

12th November 2019

[REDACTED]

[REDACTED]

[REDACTED]

E-mail: [REDACTED]

Re: Response IE_FOI_317

Dear [REDACTED],

I refer to your refined request dated 31st 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:

- *The number of customer care and feedback submissions made to Irish Rail since 2015. I would like this broken down annually and by type of feedback, i.e. vandalism, theft, tissue traders, etc.*

Response:

Customer Care Anti-Social Behaviour Cases 2015 - 2019 to Date						
Case Type	2015	2016	2017	2018	2019	Grand Total
Assault	14	9	11	12	21	67
Begging			20	20	44	84
Disruptive Passengers	232	149	213	355	289	1238
Drug Use					19	19
Harassment					22	22
Intimidation	51	66	127	77	82	403
Noisy Conduct	1		8	20	23	52
Text Service					1	1
Theft	23	6	8	23	23	83
Vandalism	42	18	71	66	19	216
Grand Total	363	248	458	573	543	2185

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,



Lynette O'Toole

Freedom of Information Officer