

17th December 2019

E-mail [REDACTED]

Re: Response IE_FOI_307

Dear [REDACTED]

I refer to your request dated 7th October 2019 made under the Freedom of Information Act 2014, which was received by my office on 8th October, 2019, for records held by Iarnród Éireann.

Request:

- 1) The total number of ambulances that have been called by Irish Rail staff for passengers on board from January 2019 to September 2019.
- 2) How many fines have been issued to passengers that hold a student ticket but failed to produce a valid student ID from January 2018 to January 2019?
- 3) How many of those fines were retracted after a passenger submitted proof of valid student ID?
- 4) How many of those fines were not paid within the 21 day limit?
- 5) The total number of customer complaints received by Irish Rail in September, 2019.
- 6) The total number of reported anti-social behavior incidents on board in 2017.
- 7) The total number of reported anti-social behavior incidents on board in 2018.
- 8) The total number of reported anti-social behavior incidents on board from January 2019 to September 2019.

Response:

1. Ambulance has been called 71 times for passengers on board from January 2019 – September 2019
2. 1,877 Fixed Payment Notices issued to persons who delivered up a Student Ticket but failed to deliver up valid student ID from January 2018 to January 2019.
3. Please see attached Request for fees letter
4. Please see attached Request for fees letter
5. Customer Complaints September -2,159
6. Reported anti- social behaviour incidents on board 2017 – 458
7. Reported anti- social behaviour incidents on board 2018 – 573
8. Reported anti- social behaviour incidents on board up to September 2019 - 496

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,

A handwritten signature in cursive script that reads "Hayley Durnin".

Hayley Durnin

Freedom of Information Office

Freedom of Information Request:
 Schedule of Records for **IE_FOI_307** : Summary for Decision Making

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
1	17/12/2019	IE_FOI_307 Response Letter	1	Grant	36,37	Redacted

Hayley Durnin
 Freedom of Information Office