

Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6

Connolly Station, Dublin 1, D01 V6V6

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23rd November 2021

[Redacted]
[Redacted]
[Redacted]

Re: Acknowledgement of FOI request IE_FOI_530

Dear [Redacted],

I refer to your request dated 16th November 2021 made under the Freedom of Information Act 2014, which was received by my office on that date, for records held by Iarnród Éireann.

Request:

- Records of the number of complaints of antisocial behaviour that Irish Rail received in 2021 relating to the Westport-Dublin line, up to and including the date of response to this FOI request.
- A copy of the above complaints with all personal and identifying information redacted accordingly..

Response:

I, Mr. Paul Slowey, Decision Maker have now made a final decision to part grant your request on 23rd November 2021.

Please find response document and schedule of records attached.

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 [Redacted] or by email at foi@irishrail.ie

Yours sincerely,

PP

Mr. Paul Slowey, FOI Decision Maker, Customer Relationship Management, Iarnród Éireann

Freedom of Information Request:
Schedule of Records for **IE_FOI_530** : 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	various	FOI 530 Anti Social Westport 2021_Redacted	4	Part Grant	S37	Personal Information relating to Others

Signed:

Freedom of Information / Data Protection Executive

I was travelling on the 13.45 Heuston Dublin to Westport on Friday October 15th last and there were two Irish Rail security personnel on it. I welcomed seeing them on the train, however, what powers do they have and just what can they do/not do? This is a general query but has come about by what I seen on the train. There were a number of young men in the same carriage as me that were drinking alcohol in cans and not wearing face masks. From what I seen, the security personnel had noticed them and spoke to them. However, they continued to go unmasked and [drink.So](#) Im just wondering what can the security guards do in that or similar situations?

Saturday 16th October I was travelling on the 12.45 train from Heuston Dublin to Westport. I was in carriage D. There was a group of male passengers (approx 10 plus in the group) in this carriage . They had no masks on despite being requested on numerous occasions by the conductor. They would put them on and immediately take them off when conductor went away. They were drinking and shouting very loudly throughout the journey again despite many requests from the conductor. It got so bad I ended up having to change carriage as not wearing masks and shouting is definitely one way of spreading the virus!!! This is totally unacceptable and I wonder why they were not put off the train at first available station which was Portarlinton or any of the other stations enroute

Feedback: Hi , I am currently on the 15.05 service from West port to heuston Dublin. The service is appalling. There is people consuming alcohol after a member of your staff already told them not to and they're after been smoking on the journey too. No masks are being worn by these people and I find it disgraceful considering the current pandemic. No social distancing on the service and it is well over booked and there are no seats. In regards to covid I find this unbelievable as I am a person with underlying conditions and I am currently worried for my own health. I find the service outrageous and I personally am disgusted by it

Hi I was on the 19.40 train from Roscommon to Dublin Heuston yesterday with my baby when we approached Athlone I got up to change him in the toilet when I came back there was a man sitting on our table I asked him could he please move and he jumped off the table with two glass bottles of Bulmers alcohol which is supposed to be banned during covid of public travel he was very aggressive towards me and my young child he was clearly high on drugs the gentleman from Irish rail came to my aid he got very aggressive towards him but he moved down the train I was still in shock and upset at this the train was stopped in Portarlinton where the Irish rail driver came to check on us and the gardai were called to arrest him I travel on your trains 3 to 4 times a week never have I had to deal with this the fear he put in me was totally unacceptable and the driver told me to issue a email to Irish rail today my child is only 16 months old

Hi I'm wondering if someone could contact me regarding an incident that occurred at 12:45 today on the Westport train

Travelling on 18.30 train from Heuston to Westport yesterday 15/08/2021. Carriage I was sitting in became packed with very drunk, very rowdy football supporters, no social distancing, no wearing of masks, jumping around the seats and the carriage. Drinking was evident and blatant despite your no drinking policy. Furthermore, the emergency cord was pulled by these individuals, stopping the train and further delaying the journey. I felt extremely vulnerable from a Covid perspective and tried to move to the adjacent carriages but they were the same. After approximately 30 minutes, security guards came into carriage and moved me and the other passengers to a quieter place. I must stress that the security guards were incredible but even they could not control this level of anti social behavior. This appears to be an ongoing issue with reports in today's Irish Times that this is the norm over the past 4 weeks, which your company continues to not deal with,

putting both passengers and your staff in danger. Other businesses in this country ensure the safety of their customers and staff by implementing current Covid Regulations, Irish Rail appear to be an exception. There were Gardai at Heuston Station so I do not understand why these people were not removed before the train left the station or removed from the train at the first stop. I work in an acute Healthcare setting and have followed the National Covid Guidelines from the start of this pandemic in order to keep myself and my family safe. However, your company put me into an impossible situation that I had no control over. I want reassurance from your company that this will not be the norm going forward during a pandemic as I will have to travel again on this service. I await your response

o whom it may concern; I would like to make a formal complaint about my unpleasant train journey from Heuston Station to Ballyhaunis on the 2.45pm train on Friday 30th July 21. 3 people boarded the train in Athlone. (One male and two female) They were loud, shouting and screaming at each other. They didn't wear face coverings. I was afraid of them as was my ten year old daughter. I informed, security on the train that I didn't feel safe. I was taking my ten year old daughter on a trip to the West as she loves travelling by train. She was very upset and scared of them. I reported them to security on the train but every time security came into the carriage they put their drinks under the seat and kept quite. They were so intimidating that we had no option but to move carriage. When we got off in Ballyhaunis they were banging on the window giving us "the finger". I reported them to Ballyhaunis Garda who informed me it was out of their hands and to contact yourselves, which I did and I spoke to a girl called [REDACTED]. I never want to experience anything like this again. All passengers should be kept safe and I wouldn't mind but part of our trip was to enjoy the train journey. My daughter doesn't want to travel back by train so my Auntie has offered to take her back to Dublin by car. Please do something about this, surely you can check security cameras and find out who these people are and report them to the Gardai. This behaviour would not be accepted if travelling by Air. I now request a full refund for the inconvenience and upset caused. I await your response

I travelled on 6:30pm Heuston - Foxford Train 25th July alone after visiting a sick relative in Dublin. I travel to Dublin most weekends to visit my sick relative , usually have no issue with the train service. On Sunday last it was a frightening experience to be a young female on my own on the train due to the amount of intoxicated individuals walking / running through the carriages. They were fighting with one another about alcohol, locking themselves in the toilets (I was sitting beside the sliding door near the toilets and from the loud shouting I overheard from the youth in the hallways at the door I got the impression they were taking it on turns to do drugs in the toilets. For the ENTIRE journey I did not see any iarnrod eireann staff that I could make aware of this and I could not leave my seat as I was in extreme fear for my health and safety. The most of this young individuals had no mask on at any time when they were walking through all the carriages. Because I am a person that cares for a very ill person I feel I was exposed to covid at a level that should not be allowed by iarnrod Eireann and I am so so upset. When I departed the train to change at Manulla I was terrified that the youth would attack me or steal my belonging at the doorway. From a quick look down the corridors as I walked out of the train I could see rubbish all over the aisles in the carriages. The Gardai did board the train for quite a while in Castlerea however I am so disappointed with iarnrod Eireann that did not have extra security guards on the journey. You always have them on the train when I travel from Mayo to Dublin and they do a great job in ensuring everyone's safety. I have never feared for my life as much as I did on my trip home last Sunday evening at 6:30pm. As a result of the one stoppage our train was delayed in arriving into Foxford and I missed my connecting lift home. There is no station in Foxford only a cover for shelter on the platform so I had to walk into town with my luggage to avail of shelter and another lift. I wish to request compensation for my experience please.

I wish to complain about the behaviour on 6.30pm train from Dublin to Westport on the 25th of July it was absolutely disgusting and disgraceful .I knew before it left heuston station there would be trouble as young people brought alcohol onto the train even though there was meant to be no alcohol on the train there was no

ticket inspector on the train and it was only when the train got to castlereagh that the gardai boarded and went to carriage E where it was happening they removed one individual and I felt a lot more should have been removed we were held up for at least 40 minutes this ruined what had been a good day I managed to move to another carriage but others weren't so lucky I would be very grateful if I could get a response please thanks

I wish to complain about the anti social behavior on 6.30 pm train on the 25th of July it even started before it left heuston station there was singing, shouting and drinking which I didn't think was allowed I had to move carriage but the carry on continued until castlereagh when the gardai boarded the train and spoke to a number of individuals and only removed one individual resulting in the train been held up by about 40 minutes. It was expensive enough without having to put up with this and I feel sorry for whoever had to clean up that carriage E

I travelled on train on Friday 25/06/21 from Dublin TO Claremorris
A family group of 8 this was for the anniversary of my brother so an emotional trip for us
I booked on line as told 6 tickets and 2 tickets as these were 2 free travel passengers when I asked about seat sitting together I was told this is not possible but was advised to go early and take seats available
but when I went into my booking I seen seat numbers so I rang up about this and again was told no seat are assigned
and told again just to be early if we were looking for 8 seats together

We did this as recommended were at station early third on queue no problem getting seats
a young man got on train and said we had his seat and as he had confirmation on his phone I said no you cant reserve
seats and you can seat in available seat he sat beside us

just before train was leaving my sister when to toilets' on the train a lady got on train last minute
with her bike asking us were we with bike club we said no
she then put her bag and laptop on the table were my sister was sitting plugged in usb lead and I said
thats my sister seat she is in the toilet she said its mine I booked it
I said you cant book seat she said I can I have seat booked
my sister came back from the toilet and said excuse thats my seat the lady was standing up blocking my sister
way
she moved to plug laptop in and my sister got back in her seat
I said I will go get inspector and she told me to do that
but my daughter told me to stay seat as we did not need to move as she was on the phone to Irish rail had
phone on loud speaker
and was confirming there was no seat reservation
she that took her stuff I cleaned down table we sanitizer
she then said she was a Doctor and we needed to wear mask which we were as there were vulnerable people
on the train
I am fully aware of that as my 2 sister have under line problems that she was putting them at risk standing over
them not 2 meters away
then she will have the Gardai waiting for us this is not nice to be threatened
so she stood for a while in same carriage then moved away

About 4 stops later the train driver came alone with security and said we need to wear mask as I was not a
were this was the driver I ask him was he
inspector and he said no I am the driver
I said did this lady explain about the seat allocation as this was not mention at this time it was about 2 of my
other sister she pointed at and said were
not wearing mask the driver was very dismissive to me and would not let me explain I know he had a job to do
he pointed at me and said I could not drink on train

i only had poured a small glass of wine out 3 of us out of 8 as we were eating i apologies for this as i was not a wear of this and my daughter poured in back into bottle the security said we could finish the glass but not to have more they were very nice about this but as i said we did not drink it this lady was still and again threatened us with Gardai and told my daughter to keep drinking

my nice when down after the driver and asked his name he would not give it as we wanted to tell our side of story as this lady said she was a Doctor and we felt very dismissed there were vulnerable people in our group

she then came back to the carriage about 3 stops before we were getting off and she got off at same station and sat in a seat that was marked not to sit in i believe this person should not have been allowed to move from one seat and carriage to another as this is how virus is spread

i am very upset about this and i feel in this covid times might be better to assign seats as it is confusing to some people as per reference e mail you receive

i found the return journey a different experience as there was inspector on train checking tickets and making sure people we wearing mask had this been the case on way down the inspector would have seen this person was total in the wrong

i believe there is cameras on board to view this

looking forward to your response as i would like to go to knock again but would not like to experience this up set

I would like to know where I can make a complaint please. I am currently on the Dublin to Westport train and I have encountered a very aggressive and intimidating passenger. I would also like to complain about the train driver who got involved and did not listen to me. The passenger in question tried to sit in my aunties seat when she was in the loo.. she insisted she had a reservation, she was the last passenger to board the train and as I understand there is no reservations at this time ... I clarified this in front of the aggressive passenger by telephone to your customer service staff .. she rang the security and the train driver got involved , I'm embarrassed upset and will go further about this .. I would like a reply please ..also if you look at the cctv you will see she did not adhere to social distance and placed all her baggage on or seats .. can you reply please

m travelling with my family and I have been harrassed and abused as a lady taught I was in her seat.. She continued to try sit with me myself and my sister are vulnerable people and she put her stuff all over my table and took my bag and threw it on the floor and continued to abuse us as we tried to explain there was no allocated seat she was last to board to train and came on the train screaming who owns the bikes and then approached our family with no distance and continued to abuse and threaten us with the guards.. I am not happy about this our trip has been ruined from start.. We will be going further about this.

This is not acceptable you are totally at fault we have rang customer service to ask about the seats and where told we have done everything right as you can sit anywhere. The lady called the driver and security and they too were rude and wouldn't listen to what we had to say .totally unacceptable I asked one of the men who worked there his name and he was very rude I know he didn't have to give me his name but u just wanted to explain the situation which was handled very badly by your staff.