

12th June 2020

[REDACTED]
[REDACTED]
[REDACTED]

Re: FOI request IE_FOI_370

Dear [REDACTED],

I refer to your request dated 19th May 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:

- Details of any complaints received by Irish Rail on the Sligo-Dublin service in March and April and to date in May 2020
- Details of any complaints received by Irish Rail on the Westport-Dublin service in March, April and to date in May 2020
- Details of any complaints made about Covid-19 regulations on the Sligo-Dublin service and the Westport-Dublin service in March, April and to date in May 2020
- Details of any complaints made about Covid-19 regulations in train stations in Longford, Leitrim or Roscommon in March, April and to date in May 2020

I, Paul Slowey, have now made a final decision to part grant your request on 12th June 2020.

You have sought access to the records as listed above and I consider this an appropriate form of access in this case. Accordingly, a copy of the records is now attached above.

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 foι@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 01.7034293.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'PS', with a long horizontal flourish extending to the right.

PP

Mr. Paul Slowey

Decision Maker

Customer Relationship Management

Iarnród Éireann

Freedom of Information Request:
Schedule of Records for IE_FOI_370 : 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	10.06.2020	IE_FOI_370 Response Doc Redacted	3	Part	S37 - Personal Information	Personal Information of others

Signed

Freedom of Information / Data Protection Executive

IE FOI 370 Response Document

- Details of any complaints received by Irish Rail on the Sligo-Dublin service in March and April and to date in May 2020
 - 150 feedback/complaint/refund items from 01.03.2020 – 21.05.2020 predominantly refund requests
- Details of any complaints received by Irish Rail on the Westport-Dublin service in March, April and to date in May 2020
 - 183 feedback/complaint/refund items from 01.03.2020 – 21.05.2020 predominantly refund requests
- Details of any complaints made about Covid-19 regulations on the Sligo-Dublin service and the Westport-Dublin service in March, April and to date in May 2020
 - 5 specific complaints - See below
- Details of any complaints made about Covid-19 regulations in train stations in Longford, Leitrim or Roscommon in March, April and to date in May 2020
 - We have no station specific complaints for Roscommon, Longford or Leitrim for this time period.

Details of any complaints made about Covid-19 regulations on the Sligo-Dublin service and the Westport-Dublin service in March, April and to date in May 2020

Title: Miss

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number [REDACTED]

Feedback: I have an inquiry but did not know what email to use . I have cerebral palsy and can't drive so I have to use the train , is it possible for me to use my travel pass and use the train next week for my appointment in Dublin , I am traveling from Sligo , if so is there any requirements I have to meet

Time: 20/05/2020 12:07:32

Title: Ms

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: I'm currently on West port to Dublin train numerous people sitting in the seats marked with the covid-19 signage social distancing not occurring, as I'm heading to a medical appointment I find this not except able, nobody on board to report it too!!!

Time: 20/05/2020 10:02:28

Title: Mr

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: Travelled on the 19:10 Dublin to Sligo train on 6/5/2020. ON boarding the train there was no one checking to see if journeys were essential . Between Maynooth and Mullingar i fell asleep and another passenger attempted to steal my phone. There was no gaurd/ticket inspector to inform. There were no on-board checks for tickets or for reasons for traveling. There were no checks that passengers were obeying social distancing . I am a frequent user of this service. Last Wednesday 29/4/2020 I travelled on the 1100, I was challenged by the the station staff,two members of the Garda,a ticket inspector on board and two Garda who were accompanying a photographer and two others whom I assume were from Irish Rails Public Relations Department. I would like to know what steps you are going to take to ensure only those who can use public transport are using it.

Time: 07/05/2020 12:38:02

From: [REDACTED]

Received: 22/04/2020

Subject: Confirmation of Policy for Travel on Irish Rail during Covid-19

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Dear Sir/Madam

I have received representation on behalf of one of our constituents and request clarification on the following:-

Mr [REDACTED] lives in Sligo and is requires to travel to Dublin for medical support and treatment one day a week.

To keep in line with the guidelines set out by the Government, Mr [REDACTED] obtained a letter from MQI Dublin to confirm this is essential travel on medical grounds "Copy of letter and email attached". Could you please clarify if the attached documentation is acceptable to your staff in Irish Rail to ensure that [REDACTED] can travel at ease during these very trying times of Covid-19 with everyone trying to keep safe. The current situation of restrictions of Covid -19 is causing Mr [REDACTED] a great deal of stress as he has a lot of health issues and would not be making these journeys if it wasn't necessary.

Thank you for taking the time to read this and I look forward to hearing from you.

Regards

[REDACTED]

Ms

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number:

Feedback: Dear Irish Rail I'm very concerned about people on the Sligo/Longford route that many commuters use daily - people on this train are coughing and sneezing openly and likely to spread the Covid19 virus. I'm very concerned as there is a newborn baby in our family as well as older family members who are immune compromised. We are doing our best to avoid the spread of the virus but need to use public transport. Apart from the information you have about Covid19 on this website, what efforts are being made to reinforce the urgency if this matter to commuters who are selfishly ignoring coughing and sneezing etiquette on the train? Are regular reminders being issued? Are conductors policing the trains? Are posters being displayed in the carriages? Sadly individuals cannot be trusted to take responsibility for this, we need organisations to play their part too

Time: 11/03/2020 19:04:58