

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



26th November 2020

[Redacted]
Email: [Redacted]

Re: FOI request IE_FOI_424

Dear [Redacted],

I refer to your requests dated 10th November 2020 made under the Freedom of Information Act 2014, which was received on by my office on the 11th November 2020, for records held by Iarnród Éireann

Request:

- All complaints issued by members of the public to Irish Rail regarding Covid-19 or coronavirus restrictions between 12 March 2020 and 31 March 2020.

Response:

I, [Redacted] Decision Maker have now made a final decision to grant your request on 26th November 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 including a copy of the schedule to these records.

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]

Decision Maker, Commercial Dept, Iarnród Éireann

Freedom of Information Request:
Schedule of Records for **IE_FOI_170** : 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		IE_FOI_424 Response redacted	7	Part Grant	S37	Personal Data relating to others

Signed



Hayley Durnin
Freedom of Information/Data Protection Office

I would like to know who took and why the decision has been made to reduce capacity on trains. I was on the 6.36 train from Donabate to Connolly this morning and capacity was reduced from 8 to 4 carriages. People still need to get to work and your company is putting the public at increased risk due to flouting of social distancing guidelines. I eagerly await a response but suspect you will just bin this email as per usual. Regards

Since the beginning of the covid-19 pandemic the numbers of passengers on my daily commute have been declining rapidly. I am classed as essential staff in an essential industry and must continue to work throughout the pandemic. This week however I have noticed that the carriages are being reduced on my commute meaning that social distancing is near impossible on my journey as the other essential workforce and being forced to stand / sit closer as there are less carriages. There is also no knowing which train will be shorter. I position myself in the platform to board the train at an appropriate location compared to the exit of the station I am travelling to. As a result of reduced carriages myself and other commuters have had to run the length of a platform to ensure we got on the train and as such were all crammed into the last carriage as were the commuters who boarded at the next station. Can you also please request that the drivers open the doors centrally to reduce contact for commuters.

Hi, I am one of the avid users of the DART and am currently using it for work going to the hospital and I just wanted to suggest if it would be possible to provide hand gels or sanitizers aboard the train especially with the ongoing medical crisis these days. I believe it can also help lessen the spread of bacteria or viruses as there are still many people utilizing the DART. Hope to hear from you soon. Many Thanks!

Hi, My name is [REDACTED] and I work as a [REDACTED]. Every day I commute going to work from Bray to Sydney Parade. For the past 2 months since we had our very first positive patient of COVID-19 in February. I have two observations: 1. I have noticed people are coughing and opening the doors on the train or touching different areas of the train. I also have seen people coughing/sneezing and then using the top-up machine even after coughing on their hands. 2. I have noticed that there are no alcohol hand gels, wipes or sanitizers placed on the train as well as the top-up machine station. Despite the info campaign, I hear every day and the many info bulletins, which I appreciate, I only saw one spray sanitizer in the

stall on the exit office in Bray station. I would suggest as we are tightening the measures to prevent the spread of the virus (COVID-19), that : 1. As the train is a very public area, maybe you can provide or install hand gels or wipes inside the train and possibly also on the top-up machine of every station. (Especially Sydney Parade where medical professional coming from SVUH and patients usually commute) 2. Put out info on the website or train station the things you have been doing in order to minimize the spread in the DART. I know you have been cleaning it, but we can't see it really. I just observe other countries, cleaning and wiping the seats on the train, the buttons usually touched and etc. With this, the public would know what you are doing aside from the information drive and we would be conscientious to keep the cleanliness as well and minimize the spread of same. 3. Maybe assign the first carriage as only vulnerable population can use. Let's say patients who are immunocompromised, older population, pregnant. With this, we minimize the risk of them contracting the virus. I appreciate all your efforts in maintaining the smooth flow of the dart, but I hope you would consider my suggestion as a citizen of this country. Many thanks and more power.

Hi there, i hope this email finds you well.

I would like to know if you are only allowing people who are considered to be essential workers on board your services? I.e are you refusing members of the public who do not have work letters to travel? I am currently in Galway in my family home however I need to make an essential trip (alone) to my home in Dublin and I am wondering if I can take the train to get there tomorrow?

I have read an I am aware of the restrictions that the government have put into place until April 12th but it is unclear to me if members of the public will be refused to travel on public transport if they do not have any work letters or documents.

Thank you for taking the time to read this and I look forward to your reply.

Hi, I have a 2020 annual taxsaver rail ticket and commute Mon-Fri Castleconnell-Limerick. I understand there have been major changes regards reacting to the spread of COVID 19 and that changes to service may be considered. I work now on a COVID call line answering questions from the public which it seems cannot be forwarded to a mobile. I have no work from home arrangement and as the train is now used by so few, I have no fears around use of public transport. If this

service was stopped, it would not be due to risk attached to operating the service as social distancing is now easily adhered to on a quiet train. I would like to continue travelling to work and as the HSE guidelines to combat spread of the virus are being followed, I don't think there is justification. IR staff use protective gloves, the toilet on the train has hand sanitiser available- please continue the service if at all possible. If busy services that are proving a risk for staff must be cut, hopefully it is possible to continue services that don't pose a risk and are essential for those travelling to work. These are exceptional times but normal life will resume at some point. Hoping all staff will stay healthy and well during this difficult time, Kind regards

It has been reported that the timetable is changing for trains, I would like to let you know that I'm still travelling to work on the train to Sallins from Thurles.

Hi is there only one train dublin to ballina next Thursday on thanks..

Is there a plan in place to provide refunds to annual travel pass customers who will now not be able to avail of your service because the two trains I use to get to and from work (06.30 carlow to Heuston and 16.40 Heuston to Waterford) have now been removed from the time table? I am aware of the reasoning for it, and have no issue with that. However given that I will have to make other arrangements, i do have an issue with paying twice for a journey, or in this scenario paying you for a journey I can no longer take every day.

I understand that these are unusual times and that a reduction in the service reflects the reduction in passengers, but as a result of these changes I will no longer be able to arrive to my shift as a midwife on time on a Saturday morning. Was there any consultation with the hospitals and healthcare staff when these changes were being made? The usual Saturday schedule allows me and I'm sure many other healthcare professionals to arrive in time for their shifts. This is one stress that was needed to be added to already burdened healthcare staff.

Will your trains from Dublin to Cork operate on Saturday, March 28th after the complete shutdown was announced? It's an essential travel to go back home as soon as possible.

Thank you in advance.

: I just had a look at the new time table. I commute from Donabate to Dublin Pearse Tuesday to Thursday. I work in a hospital. Since the covid19 outbreak I have been getting the 7.30am to work and the 3.42pm home as social distancing was easy to achieve. The new timetable has no trains from 7.02am to 8.15am. This is very difficult. Why was the decision made to cut all trains between the hour of 7-8. Can you please revisit this and have at least one train between 7-8am. It would really help.

As a healthcare worker in university hospital Galway I implore you to please continue the 7.30am Athlone to Galway service for the coming weeks. It is vital that I and my colleagues are in work for 9am and would be very grateful if you could reconsider and discontinue a midday service instead.

I am working in the nursing home in Dublin full time. 5:44 first train from Tullamore I'm taking nearly everyday. Just wondering why they stop that journey and that's the busiest time for the front liners to be on time for work like us. There are still loads people needs that train. Hoping they make this consideration for us who minds the elderly who's vulnerable now. God bless and looking forward for your consideration. Thanks a million.

I'm due to travel to Dublin heuston from Cork tomorrow the 29th and return from Dublin to Cork on Monday 30th. **RE: Booking Number [REDACTED] to/ from Dublin Heuston.**

Will I be able to return to Cork on Monday?

Kind regards,

I have booked my train in first class which I understood that it meant that I could pick any train on the day

I have noticed that my timetable is not available any more.

I see that the timetables have changed and I understand why. What I do not understand is why the first DART from Malahide to Greystones at 06:20 (Monday to Friday) has now been changed to 06:50. People do not get that service for the fun of it. People like myself (I work in a medical device company) get this service because we are required to be in work at a certain time. Taking this service away

is not only a HUGE INCONVENIENCE for me, but a HUGE INCONVENIENCE for everyone else who gets that service. Not because we want to, but because we HAVE TO. This needs to be addressed urgently! I welcome your reply.

Hi, I'm going from Dundalk to Belfast today for work reasons but I'm not sure if the timetables have changed because they're showing up the same on my laptop but on my phone it's a different timetable. Could you please let me know if the times are still the same for today for Dundalk to Belfast

I am a staff nurse, and I commute to Dublin from Athy using this train. I know most healthcare workers use this train as it gets you to work before 8am. I don't see why you didn't cancel a different time that wouldn't interfere with healthcare staff committing times. This pandemic, we're meant to help each other. And you have destroyed the way healthcare staff can even get to work.

I was at Howth Junction station this morning expecting a dart to Malahide at 8.59. I was there from 8.45, no dart arrived so I have missed the connection from Malahide to Balbriggan. Please advise why this had happened? How am I to get to work if your revised timetable is rubbish?

You have changed the train timetable without considering all the healthcare workers who start work in St James Hospital at 7.30 am and need to be on time!

Please can you reinstate the early train. I'm a nurse trying to get to St James's Hospital from Naas. I am an essential worker and can't understand why the first train is gone when it's essential workers that what's required, the next train is too late... I would appreciate you reviewing urgently

Hi I arrived at Heuston station today for the 4.30 train to Portlinton only to find that it was not on, I looked it up on the new time table that has been laid out for the virus. My question is are the trains on the time table running at the right times

I'm a social care worker working in a homeless family hub and the train was my only transport in getting to work to improve the lives of these vulnerable families, and with COVID-19 spreading rapidly they need my help more than ever to get through these difficult times. However due to the selfish interest of Irish railway I will not be able to go to work and support these vulnerable people. You guys are not helping to save people from COVID-19 you are putting vulnerable people at risk, which means lives will be lost if these vulnerable people don't get the

support they need. I come from Carlow to Athy and I usually take the 12 o'clock train from Carlow to get to work and I usually take the 2 o'clock train home the next day. I would greatly appreciate if you guys can think wisely about this and bring the 12 o'clock train from Carlow to Athy and 2 o'clock train from Athy to Carlow as this is so unfair.

I am a nurse an essential worker. Nurses usually start duty at 7:45 am however with recent reduction in services I am now late for work as the 6:55 commuter train from mallow to cork has been cancelled. I do not understand how this shows support for the essential workers during this difficult time. Also there are 4 trains running from 7: 29 to 9: 14 could one of these be cancelled instead. Perhaps Irish rail does not know what time nurses start day duty. I would appreciate your help to enable me to continue to help care for our population in need. I look forward to hearing from you.

I'd like to complain about the disruption to services during this pandemic. You guys are saying your protecting us by cutting services down but in fact you are not ! Your making it harder for me to get to my job and get home to maynooth from sandymount. I work as a veterinary nurse and still have to take care of sick animals. I share the train with a lot of frontline workers aswell. Now that certain services have been cut and there are less trains we are forced to be on more packed trains and wait lengthy times after shifts to even get on a train home . How does this help social distancing . I can see your little signs so no one can sit opposite each other but how does this help when now people are packed on to 1 train instead of several that usually take place. Meaning standing and will now be full. The service should be still running normally if you really want to help front line workers . Some of which who have no other choice but to take the train to work . Whether it's because you want to clean the trains more theres no point if the trains are going to be packed . I'd rather wash my hands and try avoid touching things bar the seat on the train than have people packed into the carriage with no choice on the 2m distancing.

Irish Rail,

Has there been a reduction in service Athy to Heuston?

When searching the Athy - Heuston - Athy route, is only the trains listed below are being listed.

Athy - Heuston - Arrive by 10:00
The 07:15 & 08:23 trains show.

Heuston - Athy - depart after 10:00
The 10:15, 17:35, 18:35 & 20:15 trains show.