

20th December 2019

[REDACTED]

[REDACTED]

E-mail: [REDACTED]

Re: FOI Request Response [IE_FOI_331]

Dear [REDACTED]

I refer to your request dated 21nd November 2019 made under the Freedom of Information Act 2014, which was received by my office on November 22, 2019, for records held by Iarnród Éireann.

Request:

- A copy of all complaints regarding the DART service received from the public on 18/11/2019 and 19/11/2019.
- A copy of all correspondence between Declan Conroy, Project Leader, UEFA EURO 2020 and Barry Kenny, since January 1st 2019 to present regarding Euro 2020.

I, [REDACTED], have now made a final decision to grant your request on 20th 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. 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,

[REDACTED]

Freedom of Information Office

Feedback: On the 1855 service to Malahide from Grand Canal Dock. Just left Clontarf Station now after an exceptionally long wait to switch drivers??? Like how God Help Us are they? They know the train is due in .. is it unreasonable to have a driver ready or a backup driver to replace the dismissed driver who wasn't ready? You would get this contemptuous complacency in this country! Not good enough!

Date of Transaction: 18 /11/2019

Time of Transaction: 9.00am

TVM Location:Shankill station

Product Purchased: Topping up leap card

Ticket Type: Topping up leap card

Method of Payment: Cash

Amount: 4.80

Credit/Debit Card Number:

ONLY first 6 and last 4 digits ■

Comments: Customer was topping up the leap card – took the coins, it did not register the top up

Feedback: On the carriage 8321 the LED sign isn't displaying the next station correctly, it's showing the wrong station

Time: 18/11/2019 07:57:52

Feedback: Sat 16th Nov in Shankill Dart St - approx 13.49PM - i put in €5 coins into the machine inside to top up leap card but nothing happened and transaction cancelled but did not get coins back. Is it possible to get this back please?

Travel From: (Origin Station)	Travel To: (Destination Station)
Howth Jct	Cannolly

Details:

WAS AT Howth Jct AND
THE IRISH RAIL APP
Mis-Informed Me OF THE
PLATFORM FOR MY JOURNEY
TO Cannolly I WENT TO
BAYSIDE AND HAD TO TRAVEL
BACK TO Cannolly AND WAS
DELAyed AS A RESULT

Date of Travel: 14/11/2019 Station From: Landsdowne Departure Time: 06:50
Station To: Connally Reservation Number: (if purchased online)

Details of Claim:

Purchased local ticket when already included
in Intercity fare to Belfast

PLEASE SUBMIT ORIGINAL TICKET or COPY IF CURRENT SEASON TICKET/CARD

Delay Compensation - Please tick your preference of vouchers or refund

Comments: When I raged in at Portmarnock to Tara satiation yesterday the machine said 4.95 ? My balance yesterday was 15.60 today it's 8.40 Surly this is wrong . I did a return trip from Tara to Malahide . Surly I was overcharged..Can you refund the difference please

Date of Transaction: 08/11/2019

Approx. Time of Transaction: 02:30 pm

TVM Location: Grand Cana station

Method of payment: Debit card (Revolut)

Amount: €35

Comments:

Customer paid by card. She topped up, got charged and money never added to the leap card. Waited more than 5 days and money still did not revert to her bank account.

Date of Transaction: 07/11/2019

Approx. Time of Transaction: 09:45

TVM Location: Dun Laoghaire

Method of payment: Card

Amount: €30

Comments: Amount not loaded

Feedback: Couple smoking heroin on dart, towards Howth

Time: 18/11/2019 14:16:39

Feedback: On Sat 9th I was endeavoring to get from Peace Station to Skerries . Time given on wed was 21.45 from Pearce with 1 change. The train did not come in on time and I approached an Irish Rail Employee and asked him if it would be here soon as I was getting the connection for Skerries in Connolly, He was speaking to a couple at the time and his response was 'No Problem the Skerries train does not go until near 10 o clock, When we got to Connolly the Skerries train was pulling out and 7 people were left standing on the platform. We spoke with a very nice man called [REDACTED]. Needless to say we were very annoyed . He called back over to Pearce and the employee there denied he had ever said that we would make the train and that the train went close to 10 o clock. 3 people can confirm this conversation and if fact he advised the couple to follow me in Connolly ([REDACTED] he said) as they would be going on the same train as me. Pearce had rang over he would have been able to hold the train for the extra minute we needed. I would like some response to the following. When a person looks up the time table for a train why is there no warning to say you are not guaranteed your connection from Connolly. Why would the employee deny what he had said. I am sure there is CCTV footage in Pearce and I can be seen clearly speaking to him. I have taken the names of the other 2 people who were standing next to him when he told me I would have no problem making the train. Are the train timetables not coordinated so that people can make their connection. Is the attitude that people from the Areas of Skerries Balbriggan Drogheda ect expected walk from anywhere in the south of the city to Connolly on a wet windy night so that they will be guaranteed getting a train . I would appreciate an early responce to my email regards [REDACTED]

Time: 18/11/2019 12:09:11

Feedback: Hi, I topped my leap card up with €30 at Shankill station. I used my card and it said the transaction failed and no money went on my leap card. But the €30 was taken out of my bank account.

Time: 18/11/2019 13:50:35

Date of Transaction: 18/11/2019

time of Transaction: 10:15am

TVM Location: Pearce Street

Product Purchased: 6 adult return tickets

Ticket Type:

LeapCard Number:

Method of Payment: Cash And Card

Amount: 81.00

Credit/Debit Card Number: [REDACTED]

ONLY first 6 and last 4 digit

Comments: Customer was trying to purchase 6 adult tickets . Machine took money but no tickets were issued.

Can someone please explain and apologise for what happened the 22:40 Dundalk train from Pearse tonight?

We were promised at Pearse that the train was to be waiting at Malahide - we all hopped on a disgustingly full DART, arrived in Malahide and we are now waiting half hour with no announcement nor communication.

How can we expect to host major sporting events when we can't even get one train home after an evening match?

The system is a joke and Minister Ross should be ashamed.

Feedback: Looking for a black charger lead possibly dropped on Pearse street platform or southbound greystones train at 8.30ish pm today 18/11/2019

Time: 18/11/2019 22:10:33

Feedback: Good morning, Why do you allow bicycles on the dart in peak times? On one hand you're asking people to pick a train that is not as busy with your new site. On the other hand you still allow people with bicycles? I take the 0745 from DLR to Pearse and have to ensure that my suit is not ruined by some brilliant person that decided to tie is full size bicycle to the side here and go sit like the train belongs to them... Anyways just thought I would pull your attention to the issue Kind regards, [REDACTED]

Time: 19/11/2019 07:52:15

Feedback: Could you please give me an explanation as to Darts to Malahide are only going as far as Clongriffin tonight 18th November. Could you also please explain as to why passengers were only advised of this at Raheny when been told earlier would have given possible more options for finishing the journey home other than having to wait 30 minutes at a bus stop

Time: 18/11/2019 23:00:25

Feedback: The card machines at Kilbarrack station have been broken for months. The leap card app also doesn't work properly, so it makes it impossible to purchase a ticket if you don't have cash. Can you have these fixed asap?

Time: 19/11/2019 08:32:03

Feedback: Hello. I would like to know why the driver told all passengers on the scheduled 955pm from Grand Canal Dock to Malahide that service would not continue past Clongeiffin and that all passengers for Portmarnock and Malahide should get off at Raheny and take a Dublin Bus. Later trains did run straight to Malahide but most passengers were led to believe that this would not be the case and ended up getting taxis and using Dublin bus. Regards. [REDACTED]

Time: 18/11/2019 23:23:00

Feedback: Hi last night my sister and her friend were at the Ireland game, her friend has [REDACTED] and struggles to be all far distances! She asked one of your staff could she skip the queue to get to the bar quicker and your worker said 'yeah and? Take it up with CIE, very unprofessional service for a girl who [REDACTED]. They had to walk far from the stadium to Grand Canal her friend really struggled and was holding onto my sister for support a bit of help by your staff would have been appreciated, they are only young girls 20 years of age who were intimidated by your staff member double their age

Time: 19/11/2019 12:04:23

Hello,

I would like to complain that the Dart that arrives in Dun Laoghaire at 13.15 to Howth never arrived today. No explanation was provided. The 13.25 to Malahide arrived late and short on carriages. This was particularly noticeable given that the previous dart had been cancelled, there were a lot of people on the 13.25 service.

Best,

[REDACTED]

Comments: Hi, I tried to top up my leap card in Glenageary and one of the machines didn't proceed to finish so had to use different machine, now I checked my bank balance and I have been charged twice but only got topped once 20e

Time: 18/11/2019 16:09:46

Feedback: Malahide train disappeared from the board in Pearse St. Asked a staff member what had happened. He had no idea. The next train was 26 mins away. The board read the next train due at Pearse was for Howth but arrived without any destination on the front or side. People on the train thought they were going to Malahide. People off the train didn't know if it was their train or not. NONE of your staff had althe first idea about where the train was bound for. I'm pregnant and needed to get home. Another passenger had kids to collect in Portmarnock so neither of us had the "option" to wait another 25 mins for a train. We had to get a taxi. It cost 27.20. I was also charged for the trip between Grand Canal Dock and Pearse. How can you arrange to reimburse me?

Date of Transaction: 18.11.2019

Time of Transaction: 08.35

TVM Location: Portmarknock the one the left hand side. TVM froze

Product Purchased: €5.00 Cash

Ticket Type: Top on Leap

Method of Payment: Cash

Amount: €5.00

Credit/Debit Card Number:

ONLY first 6 and last 4 days

Comment: She has been in contact with Leap and spoke to [REDACTED]

Good Afternoon

[REDACTED] called here 3 / 4 week ago to report that the tagging off machine in Glenageary is not working. It still has not been fixed and she has not had any response.

One of the screens is pulled off the wall nearly and the other one just beeps when you try to tag off but the screen is blank so she does not know whether she has toggged off / on or not

Can someone please respond to [REDACTED] please

Kind Regards,

Feedback: I want a refund. Monday and Tuesday disruptions and announcements while I'm actually on board the train. I tagged on via my leap card and I want a refund as it was a pointless, time wasting journey.

Time: 19/11/2019 17:20:25

Feedback: Train coming through Sydney parade on 19/11 did not correspond with the real time board the train itself said it was terminating at Malahide, no train to Howth followed as one before was the the Howth one but was not labeled as so on the train and the driver and or staff from the station did not say otherwise really poor service - the trains should state on them where exactly they are going or staff to assist

Time: 19/11/2019 17:39:16

Feedback: Hi, I want to complain about the train bound for Bray that went through Clontarf station tonight Tuesday without stopping. It went through the red light in the station and then stopped outside the building where the drivers changes. Best Regards. [REDACTED]

Time: 19/11/2019 19:49:37

Feedback: Driver left 2 mins early from Sutton. 19.04, he left 19.02. Tuesday 19th November. Had to run to get it. If I missed that I'd have been an extra hour travelling to Drogheda. I understand that delays are inevitable, but there's no excuse for leaving early from Howth. Please have a word with the driver. Thank you

Time: 19/11/2019 19:11:37

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED];
Subject: RE: Draft Holding Statement - Operation Access
Date: 19 November 2019 12:54:43

Thanks [REDACTED]

Agree, that looks fine – apologies if earlier response was premature, but it is based on feedback on the ground.

One point I would note in headline in Dublin Live is reference to fans queueing for “hours” which is entirely false.

[REDACTED]

From: [REDACTED]
Sent: 19 November 2019 12:51
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: Re: Draft Holding Statement - Operation Access

Hi [REDACTED]

I think this is fine,

Regards

[REDACTED]

[REDACTED]
[REDACTED]

E [REDACTED]
Web: [REDACTED]
Mob: [REDACTED]

On 2019-11-19 12:43, [REDACTED] wrote:

> Hi all,
>
> Please see a draft holding statement below regarding last night's
> operation, with input from [REDACTED] and [REDACTED]. We can use this
> reactively for any media queries. To date, we've not received
> anything, but I do note this Dublin Live [1] article with a video and
> some negative tweets has appeared online.
>

> Any thoughts on the below, please let myself or [REDACTED] know.
>
> “The Dublin UEFA EURO 2020 Local Organising Structure has commenced
> its review of Operation Access with an initial multi-agency debrief
> after last night's match, and will include all of its findings and
> recommendations in the evaluation over the coming weeks. An additional
> 70 volunteers supported dedicated stewards to assist and guide
> supporters along the walking routes from both Grand Canal Dock and
> Sandymount DART Stations. In addition, evaluators were stationed at 12
> different locations to monitor the exercise. We noted a number of
> elements we will specifically address in our review and understand
> that some fans experienced some crowding and delays accessing the
> Aviva Stadium. We anticipated that there would be areas to address and
> improve as a result of the trial operation and we have received
> feedback from attendees including conversation on social media to
> ensure the voices of the fans and residents are reflected in our
> review. There will be some valuable learnings around the logistics,
> mobility, safety, security and stadium access captured through this
> operational exercise, which, in collaboration with UEFA will inform
> our plans for the hosting of UEFA EURO 2020 matches next June. We want
> to extend our thanks to the fans, local residents, Iarnród Éireann
> users and all the relevant agencies for their cooperation and support
> with this exercise.”

>
> [REDACTED]
>
> [REDACTED]
>

> _Corporate and Public Affairs Practice_
>

> a: [REDACTED]
>
> [REDACTED]
> [REDACTED]
> [REDACTED]:
> [REDACTED]
>

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> standards and corporate responsibility policies, please refer to WPP's
> website.

>
> Links:

> -----

> [1]

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]
Subject: RE: Lansdowne Road Closure - Press Release
Date: 14 November 2019 10:07:31
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

All good [REDACTED], thanks.

[REDACTED]

From: [REDACTED]
Sent: 14 November 2019 09:25
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: Lansdowne Road Closure - Press Release

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Good morning all,

We have prepared a press release reminding media of the Lansdowne Road DART Station closure. It is attached above. We plan to issue it today, under embargo for tomorrow, to ensure that it doesn't get caught up in any coverage of today's match.

If anyone has any changes to suggest, please let me know by midday today.

We are planning to re-issue the release on Sunday for Monday.

Kind Regards,

[REDACTED]

[REDACTED]
Corporate and Public Affairs Practice

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Press Release
Date: 17 October 2019 16:28:47
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Thanks [REDACTED].

Looks good, just a few small changes to propose:

1. Refer to Grand Canal Dock Station, as opposed to Grand Canal Station.
2. Changes to my quote: [REDACTED] **Head of Corporate Communications, Iarnród Éireann:** "We are working closely with An Garda Síochána and the UEFA EURO 2020 Dublin Local Organising Structure (LOS) to prepare for the trial closure of Lansdowne Road DART Station on 18th November, to assist the LOS and the city generally in its preparations for UEFA EURO 2020. In the coming weeks we will inform all regular users of Lansdowne Road Station of the temporary changes on this day and will limit any disruption where possible. Any passengers with restricted mobility concerns about the temporary closure of Lansdowne Road should contact Iarnród Éireann as soon as possible on access@irishrail.ie."

Hope these are ok.

[REDACTED]

From: [REDACTED]
Sent: 17 October 2019 15:53
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED]
Subject: Press Release

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Hi [REDACTED], [REDACTED]

I have taken the liberty of drafting quotes for both of you included in the attached and therefore wanted to share for your approval and indeed alignment re. inclusion prior to circulating to the wider team for final approvals.

Many thanks,

[REDACTED]
[REDACTED]

Associate Director

Sports Marketing and Sponsorship

rsz_2sportsteamawards_sig_v3-01





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Freedom of Information Request:
Schedule of Records for [IE_FOI_331](#): Summary for Decision Making

[illegible]

Hayley Durnin
Freedom of Information Office