

Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6

Connolly Station, Dublin 1, D01 V6V6

T 01 703 4293 E foi@irishrail.ie W www.irishrail.ie



23rd December 2021

[REDACTED],

Email: [REDACTED]

Re: FOI request IE_FOI_539

Dear [REDACTED],

I refer to your request dated 1st December 2021 made under the Freedom of Information Act 2014, which was received on by my office on that date, for records held by Iarnród Éireann.

Request:

- Details of all recorded incidents of violence on the Dublin to Sligo route, detailing where, when and how many passengers/staff were involved and otherwise affected, over the period from Jan 2017 to date.
- All relevant documents including but not limited to minutes, memoranda, unpublished reports and correspondence both internally and between Irish Rail and external bodies including the Dept of Transport and An Garda Síochana, relating to the issue of violent incidents on Irish Rail transport, over the period from Jan 2017 to date.
- Details of the numbers of security staff employed by Irish Rail and how many are deployed on the Dublin to Sligo route since Jan 2019.

Response:

I, Ms. Joanne Whelan, Decision Maker have now made a final decision to grant your request on 23rd December 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 

Ms. Joanne Whelan, FOI Decision Maker, Safety, Iarnród Éireann

Freedom of Information Request:
 Schedule of Records for **IE_FOI_539** : 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	17.12.2021	IE_FOI_539 Dublin Sligo	4	Grant	~	~
2	23.12.2021	Iarnród Éireann - DOT Briefing - Anti Social Behaviour - 02.09.21	2			
3	23.12.2021	Iarnród Éireann - DOT Briefing - Anti Social Behaviour - 29.10.21	3			
4	23.12.2021	Iarnród Éireann - DOT Briefing - Anti Social Behaviour - 26.11.21	1	Grant	~	~
5	23.12.2021	Iarnród Éireann - DOT Briefing - Anti Social Behaviour - Oral PQ - 13.12.2021	1	Grant	~	~

Signed:
 Sue Stanley
 Freedom of Information / Data Protection Office

IE FOI 539 Response Document

Q. Details of all recorded incidents of violence on the Dublin to Sligo route, detailing where, when, and how many passengers/staff were involved and otherwise affected, over the period from Jan 2017 to date.

Assaults (SV521)

2017	2018	2019	2020	2021 (P12)
3	4	6	4	2

Incident No	Incident Date and Time	Period	Incident Title	Category
INC-16748	04/02/2017 09:14	2017 P 02	Assault at Collooney Station	Assault on Customer
INC-18002	25/03/2017 13:20	2017 P 03	Assault on RPU Officer onboard A907 at Enfield	Assault
INC-24124	15/11/2017 20:45	2017 P 12	Assault on Station Operative at Longford Station	Assault on employee
INC-27245	12/04/2018 13:38	2018 P 04	Assault on driver of A906 at Maynooth	Assault on employee
INC-29606	14/07/2018 20:14	2018 P 07	Assault onboard A914	Assault on Customer
INC-30454	16/08/2018 21:16	2018 P 09	Assault on a customer on board A913	Assault on Customer
INC-31877	22/09/2018 19:00	2018 P 10	Assault on Customer onboard A913 18.00 Sligo to Connolly	Assault on Customer
INC-35675	02/03/2019 11:37	2019 P 03	Assault on A907	Assault on Customer
INC-36198	22/03/2019 13:20	2019 P 03	Assault on A909 at Collooney	Assault on Customer
INC-37533	11/05/2019 18:30	2019 P 05	Assault on Customer on A911	Assault on Customer

Incident No	Incident Date and Time	Period	Incident Title	Category
INC-39544	05/07/2019 14:00	2019_P 07	Assault on customer	Assault on Customer
INC-43410	01/12/2019 16:50	2019_P 12	Assault on customer on board A904	Assault on Customer
INC-44009	18/12/2019 17:01	2019_P 13	Assault on Customer at Mullingar	Assault on Customer
INC-51284	18/10/2020 12:03	2020_P 11	Assault on A903 at Dromod	Assault on Customer
INC-51895	07/11/2020 21:20	2020_P 12	Assault on Customer onboard A914.	Assault on Customer
INC-52869	10/12/2020 20:45	2020_P 13	Assault on Customer onboard A914	Assault on Customer
INC-52851	13/12/2020 19:43	2020_P 13	Alleged assault on board A910	Assault on Customer
INC-53857	21/01/2021 17:00	2021_P 01	Assault on customer on board train	Assault on Customer
INC-57866	03/06/2021 14:15	2021_P 06	Customer assaulted at Mullingar	Assault on Customer

Q. All relevant documents including but not limited to minutes, memoranda, unpublished reports, and correspondence both internally and between Irish Rail and external bodies including the Dept of Transport and A Garda Siochana, relating to the issue of violent incidents on Irish Rail transport, over the period from Jan 2017 to date.

A. **Please see 4 DoT Briefings attached**

Q. Details of the numbers of security staff employed by Irish Rail and how many are deployed on the Dublin to Sligo route since Jan 2019.

A. **There are 49 different operations as part of our "Frontline" security per week that see Security operating on our services in a customer facing capacity and they are deployed across our services as required.**

Iarnród Éireann – Ministerial Briefing

Anti-Social Behaviour & Joint Operations – September 2021

As part of our ongoing liaison with Gardaí, a joint Iarnród Éireann/Garda focus on public order and antisocial behaviour has been in place since May 2021. A particular focus has been across the Greater Dublin Area with emphasis on DART, Northern Line and Heuston to Portlaoise services. A new security monitoring centre, which is in operation since January 2021, has played a key role in targeting high risk locations with a particular focus on groups of youths with bicycles using the network to avoid Garda road checkpoints. For the months of June and July, 2,852 fixed penalty notices were issued during the Joint Operations for fare evasion with 4,348 issued year to date, and there has been a noticeable increase in compliance and corresponding reduction in antisocial behaviour.

An Garda Síochána has also provided specialist teams to support these operations including the use of the Garda Dog Unit for both high visibility public order patrols and the use of drug detector dogs when the rail network was being used to avoid the increase in Garda road policing checkpoints, particularly in the south and south-west of the country. A number of significant detections have been made where suspects attempted to use the rail network for the transportation of illicit substances.

An Garda Síochána established regional quick response hubs at Portlaoise and Thurles to support our intercity services in order to address incidents of antisocial behaviour on-board our services and this has had a significant impact in reducing ASB and increasing compliance.

The National Transport Authority Working Group on Antisocial Behaviour meets monthly where public transport providers highlight developing trends and share good practices. Iarnród Éireann recently set up a working group to re-categorize and develop a common understanding of antisocial behaviours for public transport. The NTA has requested all transport providers to adopt these new categories in order to standardise the counting rules of ASB.

Iarnród Éireann issue non-statutory prohibition orders to persistent offenders that pose a threat to both customers and staff members alike for criminal behaviour and ASB. These such orders have been served on persistent offenders to refuse them the use of Iarnród Éireann services until their behaviour improves. This has been a very effective approach in overall reduction of risk.

The Iarnród Éireann Board has approved the company's 2021-2023 Security Strategy, led by the company's Senior Security Advisor, a former Garda Chief Superintendent.

Current measures include:

- Increase in security resources with up to 20 security teams operating daily on-board and in stations (spend on security has increased from €3.7 million to €5.2 million pa since 2016)
- Security coordination centre established at Howth Junction with live station CCTV monitoring
- Fleet-wide CCTV resources, including cab monitoring functionality on DART, InterCity Railcars
- DART text alert line established for discrete reporting of ASB incidents
- Enhanced national and local protocols and liaison with Gardaí, including joint operations for Operation Fanacht during COVID-19

- Proactive Garda / IÉ operations for specific events including Halloween, northside beaches in summer, concerts / sporting events
- Customer Service Officer role expansion on Intercity ensures point of contact for customers to raise issues, and to escalate to Central Control / Gardaí
- School visits and videos on safety and trespass in urban areas
- Respect, anti-racism and CCTV awareness campaigns undertaken

Below are examples of joint operations with An Garda Síochána (AGS) & Iarnród Éireann (IÉ) over recent weekends targeting anti-social behaviour in stations and onboard with various checks with AGS at a range of stations. We will continue to work collectively to ensure the safest possible travel environment for our customers, and working environment for our employees.

We have also begun a programme to highlight risks of trespass including social media material targeted at younger people, and continue to monitor such issues and actions to prevent further incidents.



Jim Meade

Chief Executive, Iarnród Éireann.

Iarnród Éireann – Department Briefing

Anti-Social Behaviour & Joint Operations – November

UPDATE TO BRIEFING OF 29TH OCTOBER.

In addition to ongoing joint Garda/Iarnród Éireann operations across the rail network including the use of specialist Garda Units (Garda Dog Unit and Drug Unit Patrols), Garda Response Hubs have been in operation during the COVID 19 pandemic on Intercity routes in order to provide assistance to onboard staff in the event of passenger issues arising. These Garda Response Hubs at Portlaoise and Thurles have proven hugely effective whereby onboard staff in the event of such passenger issues, can telephone ahead to the Response Hubs and a Garda Team await the arrival of the service to assist.

With the rollout of the new Divisional Policing Model and the creation of additional Garda Community Engagement Units, An Garda Síochána has agreed to create two additional Response Hubs at Mallow and Limerick Junction with immediate effect. In addition, consideration is being given to creating a number of others at Athlone and Kildare, such is their success.

These Response Hubs will provide Iarnród Éireann with the following support in addition to the immediate response capability:

- Garda and Iarnród Éireann teams will undertake joint walk through inspections of high risk services identified when trains arrive at nominated stations.
- Garda Teams will travel on identified services at key time between a number of stations.
- Special Garda Teams will conduct both overt and covert operations on identified services.

[Note: A high visibility Garda Operations (Operation Twin Track) which was being planned for Wednesday 8th December on all Iarnród Éireann and Transdev LUAS services and stations has now been postponed due to the further COVID 19 restrictions.]

Planning of Garda and Iarnród Éireann joint operations throughout the Christmas period are now being rolled out on all Commuter services across the Greater Dublin Area along with high visibility patrols of stations where specialist Garda Teams included the Garda Dog Unit will be deployed.

Iarnród Éireann – Department Briefing

Anti-Social Behaviour & Joint Operations – October 2021

Iarnród Éireann has been working extensively with our employees and trade unions, with An Garda Síochána, and our private security personnel to ensure we both proactively put in place measures to address anti-social behaviour, and respond to specific incidents, to ensure we have as safe a travelling and working environment as possible.

Anti-social behaviour is a societal issue to which we are not immune, and we recognise that those who work daily on board our trains and in stations are most directly impacted by incidents which occur.

The Iarnród Éireann Board has approved the company's 2021-2023 Security Strategy, led by the company's Senior Security Advisor, a former Garda Chief Superintendent.

Current measures include:

- Increase in security resources with up to 20 security teams operating daily on-board and in stations (spend on security has increased from €3.7 million to €5.2 million pa since 2016)
- Security coordination centre established at Howth Junction with live station CCTV monitoring
- Fleet-wide CCTV resources, including cab monitoring functionality on DART, InterCity Railcars
- DART text alert line established for discrete reporting of ASB incidents
- Enhanced national and local protocols and liaison with Gardaí, including joint operations for Operation Fanacht during COVID-19. It should be noted that the incidents detailed in the NBRU correspondence highlight the extensive support and response from Gardaí
- Proactive Garda / IÉ operations for specific events, such as the current mid-term and Halloween season, northside beaches in summer, concerts / sporting events
- Customer Service Officer role expansion on Intercity ensures point of contact for customers to raise issues, and to escalate to Central Control / Gardaí
- School visits and videos on safety and trespass in urban areas
- Respect, anti-racism and CCTV awareness campaigns undertaken

As part of our ongoing liaison with Gardaí, a joint Iarnród Éireann/Garda focus on public order and antisocial behaviour has been in place since May 2021. A particular focus has been across the Greater Dublin Area with emphasis on DART, Northern Line and Heuston to Portlaoise services, as well as regional Garda response hubs in Portlaoise and Thurles.

The new security monitoring centre, which is in operation since January 2021, has played a key role in targeting high risk locations with a particular focus on groups of youths with bicycles using the network to avoid Garda road checkpoints. For the months of June and July, for example, 2,852 fixed penalty notices were issued during the Joint Operations for fare evasion with 4,348 issued year to date, and there has been a noticeable increase in compliance and corresponding reduction in antisocial behaviour.

An Garda Síochána has also provided specialist teams to support these operations including the use of the Garda Dog Unit for both high visibility public order patrols and the use of drug detector dogs when the rail network was being used to avoid the increase in Garda road policing checkpoints, particularly in the south and south-west of the country. A number of significant detections have been made where suspects attempted to use the rail network for the transportation of illicit substances.

As mentioned above, an Garda Síochána established regional quick response hubs at Portlaoise and Thurles to support our intercity services in order to address incidents of antisocial behaviour on-board our services and this has had a significant impact in reducing ASB and increasing compliance.

The National Transport Authority Working Group on Antisocial Behaviour meets monthly where public transport providers highlight developing trends and share good practices. Iarnród Éireann recently set up a working group to re-categorise and develop a common understanding of antisocial behaviours for public transport. The NTA has requested all transport providers to adopt these new categories in order to standardise the recording of ASB, and coordination of response.

Iarnród Éireann issue non-statutory prohibition orders to persistent offenders that pose a threat to both customers and staff members alike for criminal behaviour and ASB. These such orders have been served on persistent offenders to refuse them the use of Iarnród Éireann services until their behaviour improves. This has been a very effective approach in overall reduction of risk.

Below are examples of joint operations with An Garda Síochána (AGS) & Iarnród Éireann (IÉ) targeting anti-social behaviour in stations and onboard with various checks with AGS at a range of stations. We will continue to work collectively to ensure the safest possible travel environment for our customers, and working environment for our employees.

We have also begun a programme to highlight risks of trespass including social media material targeted at younger people, and continue to monitor such issues and actions to prevent further incidents.

The measures in place and those planned are yielding and will continue to yield results. However, this is an issue which will require continuing joint action, and we want to continue working with our employees and trade unions to address the scourge of anti-social behaviour. Disrupting, through industrial action, the overwhelming majority of customers, who are law-abiding and rely on our services daily, will not achieve this.



Iarnród Éireann – Department Briefing – Anti Social Behaviour

“To ask the Minister for Transport his views on the way public confidence in the security of public transport can be improved particularly given recent heightened concern regarding safety, particularly that of women on public transport; and if he will make a statement on the matter.”

UPDATE TO BRIEFING OF 26th NOVEMBER

Four Garda Response Hubs will now be in operation to support on-board staff from today, 13th December at the following locations:

- Mallow
- Limerick Junction
- Thurles
- Portlaoise

Athlone Garda Response Hub has been approved and will commence operations on 1st January 2022.

Additional Response Hubs in Kildare (Kildare Town or Newbridge) and Roscommon (Castlereagh) are in negotiation.

In addition to specialist Garda teams including the Garda Dog Unit and undercover Garda Drug Unit being deployed across our network to support front line staff, Iarnród Éireann has contracted a Specialist Dog Provider to support Iarnród Éireann in the Cork District for a trial period.

An Garda Síochána is currently supporting Iarnród Éireann in carrying out on-board patrols on scheduled late night services over the Christmas period across the network in addition to ongoing joint Garda/Iarnród Éireann operations, including high visibility patrols of stations where specialist Garda Teams included the Garda Dog Unit will be deployed.

The Director of Train Operations meet with the Trade Unions Groups at the end of November. At this meeting, we proposed to our trade unions the establishment of a permanent forum on ASB, to ensure a central and active voice for our frontline colleagues on this issue, as has been suggested by employees and colleagues within the wider trade union family. This will further enable our employees to directly inform our strategies, policies and responses, and demonstrate more clearly that their contribution will do so.

It is important to note that the combined interventions implemented to date have had a number of successes in tackling ASB, particularly on the northern DART through team work between our security provider, Howth Junction Security Centre, RPU colleagues, station staff and AGS. We have had positive results on our Portlaoise commuter services, through the intervention of a coordinated, high profile and focused disruption of those individuals who actively engage in anti-social behaviour on these services. Both have resulted in a number of arrests, a high volume of fixed penalty notices being issued and most importantly a notable reduction in incidents.

In conclusion, we will continue to take proactive steps in addressing anti-social behaviour and work with stakeholders to deliver strategies and interventions that protect our colleagues and those who use our services.