

11<sup>th</sup> February 2020



FOI Response: IE\_FOI\_342

Dear 

I refer to your request dated 07<sup>th</sup> January 2020 made under the Freedom of Information Act 2014, which was received by my office on that date, for records held by Iarnród Éireann.

Request:

- 1) The amount complaints made by train passengers concerning the behavior of other passengers each year since 2015.
- 2) The amount of complaints by train passengers concerning Irish Rail staff every year since 2015.
- 3) The amount of complaints made to Irish Rail about the train service every year since 2015
- 4) The reasons given for said complaints.
- 5) The routes on which these incidents took place..

I Paul Slowe, Decision Maker have now made a final decision to partially grant your request on 11<sup>th</sup> February 2020.

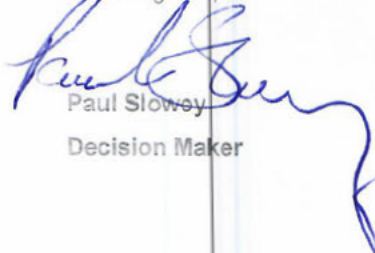
You have sought access to the records outlined above and I consider this an appropriate form of access in this case. Accordingly a copy of the records is now enclosed including a copy of the schedule to these records.

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 in writing to the FOI Unit, Corporate Communications, Iarnród Éireann – Irish Rail, Connolly Station, Amiens Street, Dublin 1 or by email to [FOI@irishrail.ie](mailto:FOI@irishrail.ie). You should make this 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 01 7034293.

Kind Regards,

  
Paul Slowe  
Decision Maker

Freedom of Information Request:  
Schedule of Records for IE\_FOI\_342: 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	30.01.2020	FOI 342	2	Grant		

Lynette O'Toole  
Freedom of Information Executive

Anti Social Behaviour 2015-2019		
Route	Case Subtype	Count
Dart	Disruptive Passengers	299
	Intimidation	171
	Vandalism	135
	Begging	46
	Assault	29
	Theft	17
	Harassment	16
	Noisy Conduct	9
	Drug Use	8
	Text Service	5
Dart Total		735
Cork	Disruptive Passengers	146
	Intimidation	26
	Theft	15
	Noisy Conduct	12
	Begging	8
	Vandalism	6
	Drug Use	6
	Assault	4
	Harassment	3
Cork Total		226
Galway	Disruptive Passengers	172
	Intimidation	27
	Begging	5
	Noisy Conduct	5
	Theft	5
	Vandalism	4
	Drug Use	4
	Assault	2
	Harassment	2
Galway Total		225
Sligo	Disruptive Passengers	137
	Intimidation	21
	Noisy Conduct	8
	Vandalism	7
	Theft	4
	Drug Use	3
	Harassment	1
	Alcohol/Smoking Issues	1
	Begging	1
	Assault	1
Sligo Total		184
Longford/M3Parkway/Maynooth Commuter	Intimidation	67
	Disruptive Passengers	47
	Vandalism	25
	Theft	15
	Begging	11
	Assault	10
	Noisy Conduct	4
	Harassment	1
Longford/M3Parkway/Maynooth Commuter Total		180
Dundalk/Drogheda Commuter	Disruptive Passengers	65
	Intimidation	28
	Vandalism	16
	Assault	10
	Theft	5
	Drug Use	4
	Begging	3
	Noisy Conduct	2
	Harassment	1
	Alcohol/Smoking Issues	1
Dundalk/Drogheda Commuter Total		135
Westport & Ballina	Disruptive Passengers	97
	Intimidation	7
	Assault	3
	Begging	3
	Theft	1
	Text Service	1
Westport & Ballina Total		112
Waterford	Disruptive Passengers	86
	Intimidation	11
	Noisy Conduct	4
	Assault	2
	Theft	1
	Vandalism	1
	Begging	1
Waterford Total		106
Tralee	Disruptive Passengers	61
	Noisy Conduct	9
	Intimidation	5
	Begging	2
	Assault	2
	Theft	1
	Vandalism	1
	Harassment	1
Tralee Total		82
Belfast	Disruptive Passengers	53
	Intimidation	12
	Harassment	3
	Assault	1
Belfast Total		69
Portlaoise Kildare Commuter	Disruptive Passengers	24
	Intimidation	16
	Theft	9
	Begging	7
	Vandalism	6
	Drug Use	3
	Harassment	2
	Assault	1
Portlaoise Kildare Commuter Total		68
Limerick	Disruptive Passengers	41
	Intimidation	6
	Assault	6
	Vandalism	5
	Theft	4
	Noisy Conduct	2
	Begging	1
	Drug Use	1
Limerick Total		66
Rosslare	Disruptive Passengers	21
	Theft	6
	Intimidation	4
	Noisy Conduct	2
	Vandalism	1
	Assault	1
Rosslare Total		35
N/A	Disruptive Passengers	11
	Vandalism	5
	Intimidation	3
	Noisy Conduct	1
Total N/A		20
Newbridge PPT Commuter	Disruptive Passengers	5
	Intimidation	4
	Begging	3
	Vandalism	1
	Theft	1
Newbridge PPT Commuter Total		14
Galway Limerick	Disruptive Passengers	6
	Vandalism	2

Staff Complaints 2015 - 2019		
Route	Case Subtype	Count
Cork	Unhelpful/Rude Staff	423
	Catering Staff Issues	41
	RPU Staff Issues	17
	Driver	11
	No Response to Complaint	10
	No Staff Available	9
	Security Staff	3
	Incorrect Information	1
Cork Total		515
Dart	Unhelpful/Rude Staff	330
	RPU Staff Issues	49
	Driver	23
	Security Staff	11
	No Staff Available	11
	No Response to Complaint	2
	RPU Fines	1
	Catering Staff Issues	1
Dart Total		428
Galway	Unhelpful/Rude Staff	189
	RPU Staff Issues	17
	Catering Staff Issues	15
	No Staff Available	8
	No Response to Complaint	4
	Security Staff	3
	Driver	2
Galway Total		238
Portlaoise Kildare Commuter	Unhelpful/Rude Staff	128
	RPU Staff Issues	19
	Security Staff	4
Portlaoise Kildare Commuter Total		151
Limerick	Unhelpful/Rude Staff	116
	Driver	7
	Catering Staff Issues	5
	Security Staff	4
	RPU Staff Issues	4
	No Staff Available	4
	No Response to Complaint	1
Limerick Total		141
Waterford	Unhelpful/Rude Staff	112
	Catering Staff Issues	9
	RPU Staff Issues	8
	Driver	3
	No Staff Available	3
	No Response to Complaint	1
Waterford Total		136
Longford/M3Parkway/Maynooth Commuter	Unhelpful/Rude Staff	89
	RPU Staff Issues	23
	Driver	13
	No Response to Complaint	4
	No Staff Available	3
	Catering Staff Issues	1
	Security Staff	1
Longford/M3Parkway/Maynooth Commuter Total		134
Dundalk/Drogheda Commuter	Unhelpful/Rude Staff	101
	RPU Staff Issues	20
	Driver	5
	No Staff Available	2
	No Response to Complaint	1
	Security Staff	1
Dundalk/Drogheda Commuter Total		130
Sligo	Unhelpful/Rude Staff	77
	Catering Staff Issues	16
	Driver	5
	No Response to Complaint	3
	RPU Staff Issues	2
	No Staff Available	1
Sligo Total		104
Belfast	Unhelpful/Rude Staff	92
	Catering Staff Issues	8
	Security Staff	1
	No Response to Complaint	1
	No Staff Available	1
Belfast Total		103
Westport & Ballina	Unhelpful/Rude Staff	67
	RPU Staff Issues	10
	Catering Staff Issues	10
	Driver	6
	Security Staff	2
	No Staff Available	2
	No Response to Complaint	1
Westport & Ballina Total		98
Tralee	Unhelpful/Rude Staff	63
	Catering Staff Issues	5
	No Staff Available	5
	RPU Staff Issues	3
	Driver	1
	No Response to Complaint	1
	Security Staff	1
Tralee Total		79
Rosslare	Unhelpful/Rude Staff	62
	RPU Staff Issues	4
	Catering Staff Issues	4
	Driver	3
	No Staff Available	2
	No Response to Complaint	1
Rosslare Total		76
Total	Unhelpful/Rude Staff	26
	RPU Staff Issues	5
	No Response to Complaint	4
	No Staff Available	3
	Catering Staff Issues	2
Grand Total		2 420

Service Complaints 2015 - 2019		
Route	Case Type	Count
Cork	Service Disruption	5 902
	Fares & Ticketing	4 558
	Onboard Issues	3 977
	Timetabling	192
	Accessibility Issues	29
Cork Total		14 658
Galway	Onboard Issues	2 276
	Fares & Ticketing	1 888
	Service Disruption	1 806
	Timetabling	134
	Accessibility Issues	12
Galway Total		6 116
Dart	Service Disruption	1 895
	Onboard Issues	1 377
	Fares & Ticketing	1 069
	Timetabling	820
	Accessibility Issues	12
Dart Total		5 172
Limerick	Service Disruption	1 653
	Fares & Ticketing	1 107
	Onboard Issues	974
	Timetabling	91
	Accessibility Issues	4
Limerick Total		3 829
Tralee	Service Disruption	1 508
	Fares & Ticketing	1 086
	Onboard Issues	1 030
	Timetabling	71
	Accessibility Issues	3
Tralee Total		3 698
Waterford	Onboard Issues	1 288
	Service Disruption	1 215
	Fares & Ticketing	816
	Timetabling	68
	Accessibility Issues	9
Waterford Total		3 396
Westport & Ballina	Onboard Issues	1 468
	Fares & Ticketing	870
	Service Disruption	846
	Timetabling	41
	Accessibility Issues	7
Westport & Ballina Total		3 232
Belfast	Onboard Issues	1 153
	Service Disruption	998
	Fares & Ticketing	849
	Timetabling	75
	Accessibility Issues	8
Belfast Total		3 083
Sligo	Onboard Issues	1 342
	Fares & Ticketing	810
	Service Disruption	804
	Timetabling	103
	Accessibility Issues	9
Sligo Total		3 068
Longford/M3Parkway/Maynooth Commuter	Onboard Issues	1 060
	Service Disruption	797
	Fares & Ticketing	350
	Timetabling	289
	Accessibility Issues	5
Longford/M3Parkway/Maynooth Commuter Total		2 501
Dundalk/Drogheda Commuter	Service Disruption	879
	Onboard Issues	630
	Fares & Ticketing	406
	Timetabling	342
	Accessibility Issues	2
Dundalk/Drogheda Commuter Total		2 259
Portlaoise Kildare Commuter	Service Disruption	667
	Onboard Issues	377
	Fares & Ticketing	348
	Timetabling	112
	Accessibility Issues	15
Portlaoise Kildare Commuter Total		1 516
Rosslare	Onboard Issues	499
	Fares & Ticketing	372
	Service Disruption	313
	Timetabling	78
	Accessibility Issues	6
Rosslare Total		1 268
	Service Disruption	530
	Fares & Ticketing	289
	Onboard Issues	143
	Timetabling	16
	Accessibility Issues	978
Total		9 778
Newbridge PPT Commuter	Onboard Issues	253
	Service Disruption	186
	Fares & Ticketing	64
	Timetabling	52
Newbridge PPT Commuter Total		555
Cork Cobh Midleton	Service Disruption	83
	Fares & Ticketing	45
	Onboard Issues	40
	Timetabling	2
	Accessibility Issues	1
Cork Cobh Midleton Total		182
Tralee Mallow Cork	Service Disruption	91
	Fares & Ticketing	36
	Onboard Issues	35
	Timetabling	3
Tralee Mallow Cork Total		165
Galway Limerick	Service Disruption	81
	Fares & Ticketing	39
	Onboard Issues	30
	Timetabling	10
Galway Limerick Total		160
Limerick Ballybrophy	Service Disruption	42
	Fares & Ticketing	3
	Timetabling	2
	Onboard Issues	1
Limerick Ballybrophy Total		48
Portlaoise/Kildare/Newbridge Commuter	Service Disruption	16
	Onboard Issues	15
	Fares & Ticketing	9
	Timetabling	4
Portlaoise/Kildare/Newbridge Commuter Total		44
Limerick Waterford	Service Disruption	18
	Fares & Ticketing	5
	Timetabling	3
	Accessibility Issues	1
Limerick Waterford Total		27
Kerry/Mallow/Cork	Service Disruption	9
	Fares & Ticketing	7
	Accessibility Issues	1
Kerry/Mallow/Cork Total		16
Athlery/Limerick	Fares & Ticketing	11
	Service Disruption	1
	Onboard Issues	1
Athlery/Limerick Total		13
Ballybrophy/Limerick	Service Disruption	2
	Timetabling	1
Ballybrophy/Limerick Total		3

	Intimidation	1
	Harassment	1
Galway Limerick Total		10
Tralee Mallow Cork	Disruptive Passengers	3
	Intimidation	1
	Drug Use	1
Tralee Mallow Cork Total		5
Cork Cobh Middleton	Intimidation	3
	Vandalism	1
	Theft	1
Cork Cobh Middleton Total		5
Athlery/Limerick	Vandalism	2
	Disruptive Passengers	1
Athlery/Limerick Total		3
Portlaoise/Kildare/Newbridge Commuter	Begging	1
Portlaoise/Kildare/Newbridge Commuter Total		1
Limerick Waterford	Vandalism	1
Limerick Waterford Total		1
Limerick Ballybrophy	Intimidation	1
Limerick Ballybrophy Total		1
Grand Total		2 282

Middleton/Cork/Cobh	Onboard Issues	1
Middleton/Cork/Cobh Total		1
Grand Total		55 983