

09th September 2019

[Redacted]

[Redacted]

Re: FOI Request Response [IE_FOI_266]

Dear [Redacted],

I refer to your request dated 7th July 2019 made under the Freedom of Information Act 2014, which was received on that date, for records held by Iarnród Éireann.

Request:

- I would like to request a copy of all antisocial behaviour complaints that Irish Rail has received on the Dublin-Cork line since January 1, 2018

I, Paul Slowey, have now made a final decision to part grant your request on 09th September 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

P.P. 

Lynette O'Toole

Freedom of Information Officer

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Onboard Train Issues

Comments:

I hear that IR is discontinuing the quiet carriage. I inquired about being able to pre-book a seat in one and received a highly unsatisfactory reply. Please see today's Sky News report on travellers being fed up of listening to long winded mobile tel calls, passengers using hands free. IR promotes travel as a place where you can work, do research, and I have travelled by train for over 30 years and the ambience in the train has disimproved due to noise. It is now possible for a fellow traveller to impose their 'music' onto other travellers. IR should be advertising travelling by train as a place where you can work or study. I think that the problem is that it does not have the capacity to monitor traveller experience and aside from the person with the trolley that is all you generally see. So very disappointing that IR is not thinking about regular travellers and their needs and need to work and study while travelling. Not to mention it does nothing for the impression tourists or foreign business executives get of Ireland. Come for the traffic, and the long noisy train commute!

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Fri Feb 02 14:56:01 GMT 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Station Issues

Comments:

Hello, On 20 January, 2018 my car was parked at Charleville Station from 8:50am until 9pm. When I returned to my car at 9pm I saw that numerous eggs had been thrown at my car. I took photos which i would be able to send to you if required and I have my ticket stubs to prove that I was there. My car reg is [REDACTED] I was wondering is there any CCTV cameras there? I thought this was a ridiculous thing to happen and can think of no reason why anyone would throw eggs at my car at a train station.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Feb 05 11:19:33 GMT 2018

Thank you for your mail, I am sorry to read of the details outlined below this email address is for mechanical issues only.

I have forwarded this complaint onto our customer care team for their investigation into the issue,

On behalf of Iarnród Éireann I apologise for any inconvenience caused

Many Thanks,

[REDACTED]
: www.irishrail.ie

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

From: [REDACTED]
Sent: 07 February 2018 17:19
To: IE On Board Issues <IEOnBoardIssues@irishrail.ie>
Subject: On board issue

Dear Irish Rail

Once more I'm on a train and experiencing anti-social behaviour.

You need to provide an accessible text number/ or communication system for people.

Sometimes it is not possible or simply not safe to make a phone-call to the Guards.

Yours sincerely
[REDACTED]

Sent from my iPhone

My name is [REDACTED]

On Tuesday my [REDACTED] and I travelled from Heuston station to Newbridge on the 2pm train.

At what I think was the first stop a man and a woman got onto the train and walked through the carriage my [REDACTED] and I were sitting in. We had taken window seats opposite each other.

They passed by looking for seats and the man came back to sit beside my [REDACTED]. I saw the woman coming back and **removed my bag** so she could sit down. She stood in the aisle and started to "rant" about people putting bags on seats. She called us "FUCKING CUNTS" and continued to verbally abuse us at the top of her voice for the next ten minutes. By this stage she was sitting next to me and neither my [REDACTED] or I acknowledged her in any way. The man kept telling her to calm down and the more he told her the worse she got!

The man got up to go somewhere and she shouted after him to not bother coming back! He did come back and she took an "Coke" bottle filled with white wine from her bag. The man took a can of beer from his. She drank the full bottle of wine in two or three gulps and took a full [glass] bottle of wine from her bag and re-filled the coke bottle! All the while she continued to swear and say nasty things directed at us. The man tried several times to draw my [REDACTED] into conversation but she politely told him what he was telling her [mostly about his alcohol problem], was none of her business. The woman offered wine to my [REDACTED] and a man across the aisle from her, which needless to say, was not accepted by either!

We were terrified! I didn't know what to do for the best except ignore them! When the train pulled out of Sallins, my [REDACTED] and I got up to leave. She asked where we were going and we explained we were getting off in Newbridge.

We read every other day about people being stabbed etc for no reason. I was so terrified of the situation we were in and the fact that this person had **a glass bottle in her bag!**

I paid over **twenty euro each** for those train tickets. We were on the 8am train from Newbridge that morning and had to stand the whole way! We had an appointment in [REDACTED] at 9.30am. We were both under considerable stress that morning and had to stand all the way to Dublin in an extremely overcrowded train. At one stage my daughter almost fainted!

Then we were subjected to this abuse and terror on the return journey! Those people were already "high" on something before they got on the train. They were shouting about waiting an hour in the station before the train arrived. Somebody must have seen the state they were in and yet they were allowed on! We were in a very vulnerable position. There should be some sort of security available on trains.

We were too terrified to move in case they turned violent.

I am in my sixties! It has had a very traumatic affect on me for the last few days.

How can this be allowed happen? Surely there is CCTV in carriages? Are they not monitored?

For future reference what is Irish Rail's official procedure for dealing with this sort of behaviour?

Is it part of your Health and Safety Plan to allow people who are clearly intoxicated purchase tickets and cause nuisance to innocent people who have their own problems to deal with?

Yours truly
[REDACTED]

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Onboard Train Issues

Comments:

Increasingly people are using their phone speakers to listen to music out loud, or worse still on one occasion, using speakers on the table. Speaking from my own experience, the individuals tend to be fairly unapproachable. For example, this evening on the Cork - Dublin train, both are clearly very drunk or under the influence of something else.

It would be great if this could be stopped - it is very hard to do work or relax with multiple phones on loudspeaker around me.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Wed Feb 21 19:50:30 GMT 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Onboard Train Issues

Comments:

I wish to make it known that I travelled on the 10:00 am train from Dublin to Cork yesterday. While on this service a man became extremely violent and verbally aggressive to all people on the train. The host of the train attempted to calm him down and warn him that his behaviour was intimidating other passengers. When this was not successful [REDACTED] arranged to stop in Sallins and have this man removed by the guards. It became obvious then that this man was planning to take his life at Sallins and only for the intervention of the host and the driver this man would now be dead. I want it to be known that I am available as a witness if needed and also that the host went above and beyond what is expected of [REDACTED] saved this mans life despite a very threatening situation. More than anyone can expect to do in their day to day work. I hope the host is feeling OK and [REDACTED] gets the help [REDACTED] will need after this traumatic event. If you could pass on my admiration I would appreciate it. You are very lucky to have [REDACTED] as an employee.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Feb 26 12:25:45 GMT 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Hello,

I travelled between Cork and Dublin yesterday evening, 11/03/2018, on your 19.25 service.

During the journey another passenger became increasingly loud and argumentative, threatening multiple passengers, including the person I was travelling with.

Indeed, having left Heuston Station while proceeding to wait for a taxi outside, we witnessed this man attempt to punch another passenger with whom he had taken offence.

Just to be clear, at no point did anyone communicate directly with this man. He misinterpreted private conversations and laughing as directed towards him. Only when he went up to another passenger attempting to begin an altercation, did that other passenger say that everyone was carrying out their own private conversations. This kind of behaviour occurring in a small, confined space from which you cannot move is very intimidating and frightening.

The reason I am writing this is that I was shocked to see multiple members of your staff walk through the carriage without taking any notice of this man, even while he was openly drinking alcohol the entire journey.

I understand that you do sell alcohol aboard these services, so I assume there may be an allowance for consumption of same even when bought elsewhere. At a minimum, there should be increased security about trains to account for an anti-social behaviour that occurs as a result.

I feel very lucky that a worse incident was avoided and nobody was seriously hurt or injured. However, as myself and several other passengers discussed having left the train - at which point we still felt threatened and in fear we would meet this man outside - if a basic level of security cannot be afforded passengers then I certainly will not continue to use your service.

I hope such situations can be remedied.

Regards, [REDACTED]

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Mar 12 09:12:07 GMT 2018

I would like to speak with someone regards to works in Thurles that were going on last night with very loud diggers from around 11pm to 1am or after.

We live very close to the line and there was no notification about any works to be done during the night and how long this will be going on.

I have a small baby and toddler that were both woken up last night while this was going on.

If you could please call me back on [REDACTED]

Regards,
[REDACTED]

Website: [REDACTED]
Twitter: [REDACTED]
YouTube: [REDACTED]

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Please consider the environment before printing this email

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I'm on the train 9 o'clock left heuston on the second carriage for cork and there's this guy acting really strange making death threats on phone and talking about drug dealing openly on phone. I'm too scared to openly complain in person on the train. But I want to report this.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Fri Mar 16 09:32:25 GMT 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

14:00 to Cork on 16-03-2018: A passenger who was stuck waiting behind the serving trolley in carriage C became angry and began cursing at the employee. [REDACTED] handled it very professionally but I don't think [REDACTED] should've been treated that way. I didn't catch her name but [REDACTED] The passenger was [REDACTED] [REDACTED] offered to move back and he could pass if he first moved out of the aisle, but he demanded she move to the end of the carriage. He cursed at her to get his point across.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Fri Mar 16 15:05:50 GMT 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Mallow to Tralee Train, Saturday 1:30pm

Drunk young adults, in our seats, playing loud music off their phone.

Not told to stop at all.

We move to another carriage, another set of young adults doing the same.

This is ridiculous, paid 156 euro for my sister and I to go home to Tralee to see our aunt who is in [REDACTED] and have to put up with this ... lack of consideration or reasonable level of comfort being enforced.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sat Mar 24 13:48:21 GMT 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Hi, I am on the 11.25 train from cork to dublin. I paid full price for a reserved seat and 2 men boarded the train and sat at my table. They stink of drink, are spilling things everywhere and spread out across the table. Im almost certain theyre on heroin. Not one member of staff tried to intervene and myself and my partner were trapped on the inside seats. It is ridiculous that there was not some form of security preventing them from getting on. This was an incredibly negative experience.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Tue Mar 27 13:42:21 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

While travelling on the 2pm Dublin to Cork train yesterday 27th March in the company of my 2 [REDACTED] who are only [REDACTED], I was verbally attacked and nearly assaulted by a fellow passenger who was completely out of his mind on both drink and drugs, my 2 kids are still on edge as a result and it was extremely scary to say the least. If a dad can't travel by Irish Rail with his 2 kids in relative safety then there is no point in using the service again, There was a group of complete Junkies (as they were like yoyo's in and out of the toilet) sitting on the last carriage, one man in particular took a liking to my 2 [REDACTED] and proceeded to sit right next to them and shout at me "That there's not a man on this train that would beat him in a fight" as i asked him to move he decided to clinch his fist towards to my face in a provoking manner!!!! I had to move seats and so did everyone else on the carriage ...Ask your member of staff that was working on this train as [REDACTED] is well aware of the whole incident as [REDACTED] informed me that the Gardai where informed at Limerick Junction, You obviously don't have any policy in leaving certain people board your trains!!!

Corks RED FM have been onto me already as they were made aware of the whole incident (not by me) as they want to discuss the matter on their morning live show ..but i await your response before i decide what action to take

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Wed Mar 28 21:09:36 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Second time on train in last month and witnessed drunk men verbally abusing other customers, how is this acceptable? No security, it's just dangerous. alcohol shouldn't be allowed on trains. Kids aren't allowed in pubs but they have to witness this behavior and can't escape it.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Fri Apr 06 19:40:34 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Dear Sir/Madam

I wish to draw your attention to two potentially serious instances in which two females were subjected to intimidation and unacceptable behaviour on the trains.

The first incident occurred late last year, on the Cork to Dublin train when an employee of mine was travelling from Cork and I joined her in Mallow to go on to Dublin. She was travelling alone, and a man sat opposite her in Cork. During her trip between Cork and Mallow he started to make unwanted advances towards her and started touching her legs and make her feel extremely uncomfortable. She tried to move but each time he continued this behaviour. When I got on in Mallow she was visibly distressed but told me later she felt that as I was getting on in Mallow she would be okay. The man was sitting in my pre-booked seat and wouldn't move. I had to get the -Customer Service attendant to get him to move, which the man moved but only after considerable verbal exchanges. When I discussed matter with my colleague she explained what had happened and I suggested we report matter – she was very reluctant to do this as it would involve more distress to her. We did report matter to the Customer Service attendant who was very supportive. Train was the 10:20 Cork to Dublin on 25th October 2017.

The second incident occurred tonight (06 April) on the 21:00 Dublin to Cork train. My daughter, who works in Dublin was travelling home to Mallow for the weekend. She ended up in a carriage with one 2 females and one male. The male appeared to be high on drugs and was shouting and roaring at the other female – he was muttering he was homeless and parading up and down the carriage banging the carriage. My daughter was sat on a single seat at the end of the carriage and this man could be heard shouting and swearing at the other female. He then walked down the carriage and sat across from my daughter shouting and roaring expletives. He made numerous fist bangs at the window in an extremely aggressive manner. My daughter felt very intimidated by this and couldn't move for fear that this man might attack or approach her. Besides a girl in the seat to the left of her, there were no other people in the carriage. She texted me and I advised her to immediately move from the carriage, but she was fearful in case it would cause him to get even more aggravated and of risk of leaving another female alone. At Limerick Junction the other lady went to get off and came down passed my daughter who said she would get off too – the man then insisted he would follow them and get off as well. They said he couldn't get off with them and my daughter got off with the female and got on and then went down to first class to get away from this lunatic. There was no attendant visible and no one to help in event situation got more serious. If you look at your video recordings for tonight's 21:00 train from Dublin to Cork, you should be able to see everything I am detailing.

I'm reporting these as two serious incidents where female passengers have been intimidated and felt very frightened and fearful of their safety. One occurred during the day and the other in the late train from Dublin. These are completely unacceptable positions to put any passenger in. I strongly ask that you review your security and safety procedures and that you put whatever measures are necessary to safeguard all passengers, and in particular that females are not put in such a position ever again on trains run by Iarnród Éireann. For example, in tonight's incident 0 how could such a passenger be left on the train, how could such behaviour go completely unnoticed by train staff for so long – do you not have video recording? I would like a full investigation of these incidents and would like to hear back on the outcome of your investigation and your particular actions and security measures that you plan to put in place to avert such incidents in the future.

 Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sat Apr 07 00:25:48 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

On traveling on th 22hrs train from Kent Station Cork to Mallow Station on Wednesday 25th April. There was an issue where the train was damaged by two intoxicated passengers which delayed departure of the train until 10 past the hour as we had to transfer over from platform 5 to platform 4 for a new train as the original train was unsafe to use. The two passengers that was intoxicated and they damaged the train was allowed to board the replacement train to Mallow. As the passengers behaviour by damaging the previous train and the aggressive behaviour of them going through the tunnel to the awaiting second train they should not have been allowed access to the second train which in my opinion and in the opinion of the rest passengers that was taking the 10 p.m. train from Cork we felt it was unsafe and under health and safety the intoxicated passengers that damage to previous train should not have been allowed to travel on that evening and that the Garda should have been contacted. As a regular customer that travels the Cork to Limerick line I will now have to reconsider my options due to this issue I will be considering never to travel with Irish Rail again..

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sat Apr 28 12:58:38 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Hi,

I use the Dublin/Cork route about once a month, and on every other journey some passenger nearby is listening to music or watching a film without any headphones.

The sound disturbs people, whether they say something or not. No one would choose to sit next to that. If you ask them to stop often they will, but sometimes this person can be rude if not aggressive.

Irish rail must be aware of this trend, and it contradicts Irish rail's claim of a relaxing, peaceful journey.

Do you have any policy in place to stop this problem? Or is the responsibility on the the other passengers to ask the offenders to stop?

Sincerely,

[REDACTED]

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sun May 06 13:13:58 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

On the 8:25pm Cork to Dublin Heuston train on Wednesday 2/5/18 my bag was stolen by an man on the train. In fairness I did leave it unattended when I went to the bathroom. When I found it and took it back the man called ME a thief and insisted the bag was his. He threatened me and knocked my glasses off so I retreated but I knew the bag was mine so I sought the help of the staff on board. [REDACTED] was the host and I can't speak highly enough of [REDACTED] helped me get my belongings back and made me feel safe for the remainder of the journey in spite of the thief still being on board. My issue is that known troublemakers shouldn't be allowed onto the train in the first place and certainly once someone is guilty of antisocial behaviour on board - in this case stealing from and threatening another passenger, I think the host should have the power to throw them off the train at the next station without having to wait for the guards, surely they have violated the rules of the train and their ticket is null and void? I feel it was unfair on me and my fellow decent passengers to have to tolerate the rest of the journey with this disgusting thief.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Thu May 17 18:49:03 BST 2018

From: [REDACTED]

Sent: 28 May 2018 18:09

To: IE Info IrishRail <info@irishrail.ie>

Subject: Refund

Hello

I was on the 17:25 train from Cork to Dublin yesterday. This service stopped at Portlaoise and picked up passengers from the GAA match. These passengers boarded the train drinking cans and glasses of alcohol. There was no room for them so they stood drinking, screaming and singing in the aisles. I was actually quite afraid of the crowding and noise. I paid €55.98 for my return journey and would like a reimbursement on the return to Dublin piece.

Regards
[REDACTED]

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Dear sir /madam,

I travelled on your 18:25 service from Cork Kent to Dublin Heuston last Sunday the 27th. I had hoped that this would have been a pleasant journey but unfortunately this was not the case.

The journey had started well until we were informed that we would be making an unscheduled stop at Portlaoise. This in itself did not cause any issue with me, my issue however lies in the people who boarded the train and the handling of them by staff.

A large group of GAA supporters boarded the train and immediately became disruptive. While the majority of the supporters I saw behaved fine, there was a group of at least a dozen people gathered between carriages C and D. They proceeded to start singing /shouting very loudly while using offensive language, they were banging very hard and loud on the walls, bathroom door and bulkhead and were not making any efforts to hide that they were consuming alcohol.

I am not prudish in nature and had this been in a pub on a Friday night I would happily sing along, but this was a Sunday evening where I had been hoping to relax before my work week began again. A member of staff passed by the group twice but from what I could see, and certainly considering the behaviour continued until we disembarked, they did nothing to stop the behaviour.

I travel most weekends on your service and I have never experienced something like this before. I spend my hard earned money to make the return trip and for my €50 ticket I would expect that I could have had some peace to read my book or listen to music. While the individuals involved should have been more considerate I believe Irish Rail should have done more to ensure that the rest of the paying customers were comfortable and did not feel intimidated.

I hope that you can address this issue and make sure your staff are more well equipped and trained to deal with these scenarios in future.

With regards,

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Thu May 31 19:16:00 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Hi,

I would like to enquire as to why there is no security on the last train to either Cork or Limerick from Dublin? There is always cases of people aggressively begging, drunk shouting, smoking or shooting up heroin on board.

Why should I have to pay for a ticket only to be sealed into a train car in close proximity to someone who could snap at any second and decide to assault someone?

I would like a response to this issue please

Thanks
[REDACTED]

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Jun 11 22:50:40 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I wish to complain about my return journey from Dublin to Cork last Sunday 10/06/18. When the train stopped in Thurles it was a total free for all. The carriages were packed with Tipperary & Clare fans. Our carriage C was packed with Clare fans who spent the journey to Limerick Junction standing on seats banging the roof of the carriage and the luggage compartment and chanting. Look I know you can expect some disruption when fans have been at a match but Irish Rail had no security on the train. I traveled two weeks earlier and there was security from Thurles to Cork after the Cork & Tipp game. Irish Rail continued to sell drink to the fans even though many were already intoxicated. It was impossible to walk up the carriages to the toilets as the aisles were blocked by fans. It was very intimidating especially for younger and older passengers. In terms of safety if there was a delay on the line or anything happened on the line then things could have been lot worse in terms of safety. Just as fans left they abused passengers on the train. I was very disappointed with Irish Rail for not handling the situation as you were well aware of the sporting occasion. Yours sincerely [REDACTED]

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Tue Jun 12 11:02:58 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

The 1500 from Heuston to Cork

We are travelling in Carriage E and there are a group of some 20 young men, clearly drunk and still drinking in the aisle making the most awful noise. We have even put in ear plugs and still the noise is unbearable. There are no spare seats in the next carriage and we cannot get through the group to assess the earlier carriages.

We have asked them if they would please keep the noise down and have been told "No chance! It's only going to get louder! "

Can you please advise.

If you would like to call me, you can hear the noise for yourselves.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Fri Jun 15 15:43:48 BST 2018

Please reply on an email of the customer below:

Full name: [REDACTED]

Email address: [REDACTED]

Thank you,

Irish Rail Customer Service

A drunk fan just got undressed in the wagon D

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I was travelling on the Dublin to Cork train department Dublin at 6pm on Sunday 27th May. A huge number of drunk people got on in Thurles after the GAA match wearing cork jersey's and merchandise. There were more people on the train than there was capacity, so people were sitting on tables and standing on the backs of chairs. They all had cans of beers and were visibly drunk. They got into a fist fight which resulted in a woman being injured and a child very upset. all the other passangers had to move down the end of the carriage to get away. They were also harassing the lady with the hospitality cart. A security guard boarded in Limerick Junction but nobody was removed from the train and he failed to calm them or to get them to clear the aisles. I was unable to go to the bathroom for the rest of the journey as there were too many people blocking the aisles. They shouldn't have been allowed to board the train and they caused serious damage and upset to the other passengers.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Jun 18 12:13:47 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I am currently on the 3pm train from Dublin Hurston to Cork Kent and in the end carriage think it's F. The entire journey sitting directly across from me was a man and woman with a child about [REDACTED] They were both on drugs in and out of the bathroom smoking and hopping on and off at stops to take more drugs. They sat there drinking cans of bulmers and getting wrecked while the little child sat across from them and was getting given out to and told just go to sleep. Just now the woman has turned over and gotten sick everywhere table, floor, wall and it's stinking.

It's a disgrace that people are allowed to sit on the train take drugs and drink like that at 3pm on a Wednesday never mind with a child. Someone should have removed them and called the guards before it escalated that badly. The entire carriage is now destroyed in sick the child is upset and the place reeks of vomit.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Wed Jun 20 17:04:18 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I got on the train today in Thurles at 14.38, accompanied by my 9 year old [REDACTED]. A man on the train went and sat opposite another man and started threatening and abusing him. The lady sitting opposite us asked the trolley assistant to look for a staff member. The ticket collector came immediately and interviewed both men. My [REDACTED] was scared. When we got out in Portlaoise the abusive man got off the train went in to the waiting room where we were and shouted abuse at every one there, then threw a bag of Taytos at a young man, went to hit an old man while threatening to kill him. I screamed at the man to stop, this diverted the man and we all ran from the waiting room. There was only one staff member in the station and the train driver was brilliant in assisting with calming people. My [REDACTED] was hysterical and is still upset.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Fri Jun 22 17:58:09 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Onboard Train Issues

Comments:

Tissue scam on the 14:20 train from heuston to portlaoise - 28/6/18

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Thu Jun 28 14:48:32 BST 2018

From: [REDACTED]

Sent: 29 June 2018 13:32

To: IE Info IrishRail <info@irishrail.ie>

Subject: Harassment

Hi, my name is [REDACTED] I travel with Irish rail very regularly and today I was traveling with 2 friends.

Me and my friend were sitting together, she got up to remove her bag from the top and this man was staring at her in a very sexual way. He then continued to stare at her.

I got up to get my bag and he stared at my legs also. This made us both extremely uncomfortable. He also winked at me and my friend.

From: IE Refunds
Sent: 02 July 2018 15:34
To: IE CustomerCare <CustomerCare@irishrail.ie>
Cc: [REDACTED]
Subject: FW: Ticket collection 352 31509277

Hi [REDACTED]
 Just thought you need to see this straight away.

Kind Regards,
 [REDACTED]

Customer Accounts Department, Iarnród Éireann Irish Rail, Connolly Station, Amiens Street, Dublin 1.

☎: +353-1-8366222 1850 8366222 ✉: BusinessAccounts@irishrail.ie 🌐: www.irishrail.ie

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♻️ Please don't print this e-mail unless you really need to.

From: [REDACTED]
Sent: 02 July 2018 00:27
To: IE Refunds <IERefunds@irishrail.ie>
Subject: Ticket collection 352 31509277

To whom it may concern

I'm writing in connection with my return trip today on your service. I have to say I was appalled by the journey home. It started by when we boarded the train to find passengers dancing on our reserved seats and alcohol spilt all over the table. When we asked them to move they started dancing on the table and refused to move. I went to tell them get off the table and the passenger committed theft of my sunglasses. I had to get them back from [REDACTED] with no steward anywhere to be seen. The same passenger eventually got off my seat when I asked my father and fiancé to move him. He then went aboard the overhead luggage of the carriage and with a naggin of vodka proceeded to pour it out on passengers along with his friends pouring cans of alcohol all over our clothes, table and chairs. Our chairs were absolutely soaked in alcohol! He then was told to sit down a number of times by different people including myself and he would not do so. He hit a passenger sitting on our table in the face and also sprayed sunscreen at us. He fell on us a number of times with no intervention from staff. When staff

I was travelling from Heston to Portlaoise on the Limerick train when my life was potentially put at risk when unbelievable violence broke out in our carriage D. We had no escape as we had no other carriage to run to. . I have not slept since and am willing to go to television shows on this if needed. . My deepest sympathy went out to that poor train driver as he was on his own. . I would appreciate if you could call me on this matter please. Contact [REDACTED]
Thank you.

Sunday 01, July (Cork / Ireland)

My name is [REDACTED] it's my first time
traveling from DUBLIN to CORK.

I had a very bad situation inside the Irish Rail.
I got intimidated by a few lads together with the
crowd whose was coming from the football match.
3 lads was absolutely drunk and drop beers and
vodka on my luggage. All my equipment was inside
and got absolutely wet.

I'm professional [REDACTED] and I don't feel safe
at all about travel again with Irish Rail.

I claim my money back (at least) which was
178,00 € from me and my girlfriend who was
traveling together with me.

As a [REDACTED] I traveled around Europe very
often and I never had a similar experience like
that. I'm living in Dublin around 3 years and a half
and extremely embarrassing had this kind of situation
specially beside my girlfriend.

I'm now trying to fight for my rights which should be
traveling through Cork in the safest way possible
once the tickets was very expensive.

I'm not happy at all what happened and I want an answer
~~and~~ and my money back from Irish Rail.

Regards
[REDACTED]

Sunday 01.7.18

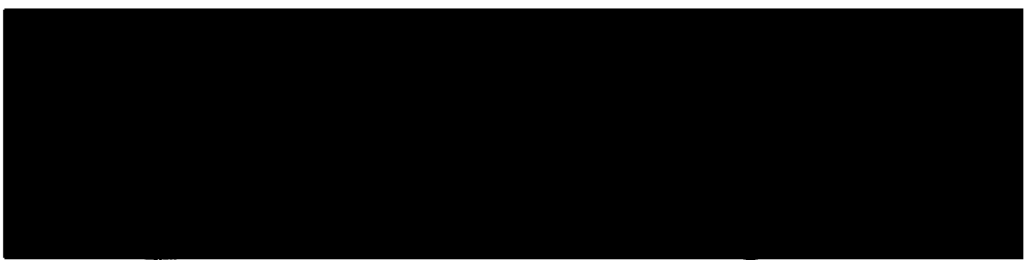
1800 A224 Ex Heuston (to Cork)

Report

A lot of complaints were received by passengers who had travelled from Heuston about the passengers who boarded at Thurles. Most passengers who boarded at Thurles were drunk but not all, so those who ~~were~~ ^{had been} not drinking also complained.

In carriage A, at the rear, an alarm had to be reset in Charleville. A different alarm in the same toilet had to be reset in Mallow.

On board security did their best but there were drunk people in every carriage.



Pre Departure Check - COMMENTS

22221 - Door D: out of order

22321 - Sink blocked

~~22321~~

Train Cleanliness Check - COMMENTS

Additional Comments - COMMENTS

67

22321 - Alarm in toilet had to be reset in Charleville. This caused a short delay. Another alarm in the same toilet had to be reset in Malloy.

22321 A couple of unreserved passengers who had travelled from Houston were complained of being disrespected by the crowd that got on in Thibodaux. I calmed the people shouting at each other and apologized to the sober people.

The men drunk passengers suggested that drunk passengers should not be allowed on the train. Most who boarded in Thibodaux seemed to have consumed alcohol beforehand.

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Hi guys... just writing to you from the 4pm train to Cork from Heuston. All I can say is we are terrified sitting in our seats. A most obnoxious crowd of drunk people have got in in Thurles after the match en route to Limerick Junction. We as a family have been threatened by one guy because I asked him not to keep using bad language in front of my [REDACTED], all while he was drinking a glass of cider.. absolutely no crowd control and the are crowds standing in our carriage. I am SHOCKED beyond belief that anyone could be subjected to this behavior on public transport. Up ye're security guys and control of getting on public transport with copious alcohol... looking forward to speaking with [REDACTED] tomorrow...child bawling [REDACTED] eyes out in fear here.. ps, I have photographic evidence

[REDACTED]

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sun Aug 05 17:32:51 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I travelled on the 18th of August 2018 on the 14.20 train from hueston to portlaoise. A man came from behind my seat (1st carriage and tried to grab my phone from my hand before running from carriage. I still have my phone and bar a bit of hand pain from holding on to my phone, I'm fine but am a tad shaken. He was dressed in a [REDACTED]

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sat Aug 18 14:41:56 BST 2018

Title: Other

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Onboard our Trains

Comments:

I think you need staff more visible on the train, I've seen a woman trying to collect money for a ticket back to Dublin telling people she got on wrong train. She came by our carriage and went seat by seat asking for money. She was on 1400 Cork train and got off at ballybrophy.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

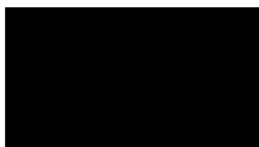
IP of submitter: [REDACTED]

Timestamp: Sat Aug 18 15:07:08 BST 2018



Has missed a call from Ir. She returned the call & came through to us.
She had a suitcase stolen last week & believes the call is regarding this.

Can someone please contact her



Customer Information Centre, Iarnród Éireann Irish Rail.

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Hi

I just got a phone call from a passenger on the Dublin to cork train which left Dublin at 4.00 – he said he is in carriage D and a stone hit the window at the Curragh – his name is [REDACTED] and his contact number is [REDACTED]

He just wants it recorded on file – no window was broken

Kind Regards,
[REDACTED]

Customer Information Centre, Iarnród Éireann Irish Rail.

☎: 1850 366222 +353 1 8366222 ✉: info@irishrail.ie 🌐: www.irishrail.ie

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Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour, Onboard our Trains

Comments:

I have been traveling from Portlaoise to Sallins for the past 6 weeks and noticed there are a group of girls/women asking/begging for money with small notes they are leaving on tables. Is this something you are aware of? And how come they are allowed to do this between stops? Are they paying for tickets? Are they allowed to do this? I don't have anything against this but I don't know their main Intentions and it could make some people uneasy.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Thu Aug 23 17:18:53 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour, Onboard our Trains, Staff

Comments:

Almost arrived in cork from Dublin, there is a group of men on what seems to be a stag party drinking alcohol, playing loud music through speakers, shouting abusive and foul language. I am extremely disappointed that not one member of your staff has passed through to control the situation or remove the group from the train. It is visibly clear that all of the other passengers on this carriage are extremely frustrated and at this stage, tired. As this has been going on for over 2 hours now. Is it not procedure that you have security on your trains? Ask am writing this. An elderly lady with two young kids with her politely asked the guys to stop blaring music and cursing, only to be answered back with intimidating remarks for. The group. I am extremely disappointed that this has been allowed to continue uninterrupted for the entire journey. I can safely say that I will not be availing of your services in the future, it's clear to see that you don't care about the comfort and safety of your passengers. During this entire trip I haven't seen one member of your staff do anything .

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Fri Aug 24 20:31:34 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Hi, I was on the 4:20 pm train from Dublin to Portlaoise on 29/8 and noticed that a girl was begging on the train. She was going from the top of the carriage to the bottom leaving out bits of paper looking for donations for her family. She was a tanned young girl possibly [REDACTED] and got on the Sallins stop. I thought I should pass this on as I had never seen this behaviour before on any train and was quite shocked. As I said she was a young [REDACTED] in good clothing and went from carriage to carriage on said train handing out notes. I'd appreciate any feedback.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sun Sep 02 00:59:41 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

While on the 21.05 Heuston to Portlaoise train last night passengers were being aggressively approached for money by a guy wearing a [REDACTED] top. He blocked off their seats and got right into their faces. I'm sure most paid up out of fear and intimidation. It seemed as if he was working with another individual who stayed in the carriage behind because I went to area between the carriages to make a private phone call as I did so this second individual approached me and asked what I was doing and as the train pulled into a station he told me to "sling my hook and get off the train or he would fu..... throw me off. Not a pleasant journey.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Wed Sep 05 07:01:09 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Hello, I just wish to inform you of the experience I had on Monday, September 3rd on the 8:42 train from Mallow to Dublin Heuston. I left Kent at 8am and to get to Dublin we had to switch trains in Mallow, which was on issue. It was when we got on the train in Mallow that the issue arose. We had pre-booked our seats (I can send on my booking number if required), and so when we got to the B carriage there was this girl, who was quite clearly on drugs and anti-social to say the least sitting in our seats. I politely asked her to move but her response was, "I'm not moving for nobody. I've been here this whole time. Go and f**k yourself...", you get the idea. Even though I could see my name above the seats. I then had to sit in the seat on the other side of the aisle. Her boyfriend was sitting across from her, and it was a busy train and they weren't allowing anyone sit next to them. Her boyfriend was extremely quiet and didn't say a mean thing to anyone, I must say. It was his partner who was the issue. Throughout the journey she was shouting at the top of her lungs about cocaine and marijuana and how she can't wait to get "whacked off her face" for her birthday. There were families and children in surrounding seats, which was a disgrace. I also found her extremely intimidating as she kept directing comments towards me and I could see her looking at me at the corner of my eyes as I was only across the aisle from her. She even at one stage proceeding to say, "I will stab anyone if they ask me to move again, I don't care who it is". In the seats facing myself, there were two young girls who were obviously quite scared and their father was originally meant to be sitting where the girl in question's boyfriend was sitting. His name was also above the seat. In the end, he had to sit a few rows behind them, but kept coming up to check on them. They were obviously quite scared and frightened at what the girl was saying at the top of her voice and the language she was using, (which I'm sure you get the idea of the type of person she was at this stage). Her and her partner got off at Limerick, but before they did they had no issue making rollies on the table in front of them. When they left, I moved over to my assigned seat, finally. the state of the seat was disgraceful, she had ordered cans of Coca Cola and packets of Tayto, which were all over the floor. She even was sitting with her back to the window and her feet across the chair, which the lady who was serving food kindly asked her to move but she just gave her attitude, just like she did with everyone. There were numerous complaints made about this girl on the train; the language she was using, the way she was talking and what she was talking about, the list could go on. She was extremely intimidating and should have been kicked off the train before she even was allowed on it!!!! She was an absolute disgrace, but nothing was done about her. So everyone in the carriage had to listen to her talk about using drugs, the language she was using and also her threats to myself. That journey from Mallow to Limerick was extremely upsetting due to the comments being directed to myself off of her and not knowing if she was actually going to stab me if she caught my eye. Something should have definitely been done about her, it wasn't fair on everyone else in the carriage.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Wed Sep 05 15:36:16 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

There's individuals on the Portlaoise 5:32pm train requesting donations and/or selling tissue packages or other items in return for a charitable donation.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Sep 10 18:32:10 BST 2018

Hi Customer Care,

Please see complaint re: anti-social behaviour from earlier today.

Kind Regards,

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

From: [REDACTED]
Sent: 21 September 2018 14:08
To: IE Digital Team <Digital@irishrail.ie>
Subject: Urgent

To whom it may concern,

I am on your 2pm train from Heuston to Cork in carriage G, there is a group of 10-15 men drinking, playing music and being really loud. Can you please let somebody on the train who's in charge know about this ASAP.

Sent from my iPhone

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Continuous anti social behaviour limerick junction to Dublin. Sat 22nd Sept. Group of 17/18 years old girls playing loud music with speakers. Roaring shouting. Singing out loud. Made for very uncomfortable journey. Even using my head phones and my own music (prarl jam at full volume!!) still couldn't muffle disturbance. They were asked politely a few times to turn down music and to keep noise levels down. This only made what was an already uncomfortable journey much worse. Frustrating that there was an absence of any irish officials on board. I can appreciate a certain amount of noise and banter with certain age groups but this was completely unacceptable. Furthermore these girls were intoxicated some under age and openly consuming alcohol. Again where is train officials???

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sat Sep 22 16:11:19 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Good Morning,

On Friday last, I was traveling to Dublin from Cork when I was kicked by a man who got on the train at Limerick Junction. This man got on and went to sit opposite me when I received a fine kick to my leg from him. I was, at the time, looking out of the window listening to my ebook and it took me completely by surprise. I removed my head phones and said to the man 'why did you kick me' and he replied that 'you have your feet on the seat'. I told him, very politely that I didn't have my feet on the seat and that I had just stretched them out and that it gave him no right to kick me - I said 'all you have to do is say excuse me' and he told me several times to 'f*** off'. It frightened me especially when he took a photo of me on his phone.

I said no more but when the trolley came around I asked the young lady if there was a guard and she said no but she would get the host. A man came and asked if I had a problem, I explained and the man who assaulted me kept saying to the host that 'she is mad she is mad, I am a [REDACTED] she should be fined'. I said again to the host that he kicked me and the host said 'I can't do anything as I didn't see it and do you want to move?' I replied that I didn't but that the man who kicked me should move and the host asked him to move to another seat which he did but objected to it. I then heard the host apologise to the man. It upset me greatly that I had been assaulted on the train and that I was made to feel like I was an hysterical women and that an apology was give to the man who assaulted me.

I am fully aware that the host didn't have any proof but is this really the way to treat any women or man who has been assaulted. I was terrified of the man and I had to sit in that carriage with him from Limerick to Dublin knowing that he could have come back at any time. It was the most upsetting experience and I cried most of the way of my journey.

I wanted to bring this to your attention as it has a prolonged affect on me and I still am upset and nervous. I am almost 60 years old and I have never experience anything like this before.

Yours sincerely,

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Sep 24 11:39:21 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour, Fares & Ticketing, Onboard our Trains

Comments:

My wife and I first time visitors to Ireland. Purchased a couple of different train travel tickets for different destinations while in Ireland. The first was a one way trip from Dublin to Kilkenny. No issues or problems, good trip. The second trip was a same day round trip ticket from Cork to Killarney and return to Cork on Sunday September 30, 2018. Departing time in the morning from Cork was 8:55. The return from Killarney was 17:44. Booking Reference [REDACTED] The tickets on this journey were fully flex fares. The trip in the morning from Cork to Killarney was perfect, I.e. there was a Coach letter number (A) with assigned seats (37 and 38) and showing our names above the seats. IT IS THE RETURN JOURNEY that I have questions to see if I did something wrong so I can avoid in the future. When returning from Killarney to Cork there was no assigned Coach and no assigned seats, it was just general seating for all. It was a crowded train, lots of drinking (on the train) and we were bothered by one man that sat next to us that was extremely drunk and wanted to engage in conversation with us, admittedly not in a threatening way. He finally slumped over and seemed to sleep. Apparently missed his stop which I believe was Rathmore and he awakened agitated. He had to get off at the next stop and he waited so long at that stop he almost missed that stop as well and nearly fell off the train he was so drunk. Anyway, bottom line, just wondering why our return train trip was not in supposedly assigned seating like the trip up. It appears to me had their been enough people boarding the train that evening we might not even been able to get on the train even though we purchased well in advance for what we believed were assigned seating. Please let me know what I could have done better to avoid this kind of trouble and disappointment in the future should we decide to return to Ireland. We love train travel and prefer it and just want to know how to book properly. Thanks.

[REDACTED]

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Oct 01 10:45:45 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Onboard our Trains

Comments:

I have a question and did not know which section to post this in. What is the procedure if an individual is watching pornography on his laptop? I have been sitting next to a man feeling extremely uncomfortable yet afraid to say anything. What should be done in these circumstances?

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Oct 08 20:12:58 BST 2018

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I am on the 3 pm train from Heuston to Cork. There are a group of young women in Coach D playing music loudly. I asked them to please stop playing it. One of them asked me did I want a request. I said no but pointed out that if we all played music it would be mad. I don't feel I should have to pay for this journey as there is no conductor asking them to stop playing their music. I would like a refund. Please let me know how to make this claim. Thank you.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sat Oct 20 15:36:56 BST 2018

To whom it may concern

I have phoned Irish Rail twice Sunday 21st October and Monday 22nd October to report this matter. I am now putting my concerns in writing to be addressed and I wish for a representative of Irish Rail to contact me via email or by mobile @ [REDACTED] to discuss this matter.

I wish to draw to your attention an incident which happened on the 9pm train from Dublin Hueston to Cork Kent station on Saturday 20th October. I believe this incident needs to be investigated from a health and safety point of view and also from an internal point of view regarding a Irish Rail host not being present on the train to address the issue at hand which involved a young gentleman with [REDACTED] who was being harassed and threatened by 3 individuals onboard the train. This young gentleman resorted to sending a [REDACTED] to Irish Rail asking for immediate help to feel secure on his journey which of course was not answered.

Regards

[REDACTED]

Sent from [Mail](#) for Window

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

My daughter got off the train in millstreet this evening at 6.10.pm. She is in a very distressed state. A drunk man called [REDACTED] got on the train in Killarney and when he couldn't get a seat he became very verbally abusive to an elderly gentleman sitting on his own demanding his seat. The language used was appalling. He called my daughter and her friends b*****s because they wouldn't hold his phone charger or look at him. One girl got up and told him to give respect but offered to give him her seat. His friend told him to come sit with them which he did after a while. But he continued to talk about fighting for the rest of the journey intimidating all those around him. THERE WAS NOBODY FROM IRISH RAIL on the train. It was carriage 4.....this was sent on Sunday evening and I heard nothing back from you

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Tue Oct 30 19:54:01 GMT 2018

Dear [REDACTED]

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.

Many Thanks,

 www.irishrail.ie



From: [REDACTED]

Sent: 22 October 2018 09:26

To: IE On Board Issues <IEOnBoardIssues@irishrail.ie>

Subject: Travel last fri 19th

Hi,

I was travelling on the 17.05pm train from Charleville to Hueston on Friday and I have to say the carry on of three passengers was a disgrace.

They were let on in Cork city and were pissed out of their heads and also smoking on the train. At one point two of them locked themselves into the toilet and wouldn't come out.

One of them then (the male) fell on top of me when he was passing.

It was very difficult to then find anyone on the train to assist. They were very loud and aggressive and I have to say quite intimidating.

Eventually another passenger walked to the catering section and asked for help.

I did not have a good experience on the train that evening and have to say as a regular traveller on this train am disgusted that they were let on the train and in fact got off in Hueston with no consequences for their actions.

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

From: [REDACTED]
 Sent: 12 November 2018 21:32
 To: IE Info IrishRail <info@irishrail.ie>
 Subject: Antisocial activity

Hi,

My name is [REDACTED] and I use the train service between Cork and Dublin on a fairly frequent basis.

I have observed a new mover of incidents over the last year, but there was an incident last week Thursday 8th November which having discussed with friends over the weekend I need to bring to your attention.

Whilst travelling on the 14:00hrs train from Dublin to Cork I was sitting in Coach 'D' when the ticket inspector arrived looking for tickets. Everyone in the carriage complied and had tickets. However, there was a young man, age probably in his [REDACTED] whom had been drinking on the train all the during the trip. This young man had no ticket and refused to give any contact details to your inspector.

The inspector went between both carriages and was on the phone, I assume to HQ confirming an approach to deal with the non paying passenger, for which I was able to observe from my seat.

The inspector returned reconfirmed with the young man he had no contact address, scribbled something and a paper book and handed it to the. Young man. The inspector hastily left the carriage and the young man just threw the paper across the carriage.

On arrival into Kent station an elderly couple, mid to lad 60's, moved to the exit doors followed by the young man. It become very clear that the young man was touting and hassling the elderly couple. At this stage I left my seat and also moved to the exit area to put myself between the young man and elderly couple.

He took the opportunity to attempt to push me and intimate me, however at age [REDACTED] I was not u dully disturbed by the young mans anti social behaviour.

I have three specific questions for your organisation,

- 1) what is the policy and procedures for such a non paying passenger, and why was it not implemented as the young man exited Kent station.
- 2) Is your inspectors trained and competent to deal with such incidents as the inspector looks visible distressed in dealing with the situation, showing no control or command of the situation.
- 3) security of passengers is your responsibility, yet having identified the young drinking non paying passenger there was no Irish Rail personnel to keep a watching brief on the young man. I had fellow passenger had to undertake the job of your staff.

I'd appreciate your response as a matter consideration and respect to what is a serious matter for Irish Rail and passengers thereof.

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Onboard our Trains

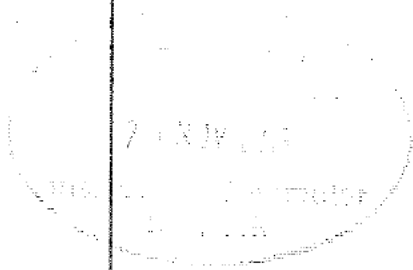
Comments:

Tá mé i mbun obair gaeilge a eagrú do mo rang ardeiste at an traein ag dul ó Bhaile Átha Cliath Stáisiún Hueston go Corcaigh Ceannt agus tá an traein ag lubadh agus ag luascadh anonn is anall agus tá mé ag éirí braon de le bheith ónarach faoi. Níl meas ar bith ag an tiománaí ar mo chuid oibre agus tá an lucht taobh thiar dom ag labhairt as Gearmáinis. Níl me chun glacadh le seo sa todhcaí muna bhfaigheann sibh réidh le na Gearmáinigh seo. Is mise le meas,

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sat Nov 17 11:19:52 GMT 2018



17/01/2018

*N.B.: Please note if this letter is being submitted to any other Departments in Irish Rail or Government Departments etc. thank you for respecting my right to anonymity.

Dear Sir/Madam

I travelled via Irish Rail 19:00 hours train service (carriage E) from Dublin Heuston to Cork on Saturday October 27th, 2018. Towards the completion of the journey a passenger started to give trouble on this carriage. This specific incident began when the offending male passenger reached over and touched the hair of a female passenger across the aisle from him. It was clearly not wanted attention, as the female passenger swiftly rebuked his unwarranted attention. Following on from this, the offending passenger was challenged on his behaviour. This resulted in the offending passenger becoming more and more vitriolic, both in tone and manner, in the carriage. It was very unacceptable and disturbing behaviour.

Shortly after, I pointed out to the Customer Service Representative on Irish Rail that "we have a problem" on the train. (My seat was aisle seat E55/E56). I didn't want to go into detail, at the time, as I feared it would further inflame the situation and put me and the other passengers, at risk. As passengers, I felt we had all been placed in a very awkward and upsetting bind. We spent the rest of our journey trying to diffuse and politely isolate the offending passenger.

I have thought long and hard about whether I should; or if I could, articulate this evening's disturbance with more specificity and in more detail, as I am attempting to do here. I am not so much interested in getting embroiled in a case against this offensive individual. I do believe that if Irish Rail were to view the CCTV from the 19:00 hours, Dublin - Cork train carriage E; on Saturday October 27th, 2018, his offending behaviour would clearly be visible.

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED] 4

Nature of Feedback: Onboard our Trains

Comments:

My aunt was traveling on the Dublin to Cork train last Thursday 27th December. The luggage compartments were full and she had to leave her case in the next carriage. When she went to get it before disembarking at Thurles it was no longer there. It is possible that someone else took her case mistaking it for theirs as following enquiries a case turned up in Cork. Please can you investigate if a case has been found at any station or been handed in.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Tue Jan 01 13:15:43 GMT 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour, Onboard our Trains

Comments:

Not for the first time I must complain to you about drinking and drunken behaviour on a train (Carriage E, 16:57 Mallow-Cork, Sunday 13/1/19). Staff on the train have joined in with the shouting and singing. There are children on board, other passengers are visibly distressed and nothing is being done for them. I strongly urge you to reconsider your policy regarding alcohol on trains. It's a disgrace.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sun Jan 13 17:20:23 GMT 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Train from Heuston to Cork, 15:00. Group of about six men got on at Mallow, they immediately sat in booked seats. They were obviously quite intoxicated and were screaming, shouting and singing at the top of their voices. They were also very obviously staring at younger female passengers. Three members of staff came up and instead of intervening instead greeted the men and let them continue with their extremely antisocial behaviour. The men then began making openly homophobic and transphobic remarks, they were standing in the aisle and at a number of points climbed up onto the seats. People began queuing to exit the carriage. At no point did staff intervene.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Jan 14 08:55:15 GMT 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Is there something that can be done about the junkies openly dealing drugs outside Heuston station all day? Nearly every time I pass by they ask if I want any drugs even during rush hour when there's kids and tourists about. I know Dublin has devolved into what amounts to an opium den in recent years and no one seems to be bothered about it but surely openly using your station as a hub for dealing drugs in the middle of the day should be tackled?

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Tue Jan 15 18:24:24 GMT 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Hey guys, any chance of a bit of security on the Cobh train in the evenings. A drunk couple screaming at each other and assaulting each other right now. public order things are becoming a bit more frequent. Even some cameras would help.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Wed Feb 06 18:57:35 GMT 2019

Dear Irish Rail

You have notice of CCTV on board. I was in seat 12C on 10.00 train from Dublin to Cork .

A male passenger , very loud and vocal , smoked in the toilet - cigarette left there- the smell of cigarette smoke permeated the C carriage and irritated my lungs. He held loud telephone conversations and played music on his phone and sang along loudly with no concern to any other passengers and continued to do same despite a lovely young lady requesting him to turn down his music .

I await your response,



Sent from my iPhone

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Hello, I usually have nothing but positive things to say about Iarnrod Eireann and its staff. Your employees are courteous, knowledgeable, and helpful. And the trains are in great conditions with good fares available.

However, I am extremely disappointed by my latest travel experience with you. I took the train today February 14 from Killarney-Kildare via Mallow. The Dublin train from Mallow to Portlaoise was intolerable. There was a group of at least 8 young people in the seat behind mine, and the loudness and drinking was extremely loud. They were playing loud techno music through portable speakers, making it impossible for anyone else in the wagon to speak or sit quietly. They were extremely disruptive, drinking, shouting, standing up, 'gagging', and all this at half noon on a Thursday.

Your onboard employee came by to ask them for their IDs, (I didn't overhear the conclusion of the conversation) and could see they were disruptive, but never came by this wagon again for the whole ride to Portlaoise.

I can't express again how disappointing this is. While I understand you're not in charge of others' behaviour, you must put in place methods and procedures to control antisocial behaviour. This is not acceptable, for a small group to ruin the travel experience of the entire wagon, and for staff to be helpless to do anything about it. This antisocial group should have been forced to leave the train at the next station.

There were old people on the train, visibly perturbed. This antisocial behaviour ruined the entire experience of the train. Perhaps we should all take a bus next time.

Thank you for your attention.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Thu Feb 14 13:51:13 GMT 2019

From: noreply@irishrail.ie [mailto:noreply@irishrail.ie]

Sent: 15 February 2019 19:32

To: IE Info IrishRail <info@irishrail.ie>

Subject: General Enquiries

First Name: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Question:

Hi there,

Traveling on the 5 pm train from Dublin to cork in the coach E -
Almost Half of the coach is occupied by women on their way to an hen party.
During The whole journey to cork this group was parting, drinking alcohol that wasn't purchas
on board, playing music very loudly And then shouting over the music as they could hear each
other.

As much I am really happy for the person getting married and celebrating the day and her
happiness unfortunately I am leaving this train journey quite disappointing, extremely tired and
with gigantic headache.

I do not believe that this kind parties should be allowed on board of trains as they disturb and
disrespect passengers that are not part of this group.

I wish I did not book this train ticket, as my experiwce of traveling with your company is more
than highly disappointing...

The Irish Rail staff were nowhere to be seen for the whole journey.

Please let me know how I can be compensated for this unpleasant experience? And also how
are you planning to manage this kind of situation on board if your trains in the future?

Kind regards,

[REDACTED]

Referer: <http://www.irishrail.ie/contact-us/general-enquiries>

IP of submitter: [REDACTED]

Timestamp: Fri Feb 15 19:31:49 GMT 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Hi team,

Today (25th February) the buzzer at the Carrigtwohill train station was pressed and called through to Cork / HQ by one or both of these individuals (pictured below or attached) as they were the only ones on that side of platform. Not sure if your cc tv picks up this but not harm to stamp out this type of behaviour

One of your regular customers



PS just note you don't accept uploads. Happy to forward this to your customer care email if you so provide

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Feb 25 16:58:56 GMT 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Last Sunday 3/3/19 I was travelling on the 19:40 train from Portarlinton to Mallow. I was involved in an incident where I witnessed an attempted (I am uncertain if he managed to actually take any money) theft of money from the food trolley, which at the time was at the shop. I reported this to the shop assistant at the time and between everything we ended up meeting the Gardaí at Limerick junction train station where the man was arrested and I made a statement. However, I just wanted to highlight my dissatisfaction with how this was dealt with while on the train. After I had reported what I saw to the shop assistant he followed the man in question and stood with him until we got to Limerick Junction. However, as I returned to my seat I was passing by them and the shop assistant insisted I stay with them for this time, saying I would be needed to make a statement to the Gardaí. At this time however, the thief began being verbally abusive towards me, recognising me as the person who had likely reported him. When I told the shop assistant I wanted to return to my seat where I felt safer, he insisted I stay with them beside the exit doors and as such I had to continue to listen to this for the duration of the train ride from Thurles to Limerick Junction. At no point was any security or Irish Rail staff present other than this shop assistant, although I do assume somebody was aware as the Gardaí were waiting for us at Limerick Junction when we pulled in. After we made our statements both myself and the shop assistant reboarded the train. Following this no attempt was made to speak to me to ensure I was ok following the incident.

I feel that, if this incident reflects Irish Rail policy, there were some serious insufficiencies in how the situation was dealt with. Requiring someone to stand with the person that they have just reported will very inevitably cause trouble, and though in this case it was only verbal abuse, could potentially cause escalation of the situation. Having another member of staff stay with me elsewhere, or indeed allowing me return to my seat until we reached Limerick Junction would have seemed a much safer option in terms of minimising any risk of escalation to aggression. It also seems highly inadequate to me that no other members of staff joined the shop assistant at any time while we remained on the train. Thirdly, that nobody from Irish Rail approached me afterwards, to either take an internal statement separate to the Gardaí for incident reporting, or to check if I was ok also.

Although I came to no harm during any of this, the poorly organised response would lead me to hesitate in reporting any antisocial behaviour on Irish Rail in future. It did not seem that your staff were making efforts to see to my safety during the incident, and so I would have to seriously consider whether or not to report potential thefts or incidents in future as a means of controlling that safety for myself.

In healthcare we call incidents like these 'Near Misses'. I can only hope you will address these shortcomings and train your staff in a safer approach going forward, to prevent any bigger incident that could have so easily happened.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Wed Mar 06 14:33:51 GMT 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Very drunk and obnoxious passengers travelling on the u lin train 22737. No train conductor or supervisor on board.
Very disturbing behaviour from a group of lads

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Wed Mar 06 19:56:53 GMT 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

My daughter is on a train now from Cork to Dublin she's 18 man sitting across from her drinking and is clearly inebriated she's terrified

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sat Mar 23 09:36:26 GMT 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Staff

Comments:

I was on the train from Cork-Dublin yesterday and was very annoyed by the way myself and my friend were treated. There was a man in his 50's sitting directly across from me who had been drinking 4 cans of beer, trying to flirt with a young college woman, trying to start an argument with a couple and was shouting out loud. When we went to report the man, the staff were very rude and didn't want to know about it, and they said they didn't see anything wrong. As a person who suffers from anxiety, the train experience was very hard for me and I was very annoyed at the way myself and my friend were treated by the staff on board and at Heuston Station.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sun Mar 24 20:04:27 GMT 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Currently travelling from Dublin to Cork Monday 8th April 2.25pm departure. My seat is F31 in front of me are 8 young men 17-18 years old who have used bad language have sung along to techno music to the disturbance of other passengers. I read my newspaper with my fingers in my ears. The [REDACTED] train guard fair dues to [REDACTED] when checking their tickets stopped one of them who was travelling on a child's ticket from drinking beer. The rest of them are all drinking beer. No one including the elderly couple sitting opposite me have asked them to stop or keep quiet we shouldn't have too. Why have CCTV on trains if you don't address antisocial behaviour.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Apr 08 16:29:22 BST 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

On the Cork train to Dublin (arrived at 6pm) in carriage C a very drunk and abusive man began threatening violence on passenger. He was openly drinking cans of Heineken and was clearly intoxicated. The issue began after he complained to the passenger that his golf clubs were rattling overhead and annoying him. This escalated into the threats. I have given the young man my number as a witness and will give a statement if necessary. It was a very unsettling thing to witness particularly as it was very unpredictable as to if the man would begin to act out violently. I made a brief complaint to an Irish rail staff member who was unaware of the incident and was not present when it happened. A child was nearby.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sat Apr 13 18:29:53 BST 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I was on the train from Tralee to cork this evening the last train which is 19:05 and there was a couple of guys who were completely drunk and shouting and the entire end of the journey. I feel like there should be more supervision as one of them in particular was going up to passengers and shouting at them.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Apr 15 20:49:30 BST 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Hi there, My Mother, aunt, [REDACTED] sister were traveling with ye last Sunday 14th heading to Dublin for a concert. Previous to the trip we went and bought our seat tickets online for our own convenience. When we boarded the train in Mallow at 10:49 am, unfortunately there was 3 people in the seats with our name on over it [REDACTED]. I asked the woman very politely as you would see on your cctv, if they happened to be [REDACTED] also, the woman to my surprise was extremely rude. She had a man and a young girl with her also. He refused to move as in her words "where the F are they meant to sit"...Finally when she decided to get up at her own pace in an angrily fashion, told the man seated with her to get the bags. As he did get the bag over head the bag unfortunately banged straight down on top of my head. The pain was just unreal. I thought I was going to vomit at one stage, I was quiet shaken up over the whole situation to tel you the truth. I do think the bag hitting me was in accident on the mans part, but not even an apology was said to me which was ridiculous for the amount of pain that is caused. Today 4 days later i am still getting headaches..We were very upset over our trip setting off on our lovely night away for these people to upset us like this. It is hardly fair on innocent people that had already paid €110 for the seats. And there was no stuards anywhere to be seen the whole time. Thank you so much for taking the time out to ready this letter. I just think it's very important that you know this for the safety of future passengers.... [REDACTED]

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Wed Apr 17 21:19:04 BST 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I witnessed a very serious incident on Friday night at 19:45 on-board the Dublin to Mallow train, just outside Mallow where an intoxicated passenger physically and verbally assaulted a vulnerable young foreigner on the carriage I was sitting in (my seat D35). It was appalling and I had to intervene to get him to stop. I was terrified. The only phone number for anti-social behaviour I could find was 01 8555454 which rang out continuously. I got off the train at Mallow and the Irish Rail employee there seemed completely unaware of the level of trouble we had experienced. It is completely inexcusable that there is not a manned number advertised on the train which addresses this type of very serious intimidation and abuse. When I rang this morning I was instructed to email. This is not customer service and is definitely not what I would expect of Irish Rail.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Apr 29 09:06:21 BST 2019

Hi,

I was on the 5:59 from Kildare to Heuston this morning, and there was a youngish man begging for money from (mostly) the women travelling alone on the train.

I wanted to discretely report it to someone, but was not sure how, as Twitter was unmanned at that time.

Can you advise how this can be reported safely in the future.

[REDACTED]

Sent from my iPhone

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Men roaring, shouting arms swearing in our carriage. People left the carriage to get away from them, we can't get past them to leave because they're blocking the aisle. Premier class is behind us, we're in B, and there's nowhere for us to escape to. Not one member of staff is available. There are 2 little girls in the carriage, as well as my elderly parents. We've endured it from Heuston to Portlaoise on the 9.15pm train on May 11th 2019. It's an absolute disgrace that there's no way of getting help.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sat May 11 21:57:13 BST 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

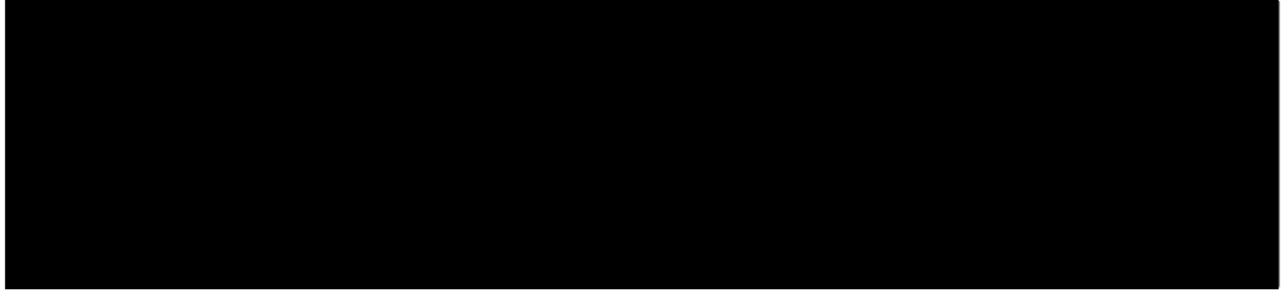
I have been noticing an increase in antisocial behaviour on the Cork/Limerick - Dublin line. I like to work on the train but people are nowadays playing music or videos without headphones. This happened yesterday evening on the Tralee service from Dublin, two very intoxicated men boarded at Limerick Junction and played loud music and shouted obscenities. It was evident that everyone in the carriage, including the operator of the trolley service was too afraid to approach these men. Please Irish Rail can you do something to fix this; security escort such as that on many Luas Services for instance?

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon May 13 18:03:15 BST 2019

Hi there is a drink messy person on this train in carriage E



Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I wish to complain about the appalling behaviour I was subjected to on the 7pm train from Dublin to Cork this evening - Sunday 19th May - I am just off the train which was a nightmare from Limerick Junction when a large number of teens and adults who were drunk got on after a match in Limerick and terrorised the carriage I was in - they were screaming, shouting, singing, standing on tables and banging the roof of the train, it was frightening - I was verbally abused - fallen on a few times and my head hit many times on purpose for a laugh - I managed to get out of the carriage at Mallow and alerted a member of staff who had a very weak response - I asked would they be allowed to stay on the train until Cork and I was told they would. [REDACTED] said there should really have been security on as they knew this match was on. [REDACTED] also said he had been nearly [REDACTED] a couple of weeks before when he tried to [REDACTED] in a similar situation so I can understand [REDACTED] being afraid to act - there should be security on when there are matches. It is an absolute disgrace for passengers to be subjected to this intimidation and scary behaviour - I was travelling on my own and it was frightening and of course they get away scot free doing whatever they like and the ordinary passengers who use your service regularly have to suffer. This isn't the first time I've been subjected to this kind of behaviour and it's been after matches again. It is high time that you come up with some strategies to deal with matches - you need to put some security in place. I am extremely distressed and would like someone to contact me over this. I have audio recordings of the noise levels in the carriage and I've left a complaint up on [REDACTED]

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sun May 19 22:26:40 BST 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

On the 1800 hrs train from Dublin to Cork this evening 19th may we experienced a very frightening event when tipperary supporters came into the train a hurled.They took over our carriage A.They were all highly intoxicated carrying bottles of drink,fighting among themselves,falling over and onto us,throwing drink onto me,playing loud music,lying on the carriage floor stopping anyone from leaving the carriage.They attacked the guy in charge of the food trolley pulling items off the trolley and stopping him moving it.He should be commended for the way he handled the situation. Drunken passengers should not be allowed through the barriers especially carrying bottles of drink and glasses of beer.Passengers have a right to be protected from this dangerous behavior,your own staff so need protection.You are aware that potential trouble can erupt at such an event but you had no extra security on the train

We were left frightened and vulnerable.You failed in your duty of care to us

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon May 20 00:07:18 BST 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Dublin to Cork 5pm May 20th

Man lying across first seat in carriage. Extremely strong odour. Gets up and down numerous times. Going between both bathrooms and rifling through the end of carriage bins eating food out of super macs bags. Smell made journey unbearable. No staff members available to even report issues to. While I have sympathy with the man. Seriously unsatisfactory service to have to deal with this.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon May 20 18:41:02 BST 2019

----- Forwarded message -----

From: [REDACTED]
Date: Monday, May 20, 2019
Subject: Teenage gangs traveling on your trains Cork to Midleton
To: Customercare@irishrail.ie

Dear Sir/Madam

I would like to bring to your attention the gangs of youths getting off your trains Cork/Midleton on the last two Saturday evenings.....large gangs carrying bars hurley's, knives,. No security on duty in Midleton so they are free to run riot around the town picking on local youths. It is only a matter of short time until some innocent body will be badly injured or worse killed,

Please view one of the many fights on line

On the Redfm Facebook page.

I do hope this will draw your attention to this very serious matter and please do not allow your wonderful service to Midleton be downgraded by carrying these troublemakers, leaving your regulars in fear as they travel,

I spoke to a lovely lady by phone in your Dublin office . [REDACTED]...very helpful, look after her.

Thanking you,

[REDACTED]

Hi,

My name is [REDACTED]

This morning of the 21/05/19 I was targeted by a older male on the 7:39am train from Portlaoise to Dublin Heuston. I got on the train at Kildare station. I had noticed this particular man had got off the train before mine which is the 7:35am train to have a smoke where he was up in another woman's face that gets my train. When I got on my train I sat down on a table seat where no one was sitting beside me. This particular man which I mentioned just happend to sit right beside me, but there were many other seats available in the carriage(the last carriage I was on).

I had my earphones on but this man wanted to start a conversation where it took a sharp turn to being very creepy and he invaded my personal space a lot.

He started to talk to me where all of a sudden he started talking about disgusting thing about his male genitalia, how he's done something bad. It was very hard to hear him but different words stood out to me. He started to draw closer to me and I heard the words pissing, big, 7 inches where then I didn't know what to do but cry as I was cornered into this seat and this male was blocking my exit. I had to leave the carriage to calm myself down. A man of [REDACTED] followed me down to calm me down and see if I was ok.

I wanted to report this as I was very shook up with this as I haven't experienced something like this before and I wouldn't wish it on anyone. Please contact me if needed.

Regards,

[REDACTED]

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Travelled on 6pm train ex Dublin 19/05/2019. At Thurles station a large group Tipperary hurling supporters boarded the train very drunk, young and old., carrying glass pints of larger . Very ignorant to trolley catering staff member who was [REDACTED] I was seated A coach where I was sprayed with drink when something happened a few rows infront of me. No security on train to stop.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Wed May 22 07:32:42 BST 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Hello there,

I wish to complain about an incident that happened on the 7pm train from Dublin Heuston to Cork on Friday last (May 31st) . Two individuals, who appeared to be highly intoxicated, were sitting on the floor of a very overbooked train. They had been quite verbally abusive to each other and to other passengers surrounding them. This was brought to the attention of a member of staff at the Portlaoise stop who warned them that their behavior would not be tolerated. They continued to verbally abuse him but he left. On the journey to our next stop (Ballybrophy) the couple began to threaten me because I had turned around to see what had gone on. They had commented on my and the lady's beside me appearance and threatened that they were going to attack us.

I brought this to a member of staffs attention after getting quite upset on the journey. He informed me that the guards were going to be called and they would be taken off in Thurles.

Although I do really appreciate the staffs help, I can't understand why there is not a 0 tolerance policy for this behavior and why is there not more security around ensuring passengers are in an acceptable condition to travel. If these individuals were taken off at Portlaoise this would not have happened.

As a fee paying passenger (who had to sit on the floor due to no seats available) I would have hoped that my safety would not have been compromised on the trip. I would like if you could let me know how you are going to process this complaint and how you are going to increase your security measures so something like this won't happen again. Also, seeing as I got off at Templemore, could you let me know if the guards were called and these passengers were taken off the train?

Thanks in advance,

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Tue Jun 04 10:34:40 BST 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I was on the 12.25 train from Cork to Dublin. Sitting in the F carriage. When we got to Mallow, a man and woman boarded the train and sat in the middle of the carriage. They proceeded to talk very loudly, particularly the man. The lady called him [REDACTED]. The conversation referred to the consumption of alcohol and he sounded quite drunk. He used a lot of bad language too. The whole carriage could hear him and I was sitting next to two elderly people. He then ordered drinks from the cart going through train although he referred to a bottle he bought in Aldi. By the time we got to Dublin he and his friend got up to leave and he was so drunk he was not steady on his feet and he was swaying and talking really loudly and hugging his friend in close proximity to elderly people and a girl with a buggy who looked uncomfortable. I honestly don't think it's acceptable behaviour. Tickets are not cheap. He announced he had free travel which is even more annoying. There were some [REDACTED] in our carriage too. I forgot to say above that he spilt some alcohol on the guy sitting in front of him when he stood up to leave the train. He didn't even notice it.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Fri Jun 14 12:20:37 BST 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

To whom it concerns,

I travelled on your service from Dublin (Heuston) to Cork (Kent) on Sunday June 16th on the 15:00 service. I received the above email during the week notifying me that this service would be an ALCOHOLIC FREE SERVICE, this was NOT the case.

I spent my journey feeling uncomfortable surrounded by drunken, roudy adults who continued to drink while on board. This is unacceptable when you had said alcohol would not be sold nor allowed on the journey.

I am extremely disappointed at the lack of professionalism and continuity portrayed by Iarnrod Eireann.

I look forward to hearing from you.

Regards,

[REDACTED]

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sun Jun 16 16:33:45 BST 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I presume that there is no attendant on the 16.05 from Heuston to Cork on Saturday 22nd June as a group of 6 people have made the journey intolerable. They are drinking heavily, playing music loudly and shouting. After the shambles that was the 19.00 hours train from Heuston to Cork on Thursday 20th June where there were no seats available and I had to stand for the entire journey I felt compelled to write in.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sat Jun 22 17:49:00 BST 2019

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Currently on the 12:00 train from Dublin to Cork on Coach G. There are three different holiday groups, all of whom are drinking and chatting which is fine. However, one of them (reserved under [REDACTED]) has been nothing but rude since they got on. They are currently blaring music, running up and down the train and screaming and shouting. They've been doing this since they got on in Dublin 45 minutes ago and show no sign of stopping, but nobody has been down to ask them to stop or tell them to be quiet. There seems to be no way of stopping them and there's clearly nobody patrolling the train. I've had several late trains over the last few weeks due to the rail works, but this is by far the worst problem I've encountered with IrishRail. The carriage is more like a bar than a train.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sun Jun 23 12:29:08 BST 2019

Title [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour, Onboard our Trains

Comments:

Booking number [REDACTED]

I am just off the 10 o clock train from Dublin to Cork coach F. Antisocial behaviour on this carriage made it a very uncomfortable journey. Gangs of lads heavily drinking, roaring and shouting and blaring music from 2 seperate speakers. One staff member walked through the carriage during the entire journey and asked them to turn off the speaker and once she walked on they turned them up louder and louder. I really felt like there was no security on board and didn't feel safe. Alcohol and speakers should not be allowed on board and the speaker rule should certainly be enforced. There were 3 of us travelling together and felt very uncomfortable for the entire journey. I wish to be refunded the 122 euro I paid.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sun Jun 23 13:00:00 BST 2019

Comments:

A party in Carriage B on the 6.25pm service from Dublin to Cork on 18/08/2019 was behaving obnoxiously, swearing/singing loudly and blaring music from a speaker. Please seriously consider introducing 'quiet carriages' on your trains. Everyone would appreciate this. I'd imagine it would be easy to implement. Best, [REDACTED]

Comments:

After watching the Irish rail ad about the pleasant and comfortable way to travel I decided to use the train to travel from Cork to Dublin. It was a nightmare. A woman sat at the top of the carriage conducting her business by phone. Everyone heard her business. An other passenger asked to talk quieter she responded by talking louder. If people wish to use the train as an office could there please be a designated area for them and let the rest of us travel in peace. This is not the first time I have encountered this. This started in Mallow and didn't finish until Dublin. Some people got so annoyed they found other seats. Do you provide a quiet carriage?

Comments:

I travel to and from Cork on weekly basis. Often more than once. The amount of anti social behaviour, excessive alcohol consumption and actual drug usage on this service is outrageous. You as a service provider are an actual joke, you need to get security on board these trains immediately. Children, tourists, elderly people and professionals all in my carriage right now while two disgraces are going to and from the toilet taking drugs and openly and loudly speaking about it and who from Irish rail is here to manage it? Absolutely nobody. What's more they keep being served more drinks at the bar. Disgrace, the air coach might take longer but by god it's a better service than this

Comments:

So disappointed wit your service.got the 9pm train to mallow Friday evening .with my partner and two girls .on the train where the doors are fella and girl lying on ground .bombed out of there heads .in and out of the toilet.smell of weed was disgusting.people got off in limerick.they came up sat across from us.i had to move my children where terrified.moved up the train got seats .and more up along .you need more security on trains at night .

Comments:

Dear sir/madam, I travelled on 8th August with my two daughters age [REDACTED] on the train to cork and on to cobh. On the dublin to cork train I had booked seats for my [REDACTED] and I (not for my [REDACTED] as she is too young to get a child ticket). When we got to our seats in heuston station, there was a young man sitting with us in a table (4 seater). He had his head on his hands and was laying his head and hands all over the table. My girls were nervous and hesitant to sit in opposite him and beside him. I convinced them it was alright as there was a que behind us and I wanted to give him the benefit of the doubt. I sat beside him and think I could smell drink off him. He was breathing strangely (e.g. Sudden deep breaths) and his knee was shaking. I was uncomfortable and felt a bit threatened by him as he seemed a bit troubled. I was most uncomfortable with the fact that my daughter was opposite him. She couldn't put her book on the table and along the journey I noticed her moving towards her sister. she is shy but told her bag was gone behind her. I looked and then saw that the young man had sprawled his legs over to her side so she couldn't put her feet down. I asked her if she wanted to move seats and other passengers noticed what was going on and offered other seats beside them but she didn't want to move. The man must have heard all this and then moved his feet in. There were no staff members (e.g. No ticket checker) on the train. There were only catering staff and I didn't feel I could report this to them. The journey down to cork was uncomfortable because of this situation. My [REDACTED] was very upset that she couldn't even put her legs down or use the table. I was going to ask the man to move his head and his feet but my daughter didn't want me to and I didn't want a confrontation especially if this man had been drinking. I later saw the man off the train and he appeared to walk off the train fine. It's just a pity my daughter spoke about how awful the train was a few times after this. I would ask iarnrod eireann to consider having more staff/. Security on their trains to ensure all passengers, especially children, your future passengers hopefully feel safe and comfortable on your trains. With best regards, [REDACTED]

Comments:

Good afternoon,

I would like to report an anti-social behaviour situation on the train from Mallow to Dublin Heuston, on Monday 5th of August, time-frame 16:50 to 19h.

My family and I were travelling on coach C, seats [REDACTED]

On the seats in front of ours, I believe seats 26, 27 and so on, there were a group of several Irish middle-aged women who started drinking alcohol from the very beginning and got very drunk. They were extremely loud all the time, during the whole journey, without any consideration of the fellow passengers. They were making fun and laughing at some passengers that went past them, presumably on their way to the toilet. On top of that, at some point they started playing loud music and singing.

Towards the end of the journey, my mum politely asked them to please turn the music down, and their response was to laugh at her. One of the women even started smoking an electronic cigarette, which I believe it is forbidden and disrespectful altogether.

On another note, the train staff did nothing to solve this issue. A member of the staff was walking from coach to coach; when he got to our coach, he noticed this group of women making loud noises and a big fuss, but he did nothing.

This is very disappointing and did ruin our trip.

I just wanted to bring this to your attention, so that this type of issue does not occur again.

Sincerely,

Comments:

I was travelling on the 1942 Portlaoise to Mallow (Cork) service on August 3rd 2019.

On this service were GAA supporters.

I find it disgusting that there was no security or no effort made by your staff you keep these supporters in line. Especially during their shouting, or their drum banging, or indeed when they started pounding on the tables. This was not advertised as a match train and as such there were people on the train who were trying to relax during the journey.

Considering the advertising campaign you are running you should really think about the impression something like this creates about the service you provide.

Driving, though tiring, is infinitely better than the experience I had on your train this evening.

Comments:

I got my bag stolen in dublin heuston rail station. How can I get help?

Description I was on the 19.25pm train from Heuston to Thurles in carriage B seat [REDACTED] a male passenger came back from getting a hot drink and split it down my back as he passed me, what is your policy with serving hot drinks on a moving packed train. I was absolutely roasted with the hot drink, I would appreciate if you could check your CCTV and revert back to me. Regards [REDACTED]

Comments:

Dear Sir/Madam,

I am travelling on the 1300 train from Dublin to Cork on the 28th of July. There were a large number of drunk youths blocking the gangway and shouting highly offensive and abusive language. They refused to move for people to pass including an elderly man who wished to use the toilet. Your staffs response to this was not to open the restaurant, at which I intended to have my brunch as I have been travelling a considerable distance. This meant that for two and a half hours I was uncomfortable and even worse lied to about purchasing food. I expect to be refunded or compensated for my experience.

Comments:

I got the morning train so I could enjoy a quiet journey but there are 4 adults drinking and shouting on the 7.50am train from Dublin to hueston, sunday 28th. Carriage B.

Hello all,

I am filing a complaint on behalf of a [REDACTED]

He was travelling on the train yesterday evening, the 3rd of July, from Dublin to Portlaoise.

He said that sitting across from him was an intoxicated man who was taking what seemed to be ecstasy tablets. He said that when the man spilled the tablets he became agitated and threatening.

[REDACTED] said that the gardai did come and meet the train to remove the man but is wondering if a host or security could be put on the train. He was just concerned about his safety if anything were to happen.

His contact number is [REDACTED]
He does not have an email address

Kind Regards,

[REDACTED]

Comments:

Hi there,

I was travelling from Limerick Colbert to Heuston station on the 18:20 pm train on Sunday, June 30th. I was sitting in the back of coach D in the middle of many Tipperary supporters travelling back from a match - Overall they very loud and disruptive, all drinking alcohol.

The reason I am getting in touch is because I witnessed them being extremely rude and racist towards a member of your staff. I believe [REDACTED] and she was carrying the trolley through the train. They called [REDACTED] names and made comments to [REDACTED] that was were appalling. For eg: One handed her a €50 note and said "That's probably the most money you've ever seen in your life" All the while, [REDACTED] remained calm and carried on with [REDACTED] duties serving them all what they wanted and not retaliating in the slightest. [REDACTED] was so brave and collected after being verbally abused by half a carriage full of young men and women laughing and jeering at [REDACTED] I wish I could have spoken up at the time but I was alone, and too intimated to take them on myself, something I regret not doing now.

I don't know if [REDACTED] will make anyone aware of the incident so that's the reason I'm reaching out as I hope [REDACTED] gets credited for how [REDACTED] held herself and continued working on that train journey after the abuse [REDACTED] endured.

Comments:

Dear [REDACTED]

I read in your interview with reporter [REDACTED] May 19 2017 you are "responsible for all matters relating to revenue and customer care" with Irish Rail

I have been a frequent passenger on Irish rail. I have observed in the last few years anti social behavior. This morning I boarded the 10am train Dublin to Cork.

Firstly the train was full with people standing for the journey and we were fortunate to get a seat in the dining carriage.

A man wearing a [REDACTED] attached who was listening via ear phones to music begrudgingly let us sit down two of us and a young passenger.

We had no sooner sat in our seats when he disconnected the earphones from his phone and continued to increase the volume to an unacceptable tone so as to make it uncomfortable in the carriage. He continued this whilst opening a beer can and pushing boundaries at the table to incite a reaction. It was an extremely intimidating situation. No words were spoken but I can assure you my sense of safety was threatened on that journey. When none was forthcoming he moved seats to an already rowdy group.

A passenger in the seat opposite the aisle went to an Irish Rail employee. The male employee agreed to ask him to lower the music but felt he could not ask him to refrain from drinking. We were about 30 mins out from Dublin at this stage.

I had assumed from the verbal tone he was using he would be escorted off at the next station.

He was insulting to the mobile operator of the tea unit. The female supervisor had words with him twice and his retort was condescending and demeaning.

For the entire journey we were forced to endure foul mouthed rants on anything from football to music so as to interfere with our space of travel.

He shouted songs so as to interfere with conversation or reading on the journey.

He was escorted from the train in Cork by security but why was he permitted to continue his journey? We spoke to security who let him go.

I would suggest perhaps security should be on the train to prevent this scenario.

I spoke to the female employee who he belittled and she was very shaken.

I also spoke to the inspector at Cork today who gave an apology but I find this is lip service to a dissatisfied customer.

I was genuinely afraid on that journey .

We met two [REDACTED] who had felt similar dissatisfaction after their journey and will not use the train for the return journey. This is sending a poor message for tourism.

Have I no right as a passenger on Irish Rail to feel safe on my journey and is this the future for passengers ?

Awaiting your reply

Sincerely
[REDACTED]

Comments:

Booking number: [REDACTED]

I am just off the 10 o'clock train from Dublin to Cork coach F. Antisocial behaviour on this carriage made it a very uncomfortable journey. Gangs of lads heavily drinking, roaring and shouting and blaring music from 2 separate speakers. One staff member walked through the carriage during the entire journey and asked them to turn off the speaker and once she walked on they turned them up louder and louder. I really felt like there was no security on board and didn't feel safe. Alcohol and speakers should not be allowed on board and the speaker rule should certainly be enforced. There were 3 of us travelling together and felt very uncomfortable for the entire journey. I wish to be refunded the 122 euro I paid.

Freedom of Information Request:
Schedule of Records for IE_FOI_266 : Summary for Decision Making

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
1		IE_FOI_266 Complaints_Redacted		Part Grant	S37	Personal information

Signed

Freedom of Innformation