Fi	21	29	27	27	104
	Toilets	24	34	20	19	97
	Bus Transfers	3	46	21	25	95
	Announcements	14	16	21	16	67
	Bicycle Spaces	11	25	14	9	59
	Timetable Changes	20	8	12	13	53
	Cancellations	6	10	11	4	31
	Doors	7	11	4	7	29
	Connections	15	6	5		26
	Dogs	7	7	7	3	24
	Track Fault	11	3	3	5	22
	Disability Issues	5	4	6	6	21
	Alcohol/Smoking Issues	4	3	3	5	15
	Noise			2	10	12
	Special Event			4	5	9
	Bridge Strike			3	1	4
	Set Changes				4	4
	Special Events	3				3
	Maintenance Issue				3	3
	Onboard Disability Issues				3	3
	Station Disability Issues				1	1
	Overcarried				1	1
	Wheelchair Bookings				1	1
Cork Total		1918	1177	2105	2416	7616
Dart	Timekeeping	100	192	147	270	709
	Timetable Change Feedback				422	422
	Crowding	94	73	37	195	399
	Union Dispute	36	1	138	39	214
	Timetable Changes	27	24	17	84	152
	Heat / AC	38	28	20	53	139
	Incident on Line	33	23	57	26	139
	Signal Fault	23	28	8	77	136

	Announcements	30	32	32	31	125
	Train Failure	17	8	34	36	95
	Doors	16	18	25	16	75
	Cleanliness	14	12	16	30	72
	Cancellations	9	29	18	10	66
	Planned Maintenance	12	16	1	35	64
	Weather Conditions				49	49
	Bicycle Spaces	10	16	12	10	48
	Connections	20	11	7	3	41
	Dart Derailment			28		28
	Bus Transfers	3	9	5	8	25
	Alcohol/Smoking Issues	5	4	8	5	22
	Disability Issues	3	8	3	3	17
	Track Fault	1	4	8	2	15
	Bridge Strike	2	5	4	2	13
	Dogs	3	3	2	3	11
	Storm Ophelia			10		10
	Maintenance Issue				5	5
	Seat Reservation		1	3	1	5
	Wi Fi	1		1	2	4
	Special Event				3	3
	Noise			1	2	3
	Early Departures	2				2
	Station Disability Issues				2	2
	Pass Info Display				2	2
	Toilets		1		1	2
	Track Flooded				2	2
	Bicycles				1	1
	Smoking				1	1
	Special Events	1				1
Dart Total		500	546	642	1431	3119
Galway	Seat Reservation	96	129	195	292	712
	Incident on Line	137	5	4	240	386
	Crowding	52	64	103	129	348
	Timekeeping	50	83	45	80	258
	Train Failure	127	15	37	41	220
	Union Dispute	10	2	96	8	116
	Storm Ophelia			84	2	86
	Weather Conditions				83	83
	Signal Fault	50	3	17	11	81
	Catering	14	20	12	13	59
	Heat / AC	12	12	12	11	47
	Wi Fi	12	13	5	11	41
	Cleanliness	14	12	6	8	40
	Connections	14	13	8	3	38
	Doors	14	11	6	6	37
	Announcements	13	7	3	13	36
	Planned Maintenance	10	9	2	14	35
	Bicycle Spaces	9	12	9	4	34
	Bus Transfers	3	7	4	15	29

	1st Class Issues	22	2			24
	Toilets	6	4	11	2	23
	Timetable Changes	10	2	7	4	23
	Cancellations	5	10	3	4	22
	Disability Issues	6	8	4	2	20
	Alcohol/Smoking Issues	1	5	2	7	15
	Alcohol Ban				7	7
	Track Fault	6	1			7
	Dogs	3		2	1	6
	Noise			2	3	5
	Set Changes				4	4
	Special Event				2	2
	Station Disability Issues				2	2
	Special Events	1				1
	Security Issue				1	1
	Timetable Change Feedback				1	1
	E-Cigarettes				1	1
	Bridge Strike				1	1
	Pass Info Display				1	1
Galway Total		697	449	679	1027	2852
Tralee	Train Failure	104	65	290	103	562
	Seat Reservation	126	118	95	86	425
	Incident on Line	223	23	2	30	278
	Timekeeping	39	138	28	31	236
	1st Class Issues	50	37	13	16	116
	Crowding	30	20	29	26	105
	Signal Fault	36	15	2	13	66
	Storm Ophelia			64	1	65
	Bus Transfers	6	30	18	9	63
	Connections	28	8	5	1	42
	Weather Conditions				38	38
	Union Dispute	4		28	2	34
	Planned Maintenance	9	3	10	12	34
	Catering	14	6	9	4	33
	Cleanliness	4	11	9	6	30
	Heat / AC	9	8	8	3	28
	Bicycle Spaces	9	5	5	4	23
	Toilets	4	4	5	4	17
	Track Fault	3	5		3	11
	Timetable Changes	4	2	3	2	11
	Wi Fi		3	4	3	10
	Announcements	1	3	2	3	9
	Alcohol/Smoking Issues	3	1	3	1	8
	Cancellations	2	4		1	7
	Doors	4	2			6
	Disability Issues	4	1			5
	Dogs		1	1	1	3
	Special Events	2				2
	Set Changes				2	2
	Overcarried				1	1

Tralee Total		718	513	633	406	2270
Limerick	Train Failure	155	27	158	57	397
	Seat Reservation	97	90	104	97	388
	Incident on Line	208	27	8	61	304
	Timekeeping	25	72	31	56	184
	Crowding	16	43	23	33	115
	Signal Fault	80	2	12	6	100
	Storm Ophelia			86		86
	Union Dispute	10		71	2	83
	1st Class Issues	39	21	11	7	78
	Bus Transfers	5	23	18	9	55
	Weather Conditions				54	54
	Connections	8	9	5	5	27
	Catering	5	5	5	10	25
	Timetable Changes	4	5	9	4	22
	Cleanliness	6	1	5	7	19
	Announcements	3	4	6	3	16
	Planned Maintenance	6	3		6	15
	Toilets	5	2	3	4	14
	Cancellations	4	4	2	3	13
	Heat / AC	4	1	1	5	11
	Bridge Strike			10		10
	Bicycle Spaces	2	2	4	2	10
	Wi Fi	1	3	2	3	9
	Dogs	5	2	1	1	9
	Track Fault	8		1		9
	Disability Issues	3	3	1	1	8
	Alcohol/Smoking Issues	1	1		4	6
	Doors	1	3	1	1	6
	Special Event	1			4	5
	Maintenance Issue				2	2
	Set Changes				2	2
	Special Events	1				1
	Early Departures	1				1
	Bicycles	1				1
Limerick Total		705	353	578	449	2085
Waterford	Seat Reservation	64	59	73	181	377
	Incident on Line	88	29		137	254
	Train Failure	95	7	84	51	237
	Crowding	48	27	44	86	205
	Timekeeping	37	32	20	36	125
	Union Dispute	7		97	5	109
	Bus Transfers	28	22	9	19	78
	Storm Ophelia			52		52
	Weather Conditions				41	41
	Signal Fault	18	7		10	35
	Bicycle Spaces	8	3	11	9	31
	Cleanliness	7	7	5	6	25
	Catering	5	3	6	9	23
	Connections	13	2	3	1	19

	Planned Maintenance	9	2	2	5	18
	Heat / AC	3	7	5	3	18
	Alcohol/Smoking Issues	6	2	3	5	16
	Announcements	6	4	4	2	16
	Wi Fi	3	4	2	6	15
	Doors	3	4	3	2	12
	Disability Issues	1	5	2	3	11
	Toilets	4		3	2	9
	Timetable Changes	1	4	2	1	8
	1st Class Issues	6			1	7
	Cancellations	1	5	1		7
	Track Fault	4		1	1	6
	Dogs	1	1	2	1	5
	Track Flooded				2	2
	Noise	1			1	2
	Special Event				1	1
	Alcohol Ban				1	1
	Special Events	1				1
Waterford Total		468	236	434	628	1766
Belfast	1st Class Issues	88	103	60	143	394
	Train Failure	35	70	129	73	307
	Seat Reservation	61	66	44	66	237
	Timekeeping	20	93	36	39	188
	Incident on Line	18	22	28	20	88
	Weather Conditions				69	69
	Crowding	19	15	15	14	63
	Bus Transfers	9	23	20	10	62
	Union Dispute	18		22	1	41
	Catering	6	5	11	10	32
	Storm Ophelia			30		30
	Signal Fault	6	2	7	9	24
	Cancellations	2	2	11	3	18
	Cleanliness	4	4	3	4	15
	Connections	8	2	4	1	15
	Timetable Changes	5	4	2	3	14
	Set Changes				14	14
	Wi Fi	4	4	3	3	14
	Announcements	2	5	3	4	14
	Planned Maintenance	3	1	7		11
	Toilets	3	2	1	4	10
	Heat / AC	3	3		4	10
	Bicycle Spaces	2	4	2	1	9
	Disability Issues	2	2	2	2	8
	Security Issue				8	8
	Bridge Strike		1		6	7
	Doors	3	1		3	7
	Track Fault	1		1	3	5
	Dogs		3	1		4
	Timetable Change Feedback				3	3
	Alcohol/Smoking Issues	2			1	3

	Wheelchair Bookings				2	2
	Noise				2	2
	Dart Derailment			1		1
	Station Disability Issues				1	1
Belfast Total		324	437	443	526	1730
Westport & Ballina	Seat Reservation	85	55	123	238	501
	Crowding	66	21	44	99	230
	Train Failure	59	14	58	52	183
	Incident on Line	52	5	1	71	129
	Timekeeping	20	26	23	37	106
	Weather Conditions				83	83
	Catering	16	18	18	16	68
	Cleanliness	9	12	6	9	36
	Storm Ophelia			35		35
	Signal Fault	19		7	8	34
	Heat / AC	11	9	10	3	33
	Doors	4	9	16	3	32
	Bus Transfers	7	10	7	7	31
	Union Dispute	8		22		30
	Bicycle Spaces	6	11	4	7	28
	Toilets	10	7	5	4	26
	Wi Fi	5	8	5	5	23
	Timetable Changes	15	3	2	1	21
	Planned Maintenance	8	3		6	17
	Track Fault	5	6	1		12
	Connections	5		3	2	10
	Alcohol/Smoking Issues		3	4	2	9
	Announcements	2	2	3	2	9
	Disability Issues	2	1	3	3	9
	1st Class Issues	7	1			8
	Dogs	1			2	3
	Special Event			2		2
	Cancellations	1		1		2
	Set Changes				2	2
	Alcohol Ban				1	1
	Bridge Strike			1		1
	Wheelchair Bookings				1	1
	Pass Info Display				1	1
	Noise				1	1
	Maintenance Issue				1	1
Westport & Ballina Total		423	224	404	667	1718
Longford/M3Parkway/Mayno	Crowding	97	94	141	145	477
	Timekeeping	65	97	78	135	375
	Heat / AC	14	31	34	19	98
	Union Dispute	7		87	3	97
	Timetable Change Feedback				97	97
	Announcements	11	19	25	20	75
	Train Failure	9	3	38	21	71
	Timetable Changes	12	5	17	15	49
	Incident on Line	20	20	4	1	45

	Connections	19	4	9	7	39
	Cancellations	15	12	7	3	37
	Doors	3	9	10	6	28
	Signal Fault	6	10	6	4	26
	Bicycle Spaces	6	5	6	5	22
	Cleanliness	6	8	3	4	21
	Seat Reservation	1	5	5	7	18
	Weather Conditions				15	15
	Storm Ophelia			10		10
	Toilets	1	2	1	5	9
	Disability Issues	6	1	1	1	9
	Bus Transfers	1	1	3	2	7
	Set Changes				7	7
	Pass Info Display				5	5
	Planned Maintenance	4	1			5
	Alcohol/Smoking Issues		1	1	2	4
	Maintenance Issue				3	3
	Dogs	1	1		1	3
	Special Event			1	2	3
	Track Fault		1	1		2
	Onboard Disability Issues				2	2
	Bridge Strike			2		2
	Noise				2	2
	Catering	1				1
	Wi Fi				1	1
	LRA				1	1
Longford/M3Parkway/Maynooth	Commuter Total	305	330	490	541	1666
Sligo	Seat Reservation	45	54	89	126	314
	Crowding	62	38	82	94	276
	Timekeeping	22	43	44	81	190
	Train Failure	48	40	76	24	188
	Heat / AC	23	29	10	13	75
	Incident on Line	29	24		16	69
	Cleanliness	12	16	16	19	63
	Union Dispute	4		55	2	61
	Catering	8	12	9	19	48
	Weather Conditions				47	47
	Toilets	8	7	9	6	30
	Cancellations	15	11		2	28
	Signal Fault	9	4	12	2	27
	Timetable Changes	3	7	5	11	26
	Announcements	13	4	1	6	24
	Storm Ophelia			23		23
	Bus Transfers	15	6	1		22
	Wi Fi	5	6	5	5	21
	Doors	1	11	5	3	20
	Set Changes				17	17
	Timetable Change Feedback				15	15
	Bicycle Spaces	1	1	3	8	13
	Alcohol/Smoking Issues	3	4	1	5	13

	Track Fault	6	2	1		9
	Connections	5	3	1		9
	Dogs		3	2	3	8
	Disability Issues	3	4	1		8
	Planned Maintenance	4				4
	Security Issue				4	4
	Station Disability Issues				2	2
	Alcohol Ban				1	1
	1st Class Issues	1				1
	Noise				1	1
	Bridge Strike	1				1
	E-Cigarettes				1	1
Sligo Total		346	329	451	533	1659
Dundalk/Drogheda Commuter	Timekeeping	34	71	49	175	329
	Timetable Change Feedback				181	181
	Crowding	44	49	24	63	180
	Union Dispute	17	1	70	38	126
	Heat / AC	33	46	19	18	116
	Incident on Line	8	1	50	35	94
	Train Failure	29	6	22	24	81
	Timetable Changes	24	11	5	33	73
	Weather Conditions				55	55
	Announcements	11	9	10	16	46
	Cleanliness	5	8	6	12	31
	Bus Transfers	5	5	8		18
	Storm Ophelia			16		16
	Cancellations	6	4	2	2	14
	Signal Fault	3	9		1	13
	Connections	6	1	3	2	12
	Seat Reservation	4	3	2	3	12
	Bicycle Spaces	2	4	3	2	11
	Track Fault	3	6		1	10
	Toilets	2	4	2	1	9
	Planned Maintenance	5	3		1	9
	Doors	3	3	1	1	8
	Disability Issues	3	2		1	6
	Wi Fi	2	2	1	1	6
	Alcohol/Smoking Issues	1		2	1	4
	1st Class Issues	2			1	3
	Dogs			2		2
	Pass Info Display				2	2
	Set Changes				1	1
	Security Issue				1	1
	Special Event				1	1
	LRA				1	1
	Bridge Strike				1	1
	Maintenance Issue				1	1
	Onboard Disability Issues				1	1
Dundalk/Drogheda Commuter Total		252	248	297	677	1474
Portlaoise Kildare Commuter	Timekeeping	59	65	53	26	203

	Crowding	21	35	29	40	125
	Union Dispute	11		84	26	121
	Incident on Line	47	6	5	22	80
	Train Failure	34	17	5	1	57
	Bicycle Spaces	25	18	4	7	54
	Timetable Changes	20	14	5	6	45
	Seat Reservation	7	7	7	8	29
	Bus Transfers	4	9	3	10	26
	Weather Conditions				25	25
	Planned Maintenance	8	5	3	4	20
	Signal Fault	13	2	1	2	18
	Announcements	4	7	3	3	17
	Cleanliness	2	5	5	4	16
	Cancellations	1	5	4	5	15
	Storm Ophelia			13		13
	Connections	6	3	3		12
	Doors	5	2	2	1	10
	Toilets	2	2	3	1	8
	Heat / AC	2	1	2	2	7
	Track Fault	4	1		1	6
	Wi Fi	3		1	1	5
	Dogs		1	2		3
	Alcohol/Smoking Issues		1		2	3
	Disability Issues		1	2		3
	Catering	2				2
	Bridge Strike				1	1
	Onboard Disability Issues				1	1
	Special Event			1		1
	Station Disability Issues				1	1
Portlaoise Kildare Commuter Total		280	207	240	200	927
No Route Shown	Train Failure	5		450	2	457
	Seat Reservation	7	6	19	10	42
	Union Dispute	3	1	23	3	30
	Crowding	2	1	19	6	28
	1st Class Issues	1		17		18
	Timekeeping	2	4	3	4	13
	Incident on Line	7	2		3	12
	Heat / AC	4	1	3		8
	Announcements	4	1	2	1	8
	Weather Conditions				6	6
	Signal Fault	3	1	1	1	6
	Wi Fi		1	1	4	6
	Connections	2	1	1	1	5
	Catering	2		1	1	4
	Timetable Changes	2		1	1	4
	Alcohol/Smoking Issues		1	3		4
	Dogs	2		1	1	4
	Cleanliness	1	1	1	1	4
	Bicycle Spaces		4			4
	Bus Transfers			3		3

	Planned Maintenance	3				3
	Toilets	2	1			3
	Disability Issues				2	2
	Timetable Change Feedback				2	2
	Noise		1	1		2
	Security Issue			1		1
	Bikes		1			1
	Storm Ophelia		1			1
	Doors		1			1
Total		52	26	553	51	682
Rosslare	Seat Reservation	19	37	30	52	138
	Crowding	18	5	18	18	59
	Train Failure	3		12	31	46
	Timekeeping	4	12	9	14	39
	Heat / AC	8	4	16	7	35
	Cleanliness	14	3	7	8	32
	Weather Conditions				29	29
	Union Dispute	3		23	2	28
	Incident on Line	3	3	5	13	24
	Signal Fault	1	1		18	20
	Timetable Changes	4	9	1	5	19
	Connections	12	6	1		19
	Bicycle Spaces	2	5	6	5	18
	Bus Transfers	5	3		9	17
	Storm Ophelia			16		16
	Catering	3	3	3	5	14
	Toilets	7	4	1	2	14
	Announcements	5		1	5	11
	Cancellations	2	7	2		11
	Doors	3	4	2	2	11
	Dogs	3	4	3		10
	Dart Derailment			7		7
	Planned Maintenance	1	2		4	7
	Timetable Change Feedback				6	6
	Alcohol/Smoking Issues	2	1	1	2	6
	Disability Issues	2	1	1	1	5
	Set Changes				5	5
	Security Issue				3	3
	Track Fault			1	2	3
	Onboard Disability Issues				2	2
	Wi Fi		1		1	2
	Bridge Strike	1				1
	Station Disability Issues				1	1
	Maintenance Issue				1	1
Rosslare Total		125	115	166	253	659
Newbridge PPT Commuter	Crowding			48	114	162
	Timekeeping		8	12	44	64
	Union Dispute			9	2	11
	Timetable Changes		1	5	3	9
	Weather Conditions				9	9

	Incident on Line			8	8	
	Announcements	1	1	6	8	
	Train Failure		2	5	7	
	Connections	1	4		5	
	Timetable Change Feedback			5	5	
	Storm Ophelia		2	1	3	
	Bicycle Spaces			3	3	
	Doors		1	1	2	
	Heat / AC		1	1	2	
	Toilets			2	2	
	Seat Reservation		1	1	2	
	Maintenance Issue			1	1	
	Signal Fault			1	1	
	Cancellations		1		1	
	Special Event			1	1	
	LRA			1	1	
Newbridge PPT Commuter Total		11	87	209	307	
Tralee Mallow Cork	Incident on Line	33			33	
	Timekeeping	21		1	22	
	Train Failure	5	5	1	11	
	Seat Reservation	4		1	4	9
	Union Dispute	2		4	1	7
	1st Class Issues	2	5			7
	Crowding	3		2	1	6
	Cleanliness	1			2	3
	Storm Ophelia			3		3
	Planned Maintenance	2			1	3
	Bus Transfers			1	1	2
	Weather Conditions				2	2
	Signal Fault	1	1			2
	Bicycle Spaces		1			1
	Dogs	1				1
	Wi Fi				1	1
	Doors	1				1
	Timetable Changes		1			1
Tralee Mallow Cork Total		47	37	16	15	115
Cork Cobh Midleton	Bus Transfers	1		14	11	26
	Train Failure	2		6	3	11
	Union Dispute	1		9		10
	Crowding	1		1	6	8
	Timekeeping		1	1	6	8
	Weather Conditions				7	7
	Signal Fault	1	1	3		5
	Toilets			1	2	3
	Bicycle Spaces	1			1	2
	Announcements				2	2
	Cancellations				2	2
	Pass Info Display				1	1
	Cleanliness				1	1
	Special Event				1	1

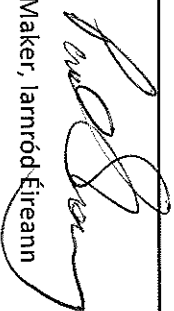
	Storm Ophelia			1		1
	Dogs				1	1
	Alcohol/Smoking Issues	1				1
	Doors			1		1
Cork Cobh Middleton Total		8	2	37	44	91
Galway Limerick	Incident on Line	11	3			14
	Bus Transfers	6	3	3	1	13
	Train Failure	5	1	2	4	12
	Track Flooded				10	10
	Timekeeping	3	2		4	9
	Signal Fault	4			1	5
	Crowding	3			1	4
	Track Fault	3		1		4
	Weather Conditions				3	3
	Timetable Changes	2				2
	Announcements	1			1	2
	Union Dispute			1		1
	Cleanliness		1			1
	Heat / AC	1				1
	Bridge Strike			1		1
	Bicycle Spaces	1				1
	Doors				1	1
	Connections				1	1
	Toilets				1	1
	Seat Reservation				1	1
Galway Limerick Total		40	10	8	29	87
Limerick Ballybrophy	Train Failure	8	1	2		11
	Bus Transfers				8	8
	Incident on Line	5			1	6
	Union Dispute			5		5
	Signal Fault	4				4
	Timekeeping			1		1
	Storm Ophelia			1		1
	Connections			1		1
Limerick Ballybrophy Total		17	1	10	9	37
Portlaoise/Kildare/Newbridge	Crowding			12		12
	Timekeeping			7		7
	Union Dispute			6		6
	Train Failure			2		2
	Bicycle Spaces			2		2
	Timetable Changes			1		1
	Connections			1		1
	Seat Reservation			1		1
	Storm Ophelia			1		1
Portlaoise/Kildare/Newbridge Commuter Total				33		33
Limerick Waterford	Bus Transfers			5	2	7
	Timekeeping		2			2
	Connections	1		1		2
	Planned Maintenance				2	2
	Weather Conditions				1	1

	Train Failure			1	1
Limerick Waterford Total		1	2	6	6
Kerry/Mallow/Cork	Storm Ophelia			3	3
	Train Failure			1	1
	Timekeeping			2	2
	Union Dispute			1	1
	Bus Transfers			1	1
Kerry/Mallow/Cork Total				8	1
Athenry/Limerick	Storm Ophelia			1	1
	Cleanliness			1	1
Athenry/Limerick Total				2	2
Ballybrophy/Limerick	Bus Transfers			2	2
Ballybrophy/Limerick Total				2	2
Middleton/Cork/Cobh	Toilets			1	1
Middleton/Cork/Cobh Total				1	1
Grand Total		7226	5253	8323	10120
					30922

Freedom of Information Request:
Schedule of Records for IE_FOI_235 : 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	17.04.19	IE_FOI_235 Complaints	19	Grant		

Signed



Decision Maker, Iarnród Éireann