



16<sup>th</sup> December 2019

[REDACTED]

E-mail: [REDACTED]

**Re: FOI Request Response IE\_FOI\_\_319**

Dear [REDACTED],

I refer to your request dated 25<sup>th</sup> 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:**

- How much the Iarnród Éireann Management Team are paid annually. Including [REDACTED] (Chief Executive), [REDACTED] (Director, Railway Undertaking), [REDACTED] (Director Infrastructure Manager), [REDACTED] (Chief Financial Officer), [REDACTED] (Director Human Resources), [REDACTED] (Commercial Director), [REDACTED] (Corporate Communications Manager) [REDACTED] (Strategic Safety Manager) and [REDACTED] (Head of Transformation).
- How much expenses the above listed individuals are entitled to annually.
- How many complaints Iarnród Éireann have received so far this year and what categories these fall into. Particular interest in the number of complaints due to overcrowding and prices.
- The punctuality of Iarnród Éireann trains to date so far in 2019.
- The number of trains currently in the Iarnród Éireann fleet across DART, Intercity and Commuter lines.
- The number of trains on order to Iarnród Éireann currently and when it is believed they will be delivered.

I, [REDACTED], have now made a final decision to part grant your request on 10<sup>th</sup> December 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.

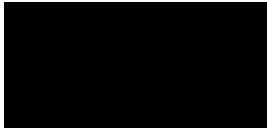
**Rights of appeal**

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](mailto: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, 7032561.

Yours sincerely,



**Freedom of Information Officer**

## Response IE\_FOI\_\_319

### - How much the Iarnród Éireann Management Team are paid annually.

Including Jim Meade (Chief Executive) , Billy Gilpin (Director, Railway Undertaking), Don Cunningham, Director Infrastructure Manager), Aidan Cronin (Chief Financial Officer), Ciaran Masterson (Director Human Resources), Gerry Culligan (Commercial Director), Barry Kenny (Corporate Communications Manager) Kay Doyle (Strategic Safety Manager) and Michael Power (Head of Transformation).

The salary paid to the chief executive officer, Iarnród Éireann is a matter of public record and is available in the annual report 2018 page 60.

<https://www.irishrail.ie/About-Us/Company-Information/Iarnrod-Eireann-Annual-Reports>

I am refusing the release of the Iarnród Éireann management team salary per individual as I feel that the release of these records is commercially sensitive and would also be a breach of their personal information.

I am refusing this part of your request under S36 & S37 of the FOI act.

#### Commercially sensitive information

**36.** (1) Subject to *subsection (2)*, a head shall refuse to grant an FOI request if the record concerned contains—

(a) trade secrets of a person other than the requester concerned,

(b) financial, commercial, scientific or technical or other information whose disclosure could reasonably be expected to result in a material financial loss or gain to the person to whom the information relates, or could prejudice the competitive position of that person in the conduct of his or her profession or business or otherwise in his or her occupation.

#### Personal information

**37.** (1) Subject to this section, a head shall refuse to grant an FOI request if, in the opinion of the head, access to the record concerned would involve the disclosure of personal information (including personal information relating to a deceased individual).

### - How much expenses the above listed individuals are entitled to annually.

I am refusing the release of the Iarnród Éireann management team expenses per individual as I feel that the release of these records is commercially sensitive and would also be a breach of their personal information.

I am refusing this part of your request under S36 & S37 of the FOI act.

This information is released as a total figure and is public knowledge, the information can be found on page 61 of our annual report 2018.

<https://www.irishrail.ie/About-Us/Company-Information/Iarnrod-Eireann-Annual-Reports>

- How many complaints Iarnród Éireann have received so far this year and what categories these fall into. Particular interest in the number of complaints due to overcrowding and prices.

Customer Feedback 2019		
Case Type	Case Subtype	Number
Onboard Issues	Seat Reservation	1686
	<b>Crowding</b>	<b>872</b>
	1st Class Issues	304
	Cleanliness	167
	Heat / AC	161
	Catering	159
	Set Changes	128
	Announcements	123
	Wi Fi	105
	Bicycles	94
	Toilets	80
	Doors	59
	Alcohol/Smoking Issues	51
	Noisy Conduct	38
	Pass Info Display	24
	Maintenance Issue	22
	Dogs	21
	Overcarried	20
	Alcohol Ban	17
	Service Booked Out	13
	Power Sockets	9
	E-Cigarettes	5
	Fall/Injury	4
Smoking	1	
Incorrect Information	1	
Noise	1	
<b>Onboard Issues Total</b>		<b>4165</b>
Service Disruption	Signal Fault	1102
	Timekeeping	852
	Train Failure	831
	Planned Maintenance	299
	Incident on Line	223
	Bus Transfers	152
	Track Fault	51

	Bridge Strike	28
	Weather Conditions	9
	Security Issue	5
	Union Dispute	3
<b>Service Disruption Total</b>		<b>3555</b>
Fares & Ticketing	On-Line Tickets	613
	DSP Free Travel Passes	283
	Charged in Error	215
	Student Tickets	212
	Fare Structures	130
	<b>Ticket Prices</b>	<b>96</b>
	Booking Error	89
	Child Fares	59
	RPU Fines	57
	Annual Tickets	35
	Leap Cards	34
	Family Tickets	29
	Fare Evasion	25
	Unable to Print Ticket	24
	Promotional Offers	21
	Lost/Mislaid Tickets	5
	Refunds	2
	Surcharges	2
Unused Tickets	1	
Booking Office Issues	1	
<b>Fares &amp; Ticketing Total</b>		<b>1933</b>
Station Issues	Station Facilities	307
	TVMs	305
	Early Departures	171
	Car Parks	169
	Tag On/Off Issues	166
	Station Condition	158
	Lifts/Elevators	85
	Announcements	69
	Incorrect Information	62
	Fall/Injury	61
	Noise	42
	Toilets	41
	Barriers	38
	Cleanliness	36
	Engineering Works	27

	Unable to Print Ticket	20
	Smoking	19
	Booking Office Issues	13
	Bicycles	9
	Waiting Rooms	4
	TVM Refunds	2
<b>Station Issues Total</b>		<b>1804</b>
Website	Unable to Book Tickets	626
	No Confirmation Email	496
	Password Issues	155
	Tickets Unavailable On-line	115
	Seat Only Reservation	100
	Real Time Info.	88
	Web Fault	83
	Promotional Offers	6
	Web Graphics	3
	Complete Savings	2
	App Error	2
<b>Website Total</b>		<b>1676</b>
Antisocial Behaviour	Disruptive Passengers	309
	Intimidation	87
	Begging	47
	Harassment	27
	Drug Use	26
	Theft	24
	Noisy Conduct	24
	Assault	22
	Vandalism	19
	Text Service	3
<b>Antisocial Behaviour Total</b>		<b>588</b>
Staff Issues	Unhelpful/Rude Staff	387
	Driver	48
	RPU Staff Issues	43
	Catering Staff Issues	34
	Security Staff	22
	No Staff Available	9
	No Response to Complaint	5
	Positive	2
	RPU Fines	1
	Incorrect Information	1
<b>Staff Issues Total</b>		<b>552</b>

Timetabling	Cancellations	82
	Timetable Changes	48
	Connections	47
	Timetable Change Feedback	31
	Special Event	10
	Train Failure	1
	Bus Transfers	1
<b>Timetabling Total</b>		<b>220</b>
Accessibility Issues	Onboard Disability Issues	39
	Station Disability Issues	38
	Wheelchair Bookings	5
<b>Accessibility Issues Total</b>		<b>82</b>
<b>Grand Total</b>		<b>14575</b>

#### - The punctuality of Iarnród Éireann trains to date so far in 2019.

Below are the YTD figures for the main Irish Rail routes. All are measured against 10 mins (except DART is 5 mins) as per our PSO obligations.

The individual period figures are also available on our website at <https://www.irishrail.ie/about-us/train-punctuality-reliability-performance>

Cork	<b>84.33%</b>
Limerick	<b>96.03%</b>
Tralee	<b>94.32%</b>
Galway	<b>91.81%</b>
Westport	<b>92.37%</b>
Belfast	<b>92.11%</b>
Sligo	<b>91.91%</b>
Rosslare	<b>94.71%</b>
Waterford	<b>93.52%</b>
Maynooth	<b>98.32%</b>

Northern	97.25%
Heuston	96.32%
Phoenix Park Tunnel	97.74%
DART	91.99%

**- The number of trains currently in the Iarnród Éireann fleet across DART, Intercity and Commuter lines.**

**This information is public knowledge and can be found here:**

<https://www.irishrail.ie/about-us/iarnrod-eireann-fleet>

**- The number of trains on order to Iarnród Éireann currently and when it is believed they will be delivered.**

This information is public knowledge and can be found here:

<https://www.irishrail.ie/about-us/iarnrod-eireann-projects-and-investments/fleet-investment>