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Connolly Station, Dublin 1, D01 V6V6

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27th May 2022

██████████
Email: ██████████

Re: FOI request IE_FOI_581

Dear ██████████

I refer to your request dated 10th May 2022 made under the Freedom of Information Act 2014, which was received on by my office on the 10th of May, for records held by Iarnród Éireann.

Request:

- Records of the number of complaints that Irish Rail received in the first four months of 2022 in relation to the Westport-Dublin line.

Response:

47 complaints have been received from the Westport – Dublin route for the dates indicated above.

Request:

- A copy of the above complaints with all personal and identifying information redacted

Response:

I, Mr. Paul Slowey, Decision Maker have now made a final decision to Grant your request on 26th May 2022.

Please find response document and schedule of records attached.

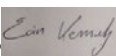
Rights of appeal

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

Yours sincerely,

PP 

Mr. Paul Slowey, FOI Decision Maker, Safety, Iarnród Éireann

Freedom of Information Request:
Schedule of Records for **IE_FOI_581** : 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	26.05.2022	IE_FOI_581 - Dublin- Westprt route 2022	9	Grant	~	~

Signed:
Eoin Kennedy
Freedom of Information / Data Protection Office

I am a passenger on the 14.45 train to Westport. There are three female passengers in coach B seat number 18, 21 & 22 not wearing masks.

Hi there

I hope you are well. I am currently on the 9:13 train from Roscommon to Dublin. I am standing as my seat reservation is not displayed. I would like a refund on my ticket, or a Credit note for the value of my ticket.

I bought a ticket to a friend of mine who's visiting Ireland. She was supposed to get the train in Castlerea to Dublin today. Since she can't speak English, she relied on one of your staff (an older man that was working there this morning) to guide her to her train, showing her ticket that informed her destination. I do not know in which realm of reality this man lives in but he put her on the wrong train. Instead of putting her in the one to Dublin, he put her in the wrong one and now she's in Westport. All our plans for this afternoon are ruined because of this absurdity. A rare sunny day outside and our day ruined because of the irresponsibility of your staff. And I did not spend 40 euros on a two way ticket so your staff can throw it away like that. How are you going to rectify this situation?

Travelled on Westport train this morning plenty of notice about wearing masks etc however the toilets were filthy not very pleasant when travelling along journey or for hygiene purposes hope some check will be made on all facilities thank

I have booked a ticket seat 67 coach E on the 18:15 Dublin heuston to castlebar service 14/01/2022 and my seat doesn't exist. It's a luggage storage area. I have no reserved seat that I've paid for and I'm very disappointed. Why isn't this shown on the seat reservation that this coach has no seat 67. Why am I allowed to reserve this seat!?? Thank you for your time!

I travel on train about 6 times per year, usually with a bicycle. Why are there only two bike spaces on the trains to Westport. There are up to 6 bike spaces on the train to Cork. I request please that the number of bike spaces on the Westport trains be increased to 6 please. A busy tourism region with a high profile greenway network needs this service to be reviewed and upgraded to 6 bike spaces. Awaiting a positive reply please.

I hope you are well. I was on the 6:15 train from Dublin to Roscommon. My seat reservation is not displayed.

Hi there, I was on the Westport to Dublin train this evening and I was sitting next to other customers with no face masks on. It's not good enough that no member of staff was going through the carriages to ensure people were wearing their masks - it is a mandatory requirement and unfair to customers sitting next to them.

I booked tickets online and tried to collect them at the kiosk in Ballina station today at 7am. The machine refused the collection number as invalid. I then had to buy tickets at the machine.
Please could you refund the online ticket or the ticket which I purchased at the machine.

Almost everyone on the 1st class carriage Westport to Dublin train are not wearing masks.

Dear, I'm writing this message because this crosses all lines of normality. I think and I suggest that Irish train make kind of print materials and give to all passengers how to behave in train, especially to the parents with the kids. It is absolutely unacceptable that children age 10-14 y/o (approximately) more than 2h continually run in train, speak loudly, listen music and make noise without stopping (total trip is 3h from Dublin- Westport). During this time parents never said a word to them on kids (even if one of parents is employee of train Ireland). You have cameras in trains, you can even check and confirm. I'm father as well, this behaviour can't be tolerated, I understand this are kids and so on but this is such a waste of money, no peace, is a real torture and I paid for it, is madness. Hopefully in the future train Ireland will find mechanism to improve this issue, in this car were at least 20 persons disturbed by uneducated kids and careless parents.

As a passenger on the train to Westport at 3 40 with my wife and another couple when the train stopped at Manulla junction the other woman in our company got off the train and when my wife got off the door shut hitting her in the back and locking me and my fellow traveller on the train we then had to go to Castlebar and have someone collect [us.My](#) complaint is about how quickly the door closed and what could have been an accident while I appreciate the driver does his best I wonder is there any method of detection to show the passengers are clear from the train and as we are senior citizens you have to make allowance for our speed of movement while getting off the train.

Hi I am seeking a refund on a ticket I bought for sat 5th Feb as the 10am train from Castlebar was delayed with no expected time for departure and I had to drive to Dublin. I am requesting a refund for the ticket I bought given the circumstances .

Hi, can you explain why there is no heating onboard your trains? I am on the dublin to westport train and there is no heating, it is absolutely freezing and being subjected to sitting down to freeze for 3 hours and paying for that is disgraceful service. When i spoke to member of staff they informed me the heating was autoregulated and could not do anything to adjust. It is February and 4 degrees this should trigger the heating to actually come on? Please explain why you subject your customers to impoverished conditions which pose clear health and safety risks?

I'm a frequent traveller with Irish rail and I take the Westport- Heuston service twice a week. I am lucky enough to avail of the student fare but even at that the cost is ridiculous and unaffordable. On top of this, you're not getting the service you're paying for. The amount of anti- social behaviour on the train seems to be increasing every week with staff walking by and saying nothing. Throughout the pandemic customers on the train have not always adhered to the mask mandate and while staff have asked them to put them on they use excuses such as "were eating" or they put them on until staff leave. This is unacceptable and is unfair to those around them that are sharing the same air for 3 hours in close proximity. Staff should've been more stringent with their enforcements when the disease was more dangerous. Now that we're thankfully getting to the end of Covid and vaccine certs are no longer required in restaurants, Irish rail should have catering service as a top priority again. My train journey twice a week, as well as many others, is over 3 hours on top of a one hour journey either side of it too. Without any options for food on trains it leaves me stuck missing meals 2 days a week. There's no excuse not even to serve a simple tea/ coffee and a sandwich. Covid cannot be the back fall of this anymore.

just wanted to make an observation. I am a regular train user and have been for years, usually travelling Roscommon to Heuston. In the last few weeks I have begun to wonder if there is some issue with tickets printed in Roscommon as they never work through the machines in Heuston either leaving or arriving at Heuston, it says ticket failed. This has happened every single time I've taken many journeys to Heuston lately with the ticket printed in Roscommon. I would greatly appreciate if this issue could be looked into.

Loud music, drinking alcohol and no wearing of masks. Westport to Dublin train. 13.20 from Westport. Coach C a group of 8 women. Unacceptable.

I booked a seat and bicycle ticket to Westport for the 8AM servie on 13 March. Today I received an email to tell me a replacement bus service will operate part of the journey. Can I still bring my bicycle?

I booked seat e67 on heuston to ballina 12:45. When i got on the carriage there was no seat 67.

I booked my train to Dublin this weekend. The journey up was lovely and all went smoothly. On the way home myself and my family had to be crammed into a small bus to only get us halfway home after we had paid to go on a train. After arriving in Athone train station we had to wait 40 minutes in the cold for our next train. This disrupted our day and as we payed for train tickets we had expected that we would have travelled on the train but that was not the case. I would like a full refund for my mother, sister and I

Very disappointed, was put on a bus for the entire journey when was only told there was a partial transfer. And arriving at station nearly an hour late. No plugs on bus, hot and over crowded

I see on the website there are disruptions to service on some lines today and I am wondering if this applies to the Sunday evening service from Westport to Dublin, arriving in Dublin @ 21:11?

I purchased 2 tickets unknown to the fact that my service to Tullamore would be provided by a bus?

First of all how myself and friend were treated was disgusting and today I only have the will power to send you an email.

As I was trying to board the bus the two men who thought they were security guards told me that the bus is now full (which it didn't seem so) and that I can't get on this bus to wait for the next one. They were so dismissive and made so embarrassed.

I paid for these tickets and I couldn't wait for the next one as I needed to be there on time.

I explained again, and I was told by the two men that the bus is now full go away and wait for the next one.

I wasted nearly €50 on a trip that didn't happen because Irish rail had a bus service that wasn't guaranteed if you would get on as the station was packed with people hoping to get a seat.

I had to go home and miss my trip because of this. I'm absolutely devastated this happened.

I have already submitted in a complaint about somebody in my seat and is abusive ,but he is also drinking .Nobody should have to put up with this behaviour with no backup staff on board the train to assist and I have to leave my reserved seat to find an alternative seat on a busy train

I just received an email about the 17.10 train that I had booked to travel on to Roscommon. The train will terminate in Athlone and then I'll have to wait for the next train. The later train gets me to Roscommon too late. I wish to travel on the 14.45 but I cannot amend my booking. Can you facilitate this?

I am currently on the 10.21 train to Dublin Heuston from Claremorris/Westport line. I was unable to sit in my reserved seat that I paid for due to the train not having reservations showing. This is absolutely ridiculous considering I paid money for the seat and was not able to sit in it and people were being asked to move seats due to reservation.

Good Afternoon, I just want to notify you of something that occurred on the 9:45 westport - dublin train on saturday morning last. I am kicking myself that i didnt do something about this on the day but im not sure how best to contact you. I was sitting in E33 on the train. At i believe the Castlerea stop a man got on and sat across the aisle and seemed to sit reading the paper minding his own business until after the ticket man passed through. Every so often i could feel that he was staring across the aisle at me and then he began grunting (trying to get my attention and give him eye contact), which i didnt as i got a bad feeling. Then every couple of minutes he came out with various lewd comments - again i didnt react. At the time I googled Irish Rail Contact numbers and saw there was an emergency number to phone but i didnt want to do that as i was afraid of his reaction if heard me. I was afraid also to call him out incase others on the train would think i was a trouble maker, but now im angry with myself for not doing so. Im a 38 year old woman, but would be worried if my children were with me or if that was a younger girl on her own how they'd feel. Is there a text line or something that is manned 7 days a week that could be advertised in the carriage (on the rolling messaging service in carriage or on stickers) that people could contact for assistance discreetly?

I bought two tickets for the 11.39 am Castlebar to Westport service on Saturday 26.03.22 (€16.40). I bought them at the station. The service was delayed for over an hour. The stationmaster was beside us when we bought the tickets from the machine but only told us after about the delay. We had an appointment so had to forgo the train and make alternative arrangements. This is very poor service and the stationmaster was unwilling to help regarding a refund/didn't care about the delay. I expect a full refund/credit.

I have a return ticket today from Castlebar to Dublin & no toilets at either end of carriage D & E to use, both locked whole journey. No bins to put rubbish in either. Why is this when it's advertised as full customer services (no trolley service /shop) so what is full service as restrictions have lifted?

I want to express my absolute disappointment with the service train that was put on for the supporters. Westport to Dublin.

No one came to check tickets, the noise, music been played, shouting. Even a fight broke out. Alas face covered in blood.

People sitting on top of tables and chair's.

Bagging the ceiling of the train.

No emergency number on carriages to call.

I moved three times. A,b and c.

Youth underage drinking, vaping, no one checking.

I m on the train 19.15, it is now 20.37 still no irish rail checking.

Why provide a service if you can't even look after....utterly discussed with irish rail. I ma requesting a full refund for a most uncomfortable, worrying train journey ever!

I travelled on the 19.15 Dublin Heuston - Westport train last night (03/04/22). There was a large group of young people in Coach C that were drinking, smoking e-cigarettes and standing on the tables/seats. At one stage, there was apparently a fight and other young people rushed in from other carriages to watch. Someone also had a speaker and was blaring music continuously for the duration of the journey. I moved coach when I could, and this was massively helpful for me, however they could still be heard in the corridor 2 carriages up. On my way to Coach A, there was vomit in the hallway. I wanted to put in a complaint as I feel if there was more of a security presence on board, the behaviour could have been stopped. (The Garda did board the train in Roscommon, but this didn't seem to change the behaviour). What I experienced yesterday would put me off travelling by train after a match

Last Sunday (03/04/2022), me and my father both traveled to Dublin for the mayo match. On the way down (7.15) train to Westport from Dublin Heuston was a very unpleasant journey. First of all the train arrived in Westport approx 30 mins late. There were numerous passengers on the train that were singing, shouting, and shouting abuse at other passengers on the train. In some instances, groups of teenagers ran down to a different carriage while they were fighting with a group of other youths. They were up and down the train while being very loud. The train stopped numerous times on the way down to try and address these issues although we arrived in Westport at a later time than we anticipated. The journey was not acceptable in so many ways.

Good morning, I wish raise a complaint following a delay in your service on Saturday 9th of - April. I had booked tickets under ticker reference 41804365 . The 13:08 Train Monasterevin to Heuston station was delayed by. 20 minutes as confirmed by announcement while standing on the platform by one of your colleagues. I had contacted your customer helpline following the announcement and she advised that she was unsure of what the delay was and was unable to provide an eta of when the train would be arriving. The train arrived 28mins late from the original departure time with no other alternative train passing by that was on route to Heuston not stopping. Due to your delay in providing service at the agreed time my ticket was purchased for I missed an important appointment with my wife due to this delay. As the total price for the ticket I had paid is €54.36 can Irish rail please provide offer compensation to me due to the delay in Service. Regards

Why no heat on the early train to Dublin. From Mayo. Arrives at 8.30 Heuston

Worst train journey ever was told to change for Ballina at manulla junction stops for less than 5 secs whilst trying to get 4 children off the train at once by time we got to door and pressed button which didn't work was still flashing couldn't get 9ff pressed emergency button said I want off now before he left and said no next stop is claremorris severely frusted straighted want a refund for this awful journey and want to talk to your head office straight away

I booked an online ticket and reserved seat G07 for Monday 18 April 13.10 train from Westport. Reservation number 267 48336028. When i onboarded the train, someone was in my seat and my name was not displayed above. They refused to move. I searched for a CSA and could not find anyone. I then had to remain standing while the train took off and until names displayed above seats. After carefully booking and selecting my preferred seat, I am now sitting in a different carriage and do not have a table. This inadequate service is not worth the €17.99 that I paid and I wish to request a refund.

To whom it may concern

I am currently on the 11.05 roscommon to Dublin train where a couple got on in roscommon in carriage A with a baby and buggy and made other passengers get up they then proceeded to move other people luggage and when that was done they screamed at another passenger when they asked them not to move their bags and used foul language and with little kids nearby it's very unpleasant there are young teenage girls on this train terrified of them right now because of all the commotion and shouting and name calling other passengers .

I am currently on the 09:45 from Westport to Dublin Hueston 19/04/22. I am sitting in seat c58 There are currently 18 people standing up in this carriage and every seat is taken. I am desperately in need of the restroom but I can't reach it without moving 18 people out of my way and there is no where for them to move to. For reference, we are not past athlone yet. There is still over 1hr and 50mins left on this journey to Dublin. There are elderly people standing up since ballyhaunis, mums with babies are standing up and no one on my side of this carriage can reach the bathroom safely. This is a complete debacle on Irish rails part and can cause serious injury and harm to your passengers. The simple solution to this problem is to add more carriages on the weekday 09:45 from Westport to Dublin. Three carriages is not enough and creates health and safety issues on the train. I can not even reach the train conducted with the amount of people in the way. This is unacceptable by Irish standards and our train service should be so much better for the country that we live in. Please fix this issue for the future so people do not have to stand up for more than an hour with their children, and people can get to the restroom without a problem. Please add more carriages to this service

On the 19th of April, I have traveled with my partner on the 95600422408-8 train. This train had a seat reservation issue and there was too many tickets booked and not enough seats. My partner and I had to travel from Roscommon to Dublin Houston station for 2 hours, standing on foot. This was absurd, I want to request a refund for that journey as I was greatly unsatisfied. A picture of the train number and a picture of my ticket and receipt will be attached below

My daughter and her friend tried to purchase a ticket from CASTLEREA STATION for the 10:47 train to Roscommon this morning and the ticket machine took the 20EURO and did not issue a ticket or give money back. They reported it to the member of staff on the platform but he told them to ring Galway which was no help to them. Why did this happen and Can they get the money returned to them?

Comments: I would like to enquire for a refund as I rode the 95 60 0422 408 - 8 train from roscommon to the houston station with my partner and there was an error in seat booking and neither me or my partner had a seat for the entire 2 hour train ride. This was unacceptable, there was an apology issued over the intercom but that is not reasonable

The train was over crowded, loads of people standing, I'd booked my seats and got in at 2nd stop, it was so crowded when we got off in Athlone (coming from castlebar) that people where standing in aisles and sitting on the floor in luggage storage and the spaces between carriages where standing room only, way over packed and definitely a dangerous

environment with covid or if there was an accident. Another 2 carriages needed and it looked full when I booked 2 days earlier

I have just boarded my train (9:58AM from Castlebar to Dublin Heuston arriving at 13:04PM) to find that my allocated seat has been booked by several other people.

It is not my name above the seat and there is no other free seats that have not been reserved available on the train at this time. My ticket and email of confirmation both state that I have seat C27 reserved, however, so do several other emails and tickets.

I would like to know if this a frequent occurrence and would appreciate any information on what can be done so as to remedy this situation or who else I may contact regarding this issue.

I booked seat A38 on the 12:45pm train from Dublin Heuston to Westport on the 23/04/2022 . I arrived to find my seat and table covered in coffee, it was disgusting and so unprofessional for the train not to be inspected for messes beforehand, it makes Iarnrod Eireann look haphazard.

On the 17:10 Dublin Heuston to Westport service the seat reservations were missing from the overhead labels on Coach C. Led to a lot of confusion and heated debate among passengers as everyone rushed to find seats on a very crowded bank holiday weekend train. Someone also has the exact same seat reservations as we did, we checked the date and seats on each other's tickets. It was a frustrating and chaotic experience.