



5th April 2022

██████████
Email: ██████████

Re: FOI request IE_FOI_561

Dear ██████████,

I refer to your request dated 4th March 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:

1. Total number of reported incidents of crime/anti-social behaviour on-board Irish Rail services for each year 2016-2021.
2. Total number of reported incidents of crime/ anti-social behaviour Irish Rail on-board trains and within train stations services for each year 2016-2021.
3. show separately the total number of reported crime/ anti-social behaviour on (A) the Dart and (B) all other rail services for each year 2016-2021.
4. Total number of reported assaults on staff and passengers for each year 2016-2021.
5. Total number of customer complaints received by Iarnród Éireann for each year 2016-2021.
6. Average amount of weekly security staff employed to patrol Irish Rail services for each year 2019-2021.
7. Annual financial cost of OCS Security for each year 2019-2021.
8. Total number of incidents where An Garda Síochána were called/required to come to an Iarnród Éireann station to make an arrest for each year 2018-2021.
9. Total number of incidents where An Garda Síochána were contacted because of a complaint from the 'Anti-Social Behaviour Text Service' for each year 2019-2021.

The decision maker handling your request is Mr. Paul Slowey.

Response:

I, Mr. Paul Slowey, Decision Maker have now made a final decision to Part Grant your request on 5th April 2022.

This request is being Part granted under Section 15(1)(a) regarding question 8. And 9 as the records concerned do not exist. Further explanation for this Part Grant has been set out below in the schedule of records. Please find attached the Schedule of records and the response document.

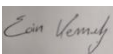
Rights of appeal

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 by email at foi@irishrail.ie

Yours sincerely,

PP. 

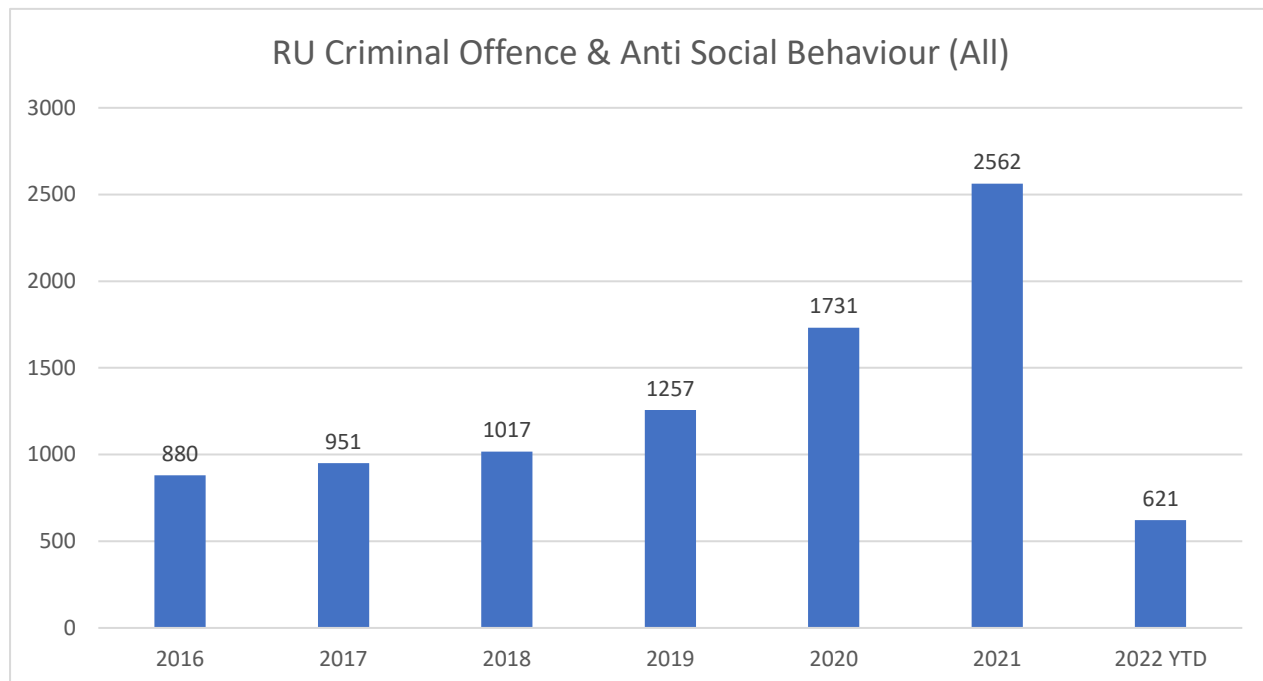
Ms. Paul Slowey, FOI Decision Maker, Iarnród Éireann

Freedom of Information Request:
Schedule of Records for **IE_FOI_561** : Summary for Decision Making

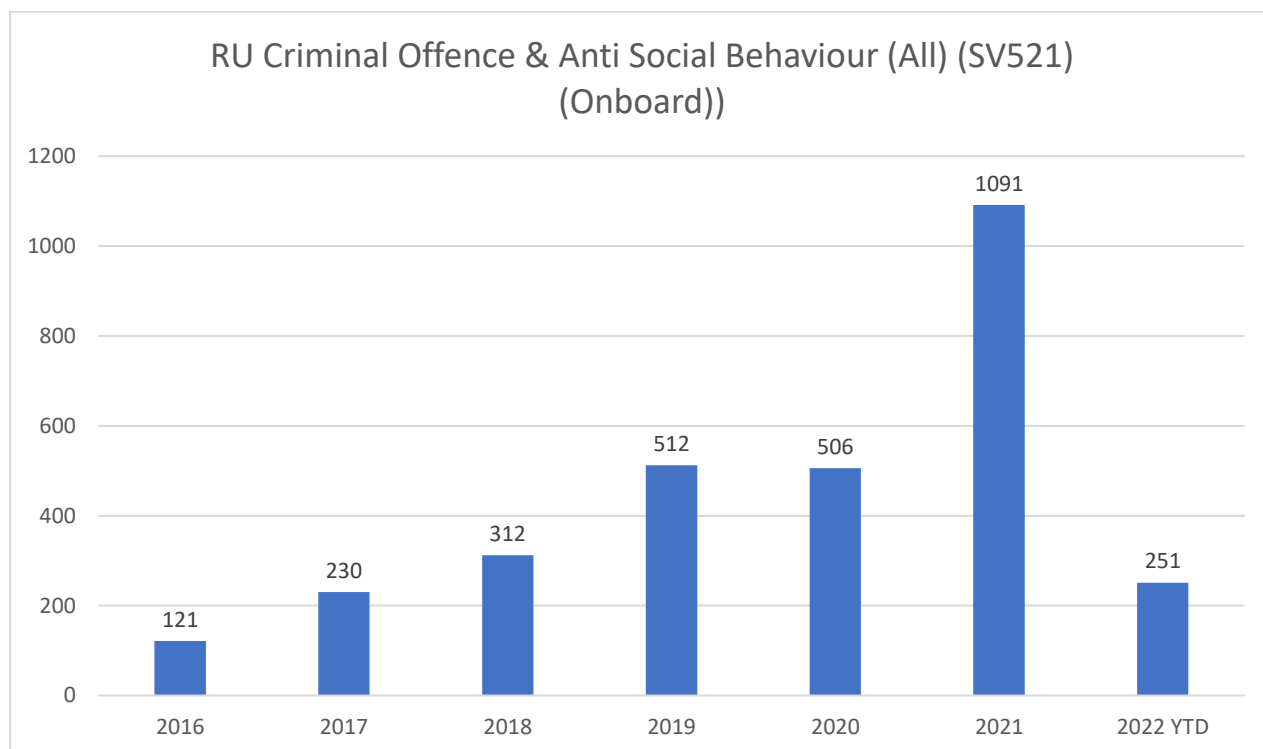
Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
1	21.03.2022 -	IE_FOI_561 Response Doc	pg 1 to 3	Part Grant	Section 37 - Personal Information	Personal Information of Others
2	22.03.2022	IE FOI 561 response Doc	1	Grant	~	~
3	04.04.2022	IE FOI 561 response Doc	5	Part Grant	Section 32 (1)(ix)	the security of a building or other structure or a vehicle
3	04.04.2022	IE FOI 561 response Doc	6	Part Grant	Section 36 (1)(c)	Commercially sensitive information which could prejudice the conduct of negotiations
3	04.04.2022	IE FOI 561 response Doc	6	refuse	section 15 (1)(A)	records do not exist

Signed:
Eoin Kennedy
Freedom of Information / Data Protection Office

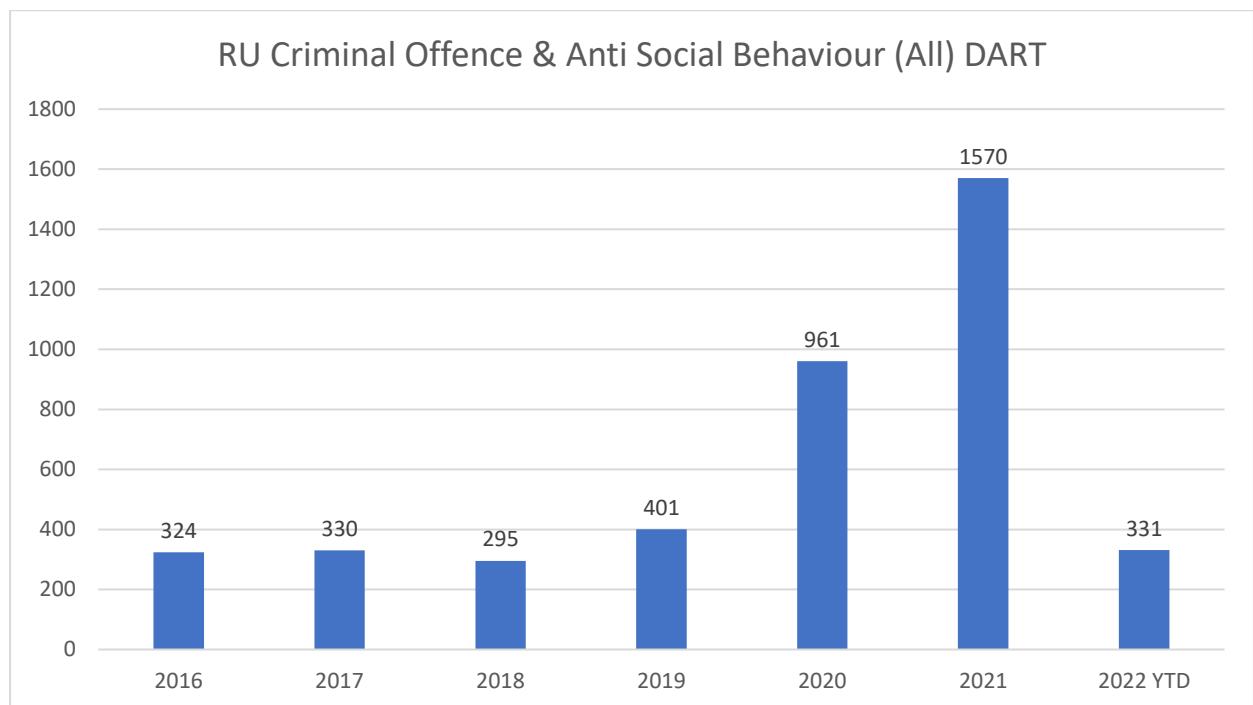
1. RU Criminal Offence & Anti-Social Behaviour (All) (SV521)



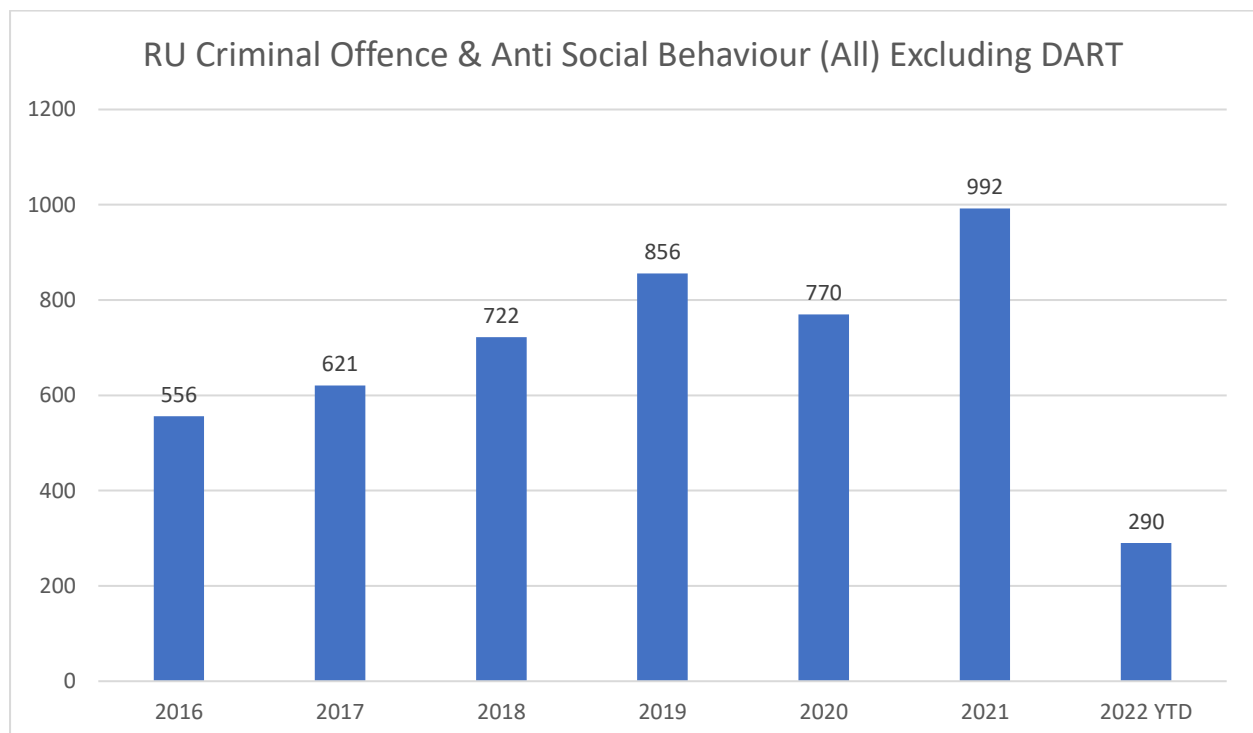
2. RU Criminal Offence & Anti-Social Behaviour (All) (Onboard)



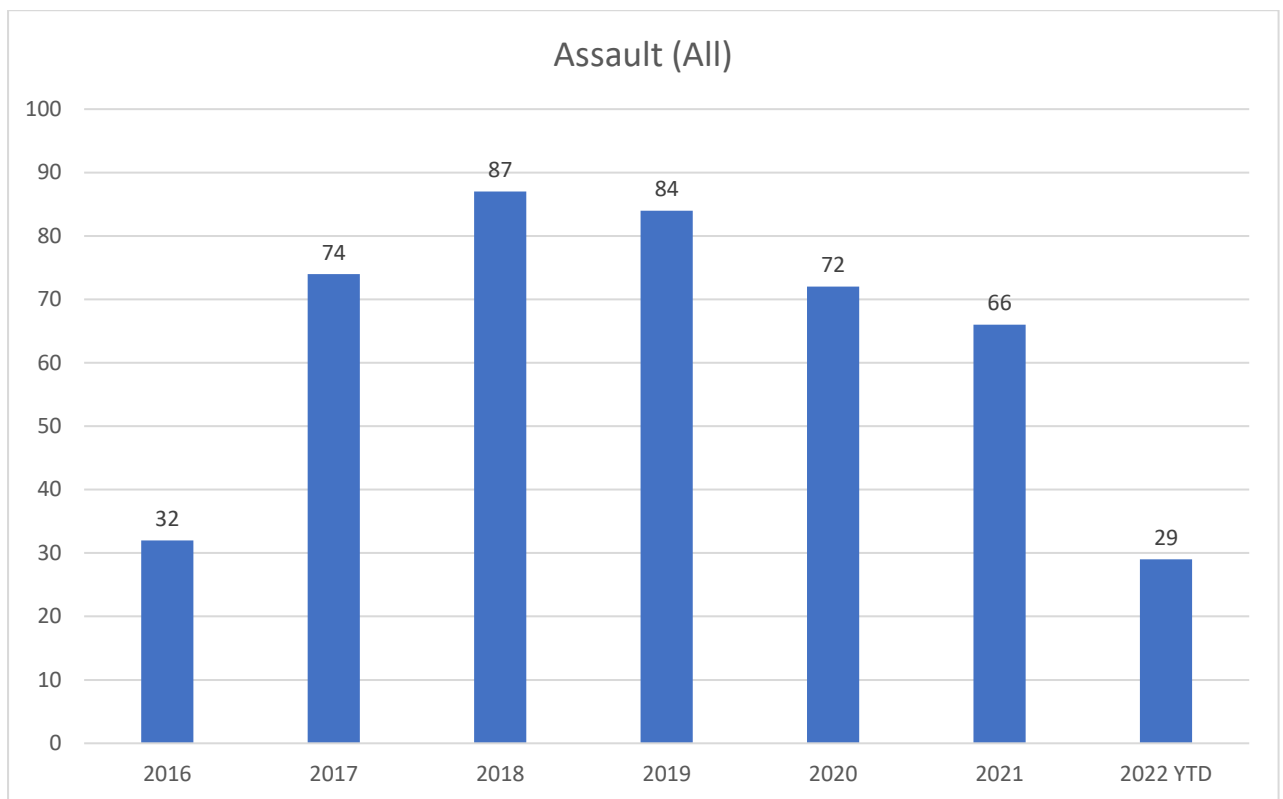
3. RU Criminal Offence & Anti-Social Behaviour (All) DART



4. RU Criminal Offence & Anti-Social Behaviour (All) Excluding DART



5. Assault



Question: Total number of customer complaints received by Iarnród Éireann for each year 2016-2021.

Answer:

2016 = 11632

2017 = 16602

2018 = 19081

2019 = 15847

2020 = 6928

2021 = 7654

6. Average amount of weekly security staff employed to patrol Irish Rail services for each year 2019-2021.

It is very difficult to provide the exact amount of officers as it varies from day to day so I have provided the weekly/annual amount of hours that security was provided on-board IE Services

Location	Duties	No of officers	Weekly hours	Annual hours
Northern Commuter lines	Mobile Patrol	1	1	1
Northern Commuter lines	Mobile Patrol	1	1	1
Heuston - Kildare (On-Board)	On-Board Security	1	1	1
Heuston - Galway (On-Board)	On-Board Security	1	1	1
Galway - Heuston (On-Board)	On-Board Security	1	1	1
Heuston - Waterford (On-Board)	On-Board Security	1	1	1
North side Dart	On-Board Security	1	1	1
North side Dart	On-Board Security	1	1	1
South side Dart	On-Board Security	1	1	1
South side Dart	On-Board Security	1	1	1
DART Daytime Team	On-Board Security	1	1	1
Total		1	1	40716

Question 7.

Annual financial cost of OCS Security for each year 2019-2021.

2019	
2020	
2021	

Question 8.

Total number of incidents where An Garda Síochána were called/required to come to an Iarnród Éireann station to make an arrest for each year 2018-2021.

Answers:

This information is not collected by Irish rail and therefore, refused under Section 15(1)(a), as the records concerned do not exist. This information might be found through FOI an Garda Síochána.

Question 9.

Total number of incidents where An Garda Síochána were contacted because of a complaint from the 'Anti-Social Behaviour Text Service' for each year 2019-2021.

Answers:

This information is not collected by Irish rail and therefore, refused under Section 15(1)(a), as the records concerned do not exist, This information might be found through FOI an Garda Síochána.