

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 December 2020

[Redacted]

Email: [Redacted]

Re: FOI request IE_FOI_426

Dear [Redacted]

I refer to your request dated 12th November 2020 and refined request of 19th November 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:

- Sample of the complaints made to Irish Rail since January 1st, 2020

Response:

I, [Redacted], Decision Maker have now made a final decision to part grant your request on 17th December 2020.

Please find copy of response document and schedule of records detailing redaction now enclosed.

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,

[Redacted Signature]

[Redacted]

Decision Maker, Customer Relations Management, Iarnród Éireann

Freedom of Information Request:
Schedule of Records for IE_FOI_426 : 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	17.12.2020	IE_FOI_426 Response Doc Redacted	7	Part Grant	S37	Personal Information of Others

Freedom of Information Office

Today (31/12), the 12.50 dart from Malahide to Bray Daly did not arrive for service from Malahide to Bray. Instead a dsrt not listed on the timetable left Malahide at 13.08 for Greystones. So, one train just doesn't arrive, another unscheduled one takes off nearly 20 minutes later. Is there any explanation for this? People plan meetings etc based on train schedules and just cancelling trains is not acceptable. 20 minutes is a huge problem if a meeting is arranged etc

Diesel trains are often left with their engines running unnecessarily in Connolly station. Since the station is only open to the air at one end, the diesel fumes build up and make the air inside the station unpleasant to breathe and very unhealthy for passengers and staff. I arrive by DART most mornings at about 0730 and there is often a train at platform 3 (usually a 29000 DMU) left with its engines running. The air is thick with diesel fumes and very unpleasant. It would save Irish Rail plenty of diesel fuel if drivers could be asked to stop the engines when the train doesn't need them. If there's a good reason to leave the engines running, then proper ventilation above the trains could be provided, but this would require capital expenditure, so stopping the engines seems like the obvious choice.

would like to make a complaint and request compensation for my booking ref: [REDACTED] Where I paid a full fare for a seat, but my seat never showed up as reserved (B11). As there was somebody sitting in my seat I had no seat. This is an absolute disgrace. I am sick of your petty service. I am a hardworking student who has to commute in the freezing cold after working all Christmas and weekend to afford an education at third level, and this is what our college has to offer? Under the Sales of Good and Supply of Services Act 1980, it states you must supply the good/service promised and purchased as described. As I received no seat, I would like a full refund.

Feedback: I travelled to and from Cork yesterday and today as well as travelling from Kent Station to Little Island yesterday. The trains left pretty much on time and the carriages were clean and comfortable. Overall I thought Irish Rail provided a really good service, thank you.

Services from Dublin to galway the 17 30 train, dates from 20, 21 and 22nd January- all 3 days the train was stalled for over 45 mins per day .. because of this I have missed several events at evening time due to these delays... it's not fair an I pay a monthly ticket to be home on time and this is not honoured.. why is there such delays in the evening?? I would like something to be done about this because it is not on

Feedback: Antisocial behaviour on 4.40 Connolly to Maynooth. 2 girls playing music and dancing, refusing to turn it down.

I was on a train from park west 27th of Jan 21:55pm to connolly , after the train departed about 5 minute it suddently stopped for like 10 minute(for unknow reason) but i was in rush to dublin as i had to get on a bus on time, after about 10minute, it finally move, but when we about to reach connolly it stopped again for like 5~7 minute as i.was really rush to the bus due to the delay earlier, i tottaly lost about 15 minute for my duration time to my bus and the was was left So i wanted the rail company to be aware of this problem because i had to wait an hour for the next bus under a cold icy weather ,this is unacceptable.

Feedback: I've attempted to reserve two seats on your web site for my wife and I on the 11.25 train from Hueston to Galway on Friday 13th March returning in Sunday 15th March without success. The message that I

get us that the train is fully booked. I find this surprising and want to know if this is correct or if there something wrong with the way that I am going about this or something wrong with the system.

Hi, I've always avoided complaining about the service but the last few times the delays have been a joke. Thurs 30th. Live departures app wasn't working, arrived at Tullamore to be told train would be 20 mins late. Only to then find out in Twitter the train wasn't coming and it was the bevy train we would be getting. This meant standing the entire way to Hueston, the driver on three occasions apologies for the overcrowding only to then proceed and stop and let more people on - it was a serious breach of health and safety. And no apology for the fact that those of us who should have been on the 6.54 train were delayed by over 30 minutes.. Sitting on 18.30 train to Clara which has stopped at every station - this we were only informed of when the train at departed Heuston. It is really frustrating to pay for an annual train ticket only to have to sit on the ground or stand for part of the journey

I was on the 7.05am service from Drogheda to Pearse this morning and there was no heat on in carriage 29423. This happens frequently on trains which originate from either Drogheda and Dundalk in the mornings. For the money we pay for our annual tickets, the least Irish Rail could do is to check the heating is working.

am on the 8.04 Pearse to Maynooth train, currently running 7 minutes late. I changed to this earlier train today because on Wednesday and Thursday this week, I took the 8.23 train, and each time the train was delayed by 7-8 minutes. Could you tell me what is causing these relatively minor yet remarkably consistent delays? I can imagine that the delay of the train supposed to arrive at 8.50 is particularly frustrating for those who have to be in work by 9, but it is generally inconvenient not to be able to rely on the timely arrival of the trains.

I am writing to complain about the changed arrangements re food available on the train today. No more fruit cake or such options. No tea/coffee offered in business class. Rail Gourmet should have the cake options.

: Trains at Kildare packed full of people this morning no way I could get on paying full price for a ticket!

Good afternoon team,

I received a call from [REDACTED] asking that I send up feedback in relation to announcements at dart stations being far too muffled /unable to understand them or not being given at all.

He has given list of issues since last night -

Date 20.02.2020

Time 18.34

Route Pearse to Louise Bridge - announcement not clear

Date 21.02.2020

Time 07.22

Route Louise Bridge to Dublin Connolly

Date 21.02.2020

Time 08.10

Route Lansdowne to D Connolly . -no announcement given on the dart train (telling passengers where next stop is for example)

Please be advised that on Tuesday 18th and Thursday 20th of February 2020 there was no electricity at approximately 4:30pm in Navan Road parkway train station therefore nobody could tag off upon arrival in the station. On both days it has cost me an additional €2:40 to travel home as I could not tag off. Can you please advise if these amounts can be refunded to my leap card as it was not my fault that on both days there was no power in the station. Thanks in advance for your help. Kind regards

he card I am using is [REDACTED] and this is the number I gave on the phone call on Friday (I had it in my hand).

Regarding the two €20 taken out on 6/1 from my debit card. I do not believe either of them were loaded to my leapcard on this date. I can no longer see my leapcard transactions online. Can you send me a full list of my transactions for January 2020? I did top up in a Spar a few days later

Dear Sir or Madam ,

I used the dart on 27th and 28th of February 2020.

On arrival at Howth Junction Station the ground was wet.

The station floor and steps were wet.

I nearly lost my balance and if you have CCT it might show it.

A lady warned me to be careful as the ground was slippy.

As all the flooring area (except for the doormat) is tiled, it becomes very slippery when wet.

It is like an ice rink.

I am 74 years old and have had open heart surgery, and the last thing I need is a fall.

I would invite you to come to Howth Junction Station on a wet morning around 10 to 10.30 am, and see for yourself.

Because that's the only way you will understand my complaint.

I wish to complain about the 18.35 train to Kilkenny from Heuston Station on Friday 21st February. I am an old age pensioner and entitled to free travel but on this occasion as I was travelling with my daughters and in order to guarantee that I got a seat I paid for and booked my seat with them.

On arriving at our allocated seats they were already occupied. The passengers were reluctant to move thus causing us stress and embarment as these passengers were not happy with us . We realised that no names were displayed for the duration of the journey which left us feeling very upset.

On our return journey on Sunday 23rd February from Kilkenny Station to Heuston Station the same thing happened. Our seats were occupied and I was verbally abused by a male passenger who refused to give up the seat. I was left visabily shaken by this which resulted in a female passenger buying and paying for cup of tea for me.

Why give any seat numbers to passengers if the system is not working. It would be a much fairer system if no one had seat numbers and then we would not have to endure this upset while travelling.
On behalf of my daughters and myself I would like to request a full refund for the unnecessary stress that was caused to us by the seat allocation system that was not working.
It used to be such a pleasure to travel by Rail around Ireland but it has become such an unpleasant experience . Please I would ask you to look at your booking policies and disband this seat allocation system until its up and running properly.
Regards

Good evening

I made a reservation for the above booking for

Due to unforeseen circumstances, she was unable to use the ticket today and also for return tomorrow

She had not printed the tickets so I am wondering would I be entitled to to a refund.

Nature of feedback:

Feedback: I think your staff need training in customer service I was on the Dublin to Waterford train today 10th of March at 10:15 and the man on the train came up to me and told me I wasn't allowed be on my phone unless I had headphones even though I was only scrolling through Facebook? I really have never heard anything like it, I told him I wasn't watching videos or listening to music and he told me it didn't matter I had to put the phone away unless I had headphones, is this a new policy or something ? I'm a regular user of the train and never heard this before it really baffled me? If this is a new policy it needs to be sign posted on the train as I feel your staff cannot just ask people to put away there phone

Bayside Station is causing the underpass to flood whenever it rains. People coming from the Baldoyle side can only access the station via the underpass and are forced to walk through inches of water. Its only a blocked drain and its ridiculous that it's taking this long to sort it out. This isn't the first time I've tried to get you to sort it out. I understand that the drain is Fingal Council's responsibility but it's affecting an Irish rail property. Surely yecan sort this out between ye? I look forward to hearing from you soon.

Good afternoon, I am currently sitting o. The 5.30 train to Galway. I am observing the social distancing on board but other passengers are not. You have the covid-19 signs on the seats that are not available to ensure social distancing. I have just asked 2people to move & had a third encounter with a gentleman who continued to sit on the seat in the row in front of me (non designated seat). When I pointed this out to him he claimed he asked at the station & was told this was ok as long as he was on the next row. I am not happy with this situation in this current environment. I must travel as my role is designated as an essential service. I have to believe he is just saying this to get a seat but it is concerning. Can I ask why this is not highlighted during the covid announcement along with the 2m reminder?

I just want to follow up on this.

I have paid for annual parking at Rush Lusk train station. As per government policy work from home has been in place since 13th March and is to continue.

Apcoa when queried about extending the annual parking ticket said they can only extend for one month , they said Irish Rail advised this.

Is this true, as people are working from home longer than one month.

Will the parking be extended for longer than a month?

Apcoa told me it's Irish Rail issue.

Please advise

To whom it concerns,

I'm writing you regarding the fluctuating timetable on the Sallins to Newbridge line and visa versa, it appears as though there is no train between 9.51am to 12.49pm.

This is a 3 hour time gap. For an essential worker it's cost me an arm and a leg in transport fees to get to and from work due to this.

When do you plan to reintroduce times in between this 3 hour gap?

: What sort of half baked service is the 18.30 galway Westport service? Alcohol being consumed...20 people in the first carriage. It is disgusting disgraceful and dangerous. It is two fingers up to essential workers. The booze is openly displayed on the tables and I advised the party students it was not permitted. But needless to say they ignored it. I am so upset right now. I do nit feel safe on this train.

I am so annoyed & frustrated that the bridge over Coolmine train station to access the platform on the other side is closed at 8am this morning meaning access was only available through the road bridge. The barriers were down for 4 trains passing (about 6/7 mins) meaning I missed the train to the city that I was intending to get and a second one that came 5 mins after. I have not been taking the train since March because of COVID (eventhough I am still paying for my annual ticket). I have to go to the office today because i am on an interview panel that I am now late for. I was only informed that there was no access to the bridge across the tracks when I arrived at the station. I am not on Twitter. Although I checked your recent tweets now & don't see it mentioned. I did check your app today & last night for the train times and it was not mentioned there either. I am so angry! Just because your customers are not using the trains as frequently doesn't mean we should not be able to access a train when we need it! As not going to the station every day communication by Irish Rail to their customers on something like this is even more important. Also I'm still paying for the train as if I was going in every day for the last 3 months so that makes it all the more infuriating.

I'm sorry to email. I was on the 9.25 from Dublin to Galway yesterday (Friday the 26th of June.) And there was the utmost disruption. We were told there was an accident on our route, which is tragic ofcourse I would never discredit that or anything. But they allowed us to sit on the train for 45 mins without announcing what was happening. How we could get to our destinations. Long story short, we were brought from heustan to Kildare, Kildare to tullamore by bus (by the way there wasn't enough seats to adhere to social distancing) then tullamore to Galway. All in all, me and the other passengers on this train were 1 hour and 30 to 40 mins late getting to Galway city. We were told sorry by the staff on the announcement but nothing else. No water given or anything. I just don't think this is enough when there is that level of disruption. I totally understand that what happened was tragic, it sounds horrific but as travellers with your service we were left totally in the dark with what was happening. I would just like some feedback regarding same, as I am a non driver and a student so I travel with the trains a lot. And I am not happy with this level of service. Hope to hear back from you regarding same.

Dear Customer Care I use the commuter from rush and lusk for work with a tax saver card. I can't understand why you haven't increased the service while you've decreased the social distancing. The roads are busier and there are a lot more public transport customers. I feel like I am unduly being inconvenienced and put at undue risk especially while many passengers do not use face coverings

I traveled from Galway to Dublin this AM at 8am and I wonder why the schedule has the Galway passengers having to change to an empty westport train. Causes a lot of proximity as we have to move trains ... I assume the Galway-Dublin services is busier than the Westport Dublin, so I would think that for Health and Safety that the much smaller number of westport passengers should change trains if you need to limit the number of trains

Dear All

For the third time over the last 7 days the 7.15 from Portarlinton left early again. It left at 7.14 on the 8/7/20 and 7.13 on 9/7/30 and 7.13 on the 20/7/20.

This has happened on a number of occasions over the lockdown period and as therefore caused me undue delays getting to work .

Can you please ensure from now on when a train is meant to leave at 7.15, it does so. Given the reduced timetable during COVID19 it is not acceptable that paying customers are late for work because a driver cannot abide by Irish Rail prescribed timetable.

Absolutely appalled at the amount of people standing, crammed together on Dublin to Longford 5pm train. 16th July 2020. At 17.29pm there are over 20 people standing next to vacant seats which are cordoned off by signage, apparently for passengers safety. It is a major health hazard and a total disgrace on behalf of Irishrail.

I bought 2 tickets: one from Dubling Heuston to cork which I had paid ,but they haven't sent me the booking number for the 31 of JULY and another ticket from the 3rd of August from Cork to Dubling Heuston which I could print out. Could you make sure that I have bought the ticket for the 31 of July from Dubling Heuston to Cork, and not on the 3rd of August?

I purchased an adult return ticket from Clontarf to howth today 1st august 2020, Both northbound and southbound service was disrupted due to power fault and I couldn't get a bus either as they were too full. I am not happy with the service and was left stranded in howth can you please provide me with a refund of 6.25 for my ticket that I received no value for and no service on bus please get back to me ASAP

Hi I took my parents to Huston customer service office today to find out if they needed tickets for train tomorrow for Galway there in there 70s and need to travel for a funeral .the man behind the screen told them they should not be traveling unless it's essential travel and started saying how busy it is and been weekend that essential travelers need seats and the seating is social distance .I think we understand that his tone of voice was so respectful to my parents who are upset enough having to go in first place .I don't think it's any of your staff business we're my family are going .

Good Evening My mam and sisters are due to travel to Kilkenny tomorrow I think the 13.15 train, they all have travel passes I phoned Irish Rail personally myself two weeks ago to see if I book there seats for them I was told I couldn't per book with the travel passes but was assured there wouldn't be a problem, so we went ahead and booked the hotel, I just looked on the website and can see no tickets available for any of the trains ??? The lady I was talking to took my mams name [REDACTED] and wrote down that a group of 6 was traveling (im not sure if she per booked a carriage) the lady was lovely and very helpful (im sorry I didn't get her name)I do hope all will be ok as my mam is only getting out after my dad passing, if there is a problem can you contact me

booked 2 seats for me my mother and my friend on a train from Dublin to Galway . When we got to our seats they were taken , we showed the people our booking information and that it was in fact the seats we paid for and we were told we could not reserve seats. Could you please help shine abit of light on this situation as we are left to sit on the floor

Hi there

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> I booked a first class ticket for the train to Belfast today. Unfortunately the train doesn't offer a first class option so can you please refund the difference between the ticket prices? My booking reference i