

20th August 2019

[REDACTED]
[REDACTED]

Re: FOI Request Response [IE_FOI_262]

Dear [REDACTED]

I refer to your request dated 15th June 2019 made under the Freedom of Information Act 2014, which was received by my office on the 17th June 2019, for records held by Iarnród Éireann.

Request:

- The total number of complaints of racial abuse that Irish Rail received last year, and a copy of all of the complaints.
- We do not have figures broken down by 'type' of abuse.
- We have a category for intimidation – which may cover racial abuse.

- The total number of complaints of racial abuse that Irish Rail has received so far this year, and a copy of all of the complaints.
- We have had only a handful of complaints in relation to racial abuse in the past year. The numbers would be about 3/5.
- See attached document

I, Paul Slowey, have now made a final decision to grant your request on 20th August 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 Slowey

Decision Maker

PP:



Lynette O'Toole

Freedom of Information Executive

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Comments:

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

Timestamp: Tue Mar 19 16:38:11 GMT 2019

From: [REDACTED]

Sent: 29 April 2019 19:02

To: [REDACTED]
Subject: Complaint re antisocial behaviour

To whom it may concern

Earlier this morning I rang your helpline to report a very serious incident of racial and physical abuse which occurred on the Dublin to mallow 18:00 train on Friday last (26 Apr'19). The lady I spoke to directed me to your website and told me there was nobody to take my call, that my complaint had to be via email. I subsequently logged on and submitted my complaint, circa 9:05 this am via your antisocial weblink. It is now 18:45 and I have not received as much as an acknowledgement of my complaint?

Last Friday, between limerick junction and Mallow, approx 19:45, a [REDACTED] entered carriage D where I was sitting, and engaged with a person in the seats in front of me. He demanded either money or cigarettes from him - [REDACTED]. He then started racially abusing him and followed this swiftly with a body punch. I was shocked and reacted by calling him and telling him to leave. It was just a gut reaction as I was thoroughly shaking afterwards but I could not believe the assault occurring before my eyes.

After he left the carriage, I moved seats to sit with the victim, [REDACTED].

I immediately rang the antisocial emergency number (01) 855 5454, it rang out continuously, 19:54. I rang the Mallow Train station number , it rang out. There was NO help available- I felt incredibly vulnerable and essentially a sitting target if the abuser chose

to return! It is appalling that there is no manned telephone service available to passengers in such instances??

Please acknowledge this email and advice what action, and when you intend to correct this. At the very least/ the number should be advertised thorough out the train and manned during all train operational times.

Regards

[REDACTED]

[REDACTED]

Sent from my iPhone

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Nature of Feedback: Onboard our Trains

Comments:

Absolutely shocking incident today whereby the [REDACTED] was racially abused. The woman was scared and didn't know what to do. I know Irish rail is a separate company to that running the trolley operation but it still happened on board and it seems there was no one the woman could turn to except the train driver.

Timestamp: Sun Jul 29 22:52:13 BST 2018

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

On the 18:38/39 train from Pearse street station, I witnessed racially motivated abuse of a passenger which was completely unprovoked by the passenger in question. The teenagers boarded the train at a station after Pearse and proceeded to the next carriage via the internal doors. I was sitting probably in one of the middle carriages of the train. Out of nowhere one of the teenagers came bursting back through the internal doors and decided to start roaring abuse at a passenger, threatening that he will 'crease him up and what was he looking at and telling hom what he was gping to do tohim.The passenger up to that point was sitting with his female partner minding his own business. The passenger said nothing back but the teen persisted, it was very frightening as everyone thought he would start to beat him up. The teen decided to go back into the other carriage back to his friends. They then got off at seapoint and at this point the teen were glaring in at the passenger through the window, the teen who had come into the carriage to hurl the abuse then started banging the window and shouting at the passenger again. It was an extremely scary situation. Everyone was in complete shock. I tried to find a number just after the initial incident to call someone but couldn't find one. I called black rock hard a station who said they couldn't take the report over the phone and were not very helpful. They eventually said they would send a car down that way. They didn't take my number or name, I am not even sure they acted on it. Z couple of passengers spoke to me about it and the couple in question thanked me for trying to do something about it. Everyone agrees that it was racially motivated. I really felt that if there was some way we could have got the train stopped and security or the Gardai met us at the next station, this would at least catch those teens and potentially stop this type of behaviour on another passenger I have been on buses before were the bus driver stops, locks the bus and calls the Gardai, can we not have something similar.

Timestamp: Tue Jun 18 09:42:10 BST 2019



Iarnród Éireann
Irish Rail

Customer Feedback Form

Name:		[REDACTED]	
Address:		[REDACTED]	
Telephone Number:		[REDACTED]	
E-Mail Address:		[REDACTED]	
Date of Travel:	22-6-18	Time of Travel:	[REDACTED]
Travel From:	Sligo	Travel To:	Dublin
Details: Unsocial Behavior Re Drunkenness & Racism. We complained to [REDACTED] who was very good. People removed at Enfield			

Iarnród Éireann
Customer Relations
28 JUN 2018
InterCity & Commuter
Network

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Comments:

Dear Sir / Madam

I am writing this email on behalf of my friend who is not a native English Speaker. She shared an incident with me that happened on the train on June the 8th at [REDACTED]. She was travelling on her own from Portarlinton to Newbridge. She had come originally on the Ballina train. When she got on the train in Portarlinton she was harrassed by two teenagers. Followed up and down the train, blocked by them and cornered by them on several occassions. She thought they had a knife and even said take my bag. She was so scared. When she got off the train in Newbridge they followed her off and only for an [REDACTED] was there, she ran up and asked him for help. She was very frightened. There was no one on the train that helped her, nobody working and she didn't feel safe. I am wondering is there CCTV footage of this incident when she got off the train and should this happen again who is she to call when she is on the train. Please advise.

BST 2018

Yesterday while I was on the train from Dublin going to Drogheda a man sat down in front of me and started screaming on how he hates foreigners and black people. He then started hurling abuse at a man sitting across from him calling him 'four eyes' and a 'chink'. This caused a lot of stress to the other passengers on the train. It would be appreciated if you investigated this. Thank you

[REDACTED]

12/08/2018

[REDACTED]

[REDACTED]

[REDACTED]

Comments:

I travelled from Connolly to Drogheda in the [REDACTED] last Sunday. The most appalling excuse for a human being began a racist tirade between Laytown and Drogheda. Every racial slur you might have ever heard was hurled about the carriage. Initially I found myself getting angry but my children warned me he could be dangerous and I ended up in tears of frustration because I could do nothing but witness this barrage of insults and coarse language with my children beside me. My son tells me he contacted you but I doubt he supplied the train details. He's fourteen but felt compelled to contact you. This was only our second time to use the train and we find it convenient for travel to Dublin but I would like to know if there is a way to report people like that or how such a situation should be handled in future.

Thank you.

Timestamp: Thu Aug 16 19:03:09 BST 2018

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

good morning .i wanted to report a upsetting incident i had yesterday on the [REDACTED] from Tralee to Dublin heuston.i was told to email you after trying to report the incident with the information desk at heuston yesterday.I have to travel once a month for treatment at st James hospital and have never had a issue before but yesterday a man got on the train at Kilarney and sat opposite from my booked seat.I knew as soon as he sat down he smelled of Alcohol .As soon as he sat he was agitated speaking out loud and dancing in his seat unfortunately it was only myself and him at the table .I lwas trying to ignore him and read my book ,but he was acting more and more strange ,when my husband called I spoke to him quietly but the man started making faces at me calling me mental making stupid hand gestures and then when I got off the phone he started making fun of me reading the book , he was very sneering trying to embarrass me loudly I put up with him for about half an hour with his insults before I had enough when he started making insulting me for being [REDACTED] and saying that the english had no right to be speaking to irish people .He was intimidating and when I left that carriage I was shaking and upset and humiliated in front of a carriage full of people at 8 in the morning .I found a train employee who moved me to the first class carriage but when we walked through b carriage to get there he had sat in my seat watching me .I hid from him getting off the carriage when we got to heuston because I was scared that as he was drunk or drugged he might start on me again .when I got the train home later that day the same man was back on the train but I was lucky as other women were sat at the table with me.I know he did not psycially hurt me but I was so upset travelling on my own on a 4 hour journey already nervous to be going to hospital , I felt really threatened and I know now that I wont be looking forward to travelling by train for my appointment next month ..I didn't feel safe .I wanted to report this too you as I know there has been talk of more help for people on the trains and I would feel safer for more people around .Many thanks [REDACTED]

Timestamp: Thu Sep 06 11:40:51 BST 2018

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

We were abused for our nationality

Timestamp: Mon Jun 10 10:06:06 BST 2019



PASSENGER CHARTER DISCOUNT APPLICATION FORM

Date of Travel *Sunday 9th June 2019*
 Station From *Newry* Departure Time *7:58*
 Station To *Downpatrick* Arrival Time *on time*
 Ticket Type *Train Standard*
 Ticket No. *T.B.A.*
 Fare Paid € *32.00 ?? Paid by A.I.R. visa*

Please attach ticket. Claim cannot be processed unless ticket is submitted. Photocopy will be accepted if ticket is still valid for travel. Claims must be submitted within 28 days of disruption to:

Iarnród Éireann, Customer Care, Connolly Station, Amiens St., Dublin 1

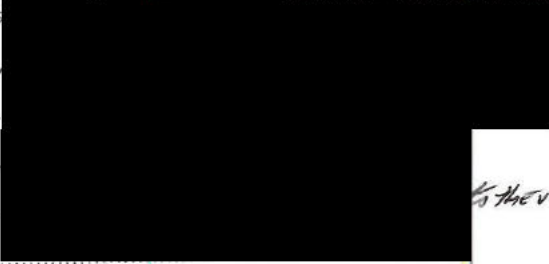
Details of Disruption.

Drunk and disorderly passenger who berated and verbally abused a fellow passenger ^{his wife} incessantly during the journey. Failure of Iarnród Éireann to remove the

abusive passenger and eject him. Our safety and wellbeing were threatened and the trauma was unpeakable

Personal Details

Name
 Address

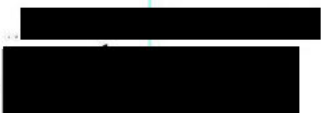


Apologies on behalf of I.E. and all in the company

to the victims

Telephone No.

Signature:



Date *11/6/19*

For Office Use

Reference No.
 Delay Verified.
 Discount Amount €.....
 Voucher No.
 Date Processed.....
 Authorised By



P.S. Staff / Branch on board did little on matter. + remedy a vile + obvious situation