

20<sup>th</sup> August 2019

[REDACTED]  
[REDACTED]  
[REDACTED]

**Re: FOI Request Response [IE\_FOI\_250]**

Dear [REDACTED],

I refer to your request dated 7<sup>th</sup> May 2018 made under the Freedom of Information Act 2014, which was received on that date for records held by Iarnród Éireann your request sought:

All relevant documentation relating to:

- Copy of all complaints of anti-social behaviour from passengers on the DART between 1<sup>st</sup> June 2018 and the present date.

I, Paul Slowey, have now made a final decision to grant your request on 14<sup>th</sup> August 2018.

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

**Rights of appeal**

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

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

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

Yours sincerely,

**Mr. Paul Slowey**

**Decision Maker**

**PP:**



**Lynette O'Toole**

**Freedom of Information Officer**

Comments:

Please contact me regarding safety concerns at Killester Dart Station. Young people gathering on the northbound platform late at night. Access to the station from the road is very easy for them. Last night and the night before I called the garda in Raheny station around midnight as I have been very concerned for the welfare and safety of the youngsters, they sent a car and sorted it out however it may start to become a hub for young people to gather especially now that schools are out and we are experiencing good weather. Access is too easy for them. Many thanks.

Comments:

I took the 7pm train to greystones. A group of approx. 20 youths boarded the train with alcohol and proceeded to cycle a bike up the carriage. Asked them to stop as they were going to fall into some one. Changed carriage and when they got off in Shankill they opened the door screamed racial slur and spat at us. I would like a copy of the onboard and platform CCTV please from Killiney to shankill.

Comments:

I just saw a man relieve himself in the middle of grand canal dock dart station at 08.55am in the middle of rush hour. There were no staff members available that I could see to report this . Disgusted.

Comments:

While crossing the bridge over the track at Grand Canal Dock this morning just before 9 alongside dozens of other passengers, there was a man urinating against a wall at the top of the stairs in full view of everyone. As seems to be common in stations now there was no staff anywhere nearby to ensure such things don't happen. Tissue beggars also continue to regularly bother passengers on off-peak services with no staff at stations to stop them. Is there no security effort at all? I start to feel nervous at the thought of letting my children use this service

Comments:

Hi, I was aboard the dart on 9 June 2018. I boarded at clongriffin at around 2pm on Greystones train. At Pearse station a group of about 10 very intoxicated men boarded train carrying large amounts of alcohol what they continued to drink on train. They begin to cause physical damage to train before shouting homophobic abuse to me and my partner before giving indications of beginning physical abuse. We had to leave train in fear of our safety. I use the train service everyday and I am disappointed at first people so drunk with alcohol can get on train but also that there is so security for passengers. I will also be reporting this incident to the Garda. This did not only affect me, other passengers nor directly involved got off train and came and asked us if we were ok. I expected more from Irish Rail.

I was on the 7.55 Maynooth to Bray Commuter this morning. On getting on the train at Leixlip Louisa Bridge I happened to sit next to a man who was drinking lager and looking at his phone. I put my water bottle on the tray in front of me and he attempted to pick it I, I asked him if he wouldn't touch it please. He clearly heard my English accent. The man verbally abused me before loudly singing Fenian songs and claiming to be Real IRA. He also suggested I was MI6 because I refused to tell him what I was reading and tried to provoke a reaction by continuing to verbally abuse me. The man/thug then attempted to elbow me which I managed to block with my shoulder / upper arm. Thankfully another commuter stepped in after the man made a gum shape with his fingers and pointed them towards my head, this was only after I suffered about 20 minutes of this guy's verbal and attempted physical abuse. The good Samaritan stated he was ashamed to be Irish after listening to the verbal abuse being dished out and forcefully told the thug to stop which he duly did. The thug got off the train at Tara Street station around 8.45am. He was about [REDACTED] and wearing a [REDACTED] style top. This is the only occasion I've had to put up with this kind

of behaviour in 10 years of commuting between Leixlip and Dún Laoghaire, thankfully making this a very rare occurrence.

I doubt there is anything that can be done about this individual but I felt it best you know about this incident.

Comments:

Yesterday I was coming back from work taking a dart to Malahide from Pearse at 16:54. I sat beside the window at left hand side. At Killester station, once doors closed and train was ready to departure, a 13/14 years old boy standing at the station throw a rock of a size a little bit smaller than a volleyball to the window. Thankfully window didn't broke. I was totally shocked as if this would happen me and the man sitting across me would be all hurt or killed and other passengers would be too. It wasn't a small stone, it was a huge piece of rock! I reported to Gardai last evening when got home and they advised me to report to Irishrail to increase a security at the station. I was nearly crying at the train and totally lost my voice!

Comments:

My husband was returning to bray on the dart this evening at around 7.45 An there was a very drunk/high man in the carriage acting strangely. He was talking to himself and laughing for a while, then he produced a sheathed machete which he kept in plain sight - still muttering and laughing- the atmosphere in the carriage was very tense until he got off at Dalkey. I should use nothing happened but wondered what is your advice in incidences like this- is there a dart helpline? Thanks.

Comments:

1010am train from maynooth to pearse. Man with no ticket was questioned at gate in maynooth about not having ticket. Made a joke and was allowed pass with no ticket by Irish rail employee. Then on train preceded to smoke joint. Is it policy to allow people like this on train for free? Can Irish rail employee be identified by cameras at station?

Comments:

This is a joke, I've been sitting o a train between Malahide and Portmarnock did an hour. What's going o n? No communication you're a joke

Comments:

Locked onto a Dart for 45+ minutes with absolutely no explanation, disgusting customer service from Irish Rail the one time I had faith in them!

Comments:

Stuck in portmarnock for past 90 mins,please help,i tried ring 'emergency number' and my firfriend is having a panic attack and she is pregnant

Comments:

Why is the dart sitting at portmarnock for over an hour on Friday night, 15th of June. It is now 12.19am Saturday. It is full of people who got on in Malahide after the concert. It is a disgrace.

Comments:

This service is an absolute disgrace. Only you could fuck up so badly. We are stuck in Malahide/Portmarnock for an hour after a concert with no indication of what is happening. You guys are so inept it's mind boggling. Get your shit together.

Comments:

I was stuck on your train between Malahide and Portmarnock of Friday evening, Was appalled by the lack of communication and consideration for your costumers. We had no idea what was happening, Why and when it would be resolved. Left trapped inside with no communication or announced which was our basic right.We watched people begin to panic and get upset as the situation began to get worse, we waited completely in the

dark. We left the train when the doors opened after 1 hour and had to walk in the dark alongside many others out of the town with no taxi service to find the nearest town and finally spend a fortune on taxi's after already spending €20 on a rail ticket. I expect a full apology and refund for this horrendous experience that ruined our evening as we struggled to get home to Bray to relieve our babysitter.

Comments:

Dear Sir/Madam,

I was unfortunate enough to be on one of your Darts this Friday 15th June from Malahide towards Connolly, after the concert in Malahide Castle. Our Dart was behind the Dart that was supposedly vandalised and set on fire. Because of this antisocial behaviour, our Dart was stopped for nearly two hours. During this time, the carriage that I was on was vandalised, involving individuals breaking emergency windows and forcing doors open. I believe this anti social behaviour was due to our entrapment on the train. It is against our basic human rights to keep us locked in a confined space without access to water and toilets for nearly two hours. I understand that what happened to the train in front was serious, but you should have had contingency plans in place for issues like this. I travel with Irish rail every week, and have had my fair share of delays with your services but have never felt so worried for my safety and so vulnerable on any of your services. We were not given any reliable information as to what was happening and when we would be able to start moving again. Irish rail staff and the Gardaí were absolutely no help to us. I really believe that you should issue a serious apology (not on Twitter) to people who were on that service last Friday as it was such a frightening situation to find ourselves in.

Thanks for your time, I would really appreciate a reply/apology.

Comments:

Dear Sir/Madam,

I was unfortunate enough to be on board the last Dart from Malahide on Friday the 15th of June. As you know this dart was stopped for 2 hours, i feel that i was treated very poorly as I received absolutely no information as how or why this was happening. The dart has no toilet or food services and was stopped in quite an inaccessible area, i think it its unfair to place the whole blame of delays on "anti-social behaviour" it is ridiculous to expect people to stay on a stationary train with no explanation for 2 hours and not offering any sort of bus transfers or a refund for the journey. Neither irish rail or the Guradi were any help during this time, in fact once the Guardi boarded the train they would not permit anyone to leave train and forced people to relieve themselves in the train carriages. The only amount of communication we received was via tweets which is grossly inappropriate for such a situation. I would greatly appreciate some form of an apology.

Comments:

Hi,

I was onboard the Dart last Friday evening from Malahide and was one of the customers affected by the delay. While I accept the delay was initially caused by antisocial behaviour, the response time and lack of communication by Irish rail was absolutely appalling. It took 3 hours to get from Malahide to Connolly Station, and not once was an update provided by any member of staff. The lack of communication clearly led to the problem developing further. I would think as paying customers people should be entitled to be made aware of what is happening as soon as possible.

I was also dismayed at the lack of security on the Dart. Following a large concert where alcohol has been consumed, there is unfortunately always the chance of some form of disruption. There was no security in sight and no one to advise us what was happening. Could you please advise why no security is employed in these scenarios?

Overall a very disappointing service provided by Irish Rail, and would lead me to seek alternative transport going forward as it appeared customer service is not near a priority for the company.

Comments:

I object strongly to your 'spokesperson' John Curran singling out Harmonstown Dart station as the focus of anti-social behaviour on the DART. Harmonstown is not the only DART station with this problem.

"When you go north of Connolly, as far as I'm concerned, you're heading into bandit country and you don't know what's going to happen," said ██████████ a ██████████ for 13 years.

"I've rolled into Harmonstown station and there were 10 or 11 lads on the platform and every single one of them had bandanas and hoodies on. All you could see was eyes.

"I'm intimidated. I start to get stressed. I start to get anxious because I don't know what they are going to do on the train..." Please note the contact details I have provided are false as I don't wish to be contacted on this matter, I just want to express my disappointment at your lazy approach to public relations.

Comments:

On 15th June 2018 after attending a concert at Malahide Castle my [REDACTED] mother and I boarded the train at Malahide only to be stuck one stop later inside the train without barely any oxygen for almost 30 minutes! People started becoming claustrophobic. The train was supposed to inform us what happened and the doors didn't open. Finally a guy inside the train smashed the emergency button with his bare hand. People poured out the cramped train, some hyperventilating, some crying. There was no train driver. Noone to inform us on anything. A grumpy woman appeared who apparently worked for Irish Rail and said something like if anybody stayed inside the train could leave. We went back inside. Nothing happened. The heat was unbearable again. No oxygen. My mother couldn't bear it anymore and we left at Portmarnock after almost an hour. We paid 6.25 EUROS each with my VISA card for the trip to Connolly station that never happened. I don't know if the train left or what happened but neither I nor my retired mother could wait any longer. She wasn't feeling well and there was nobody to inform us on anything. I ask you for a fair refund of 6,25 EUR each to my VISA for the inconvenience and lack of service...I still have the tickets and also since I paid with VISA you should be able to retrieve the payment..

Comments:

I am writing to you about an incident that happened on a Dart service I was on from Malahide last Friday the 15th of June. I was coming back from a concert in Malahide castle and got directed onto the train perfectly no problems at all. The train left the station and stopped at Portmarnock but did not leave Portmarnock for at least 45 minutes to an hour. During this time there were no announcements over the intercom to inform passengers in what was going on as you can imagine there were a number of passengers who were claustrophobic. One passenger on my carriage started shaking and had to take his top off and could not deal with the heat in the small space as the doors were locked for this entire ordeal other passengers opened the emergency door to aid the struggling man. The least I would have expected was to be informed over the intercom in what was happening. I then did not return to Connolly until 1:20 which meant all Luas services were finished which also meant I had to pay a €40 taxi all because Irish Rail were not prepared to handle circumstances that were not expected I am very disappointed and expect immediate reply.

Comments:

Last Friday week, the 15th June after the Liam Gallagher gig at Malahide I boarded the Dart to return to city centre. Not long after pulling out of the station however the train stopped for over 2 hours with people locked in with no announcement and no one to tell us what exactly was going on. This in my opinion was and is not an acceptable way to treat people and I would like to know if in the aftermath of this fiasco that Dart protocol and services have been reviewed with the aim of improving said service

Comments:

theft of shatter hammer

Comments:

Teenagers throwing stones at Harmonstown Dart station. Wearing blue hoodies.

Comments:

Was on the Dart at 1 o'clock on Friday afternoon and a man was smoking heroin right beside us, needs to be more security on the trains and Darts as this is unacceptable. It is so intimidating and scary for two 17 year old girls.

Comments:

Dear DART Customer Care,

Yesterday evening, Saturday, 23 June 2018, at about 8.00pm, I travelled by DART from Howth to Connolly, embarking at 8.30pm at Connolly. I travelled in the first carriage, the one containing the driver's cab. From Howth to Connolly, I was forced to endure the anti-social behaviour of four young drunk teenagers who danced on the seats, ran up and down the carriage while drinking their alcohol, shouted and roared, loudly used foul language to each other and were most intimidating in their rowdiness. About twelve other people in the carriage were also subjected to this unruly behaviour.

At around 8.00pm when the train pulled in to Howth Station, I thought that I noticed security staff in one of the carriages though I may have been mistaken. If security staff were on the train, they did not visit the carriage that I was in. Indeed, one would expect that security staff would patrol through the entire train, given the current unacceptable behaviour that is being experienced by passengers. This incident was not my first experience of anti-social behaviour on the DART and I am not a frequent user of the service.

Comments:

We are currently on board a dart leaving howth that has a man that has threatened us with violence and a speaker playing full volume, we believe there is an immediate safety risk

Comments:

I am on the 18:22 service from Malahide to Sydney Parade and am being subjected to absolutely intolerable antisocial behaviour. The train was eight minutes late, which I have come to expect, but then at Portmarnock a group of about forty teenagers boarded my carriage and started blaring loud expletive filled rap music from a speaker that is unsuitable for the children on board the train. They began chanting loudly and shouting at each other. All the boys were topless and began blowing balloons around the train carriage. My journey is absolutely unbearable and I wanted to report this behaviour as it is not what I am used to on iarnrod eireann services.

Travelled 25/06/18 from Dublin Connolly to Raheeny at approx. 17.00

There were already about 20 youths in high spirits on the train.

Most were ok. Even giving up their seats for [REDACTED]

2 of the youths however were very drunk and were pulling at the panelling from the seats & throwing them out of the window.

[REDACTED] tried to stop them.

[REDACTED] was upset at witnessing this

She would like to see more staff on the trains or a prominent sign with advise & number for anti social behaviour.

Comments:

Was on train at booterstown last night where I had to get out and alert driver to fighting going on. Amazes me to this day that the carriages still have fake cameras and no CCTV.

I'm at howth junction train station and there are two large groups of teenagers on platform 2 & 3. The group on platform three are behaving antisocially and blocking stairs between platforms.

Comments:

I took a short video of a few guys at Malahide on 25th who upset a few passengers on platform 2 when playing football. Can send you video.

I was looking to find out why the garda did not come to assist on the dart from howth last night 28 June at 10.15 pm.

A fight broke out on the train and there was lots of shouting etc.

From what I understand the garda were called but did not come, we were stuck on this train for a considerable period of time with all sorts of people who obviously had too much to drink.

We then got off myself and my wife and our 2 children plus a friend of theirs and felt unsafe.

Eventually staff of Irish Rail got the person who was involved in the fight off the train but I am amazed and upset that the garda did not turn up an issue which I feel is crazy.

While I appreciate this situation may not be in the control of Irish Rail if there were more staff in the station they could have stopped him getting on the train,

Can you give me an update on the situation.

1. Were the garda called
2. Did they turn up.

Comments:

I was just on the 6:00 pm Dart, and when I boarded the train at Howth station I saw a group of young boys yelling racist slurs at two black women leaving the train. They called them "nigger" repeatedly and said "where are your whipping scars, you slave." Then, when me and my gay partner were staring at this group they called

us faggots. I told the train driver of this and he had them removed, but at the very next stop we saw them board into our car. This group can not be allowed back on the train. I want you to review the data of the 6pm train at Howth station and the following station and see when this group tapped on/off and revoke their leap card. Clearly they were all under 19 and this month have been riding for free feeling comfortable harassing passanegers to no end.

Hi,

Just wanted to report an on-going issue that keeps occurring. Teenagers are constantly hanging around Harmonstown dart station lane and there is no security to stop it. Every time I get on/off the dart or simply walk through the lane by the station I don't feel safe. This is often in the day time and I especially don't feel safe coming through at night. Something really needs to be done about this on-going problem.

Comments:

Me and my friend were on the 17:25 DART from Bray to Pearse today (30th June). A group of drunk men got into the train from Sandycove and started creating absolute mess. They were forcing themselves in seats which were already full, they were yelling and swearing at each other and still drinking... one guy was sitting right beside me, literally on me as the seats cannot take 3 adults obviously. We still kept our cool and then stood up to get off at Pearse.... one of the drunk men started yelling and cursing at my boyfriend and got really aggressive. The co-passengers in the train pitched in to support us and we got off at Pearse and complained to the rail security there. We are of Indian origin and have lived in Dublin over the last 10 years... have NEVER experienced such rowdy, aggressive behaviour ever. We work in senior position in [REDACTED], have always loved being in Dublin and have used the public transport system without any concern or issues. But this experience has been so disappointing and scary. What if these people had harmed us and other coaches-passengers ?? I have read in the news that such anti-social, scary behaviour is fairly common on the train these days ! Looks like a very different dublin from what we have seen in the last many years and grown to love. What measure is Railway Security / Government taking to protect the citizens from such issues ? How can drunk passengers be allowed on public transport ? I would positively expect a response at the earliest. Very very sad to see Dublin like this !

Hi there is a man smoking and breathing in some chemicals out of a bottle , on the 739 from Malahide to gray stones, he got on at Howth junction  
Sent from my iPhone

Comments:

Hi

I was on the 19.15 Dart from Malahide to Pearse. There were a group of women that were on the Dart, drinking alcohol from the bottle in front of young children and blasting music from their phones. They danced to the music they were playing and trying to get other young people involved that were not part of the group. This made a lot of the people on the train very uncomfortable during their journey.

I refer to the customer feedback form you submitted. It has been received and investigated.

I would like to apologise on behalf of Iarnrod Eireann for the inconvenience cause to you on your day of travel. Iarnrod Eireann expect all passengers to act in a reasonable manner and do not condone anti-social behaviour such as this under any circumstances. When an incident occurs like this, passengers are advised to contact the driver via the direct intercom in the vestibule area of the carriage, outline the issue to him and he will arrange assistance at the next station. I have forwarded your feedback form on to the relevant department for their information.

I can assure you that all points outlined in your customer feedback form have been taken into consideration. Apologies again for the inconvenience and I would like to thank you for taking the time and contacting Irish Rail.

Comments:

An innocent man in his 40's was violently attacked by a group of rowdy youths (mid teens, there were 8 to 9 of them). One boy punched him and then other boys from the group kicked and punched him. They all ended outside the train at Connolly station. The train was the Malahide DART, leaves Pearse at 5.55pm. That man was left bleeding from his ear, had a cut under his eye and I would imagine bruised from head to toe. We all tried to help him with bottles of water, tissues for his injuries, sugar foods. Gardaí were called, however, they had not arrived by the time the train left the platform to continue our journey. Fortunately, another gentleman refused to leave that man on his own and stayed with him. My colleague here has had a similar experience, and my best friend was delayed four hours getting home from a concert from Malahide because of anti-social behavior and youths on the tracks. I do not feel safe on the train anymore. Peak hour and this can happen. Nobody there, security, to stop that attack.

Comments:

I got the 8:30 dart from Greystones this morning to work. At Dun a mLaoghaire three teenagers, in their late teens boarded the train and two sat opposite me. I think I was on the second carriage. One of them put his feet on the seat between me and the male passenger beside him. The passenger asked him to remove his foot and the guy who was with him said he(his friend) was on the autism spectrum. The same person then turned to me a paid me a compliment and I asked him to leave me alone. He and his friend then proceeded to verbally abuse me using disgusting language, called me every name under the sun. To avoid having to engage with him I got off the carriage and got on the next one. I have been left very shaken and upset by this incident.

Hi,

Absolute yobs on one of the last carriages of this dart .. obviously drink on them and are shouting absolute filth with kids on the train .. they're obviously coming from the beach .. more needs to be done monitoring the platforms especially in this before these absolute drunken scum bags can get on the train.

Comments:

We took our family on the dart today, the first time our kids on being on the dart, on our return journey pearse street to glenageary. A group of young thugs telling people to shut the f..k up being aggressive towards other passengers. when they where leaving the train they start pushing people and they fell on top of my child's buggy and I asked them to stop and they spat in my [face.To](#) say I was angry and upset is a understatement I feel Irish rail has a obligation to provide a safe journey for all its passengers against this type of carry on.

Comments:

i have just returned from a day out using the DART. It's the first time in a long time we've used the DART and after today I certainly won't be using it again until the level of anti social behaviour is addressed. I was on the train from Pearse (approx 1515 department) unfortunately a group of 10-12 teenagers seemed to think they were the only passengers on board. There was absolutely no respect for any other passengers including young children. Music was being played at unacceptable levels, they were shouting, banging windows and ignored adults requests to quiten down. Obviously this is not an isolated incident as I am aware of the recent press coverage regarding the matter however I find it totally unacceptable that Irish rail is tolerating this behavior particularly on a Sunday afternoon where families are out to enjoy themselves. At €18:50 for a return trip for 2 adults and 2 kids I'll happily take my car on days out from now on rather than be subjected to that kind of journey again.

Comments:

Boarded the 1810 dart from howth last Tuesday 10 July 18. Experienced anti social behavior in the last carryby a group of teenagers. I am a tourist and this is happening all the time on your Dublin transport system. As a tourist I'm starting tfeel unsafe and it's unacceptable.

Comments:

Currently on the dart to malahide going towards dun laoghaire. Smoking and drinking on the dart.. whatever about a drink but to be smoking is disgusting. Blaring music. How is there no one at stations to see this happening it's beyond disgraceful



Hi there

Currently on the 11:06 dart from portmarnock and more (maybe Romanians) putting tissues on the seats looking for money.

This happened a while ago but just giving you a heads up they are at it again.

Comments:

Hello,

I am emailing to report antisocial behaviour on the DART from Pearse station to Greystones yesterday, 25 July 2018. I was on the 16:35 train from Pearse. I was at the end of one car and when we left Bray, two teenagers went to the space between the two carriages and lit cigarettes and started to smoke. Smoke started to come in to the carriage and I knocked and asked them to put out their cigarettes, not only because it isn't permitted but because I am [REDACTED] and didn't want to be breathing in the smoke. The two teenagers, a girl and a boy around 16/17, became very verbally aggressive and started to swear and shout at me. A fellow passenger, male, stood up and told them to stop and started to film them on his mobile phone (or at least made it look like he was) in order to get them to calm down and stop. They shouted a bit more, but put out the cigarettes, covered their faces from the phone and went back into the car and sat down at the other end. When we were all getting off the train at the end of the journey they started to shout at the man who had stood up for me and he told them to back down and not to abuse a [REDACTED] woman. As soon as they saw that I was [REDACTED] they started to apologise profusely and the father of the boy (who appeared to know that they had been smoking on the train and wasn't bothered) insisted that he apologise to me because he had shouted at a [REDACTED] woman. Frankly, my [REDACTED] should not be the only reason not to abuse another passenger. Is smoking on a train a finable offense? The only details I caught were that the boy's name was [REDACTED] but I wanted to report the behaviour for safety reasons. He apologised to me and I asked him why he would smoke on the train less than two minutes away from the stop, where it wouldn't matter if he lit up outside and away from other people. He didn't answer. I didn't see a member of staff on site when I was leaving and was fairly shaken and wanted to get away from them and the station so I could calm down. I'm not sure if the kind man who stood up for me also sent in a complaint or footage from his phone, but if he has please relay my thank you.

Comments:

At 13:17 on today's (July 27 2018) dart to Greystones from Killiney, 3 youths were indulging in harassing behaviour towards other customers first at Killiney dart station and then on the southbound dart itself. Vulgar and sexual comments were shouted across the platform at women and aggressive and demeaning remarks at men. On the dart parents of small children were forced to ask the youths to refrain from swearing in front of their children. I note there were no ticket controls in operation at Killiney today (nor have there been since at least 2015) and there equally there was no Irish Rail staff presence at the station (any time I've ever used it). I cannot be absolutely certain but from their jeering of paying passengers it seems these youths did not pay for their passage (or their bikes' passage) on the dart. The complete lack of any ticket check seems to be the issue here and left other passengers open to vulgar and unacceptable abuse (including elderly and very young passengers). Irish Rail has a duty of care to its passengers it also should have an interest in preventing theft if indeed these youths did not purchase passage. The carriage in question where they embarked was the 2nd or 3rd last car to the rear of that dart. Thank you for attention to this matter.

Comments:

There was extremely anti social behaviour onboard the first carriage on the southbound to Bray dart that left Pearse c. 4:46pm tonight. Music blaring throughout the carriage so much it could be heard through earphones. Yelling and shouting throughout the carriage. Group of approx 8 mid-older teenagers. When a man asked them to stop they attempted to start a physical altercation. Horrific intimidating behaviour. Basically driving people out of the carriage. Screamed and swore at a second man who asked them to stop. There needs to be some regulation on board.

Comments:

Hi there. Bit of an odd request - this morning at rush hour, a fellow passenger accidentally knocked into me whilst he was getting off the DART at Pearse station and a book I had fell between the train and the track. I wanted to ask (a) could one of the staff this evening check if it's still there & (b) if it's possible to retrieve it?

Comments:

My son was verbally abused and nearly physically assaulted in Connolly Station last night on the stairs leading up to the station when he refused to give some drug abuser who was sitting on the stairs a cigarette and when he reported this person to the security he was told to deal with it himself my son is autistic and I don't think this is acceptable behavior for your staff to be having with your customers

Comments:

I am a frequent user of Irish Rail and I am usually happy with my experience on your trains. However, I travelled from Pearse station yesterday and I was made to feel very uncomfortable on my journey.

The train was full of All Ireland revellers, which is completely fine, but there should have been more preparation done for this influx of passengers. Arrangements should be made for such busy days when it can be assumed that there will be drunk and anti-social passengers on board. I would strongly suggest the employment of even one security guard for the train to keep things in order.

In addition, announcements should be made frequently for people to check whether they are sitting in a reserved seat. Such a simple measure could make things a lot easier for loyal passengers such as myself who have to ask people to move from reserved seats and bare the brunt of their rude behaviour and borderline harassment.

I am also fully aware that Irish Rail cannot control whether people drink alcohol before boarding, but it baffles me that people are allowed to drink alcohol on this public mode of transport. This is a recurring issue of drunk passengers ruining the journeys of others. Are there any plans to stop allowing the consumption of alcohol on board? I suggest that Irish Rail consider this for the comfort and safety of passengers.

Comments:

there should be Irish Rail personnel on the platforms in Connolly station, on sat 1st sept at 9am a fight broke out between 2 males on platform 6, there was no personnel present and if there had they could have dealt with the situation or contacted the gardai. each time I pass through CS there seems to be a number of personnel around the ticket entry points but never any on the platforms. If Irish Rail don't want to put personnel in place at the very least security personnel should be there

Comments:

98% of the time I'll compliment iarnrod eireann. Except this occasion when a group of young boys get on and cause havoc on the dart to others. I informed your staff member in pearse st and could not even be bothered to respond to me.

Comments:

Thursday 6th Sep 2018 8 pm Dart Pearse St going south 3 Young boys ( about 13 years)intimidating passengers shouting abuse at each one. Spilling coke on people including me.

Comments:

I was travelling this evening on the 18.00 dart from Tara Street to Glenageary. A passenger got on the Dart at Booterstown and he and a passenger already on the Dart started arguing. One passenger pushed the other and I got a bang in the chest, and subsequently got off the train. I would like to report this incident in the hope that it will support increased security and safety on public transport. It would be nice to know that I could travel safely and arrive at my destination unhurt. Thank you

Comments:

Some kids just set a fire in the brush on the north side of the tracks at bayside. 12/9 16:47

Comments:

On the dart again \* this evening \* 17.20 from grand canal dock to howth, a man with fishing rods trying to attack customers verbally on way to howth, this is happening on this dart once to twice e week now and is really uncomfortable, please please can you ask the security to walk the whole train as this is always happening on the first carriage and they are on the back carriage, really not acceptable and shouldn't need to put up with this.

Comments:

A group of drunken men swearing loudly, striking the windows and being abusive to fellow passengers who took exception to their loud behaviour. They were on the train at Pearse and got out at Bray.

Comments:

Smoking cannabis in the shelter on the north side of the station closest to the steps. 3 x guys in red bright visibility vests all sitting having a joint at 8pm?

Comments:

These adolescents got on the train and due to obnoxious behavior caused an individual to move seats and then proceeded to eat his take away he accidentally left. Proceeding this they obnoxiously spilt rice everywhere and continued screaming and yelling while smoking and drinking on the train. The entire car was full of cigarette smoke. I am from out of the country and think DART is a great form of transportation but felt this was inappropriate car behavior.

There is a man in the first carriage of the train going to Find all that leaves Pearse at 20.15 listening to his phone at full volume and shouting about politics. He's being very agressive

Comments:

I'm on the dart to bray from tara street. A young women just went to the toilet. She is very drunk and shouting.

Comments:

On the 19:05 dublin-Portlaoise train in coach A there was 2 lads one dark hair and tracksuit bottoms and one with grey hair and jeans sitting next to us in seats 26 and 29 about 8pm injecting themselves with something inside tinfoil. Small kids on train near them too .

Apologies for the issues you have been experiencing, this email address is for mechanical issues so I have passed your mail to Customer Care regarding your mail below.  
Your feedback is important to us and our Customer Care team  
They will contact you shortly.

Comments:

I was on the dart from Shankill to Howth, on the way there a person was smoking weed in front of me, on my way back into Howth station I saw these same people.  
Then when I got on the dart to go back to Shankill another individual raced up to me and pointed in my face, shouted something and spit at me, to say I was horrified.... I didn't know this person and he was obviously high, a very frightening experience! No visual of anyone working for you was ever seen. This happened on 07/10/2018

Comments:

Hello, my 15 year old son witnessed an assault of a child by an adult stranger on the dart today. He was on the 14:22 dart from Sydney parade and the assault took place between Shankill and Bray. The man had a grey/black beard and was in his 40s and bald. He had some sort of a metal trolley with him. He accused the teenager of looking at him and then proceeded to choke him by the neck. I tried to report this to Bray Garda but they said the child who was assaulted would have to make the complaint. My son reported the assault to the dart driver. I would urge you to review CCTV footage of this assault as it is unacceptable that young defenceless teenagers cannot travel alone on the Dart during the day without fear of some head cases attacking them. there was only an elderly couple on the carriage at the time and the teenager sat beside them for safety.

Comments:

On Wednesday this week (10th October 2019) my 18 year old son was travelling home on the DART from college. A man in his early 40's got on at Glenageary and took an instant dislike to my son. My son was minding his own business - on his phone and listening to music. By chance he had made eye contact with this man when he boarded the carriage. The man proceeded to verbally and physically abuse him as far as Shankill when my son got up and walked to the other end of the carriage. He was worried, scared and nervous. The man got off

the DART at Bray around 2.45pm. He would be noticeable due to the fact that he had a wheelie cart with boxes on it and he was bald. My son luckily is ok. However I am so angry that not one other person in the carriage came to his aid even though they could all see and hear what was going on. This could have been a serious incident and I would hate for someone else to have to experience this - especially school kids. My son has reported this to Bray Garda Station but didn't leave his name (out of fear I presume!). What else can we do? I would like your CCTV cameras checked in Bray to identify this man. It should be easy enough to do given the description, date and time. If you require any more information, please contact me and please keep me informed of what you plan to do. Thank you.

Comments:

Young teenagers smoking and screaming/ jumping around the carriage. Making a lot of noise and people had to move their seats. It was at malachite station, second last carriage 18:44 service to Bray

Comments:

On the 1455 dart from Connolly to Malahide there are 5 people smoking, drinking and doing drugs. Do you have a number to text like the luas?

Two boys in there smoking weed and the smoke is annoying, I would like to remain anonymous.

Comments:

Kilbarrack station, people crossing tracks and in general behaving like idiots, perhaps close/lock the gate on swans nest side as there is a foot bridge, this might stop most of the anti social behaviour. its very off putting coming home from work when all these idiots are hanging around, showing off not paying fare and crossing tracks etc.. I think the only entrance exit should be on the side the station and barriers are on. Lock the Swansnest side. elderly people remain on the train to howth and come back to be on the station side anyway as they are afraid to be on the other side.

Comments:

Very regularly when getting off at harmonstown there is gang's of teenagers blocking the gates to get out. Smoking, music blaring and generally intimidating people. Older people struggle to get through as they have no respect for anybody. No dart station staff around which means the gates are all open so actually paying is optional. If people had to pay to use the dart there might be enough money to pay staff to work there and try make it safe for customers

Comments:

Just want to tell you something that happened on the dart tonight. I got on to the third carriage of the dart from Pearse to Raheny at 10.28pm Thursday 1st Nov.

Between Connolly & Clontarf a man sat right beside me & fondled/had a wank. I got up told him he was disgusting & told everyone he was having a wank. Nobody batted an eye lid! He just moved from his seat to my seat at the window. At Clontarf I moved to the 2nd carriage.

I got off at Raheny, I saw him get off ahead of me so I went to the driver & told him what happened.

As I jumped in to a taxi towards home, I saw him walking in the direction of the manhattan bar.

I'm not sure what you can do with this info but I just wanted to put it out there & maybe you have footage of this creep that needs to be circulated somewhere!

Apologies for the issues you have been experiencing, this email address is for mechanical issues so I have passed your mail to Customer Care regarding your mail below  
Your feedback is important to us and our Customer Care team  
They will contact you shortly.

Today, 6th. November, at approximately 3.30 I travelled by DART from Dun Laoghaire to Malahide. I sat in the last carriage and as I did I got a strong smell of a "joint". I looked around and saw that there was 3 lads sitting on the last seat and one of them, (I couldn't see the hands of the other 2) was actually smoking a joint. They didn't interfere with any passengers, but just messed a bit with each other which was quite intimidating. They got off at Connolly.

2nd incident involving 2 other passengers:

At Clongriffin a male passenger walked from his seat in the centre to the back of the carriage, shouted loudly at a male sitting facing the back and then thumped him and roared and walked back to where he was sitting. They both got off in Malahide and about 10 minutes later I saw both waiting, but not together, for a bus towards town either a number 42 or 102.

This second incident absolutely scared me and I was quite shaken as I got off the DART.

I am asking Irish Rail to employ security to patrol the dart/train on every route as it is getting to the stage where regular passengers feel unsafe while travelling on your transport.

Comments:

There was a man on the train today (November 6th) who was sat there with his belt open and trousers partly down. Was extremely uncomfortable to sit near. Although it not a problem directly with you I do think their should be staff on the trains to deal with such behaviour.

Hi,

Just so you know there's a bit of a nutter on the Howth Jct bound train (at Grand Canal Dock at 18.40). Hasn't done anything major but is generally being a nuisance, shouting and could potentially do something later on.

Comments:

The Dart service has become a very stressful experience due to the increase in anti social behaviour on board, including smoking (cannibis and cigarettes), harassing customers and aggressive behaviour.

I would request that more security teams are posted both inside the trains moving through the carriages, and on platforms.

My commute home from work this week in particular has been very stressful.

I was upset to find my last complaint completely ignored.

Please create a safer environment for your passengers. We should not have to feel threatened on our journeys.

Comments:

I was at Grand Canal station waiting for the 1826 northbound dart. There was a woman begging and threatening to jump in front of the dart if people didn't give money. She sat down on the edge of the platform with her legs dangling (dart due in 3 mins) she then got on the dart continued to beg and racially abused a passenger. As she had a phone I was too scared to send a message on twitter at the time. It was an awful experience and v intimidating. There needs to be security and CCTV in operation on the platform and dart - there was no one on the platform to report it to and felt v unsafe.

Comments:

To whom it may concern.

I experienced sexual harassment by a man on the last Dart (11.30pm) from city centre to Greystones last night. An older man sat across from me and made a number of inappropriate and worrying advances towards me, continuing to do so after I said I was uncomfortable.

He asked me whether I was a student which makes me worried that he's targeting young women in this way. He got off in either Bray or Greystones as I disembarked in Shankill.

I took a picture of him to send to a friend as it got to a point where I was concerned he may get off the train at the same stop at me and I was genuinely in fear for my safety.

Comments:

I was on the 15.35 dart yesterday from Bray to Howth, second last carriage, 2 people got on carriage at Dunlaoghaire and were shouting and arguing about visitation rights to a child, the girl then lit some tin foil and dropped a needle on the ground which she picked up and I saw her put it near her arm she then proceeded to smoke some substance which was a very strong smell and then both of them opened cans of beer and drank them, during all this they continued to argue and used foul language. Nobody sat near them as it was not a nice place to be, they both got off at Tara St. I understand that the dart cannot be policed all day but surely the driver could be alerted to smoking, I felt very nervous sitting there but was afraid to alert the driver as these people saw me and could come after [me.it](#) is sad that people cannot enjoy the dart and good service you provide, I would appreciate your comments

Comments:

There is people begging and looking for money and making it very uncomfortable

Comments:

On northbound Dart at Connolly, Friday 18:45pm. Antisocial behaviour on the last carriage. Male, 20s (part of a group of two males, two females) kicked train. The emergency contact number is a landline. It wouldn't be prudent to ring the line. It would be easier to text. Can Irish Rail set up an accompanying text line so customers can report antisocial behaviour silently?

Apologies for the issues you have been experiencing, this email address is for mechanical issues so I have passed your mail to Customer Care regarding your mail below  
Your feedback is important to us and our Customer Care team

Comments:

Heya. I'm on the 19:20 service from bray to howth and there's a drunk guy harassing passengers, including myself, to help him watch porn on his phone. I'm especially uncomfortable as I'm a minor

Comments:

howth train left grand canal dock at approx 10 pm last eve. 6 to 8 kids in carriage - out of their heads on drugs of some sort. Age 12 to 15. Girls 12 to 13 only. 1 girl wet herself. Also tried climbing out windows a few times. disgusting comments from one of the boys - give your fella blow job/wank. We got off at connolly and I reported to driver who stopped train for ten minutes. The kids got off. Security only seemed to appear after that train had moved on. Very worrying -( I forgot to tell driver about her trying to get out of window/comments). Just wondering what happened these kids, were they stopped in connolly? What is Irish Rail doing about these incidents in general. fyi I had my 81 year old mother with me. I am worried about that girl and what happened her. I have an annual ticket.

Comments:

Stink bomb deployed malahide ridiculous that this happened on the train. This should be punishable. In any case I wish to be compensated

Dear Sir/Madam,

I am emailing you to inform you of an incident that occurred at Raheny Train Station last night (27th Dec). I got on a DART at Pearse at 19:34pm to travel to Malahide. All was fine until we got to Raheny station. I happened to be sitting next to the window next to the platform and as we stopped I noticed approx 3 13/14/15 year old boys and a [REDACTED] girl sitting/messing in the covered seating area. One boy approx 14 years old in a [REDACTED] colored tracksuit then got up approached my window and to my disbelief launched a powerful kick against the window where my head was located. Thank god the window did not shatter and his shoe imprint followed me on the window all the way to Malahide. I rang Raheny Garda Station and reported same there and to the Irish Rail employee in Malahide. I would like answers to the following questions please:

1. Is there CCTV at Raheny Dart Station?
2. Is this unusual for Raheny Station?
3. Please can you investigate incident and let me know outcome?
4. Why are these youths allowed to congregate in a dart station?

Comments:

Two youths nicked a woman hat around 11:30

Comments:

Last night at app. 5:30 I was accosted by five youths who were sitting on the ticket entrance/exit machines at Clongriffin station. They were swinging a large stick at people entering and exiting the area. I was a bit shaken after the event and wondering if there were any plans to deal with such events in the future.

Comments:

Hi. Absolutely gobsmacked this morning to see some idiot (male) CYCLE his folding light blue/turquoise bicycle down the FULL LENGTH of the platform at Sydney Parade on my train (07.35 from Rush). He continued through the ticket barrier, still on his bicycle (tapping his Leap card as he went through), went down the slope into a small group of pedestrians, waited for the barrier to raise & then cycled through our group & tried to take the path at the SP entrance on THIS SIDE OF THE BARRIER with me beside him. I had to physically push him off me to prevent him making hard contact with me. I object strongly to the fact that he was ABLE to cycle on any platform at Sydney Parade. He is a menace and a danger to commuters. You need to advise him that cycling on the platforms is not permitted, face-to-face. If it happens again I will report him to the Gardai and tell them that I have already complained to Irish Rail about this.

Comments:

Kids walking in and out of barrier at Bray dart station, harassing customers and getting on the dart without paying fare. Nothing done at station. No clear signs for reporting anti-social behaviour either.  
Northbound from Bray - Saturday 19:47

Comments:

I'd like to report a major increase in antisocial behaviour generally in the past 3 or 4 months. I've seen instances of drug dealing, drug consumption, violence, racist abuse, smoking on the DART and general antisocial disturbances that make me and other passengers uneasy. In one instance, the on-board security witnessed a woman using the space between the carriages as a toilet and didn't do anything about it. This is on evening rush hour DARTs from town southbound.

Hi,

I wanted to report the anti social behavior happening on the darts and especially at Howth junction station. You have gangs of youths hanging out on the platforms and on the stairways being intimidating towards paying Irish rail users, and on the darts screams and shouting and the language they use is appalling. They are also running across the tracks when trains are due and this at 5pm in the evening on our evening commute home, I understand these kids don't care about anything and they would be quick to stand up to you if you said anything. Do you not have security watching this removing them from the station ?? It is not a playground for them to pay in

Dear Dart,

I would like to complain against one of your staff.

On the 23rd at 08:25 I was boarding a train in the Grand Canal Station towards Connolly Station, when I was nearly inside the train the driver starts to close the door. After the train left, one passenger starts to have an argument with me saying that I was making the train and all the people late for work, I told him that the driver could wait if they see people boarding the train, but this man insisted to have an argument. I told him that I wouldn't have this argument with him and he said I was rude, I turn to him and I said he was being rude. Then I realize was one of three of your staff inside the train, this man was rude and wanted to have an unnecessary argument in front of the passengers, who start to speak up for me to your staff, they saw what happened and they were not impressed with his attitude. They left at 8:30 in Pearse or Tara station because the other passengers start to complain against his attitude.

1<sup>st</sup> a passenger shouldn't be running to the other side of the platform because the train stop too far from the stairs; if any injury Dart cannot complaint of a law suit from a passenger.

2<sup>nd</sup> Dart staff shouldn't be rude and have an unnecessary argument with passengers, he should report this kind of incident to improve the services from the company. Please check the CCTV and give him more training.

Comments:

There are no numbers obviously displayed on darts to where you can send a text message reporting antisocial behavior. The LUAS provides a very good example in this regard, also clearly indicating the Compartment/ train so that that can be mentioned in the report and security send to the right spot. I doesn't happen that often but there is nowhere to go except for 999 and that would be a bit excessive.

Comments:

5:15 from Blackrock carriage 8303 There was a man on the dart today going up and down begging saying "he is a professional boxer" he is not he is a scum bag the same one who tried to bottle me on the dart around paddy's day last year for stopping him stealing a girls phone. I was told the Garda and security was informed. And That security would increase at all stations and that there would be some on the dart . I think this happened for about a week last year. This is not good. I do not feel people should be worrying about their safety on trans .

Comments:

A man on the dart to Howth that's just pulling into Clontarf has been using the most disgusting racist language. He was directing it loudly at 3 non nationals. Is there anywhere I can send his photo to? Or is there any point?

Comments:

Just pulled into Sydney parade 1848. There is a guy who has repeatedly smoked a cigarette on board from bray. He has been loud and is drinking a can of beer. He even moved to the section between cars to urinate. 2 maintenance crew did speak to the person asking him to put out his cigarette, made a joke and walked on!!!!!! Frankly it is wholly unacceptable experience of public transport. As a female passenger travelling alone I did not feel it was wise to speak to this person but I am utterly dumbfounded by staff response!!

I received a call from an upset mother.

Her 16 year old son was going to school on 11/02/19

He disembarked the train at sandymount at either 08.58 or 09.08 from Glenageary.

As he was waiting to go through the doors of the train he was groped on his bottom by a male passenger also waiting by the door (but did not get off train)

This young passenger is extremely upset about travelling now.

(he is very embarrassed & is making him feel ill)

His mother wanted to report this but her son does not want to report to garda or take this further, they both want to remain anonymous.

She is however upset & wanted us to be aware that this happened.

Hi there,

This evening I took the 8.32pm dart from Pearse southbound, I don't know if I report this to you or not but I was made incredibly uncomfortable by a man on the same carriage as me who stared at me throughout the journey and proceeded to touch himself through his trousers.

I understand that this is not the fault or the responsibility of Irish Rail but I would appreciate that the person in charge of driving the dart check in on the CCTV occasionally as there are rarely security staff on the ground. Especially when you consider the security presence on transport like the Luas.

Comments:

Can Platform Seven be patrolled to stop teenagers taking drugs in the station. The lift at platform seven was used today at around 5pm to 5.30 pm to use drugs. These are young kids , entering the lift at the end of the platform and using it as a place to conduct antisocial behaviour



Dublin pearse to glenageary 15.20 today 19/02/19

A male was smoking/drinking/lying on the seats

██████ believed he was on drink or drugs

he was trying to sell ██████ from a red cylinder

He wore a ██████, with ██████/beard

He was making everyone feel uncomfortable and pestering passengers

██████ said she will call in every time she witnesses any of this.

she did call last week to complain about lifts out of order

Comments:

Dear Iarnrod Eireann, I know you are trying to do something about antisocial behaviour but is there anything further you can do about people putting their feet in shoes up on seats? It really puts me off travelling on the DART knowing my clothes are sitting where someone may well have had the soles of their shoes, which doubtless have all sorts of dirt including dog faeces. I would be very grateful if you could please think of some way to combat this! With many thanks

Good Afternoon,

A ██████ rang in to say that there is not enough staff in Sandycove station. He is the owner of the ██████. He said crowds are swarming into his store and damaging items in his ██████. He said today when he removed people from the premises they burned the bin outside the ██████. He would like this to be resolved as soon as possible.

Question:

I was just on the 19:07 Malahide train when at around 19:25 a rock hit and smashed one of the train windows. I can't remember the station but wanted to share the time the incident happened so it could be looked into.

For the Attention of ██████,

I am putting in writing an official complaint against Irish Rail. On the 03/02/2019 I was assaulted on the Dart on my way home. My name is ██████ and I am former ██████. My job entailed 10 weeks intense training plus practical exams in Milan, my training consists of First responder training, Fire fighting, Security, counselling, child minding, Body language, facial recognition, safety and emergency procedures and waitressing.

On the 03/02/2019 I was on Dart coming from Howth, I boarded the train at Sutton where a gang of youths boarded the train. Roughly 8 youths in total were running up and down all over the carriages on the seats generally behaving in a disorderly fashion. I was assaulted on the train when I was 17 as well and ten years later not much has changed. The youths saw me through the glass window in the door connecting carriages, on seeing me they said "shit she's coming". I walked into their carriage and they all sat down, between travelling from Sutton to Killester where they got off at Killbarrick (having gave out stink to them) another youth got on. He was 6ft 3 inches roughly and tried to intimidate me by getting in my face. I am training in Mixed martial arts also my role for ██████ was essentially front of line anti terror. This individual was late to the situation and was protecting his teenage friends, he pushed me. He then began to video me on his phone, I know the laws, and as he is underage I couldn't touch him. So I began to display "big" and intimidating body language as I was smaller than this individual (swinging out of the over head loops, sliding MMA style to the floor, putting both hands up). ONCE he had places his hands on me (which he had in pushing me, type 1 assault) I then swiped the phone he was recording me on out of his hand repeatedly. The youth realized he wasn't dealing with someone who was afraid of him so he sat down. At Killester station I got off the train and ran up to the driver where together we brought the service to a standstill for one hour while the guards arrived to the scene to break up this fight.

On the 22/02/2019 I went up to Information desk at Connelly station (for the second time in two days ) and asked to speak to the station manager. Reluctantly the staff at information phoned him. Here is where things got really interesting. I asked for a Private word with ██████, he then brought me into a room with just me and him, no witnesses and no cameras. He started sitting on his chair, and as soon as I used language such as "court, Garda and unafraid" he was out of his seat and invaded my personal space in an effort to intimidate me while raising his voice, calling me madam after I had asked him not to and motioning me with his hands to then leave this back room.

Intimidation seems to be the order of the day around Irish Rail at the moment and I am writing to you ██████ to investigate the individual involved here and to question his role as ██████. The incident (the second assault) on the train I have personally experienced is an outrage. I would indeed like to know what is going to be done to change this situation for your front of line staff such as train station staff and train drivers.

Comments:

Shankill Dart Station, evening time antisocial behavior gangs of teenagers hanging around inside the station some of them literally blocking people from tagging off can be very intimidating, having to ask them to move. They are also drinking inside the station, why has this not been addressed before now. I would not feel very safe getting off a late dart.

Comments:

My daughter got on a dart in Malahide at 22.45. Scumbags spray painting the dart..... no security around just 1 man, presumably the driver telling them over the loudspeaker 'well f.. You scumbags the gards are on their way...'  
Seriously WHERE WAD THE SECURITY at this time of night?????

Comments:

On a Greystones bound Dart due 11:10pm and there are teenagers hopping off and riding between carriages. Driver chucked them off at Shankill.  
Please take action before someone is killed

Comments:

On a Greystones bound Dart due 11:10pm and there are teenagers hopping off and riding between carriages. Driver chucked them off at Shankill.  
Please take action before someone is killed

Comments:

I was traveling home a little after 8pm on the train from Bray to Sandycove /Glasthule. Three minor children began acting very aggressive and started swinging a rolled up poster at another woman a few rows behind me. They approached me abruptly taking off my hat they noticed a woman in front of me filming them with her phone. They then demanded her phone. When she refused, they assaulted and threatened her, shoving her and swinging around the rolled up poster. When one of them tried hitting me with the poster again I grabbed it from them and before leaving the train one of the girls spit on me.

Question:

Hi, you have probably been informed of this but I would just like to report an incident on the train which left Grand Canal Dock for Howth around 17.40 yesterday evening, Monday 11 March. A large gang rough and rowdy youths got on the train at Kilbarrack and when we got to Howth Junction, I am not sure if more of them got on as I was not facing the door, one of the gang was holding the door open for ages and the train was unable to depart. Eventually a young man asked them to leave the door and next thing all the gang in front of me jumped up, I thought they were getting off the train but they all went to start on the young man who had asked them to leave the door alone. There seemed to be about 20 of them and I really thought the young man was going to be beaten to a pulp. A man came from the other end of the carriage and put his arm around the man who had asked them to leave the door and guided him away back down the carriage. The gang backed down then but it was a very close call and extremely frightening. I had my phone out at the time and when they sat back down they were saying that one over there was recording us and I was terrified they were going to go for me and I am sure they would have only for there happened to be 2 big men sitting in the seats with me. I jumped off with them at Bayside and got back on the train a few carriages down. Is there any emergency text number that can be used in these situations. I have just seen the emergency phone number on your website, can the number be used for incidents such as this. Obviously I was so close to them I couldnt make a phone call as they would have beat me up. In light of the above, security needs to be stepped up. Kind regards [REDACTED]

Comments:

Hey those tissue scammer are back on the Bray dart this morning

Just to make you aware that this is happening on a regular basis on my journey home. Passing through carriages, got on at Glenageary at off at Killiney

Hello,

You need to check your cameras from the DART that left Howth station just after 9PM last night. I haven't seen that much violence and anti social behaviour in long time on the Northside line. It was just pure chaos.

I have no idea what exactly started it but it seemed to have something to do with a bunch drunk youths (children) either attacking random people or targeting certain individuals. At one point a man was using a **deodorant can and a lighter as a makeshift flamethrower** either to defend himself or attack others and normal Dart customers were running over each other to get away to the next carriage.

This all kicked off in the last 1-3 carriages at Howth station. I saw some injured people who were limping getting off the Dart at Howth Junction and Kilbarrack stations.

You'll see it all clearly on the cameras, I'd check it straight away. It was insane and people were terrified. Get sufficient security or people will be forced to stand up.

Comments:

I was racially abused and threatened with violence before boarding the 1622 dart service to bray, 19/3/19

Comments:

Just on my usual run to work this morning and for the fourth time in as many days I am being harassed to buy tissues by a young [REDACTED] girl. She is not causing harm but she is irritating. Any chance this could be addressed?

Comments:

lady on dart leaving tissues and a note saying she is homeless and hurry how is she allowed to travel on the dart all the time .

Comments:

Today on the dart Thursday 21st March. Being harassed by beggars with tissues and a note. This also happened me last week on the Dart twice! These people are leaving tissues with a note on the seat and if anyone touches it they begin to harass them. Selling on the dart or begging is surely illegal. I hope to hear a reply, this has happened me countless times and it is quite offputting to use the DART.

Comments:

We caught the first southbound DART at Clongriffin this morning, and the carriage we were in (very last one) smelled very strongly of paint. I then noticed that one of the windows had fresh spray paint on it, apparently the carriage had just been sprayed by vandals at either Malahide, or Portmarnock. The smell of paint remained strong until I exited at Sydney Parade.

Comments:

Dear Sir/Madam,

I would like to make you aware of antisocial behaviour at Shankill Dart station this evening (Saturday) at approx. 6pm. On exiting the station I and other passengers had to walk through a gang of about 10 underage youths, sitting on top of the ticket barriers in the station house, playing loud music and drinking alcohol. Smashed glass was also on the floor.

There is rarely, to my knowledge, any Irish Rail staff presence at this station, and it is regularly a site of anti social behaviour. It creates a very intimidating environment for paying passengers, and the station house is seemingly neglected and unmanaged by Irish Rail.

I look forward to your response by email to this ongoing issue

Comments:

I was on board the train to Bray today (which arrived at Dun Laoghaire approx 6.20). I sat in the last carriage which I soon discovered was occupied by 10-12 children of varying ages who had a large Bluetooth speaker with them. They proceeded to shout and blast music at a ridiculous level for the entire journey. I ended up hopping off the train to change carriages but I really shouldn't have to do that. The entire carriage was uncomfortable and clearly annoyed but confronting a gang of loud and obnoxious kids is not going to end well for anyone. In the next carriage I and others could still hear the music, it was that loud. At Dun Laoghaire I noticed two security men board the last carriage (presumably you have already received a complaint or two) but they passed the group of kids on the way at which point they can do nothing anyway. I am writing to let you know that this is simply not good enough. Weary travellers should not have to put up with this behaviour. If you cannot have security on each train I feel it would be worthwhile to have at least one steward at each station so it's as easy as stepping off the train and calling for assistance in cases of anti-social behaviour, public nuisance, health emergencies or other issues that may arise. The trains generally run on time and are kept fairly clean. We just need them to be safe, first and foremost, for more people to feel comfortable and happy using them - it's bad enough for your passengers that aren't able-bodied to feel happy with your services with so many of your lifts being out of service so often. Please make some positive steps to show the public you want to get them where they're going safely, quickly and if not happily then at least not given a headache or a threat.

Comments:

I boarded the dart today at Pearse at 18.01, the last carriage had a group of about a dozen teenage kids with a large Bluetooth speaker, who proceeded to make life hell for the rest of the passengers. They got off at Dun Laoghaire and a moment later I witnessed 2 security guards walk down the platform to check the carriage. They seemed to come from the station, but I can't be certain. My question is, were there no security members on board? If not, is that standard? Because if so, then I won't be using the dart any time soon. The passengers were put in a no-win situation in this instance.

Comments:

Please stop tissue sellers on the trains I'm worried for my daughters safety on dart from Glenageary to Bray it's desperate

Comments:

Hello,

I am writing to report an assault that happened yesterday, 26 March 2019, around 9:20 PM. I boarded the Dart heading to Greystones at Pearse station around 9:05 PM, probably in the first wagon, second door. I was sitting alone on one of the benches, reading, when at Seapoint two girls (probably [REDACTED], ages between 12 and 15 I estimate) boarded the train, headed to the bench at the back of my seat and pulled my hair with force. Shocked, I got up and moved on another seat next to the front door of the wagon. The same girl who pulled my hair moved to some other seats, with the intention to apply the same treatment to other ladies. They also got up and changed seats. While the train was approaching the next station, the girls headed to the door next to me, the attacker carrying a newspaper she found in the train. The moment the train stopped in the station, she threw the newspaper in my face while the other was opening the door. They both got down from the train at Salthill and Monkstown, running. There were around 10 people in the same wagon as me. While visibly disturbed, no one said or did anything while they were in the train, attacking me. Two ladies came to comfort me after they were gone, as I was visibly shocked and trembling.

As this is the first time when I am experiencing something like this in Ireland, I would like to know what should I do in this kind of situations. Also, I would also like to know what is Irish Rail doing in the event of an assault. It is saddening to know that I am paying a monthly subscription for a service that doesn't feel safe anymore. I used to feel safe on my daily commute by Dart. How can I know that a similar or even worse assault will not happen again in the future?

Any advice on this matter will be appreciated.

Comments:

A young man going up and down carriages begging for papers, money, sitting anywhere. No Security. Very unsettling for me and other passengers.

Comments:

I'm just wondering if it's safe to get the dart into Dublin from Dun Laoghaire as I've seen on a lot of social media pages about the [REDACTED] putting tissues on the seats and begging and shouting at people that move them

Hi

Call from elderly customer to complain about the situation on Bayside. The behavior of the children and young adults.

Comments:

Ongoing drug taking and drinking on greystones howth dart, something bad going to happen soon, aboulsly free for all

Comments:

There was a beggar on the ground at Seapoint this morning looking for money. I would be concerned for schoolchildren passing if he stays there.

Comments:

The 8.35 train from Connolly. Security at howth junction put a man on the train. He was high on drugs. And sat beside me and I felt very intimidated..I moved to another seat for my safety. The man harrassed other passengers and put his hands on a teenager and was verbally abusive to her. It was very careless of security to allow this individual board the train at howth junction. These trains need to be made safe for passengers. I am a regular train user and this event will make me reconsider using the train. The trains need to be policed. Please make it safer for passengers.

Comments:

I was a witness to abuse and intimidation by three teenage girls to a female passenger

Comments:

Is there a number you can ring if you see trouble on the dart

Comments:

Hi,

Today my wife was taking a return trip from Clongriffin to Raheny with a pram.

Both lifts are out of order northbound and southbound.

My wife had a [REDACTED] a few weeks ago and should under no circumstance be performing any heavy pushing or pulling actions.

She said there was no signs at the station or no notice on the website stating that the lifts were out of order. The website states "Lift/stairs to northbound platform, ramp to southbound platform" this statement is also incorrect as there is no ramp access to either platform.

She in turn had to struggle down the stairs with the pram risking a setback to her recovery because she had an important appointment she had to keep, and she got the bus home.

The dart is her preferred mode of transport but she will not be able to use this service without working lifts.

Could you please fix these lifts or at least update the website as to whether or not the lifts are operational on that day?

I look forward to your reply.

Apologies for the issues you have been experiencing, this email address is for mechanical issues so I have passed your mail to Customer Care regarding your mail below  
Your feedback is important to us and our Customer Care team  
They will contact you shortly.

Comments:

Passengers smoking weed on carriage.

Comments:

Look at the security footage for Raheny station at 11pm on Monday April 15th. A guy jumped down and walked across the tracks while on his phone, 30 seconds before a train arrived. It's incidents like that which lead to the "tragic incidents" that have happened lately. He got off at Harmonstown.

Comments:

At 17.59 between grand canal and seapoint a group of nakers is shouting and keeping music at very high volume

Good afternoon,

Currently stood on platform 5 at Connolly and two members of public openly rolling / smoking drugs and sniffing lighter fluid. All in plain sight and near children. Absolute disgrace.

Comments:

man drunk smoking and drinking in north bound in clontarf now. lots of people moving seat no way in carriage to report without pressing sos

Comments:

hi there ! Tonight there was a man on the dart dressed in [REDACTED] he began making money signs to me and my 2 friends , he then started making love hearts with his hands , a kind man behind us helped us to get onto another carriage safely , i didnt want to report as an emergency but i would like this company to be aware of this !! Thank you

Comments:

This man was harassing us on the dart coming up to Dalkey at around 20:30

Comments:

[REDACTED] woman begging for money on the train.

Comments:

Travelled into Tara street from Blackrock station last evening at 7:05 or thereabouts. At Booterstown (i think) a bunch of 4-5 juveniles (13-16 I'd guess) came on. Initially they were just audible and well, juvenile. But there was on kid there - [REDACTED] than the others - who then started commenting out loud about other passenger ( none of whom responses and kept to themselves). At the next stop or two, he whistled and cat-called out the open door at women passengers exiting the DART.

They exited at Tara Street, and this same guy then slapped his hands against the passenger windows of 2 carriages - frightening and intimidating the female passengers inside. Not threatening, because the glass protected the passengers, but frightening nonetheless. Then I observed all the lads queuing up tightly behind other exiting passengers so that they could exit free of charge.

I hung around observing for 3 more minutes and watched as the lads then reentered the station, - free of charge again, tight behind paying customers - and last I saw they were headed up the stairs to the platform to presumably go back in the direction they came from.

Their boisterous behaviour, a pack of juveniles, was disconcerting. The slapping of the windows of the carriage by the [REDACTED] headed juvenile was frightening. The entry and re-entry to the platforms/trains was annoying and makes a fool of paying customers like me.

The eventful DART night was not over though.

Returning to Tara Street at about 11:15, as we got on the train , another 7-8 juveniles left and as we went to take their seats, we saw a lovely high green lump of phlegm deposited in the muffle of the seat - I can only guess that it was part there deliberately by one of the departing juveniles. Just then. It was fresh.

We found other seats and soon observed two unkempt individuals getting up and repeatedly entering the door space between the carriages. Didn't know what was going on there, but then I could see they were inhaling some sort of drugs - presumably - which they were heating up on a base of tin foil using a lighter. They

eventually reentered the main carriage and joined two other companions. No threatening or disruptive behaviour.

Just thought I'd pass this on, as the atmosphere of insecurity and potential disorder on both of these journeys would dissuade me from using the DART, certainly at this time on a Saturday evening/night.

Morning team

I had a call from a very upset lady just now.

Date / Route / Time : 30.04.19 / Dublin Connolly to Grand canal Dock / 9.10

He said a passenger was verbally abusive, accusing her of hitting him with her bag on the packed dart.

"He (male passenger) said I hit him with my bag and hurt him" The train was very packed but she doesn't believe that she could have hit him hard as he bag has a short strap and had it close to her. He became very verbally abusive passenger, so much so that other passenger tried to intervene. [REDACTED] said he got off train at either Tara St or Pearse or Tara street (she was too shocked to be certain)

Comments:

Hi , I'm in howth junction station at the moment 18.54 and there are lots of youths hanging around on the platforms and in staircases in the station - they're fairly rowdy and as a woman by myself a little threatening Surely only people with tickets should be allowed in the station. They were definitely not passengers (before you ask)

One of your poor workers is taking pictures of them .

Security should be improved before someone gets hurt here

Comments:

When are you going to do something about the harassment and violence on the DART? The DART has become a playground for gangs of teens to intimidate, sexually harass, or assault travelers at will. No staffed ticket booths. No ticket checkers or security on the trains. No CCTV feed to the cab. No one to report to if you get off. No dedicated emergency phone number for help. You take our money and leave us to the wolves! Does there have to be a rape or murder on a train before you do something about this?

Comments:

Last night there were 5 teenagers on the dart who got in on dunlaoighre platform. They sat in the same carriage as I and used the most incredibly abusive sexual language in front of me and other older passengers. Your organization will have to do something about this situation.

Hi

Currently on a train to Dún Laoghaire anti social behaviour taking place can you please confirm the number to contact to report as I understand following recent issues there is a number to text Thxs

Comments:

Hi,

Yesterday afternoon (15th May) at approximately 4:30PM I was waiting for a southbound dart in Pearse station, a group of youths were openly drinking bottles of beer in the station at the top of the platform (where you would enter at the front of the dart if going southbound) An employee of yours walked in their direction and I thought would have said something or moved them on, but instead he just lit up a cigarette and watched. They boarded the dart (driver would have seen the alcohol too as he stopped beside them) and were openly acting intimidating to passengers, talking openly about people they had "battered" the weekend before, they got off in grand canal, to move further back the train. No security on board or no one to report them to. Not good enough, especially when openly drinking in one of your main stations

Comments:

Every since our dart station has no one working there, there is lots of anti social behavior

I don't feel safe in my station out of busy times

On Wednesday there was a group of men drinking in the lift area and were extremely intimidating towards women that I called the Garda

The station is Glasthule

Comments:

Highly disruptive passengers on the DART from Clontarf Rd station towards Howth, scheduled departing time Clontarf Rd 21:23 on Monday night, 27 May 2019. Playing music loudly, smoking and even molesting other passengers. I know me sending it off will probably not change a thing, the media are reporting about these kind of situations time and again and nothing is being done - like more security on trains or at train stations at certain times, etc. But you who are reading this, do you own a car? If yes, nevermind the whole thing coz you won't understand. If not, do you never face those situations while travelling on the DART? Or maybe you're lucky enough to live near work so you don't have to take the DART as often. Anyway, if you're about to reply with a standard "We're very sorry you had to experience this, please apologise for the inconvenience caused" reply, don't bother, honestly. I know you can't change it all yourself. And we all work for money at the end of the day, we don't really care as much as if we were part of the incident, don't we? However, if you're one of the very few people who do care, keep on with the good work - change comes one step at a time.

Comments:

Hi, last night on the 8.45pm DART from Malahide, 3 teenagers were running on the platform at Clongriffin Station. One boarded my carriage (last carriage) and grabbed my phone from my hand and then ran down towards the end of the platform. Luckily, for some reason, he decided to come back and hand the phone back in through the window just before the DART left the station. It was an intimidating experience but thankfully nothing more than that. I just wanted to report it in case it helps with the new security measures on Iarnród Éireann. Many thanks.

Comments:

Something needs to be done about kids hanging around in Clongriffin station. Myself and my friend were attacked on Friday evening by a group of 10 kids who were hanging around the station. It's ridiculous that they are allowed, smoking weed and bothering anyone waiting for the train. I now am nervous to go to wait for the train on my own as a 28 year old. Please let me know what will be done about this.

Comments:

I would to report passengers that put there feet on seats. How can I send u an image to fine them afterwards?

Comments:

I took the dart from Connolly St. To Shankill. An [REDACTED] gentleman seats on the front seats facing me and another female passenger. He started talking bto her, but she left soon.

He seats beside me and started saying innapropriate comments, and asked me for a hug. He mentioned he liked my legs.

Follows me to the exit of the train and rushed his way to me when I am leaving the platform.

I realised I was going the wrong direction and came back to take the stairs to the car park, and the man was after me asking me for a "hug" and following me. I felt harrassed and uncomfortable with the way he looked at me.

I am [REDACTED] years old, but imagine if this happens to teenagers and younger girls.

The CCTV might be in the records of Monday 3rd June at around 6:40-6:45pm ish on the Shankill Station.

I was with my Adidas gym bag coming from a trip.

Comments:

Is there a number that passengers can discreetly text to report antisocial behaviour whilst on a dart or train? I just experienced a situation where a group of teenagers openly smoked drugs on a train but would have put myself iand others in danger had I called the guards



Comments:

Dear Sirs, the past week there has been aggressive begging on the dart in the afternoons 3-5 pm on the southbound trains. This is a male [REDACTED] & it is very uncomfortable for passengers particularly women. I know this is very hard to police, but needs to be brought to your attention. A lot of people myself included do not have any disposable income to give to these beggars.