

26th November 2019



Re: Response IE_FOI_309

Dear 

I refer to your refined request dated 09th October 2019 made under the Freedom of Information Act 2014, which was received by my office on that date, for records held by Iarnród Éireann.

Request:

- All correspondence between Irish Rail and the Railway Safety Commission referencing overcrowding or capacity - 1 January 2018 - 31 December 2018.
- All correspondence between Irish Rail and the Railway Accident Investigation Unit referencing overcrowding or capacity - 1 January 2018 - 31 December 2018.

Response:

- There was no correspondence between IÉ-RU and the Railway Accident Investigation Unit (RAIU) referencing overcrowding or capacity from 1 January 2018 to 31 December 2018.
- Please see attached correspondence between Irish Rail and the Railway Safety Commission referencing overcrowding or capacity from 1 January 2018 - 31 December 2018

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 black ink, reading "Hayley Durnin". The script is cursive and fluid, with the first name "Hayley" and last name "Durnin" clearly distinguishable.

Hayley Durnin

Freedom of Information Office

[REDACTED]

From: [REDACTED]
Sent: 29 January 2018 16:53
To: [REDACTED]
Cc: IE RU Safety Compliance; Supervision
Subject: RE: 180122 TB18-015 IÉ-RU-SCM - Public Representation 11/18-R; SCM RU 1

[REDACTED]

I've received the following responses from District Manager Mainline and CME in relation to the public representation.

We have been monitoring the loadings using the service since it was introduced in November 2016. The loadings on the 07.00 Newbridge to GCD service were last obtained in mid-January. At that point there were approximately 140 customers on board the service departing Sallins, with 220 customers on the service departing Park West. This service is formed by a 3 ICR. We plan to undertake the same exercise in mid-February.

In terms of fleet capacity all serviceable fleets are currently out in full operation on the network. A small fleet of commuter trains (Class 2700 - 14 x 2 carriage train sets) is currently out to tender to be refurbished and reintroduced into service in 2020 and at that stage they will be used to support commuter service capacity. The project is being funded by the National Transport Authority. Separately Irish Rail is currently beginning a procurement process to expand the DART and Commuter fleets with first delivery expected to be 2023 onwards.

If you need any further information please don't hesitate to ask.

Regards,

[REDACTED]

From: [REDACTED]
Sent: 23 January 2018 13:27
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 180122 TB18-015 IÉ-RU-SCM - Public Representation 11/18-R; SCM RU 1

[REDACTED]

Thanks for the email.

It is passed on to the relevant managers for response and IÉ-RU intend to revert to CRR by the due date.

[REDACTED] will provide the response to the CRR. [REDACTED]

Best regards,

[REDACTED]
Safety Compliance Manager, RU

RU Safety Department,

☎: [REDACTED]

✉: [REDACTED]

🌐: www.irishrail.ie



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From: [REDACTED]
Sent: 22 January 2018 10:53
To: [REDACTED]
Cc: [REDACTED]
Subject: 180122 TB18-015 IÉ-RU-SCM - Public Representation 11/18-R

Good morning [REDACTED]

The CRR are in receipt of a public representation extract of which I repeat below. Might you review and revert with comment/details of train consist etc. at your earliest convenience but no later than Monday 29th January 2018.

[REDACTED]

Ps. Note that from Jan 1st 2018 all representations will be assigned a supervision number for ease of reference / tracking. This has been added to the subject bar and has a suffix 'R' which denotes a representation, in the same way as I would use 'A' audit, 'I' inspection etc..

Representation extract.

"Would like to inform you yet again this morning the 7.09 train from Sallins to Grand Canal Dock was full again departing from Sallins. Can you please see that Irish Rail needs to invest in more carriages as this is a health and safety issue as the train is extremely overcrowded as it makes its way towards the city. This issue appears to be getting worse each morning with this particular route."

Kind Regards,

[REDACTED]

Head of Supervision & Enforcement

Commission for Railway Regulation, Temple House, Blackrock, Co. Dublin, A94 Y5W5

[REDACTED]

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Thank You.

[REDACTED]

From: [REDACTED]
Sent: 13 April 2018 07:21
Cc: [REDACTED]
Subject: RE: 180412 TB18-062 IÉ-RU-SCM - Public Representation (Supervision Activity No. 46/18) IÉ-RU Response 1

Many thanks for the prompt response to this activity which may now be considered closed.

[REDACTED]

Kind Regards,
[REDACTED]
Head of Supervision & Enforcement

Commission for Railway Regulation, Temple House, Blackrock, Co. Dublin, A94 Y5W5

[REDACTED]

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Thank You.

From: [REDACTED]
Sent: 12 April 2018 14:56
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 180412 TB18-062 IÉ-RU-SCM - Public Representation (Supervision Activity No. 46/18) IÉ-RU Response 1

[REDACTED]

Thank you for your email.

The District Manager Northern has reviewed the representation and the response is set out as follows.

The train as per the links is operated by 4 x 22000 ICR.

Unfortunately, IE-RU are unable to provide additional capacity as all available capacity is fully utilised during peak travel periods. Capacity will remain constrained until the 2700 class railcars are reintroduced to the service fleet following refurbishment which is planned for late 2019.

There has been increases in customer numbers particularly in the commuter areas which is putting pressure on resources

A check was conducted of the Driver Abnormal Occurrence reports and found no Driver reports of overcrowding on this service. Additionally the CCTV for Docklands Station was checked from Monday 26th March to Wednesday 11th April. On all but one occasion the service was operated per link by a 4 x 22000 ICR. The one day it didn't operate per link as a 4 x 22000 ICR was Thursday 29th March, where it operated as a 3 x 22000 ICR. This was due to it being Holy Thursday and the necessity to change the links to accommodate increased intercity demand.

On all of the above occasions, from viewing the CCTV at Docklands Station, I can advise that all intending passengers boarded the service and no one was left behind at the Station.

If you require anything further please let me know.

Best regards,

[Redacted signature block]

 www.irishrail.ie



 Please consider the environment before printing this email

From: [Redacted]
Sent: 12 April 2018 12:41
To: [Redacted]
Cc: IE [Redacted]
Subject: 180412 TB18-062 IE-RU-SCM - Public Representation (Supervision Activity No. 46/18)

Good afternoon [Redacted]

The CRR are in receipt of a public representation regarding alleged overcrowding on the Dublin (Docklands) to M3 Parkway 17:25 hours Monday-Friday service. The member of the public advises that this service is routinely overcrowded.

I note from the WTT that this service is scheduled to be formed of a 4-piece ICR, 1 carriage more than the 16:55 and 17:55 services.

Please might you review the above complaint and advise if train formations have changed / reasons for the same and any assessment of passenger numbers that has been undertaken for this service, etc.
Is there any scope to increase the train consist?

I look forward to hearing from you at your earliest convenience but no later than Thursday 19th April 2018.

Kind Regards,

Head of Supervision & Enforcement

Commission for Railway Regulation, Temple House, Blackrock, Co. Dublin, A94 Y5W5

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Thank You.

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Durnin Hayley

From: [REDACTED]
Sent: 10 August 2018 13:01
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 180625 TB18-091 IE-RU-SCM: Public Representation-78/18-R, IE-RU Response 1

[REDACTED]

It would appear this got lost in the annual leave season.

The response to your questions are set out below in red font.

1. if 3 carriages is the regular consist for this service – **This service is a 3 car ICR Monday to Friday and 3+4 car ICR on Saturdays**
2. if there was any other events or reason behind the higher than expected pax numbers, **Taylor Swift in Croke Park & Liam Gallagher in Malahide Castle**
3. of passenger numbers recorded on the service – **No numbers recorded**
4. if the numbers presented are the norm for this service – **there is normally heavy demand for this train**
5. any other relevant information. – **The online capacity of 142 seems to have been sold out on this day.**

If you require anything further please let me know.

Best regards,

[REDACTED]



Please consider the environment before printing this email

From: [REDACTED]
Sent: 25 June 2018 09:02
To: [REDACTED]
Subject: RE: 180625 TB18-091 IE-RU-SCM : Public Representation - Supervision Activity No. 78/18-R

Thank you [REDACTED]

Kind Regards,

[REDACTED]

Head of Supervision & Enforcement

Commission for Railway Regulation, Temple House, Blackrock, Co. Dublin, A94 Y5W5

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From: [REDACTED]
Sent: 25 June 2018 09:00
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 180625 TB18-091 IÉ-RU-SCM : Public Representation - Supervision Activity No. 78/18-R

The relevant managers have been circulated with the email and IÉ-RU expect to revert to you by the assigned date.

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Good morning

The CRR are in receipt of a public representation regarding the levels of crowding on-board what I believe to be the 09:45 hours service from Westport and Dublin Heuston on the 15th of June 2018. I am advised that this train comprised of 3 carriages and that by the time the train departed Manulla Junction, the 3rd stop, the train was full and passengers were standing in the aisles and door vestibules.

The CRR are advised that pax continued to board in high numbers at Roscommon and Athlone resulting in a very crowded train for a significant part of the journey.

I would be grateful if you might investigate this service further and advise;

1. if 3 carriages is the regular consist for this service
2. if there was any other events or reason behind the higher than expected pax numbers,
3. of passenger numbers recorded on the service
4. if the numbers presented are the norm for this service
5. any other relevant information.

I would be grateful if you might review and revert on or before Monday 2nd July 2018.

Kind Regards,

[REDACTED]
Head of Supervision & Enforcement

Commission for Railway Regulation, Temple House, Blackrock, Co. Dublin, A94 Y5W5

[REDACTED]

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Thank You.

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Durnin Hayley

From: [REDACTED]
Sent: 03 July 2018 13:36
To: [REDACTED]
Cc: IE RU Safety Compliance; [REDACTED]
Subject: RE: 180628 TB18-087 IÉ-RU-SCM - Public Representation (Supervision Activity No. 76/18) CRR Closed

Many thanks [REDACTED]. Should I require anything further I will revert but otherwise you may consider this representation closed.

[REDACTED]

Kind Regards,

[REDACTED]

Head of Supervision & Enforcement

Commission for Railway Regulation, Temple House, Blackrock, Co. Dublin, A94 Y5W5

[REDACTED]

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Thank You.

From: [REDACTED]
Sent: 03 July 2018 12:12
To: [REDACTED]
Cc: IE RU Safety Compliance [REDACTED]; [REDACTED]
Subject: FW: 180628 TB18-087 IÉ-RU-SCM - Public Representation (Supervision Activity No. 76/18)

Hi [REDACTED]

[REDACTED] asked me to respond to you in relation to the follow up queries raised in your email. Please see responses below;

1. The train was a regular service train.
2. The train is normally a five piece consist, which it was on the day.

3. Meetings were held by conference call involving relevant stakeholders prior to the event. On-line bookings were monitored with priority boarding arranged. It was highlighted that Thursday, Friday and Saturday had heavy loadings. Sunday had sufficient capacity to take reservations made, however, the walk-up passengers on the day were greater than expected.

I trust the responses above satisfy your query. If you need any further information, do not hesitate in contacting me.

Kind regards,

[REDACTED]

RU Safety Department, Iarnród Éireann, Connolly Station, Dublin 1, D01 V6V6.

☎: +353 (0)1 7031665 📞: +353 (0)87 2813962 ✉: shane.salmon@irishrail.ie



🌱 Please consider the environment before printing this e-mail.

From: [REDACTED]
Sent: 28 June 2018 12:23
To: [REDACTED]
Cc: IE RU Safety Compliance [REDACTED]
Subject: 180628 TB18-087 IE-RU-SCM - Public Representation (Supervision Activity No. 76/18)

Thank you [REDACTED] for the response. Just a few more specific questions.

1. Was this a regular service or a special?
2. If regular was the consist the norm?
3. Given Bloom & the Women's Mini-Marathon were on, were any plans in place to cater for the likely increased demand?

Kind Regards,

[REDACTED]

Head of Supervision & Enforcement

Commission for Railway Regulation, Temple House, Blackrock, Co. Dublin, A94 Y5W5

[REDACTED]

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Thank You.

From: [REDACTED]
Sent: 20 June 2018 15:21
To: [REDACTED]
Cc: IE RU Safety Compliance [REDACTED]
Subject: RE: 180613 TB18-087 IE-RU-SCM - Public Representation (Supervision Activity No. 76/18)

[REDACTED]

The District Manager, Limerick has provided the following that explains the operation of the 08:25 hrs service from Limerick to Dublin, Heuston on 03/06/2018.

On 03/06/2018, Train ID A401, the 08:25 hours service from Limerick to Heuston was a 5 piece ICR. It consisted of 22136, 22736, 22636, 22436, 22336 with 304 seats plus 3 Wheelchair spaces. The train was a Driver Only Operated service.

The Train Manifest recorded the following on line bookings:

Boarding at Limerick – 108 passengers.
Boarding at Thurles – 88 passengers.
Boarding at Templemore – 4 passengers.
Boarding at Ballybrophy – 28 passengers.
Boarding at Portarlinton – 3 passengers.

Total on Line Bookings = 231.

There were approximately 50 to 60 extra tickets sold at Limerick Booking Office including Department of Social Welfare Tickets prior to the departure of the 08:25 hours service which are not included in the Online figures. Some turn up passengers would have boarded at Thurles, Templemore and Ballybrophy but it has not been possible to establish the numbers.

The Driver of A401 confirmed that the Train was fairly full. It is reasonable to expect that the train was at capacity after departing from Ballybrophy and may have been full leaving Thurles based on the number on board and to join at the remaining stations. On route the Traffic Regulator contacted the Driver and requested that he make announcements that passengers had the option to get off train at Portlaoise and travel on the next service which would be 10 minutes later.

This alternative service was offered but only two (2) passengers got off the Train at Portlaoise.

If you require anything further please let me know.

Best regards,

[REDACTED]
Safety Compliance Manager, RU
RU Safety Department,

[REDACTED]
[REDACTED]
[REDACTED]
✉: www.irishrail.ie

From: [REDACTED]
Sent: 13 June 2018 12:16
To: [REDACTED]
Cc: IE RU Safety Compliance <IERUSafetyCompliance@irishrail.ie>
Subject: 180613 TB18-087 IÉ-RU-SCM - Public Representation (Supervision Activity No. 76/18)

Good afternoon [REDACTED]

The CRR are in receipt of a public representation regarding alleged overcrowding on the 08:25 hours service from Limerick to Dublin on Sunday 3rd June 2018.

The member of the public advises that this service was severely overcrowded.

Please might you review the above complaint and advise of the actual train consist and any assessment of passenger numbers that was undertaken for this service.

I note that on this day both Bloom and the Women's Mini-Marathon were on so this may have been a special service and led to the crowding issues. That said I would expect that Iarnród Éireann make preparations for such likely demands.

Any detail you can provide would be useful.

I look forward to hearing from you at your earliest convenience but no later than Wednesday 20th June 2018.

Kind Regards,

[REDACTED]

Head of Supervision & Enforcement

Commission for Railway Regulation, Temple House, Blackrock, Co. Dublin, A94 Y5W5

[REDACTED]

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Freedom of Information Request:
Schedule of Records for IE_FOI_309 : 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	26/11/2019	IE_FOI_309 Response Letter	2	Grant		
2	26/11/2019	Email 1	3	Part Grant	37	Personal Data
3	26/11/2019	Email 2	3	Part Grant	37	Personal Data
4	26/11/2019	Email 3	3	Part Grant	37	Personal Data
5	26/11/2019	Email 4	5	Part Grant	37	Personal Data

Hayley Durnin
Freedom of Information Office