

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



07th January 2022

██████████
Email: ██████████

Re: FOI request IE_FOI_547

Dear ██████████,

I refer to your request dated 05th January 2022 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:

- The total number of antisocial behaviour complaints that Irish Rail received in (i) 2020 and (ii) 2021
 - 2020 – 258 complaints in 2020
 - 2021 – 277 complaints received in relation to anti-social behaviour
- A copy of all antisocial behaviour complaints Irish Rail received relating to the Dublin-Belfast line in 2021.

Response:

I, Mr. Paul Slowey, Decision Maker have now made a final decision to Grant your request on 07th January 2021.

Please find response document and schedule of records attached.

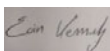
Rights of appeal

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 ██████████ or by email at foi@irishrail.ie

Yours sincerely,

PP 

Mr Paul Slowey,
FOI Decision Maker

Freedom of Information Request:
 Schedule of Records for **IE_FOI_547** : 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	~	IE_FOI_547 - anti soc Belfast A copy of all antisocial behaviour complaints Irish Rail received relating to the Dublin-Belfast line in 2021.	3	grant	~	~

Signed:
 Eoin Kennedy
 Freedom of Information / Data Protection Office

The behavior on the Dundalk to Belfast train today at 4.15pm was a disgrace. Groups drinking, no masks, blaring music and shouting. It's unbelievable that there's nobody to monitor this on board and to enforce covid regulations. I felt extremely uncomfortable.

Dublin-Belfast train 13:05 Two passengers intoxicated ,female, middle age, seats 44 & 48 second carriage. No masks, drinking, playing music allowed. Asked to turn down the music and was told they didnt ask for bar staff.

16:50 to Belfast A member of staff walked past the group of 10 unmasked people and said "you're alright" when they're clearly not wearing masks, blaring music on a speaker and drinking alcohol. When I asked him about it he said it's fine and there's nothing he can do. He said they don't have to wear masks and they're allowed to drink alcohol. This is absolutely not consistent with any information I have seen on the Irish Rail website or Twitter account. This is absolutely disgraceful that this kind of behaviour is allowed to occur on Irish Rail and leaves other customers at risk. The group are rowdy, aggressive and trying to take pictures of passengers

Dear Sir/Madam, On Saturday 25th September I caught the 11:20 train from Dublin Connolly Station to Belfast. I was aware that there were festivals taking place in Belfast so expected a lively carriage but what I then experienced was simply awful and ruined what I had hoped to be a pleasant trip up the east coast. If you have CCTV footage of Coach D then you will see within minutes of departing two men sat at the end of the carriage inhaling balloons. The noise of the canisters was in no way subtle, nor was their other open consumption of ketamine. Several other people in the carriage went up to the two and shared balloons and continued to play music at a blaring volume throughout the journey. What was worse, was that members of staff walked through the carriage and despite requesting they turn the volume down, turned a complete blind eye to the open drug taking and antisocial behaviour that was going on. After an hour and a half of this the main boys behaviour was increasingly erratic and aggressive, with one punching the windows and upholstery. The staff should have been empowered and supported by garda to remove the offenders. Instead, my girlfriend and I paid a substantial amount to sit through a horrible and intimidating 2 hour journey with no help from your staff. If you need any further information from me please don't hesitate to get in touch. I look forward to hearing from you.

Hope you can provide a wee report for me if poss please.

We've gotten 2 complaints in about the IE crew of the 1320 ex Belfast to Dublin on 4th Sep. It is claimed that the staff gave permission to a large group to drink and handed out cups to them. They have reported that the group was very disruptive and this was ignored. They haven't said that they raised their concerns to the staff at the time. Please can you check it out for me?

the 26/June/2021.

To say I am appalled is an understatement.

There was young adults ranging from 17 to 19 openly drinking, swearing, screaming, no social distancing, and also taking drugs in the toilet.

they also were screaming phone language about disabled people calling them "handicapped", When doing this there was a child on board that was autistic.

Now I know that COVID was stressful for us all But this is not on all.

I am 30 years old I love to party but this was a disgrace.

My partner at one point went to the toilet the girls never lock the toilet they started shouting at him which it wasn't his fault.

This also happend to a old man who was also visually distraught.

He is extremely hurt and upset.

I didn't once say a tree and attendant or a manager on the train to tell these people turn down your music calm down don't be shouting social distance and wear a mask nothing at all.

I don't at all want to go to social media about this but if I don't get a reply I surely will.

I expect a full refund as a goodwill gesture and maybe more.

Oh the noise and young kids drinking - youths thinking it's absolutely fine to watch videos out loud. Kids running amok. We are five people trying to get a bit of work done. Norway has a great system of specific silent carriages. No noise or loud music and just peaceful travel. It means those who wish to use the train like a bar can choose to sit in another carriage and those of us who need to work, read, sleep or enjoy the journey can do so in peace.

There are a multiple groups of people on the 13:20 Dublin to Belfast with no masks on, drinking alcohol and blasting loud music.

They are disturbing everyone else, including children and the elderly, and are aggressive to anyone who asks them to stop.

Staff has done nothing so far, except a single warning which has been ignored and your supposed 'anti-social behavior' text service doesn't seem to be working despite numerous attempts.

What does it take to have openly aggressive, potentially violent people removed a train? Someone getting attacked?

I'm currently in the 13.17 train from Dublin to Belfast. There are teenagers in every carriage in large groups. They are drinking, not wearing any masks and screaming. There is no security on the train. It's a disgrace. I'll report this to HSE as its a massive breach in public safety guidelines. It's really bad.

I was on the enterprise with my husband from Belfast back to Dublin on Saturday night, 19th July. It was the 8.05pm train. We took 2 of the 4 seater with the other 2 free due to covid. Behind my husband sat 4 women in a 4 seater and opposite them day 3 men in the 4 seater. They were drinking alcohol out of glass bottles, playing music on a loudspeaker, very loud and took off their masks and did not have them on even going through the carriage. The women got off in Newry. Then 1 of the 3 men started saying to his friend how he wanted to punch everyone on the train and then continued to say, let's kill them all. We were stunned and afraid at what we heard, yet we could do nothing

about it. His friend managed to calm him but it was very volatile. We were terrified he would smash a glass bottle and start attacking us. Not once did a member of your staff come through the carriage on the whole journey. Anything could of happened. There should be some security especially as it was the last train of a Saturday night. Then as we neared Dublin there was more talk of killing everyone. Then they started shouting out chants and this continued through connolly station, also with a glass bottle in hand, where 1 security member tried stop them but failed. I told him of the trouble we had. It was disgraceful what we had to endure. It was not safe and also from a covid point of view I think the department of health would be disgusted at the scenes that went on. I feel so let down by irish rail as a customer to be left feeling so scared and isolated and it ruined what had been a good day trip to Belfast. I look forward to your reply as this situation has been very unsatisfactory.

Today my partner and I took the Irish Rail train from Dublin to Belfast and we were severely disturbed by a great number of drunk passengers (at least 30) who were drinking on the train, not wearing masks and singing, playing very loud music, and engaging in other types of antisocial behavior. There were no staff members that intervned and they were nowhere to be found. This behavior clearly disturbed many of the other passengers who were looking very uncomfortable and trying to minimize the disturbance by wearing earplugs (which wasn't sufficient as it was very loud and intrusive). This was a highly unpleasant and worrisome train ride for me and my partner and we would like to be compensated for the lack of oversight and tolerance of dangerous behavior on behalf of Irish Rail. Thank you very much and I look forward to hearing from you!

Dear Sirs/Madam Last Saturday one of my employees was on the the Belfast train going home to Dundalk. She had booked a first class travel ticket but when the train arrived there was no first class carriage. I would note that this has often happened to me and raises a question as to why you would offer first class tickets and take the money for a first class ticket when first class carriages will not be provided. However this is not the reason for this complaint. The issue relates to the fact that at the Drogheda station a large group of young drunk males got on board and from Drogheda to Dundalk continued to intimidate and disrupt my employee to the extent that she has been seriously emotionally affected and I have had to insist on her taking some time off. This is not the first time that the actions of young teens/men preying on women at train stations has come to my attention with the incidence at Howth Junction being the most recent and highly published event. I have always enjoyed taking the train for both pleasure and business and would up to today have always recommended my employees to use the train for business trips but now I will never be doing that again and would rather pay for an internal flight or taxi then put them at risk on the train. My question is a simple one which is why is CIE happy to allow drunk groups of men on its trains and then let them intimidate its passengers. I have encouraged my employee to make a formal complaint to the Gardai but she now just wants to put it behind her and I understand that and respect that. I would however like to know what CIE intends to do to protect its passengers going forward and in particular its female passengers from such intimidation and abuse going forward and I say this not only as an employer but as a husband and a father of a daughter. I would point out as a suggestion that airlines will not allow intoxicated groups onto their planes and that if you are going to allow the sale of alcohol and the drinking of alcohol on you trains then you need security personal also on the trains to control any anti social behavior that occurs.

Hi there,

Complaint: 10.00 Connolly to Belfast, today the 2nd of may. Gang of young people not wearing masks and sitting in marked off seats, drinking cans.