

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



17th January 2022

[REDACTED]

Email: [REDACTED]

Re: FOI request IE_FOI_549

Dear [REDACTED],

I refer to your request dated 10th 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:

- copy of all antisocial behaviour complaints relating to the Dublin-Cork railway line in 2021

Response:

I, Mr. Paul Slowey, Decision Maker have now made a final decision to grant your request on 17th January 2022.

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

Freedom of Information Request:
Schedule of Records for [IE_FOI_549](#) : 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	~	FOI 549 Anti Soc Cork route 2021		Part Grant	S37	Personal data

Signed:
Lynette O'Toole
Freedom of Information / Data Protection Office

While waiting on the platform 15.20 in Portlaois Train station a young man with a beard spat in front of me when i asked him not to spit in front of me he threatend me say he would beat the fuck out of me you old fuck... he then spat again in front of me I then chose to move to the back of the train where one of your staff was boarding he then spoke to the man and that was the end of the incident I hope , however he did get of ar the same stop Portarlinton... There should be a rule about spitting on Irish Rail property in these dangerous times. I am retired. 15.20pm on 13-Dec-2021

Feedback: I travelled on the 9pm train on Sunday 28th November with my husband and young son. There was a man sitting across from us who for the entire journey took cocaine and other drugs. It was a very unpleasant journey, where my young son was exposed to this drug taking. There was no-one on the train whereby we could raise this issue. Where is the duty of care to passengers, this man made a nuisance of himself towards my husband. It makes me question our safety travelling with Iarnroid Eireann. I would hope someone will contact me about this. I did approach an Iarnroid Eireann employee when we reached Mallow station and told him and showed him the individual.

I'm on the train to Cork from Dublin 12 th November 13. 00 and there are a group of young men in a pretty packed carriage with many elderly people on it and none of they are drinking beer and none of them ate wearing masks. 😊

To whom it may concern I got a bus from Dublin Heuston to Cork yesterday at 6.00pm ref number [REDACTED]. On the train it became very uncomfortable when a man quite loudly rang several people discussing how he had COVID 19 and had been quite sick the previous few days. Following a move a man began to harass me and it became again quite uncomfortable. It's extremely frustrating to pay €45 for a train journey to feel uncomfortable almost the entire time

Feedback: I was a passenger on the 4pm train from Dublin to Cork on 1st November 2021. I had to move from the seat I reserved online due to a group of men acting aggressively, cursing and banging things and drinking vodka and not wearing masks. I was trying to do some college work on my laptop but was afraid to continue where I was seated as the two men seemed to be planning to do something on the train, walking up and down different carriages. I felt unsafe on the train and this is not the first time.

I understand that there is nothing you can do about this journey. However the host passed up and down through the train twice on the journey. If he had walked up and down after this individual got on, with more frequency he would have caught this behaviour himself. This is a normal occurrence on Irish Rail train. If it is not a parent with their kids listening to peppa pig without ear phones, it is someone else blasting or watching a movie without earphones.

We boarded the train at Mallow, the allocated seat signs were not working. A bit of a free for all. Man boarded at Thurles around 10.30am and sat beside me. Proceeded to remove his mask and in the space of about 10 minutes drank a naggin of whiskey NEAT. Did not bother to replace his mask. Lads sitting across the aisle were also not wearing masks drinking cans of cider. I moved my seat when the train stopped at Portlaoise and the man got off the train for a smoke before reboarding. There were no passenger announcements during the journey and none of the electronic signs were working. At a glance there were a good

number of passengers in carriage D not wearing masks. There was hardly any sign of Irish Rail staff on the journey and I felt extremely uncomfortable. Irish Rail have a duty of care to protect their passengers, not only from Covid but also antisocial behaviour, which was clearly not even attempted on this service. I look forward to your response in due course

My two girls 14 yrs & 17yrs old travelled on the 12.25 train to Dublin on Sun Oct 24th they were seated in C23 & C24 . At about 14.12 hrs an Asian lady in seat C14 turned around & started to take photographs of them both. They were in shock & upset & rang me. There was no staff visible to them so they rang me their mother. I advised them to take a photo of her which was awkward for them but my eldest daughter did & sent it on to me. She wore a mask but also dark sunglasses so very hard to get a facial recognition. She darted off the train at Heuston Station but then stood on the platform my younger daughter thought she was waiting for them. They got off the train with the crowd of passengers & ran to their older cousin who was collecting them very upset by the whole ordeal as you can imagine I was very upset aswell as it was their first time traveling to Dublin without me. I know due to GDPR you cannot realise information on this customer to me but I would urge you to check any video footage of the incident & if she booked her ticket on line to pass this information onto the Gardai in Kilmainham Garda station who I have already contacted. I think it's very unnerving & wrong for someone to be taking photographs of young girls without their consent. I am making you aware of this as it should be monitored especially if this behaviour is happening on your trains. I have a photo of this lady which I can forward if you wish but please release any info you have to the Gardai. My girls are returning on the train from Heuston to Limerick on Tuesday & are very nervous about it.

Hi. There are a group of teenagers drinking and making noise, without masks and playing music in the train in which I'm traveling towards Killarney at the moment. I can't see any phone in the train to ask for help in case there is any problem.

I travelled to Dublin from Milstreet on the 12 55 train on Sunday the 17/10/21. At the Thurles stop two girls and one fellow got on the train. They were drunk and disorderly. They also brought beer cans with them and were drinking these as well. One passenger had to move from her seat. There was an Irish rail girl in charge she cautioned them once and then disappeared. Nobody could find her

after that. Myself and the other passengers were very annoyed. They should have been put off the train at the next available station. They also not wearing masks which is mandatory on all rail travel. I didn't enjoy my trip on the train

I am writing to you to file a complaint about antisocial behaviour I experienced this evening on the 7pm train from Dublin Heuston to Cork Kent in the first class carriage. From the onset of the journey a family of 3 nearby were opting to not wear a mask. It bothered me but as the train conductor was not advising them to put it on I decided against it for the time being. Eventually after them coughing and sneezing openly in the air for some time I couldn't stand it any longer and advised them to put their masks on as the personal comfort of everyone else was being affected. Immediately they started being very aggressive towards me to the extent that the train conductor intervened. They argued with him for ten minutes, him trying to reason with them that I have a point as it is mandatory to wear a mask on board Irish Rail trains. Once he left, they were discussing me in great detail citing that I am clearly a psychopath who should be locked up and that the law of the land states they do not have to wear a mask for the remainder of the train ride. At this point I was openly emotional. A girl arrived over to my seat and advised me to come sit with her. I didn't move prior to this as I was frozen to the seat with fright and was worried what they would do when my back was turned. She let me know she recorded the events that unfolded for my personal safety in case anything were to happen. We chatted for a bit and told me her name and said I was very brave to stand up to them. As I was leaving the train I was petrified. I was escorted to my mom's car by two girls from the train. I didn't report it to Kent security immediately as I feared they were waiting for me inside. I was afraid what they would do. I am fully vaccinated and enjoying travelling again but I respect my fellow passengers. It is a long journey to Cork and of course you are unable to open any windows. I did not think that a polite reminder of wearing a mask would incite this kind of behaviour. Their personal comfort is not worth any more than my personal comfort.

I am currently on the 8.43am train from Marlow to Dublin. First class. There is an individual sitting in this carriage who is singing loudly while wearing headphones and banging on the table in front of him. He also shouted at other passengers telling them to wear headphones. (They are quiet and causing no harm to anybody). His mask is down around his chin. We pay for First Class Travel to avoid this sort of discomfort. I doubt very much he has paid for a first class ticket. It is now 10.22am and we have not seen an inspector or conductor since we boarded. This is unacceptable!

To whom it may Concern

I am sending this email to make a complaint and to let you know about our train journey that we have done very many times before only this time was for a family Mass and never experienced what we did on this trip,

it was from Mallow to Castlerea. It started in Mallow got on the train got settled in our seats when different groups of teenagers were up and down the carriages singing drinking using foul language had a speaker turned up full blast which an elderly man asked them to turn it down was met with verbal abuse, my daughter was extremely afraid so we had to get off in Athlone and get picked up there, and on our return journey on Sunday was more or less the same so we got off in Portlington and had to get picked up there instead of Mallow, which is obviously a lot further than Mallow.

We were afraid to use the toilet on the train as that seems to be where some of the groups were gathered so we said we would wait to get off in Portlington only to find the toilets and the waiting room closed so we had to wait for my husband to collect us as we had longer to wait as he had to come to Portlington instead of Mallow and find a toilet on the way down.

Dear Madam/Sir, I had a trip from Dublin, Heuston station to Cork, Kent station on Sep the 6th at 7:00 p.m (Booking No: [REDACTED]). My girlfriend and I were sitting in coach B of the train. Two guys were sitting behind us, without any face covering and they were horribly loud, noisy, rude and offensive. Although we noted them twice to be quiet, they were refusing to do so and the fact that they weren't wearing even a face mask was a clear sign that those two guys weren't amenable to reason. Unfortunately, the rest of passengers did not cooperate so I looked the WHOLE train TWICE to look for only a single crew for complaining and helping me resolve the issue. There was no one! Finally, we had to change my coach at the middle of trip with all belongings we had. I was wondering what if there was something more serious? What if there was an emergency? I am expecting that the crew should be checking coaches frequently or at least once to make sure the safety regulations are obeyed. I am absolutely disappointed with the service. Thank you for your consideration.

Feedback: I am a pensioner and purchased a return ticket to Tralee this week. Journey to Tralee was great, people socially distanced, no alcohol and a staff member went through the carriages ensuring people wore masks at all times. Return leg however was a different story I got the 1.05 train on Saturday from Tralee which was fine and had to change at Mallow. The carriage was in my opinion about 75% full. There were several male Cork supporters in their early 20's not wearing masks, not socially distancing, seating in seats that were marked not to be used and drinking cans of Heineken. They got louder as the journey progressed, language was appalling, jeering Limerick fans and recalling loudly very crude and explicit stories. One of the Cork groups had missed their train which had been booked for an earlier time and these were also in the carriage. There was so much noise that I couldn't take a call on my mobile phone. I felt very sorry for other older passengers and for children who had to listen to these "supporters". During my trip from Mallow to Heuston no staff member passed through the carriage

2 children on board train to Dublin 8.55 from Charleville. Spitting constantly and jumping up and down on table blocking passage way up setting other passengers. No parent control. Or no one on train to correct them. Carriage c

I am on the 13:00 (13/08/2021) service from Dublin to Cork, and there is a group of at least 10 men aged 30-45, they are drinking heavily, not wearing masks, shouting and coughing. The staff have been walking through the carriage and have done nothing. (this is the first carriage in the train near the driver) I am extremely shocked by the danger myself and the other compliant passengers have been subjected to on behalf of the Irish Rail staff.

Complete breach of COVID safety regulations on service from Dublin Heuston to Cork at 18.40 hours on Sunday, August 7th 2021. No Iarnród Éireann staff intervened as none were to be seen whatsoever following train's departure from Heuston Station. The said passengers had obviously consumed alcohol & had brought beer cans & a vodka bottle on the train with them. When I asked them why they weren't wearing face coverings, they defensively replied that they were all vaccinated & hence didn't need to wear them, thus ignoring the signs for mandatory face coverings to be worn and prohibiting alcohol to be carried on services. The Gardai have been informed & I intend to make an official statement to them

May I ask is there a conductor on the 12:25 Cork-Dublin service today?

There are six noisy and unmasked men in my carriage (playing cards and laughing) and I wonder if they might be asked to respect their fellow passengers and Irish Rail staff?

I wish to make a complaint about anti-social behaviour and lack of staff presence on train I just experienced on 18:25 service from Cork Kent to Limerick Junction.

