

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



27th July 2021

Re: FOI request IE_FOI_483

Dear [REDACTED]

I refer to your request dated 10th June 2021 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:

Records of the number of complaints that Irish Rail received in 2021 in relation to the Westport-Dublin line. A copy of above complaints with all personal and identifying information redacted accordingly

The decision maker handling your request is [REDACTED]

Response:

I, [REDACTED] Decision Maker have now made a final decision to part grant your request on 27th July 2021.

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 by email at foi@irishrail.ie

Yours sincerely,

[REDACTED]

[REDACTED] FOI Decision Maker, Iarnród Éireann

Freedom of Information Request:
Schedule of Records for IE_FOI_483 : 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	27.07.2021	IE_FOI_483 Response	3	Part Grant	S37	Personal Information of others

Signed: 

Freedom of Information / Data Protection Office

I am lodging a complaint about the closed doors in the Castlebar Co Mayo station. The person in charge will only open the waiting room 10 mins before the train is due No matter what the weather is like he does not open it. I have complained to him before with no change. It is presently -3° And we the passengers are sitting outside at 18.12. He is the only one who does this on the Mayo line. I understand the man lives in the station.

I'm currently on the 2:45pm train from Heuston to Westport. A passenger got on the train at Ballyhaunis not wearing a mask. He boarded the train outside the ticket office while an Irish rail worker stood right beside him, watching him, and said nothing! Now he's sitting a few rows behind me with no mask. Why are your employees letting people break the mandatory law to wear a mask on public

Hi I'm a college student I'm travelling to and from ballina regularly now and I just want more information about my trip I leave Balina tomorrow morning at 7.05 I reach Manila junction at 7.33 and 7.36 I get on a train to Dublin but is it the ""Dublin Hurston train"" I get on ?? Ans then I arrive there at 10:27 ans then I get a train at 11 to limerick junction but I presume I would be getting the "cork " train ... basiclaly I'm u sure about what trains to hop on etctransport?

My train for this Sunday the 17th was cancelled and I now need to travel on the 18.30 train to Westport. When I go to book the free travel pass I need to pay a fee of 21.00€. I dont think I should have to pay an extra fee as it was Irish Rail who cancelled the journey. Can this fee be waived?

Hi My Reservation number is [REDACTED]. My train for this Sunday the 17th was cancelled and I now need to travel on the 18.30 train to Westport. When I go to book the free travel pass I need to pay a fee of 21.00€. I dont think I should have to pay an extra fee as it was Irish Rail who cancelled the journey. Can this fee be waived?

I reserved a seat yesterday and received my ticket number but when I keyed in the number today it said the number was invalid. .?? I did input the number on the text.

I have to return to the UK from this weekend for work and intend to travel on the intercity route between Ballina and Dublin Heuston.

Is there any documentation Irish Rail advise I should have when travelling to confirm my journey is essential?

The train never came I've had to try be in for work and now I'll have to get a taxi in

Hi there,

Yesterday evening all trains were cancelled to heuston as there was an incident which I understand. I arrived at monastervin train station at 18:30 waiting 18:44 and nothing arrived and I then google it and saw the incident. However there was no update put onto the Irish rail app or no trains were marked as cancelled but updates were on Twitter instead? It then said the 18:25 train to heuston will terminate at hazel hatch so I waited for that and then when the train arrived in monastervin that had heuston on the front and drove right past me??

I am a student nurse travelling from Adamstown to monastervin each day at the moment and do not have time to check Twitter for my train.

This should of been on the Irish rail app. I also paid €16 for my ticket which I couldn't use yesterday evening as the train was cancelled, there was also no bus shuttles as stated there would be when I read Twitter. I would like my ticket refunded for yesterday as I then had to pay for a country bus ontop of my already paid train ticket.

At 19.50 this evening I went to Ballyhaunis train station to try collect a pre booked ticket for my return journey to Heuston station on the 8am service, Monday 8th February ticket collection number [REDACTED]. I was having great difficulty in entering the number as it kept jumping on to other numbers. After 5 attempts I unfortunately said " feck this machine " - I'm 68 years of age and not very used to this system. Immediately a member of Irish Rail appeared from a room, not the closed ticket office and told me to immediately leave the train station for my language. I refused & said I needed help. He refused to help & said if I didn't leave he would call the Garda. I told him to go ahead & phone the Garda. He then threatened me with assault with a brush if I didn't leave. He refused to give me his name, but to defuse the situation I left. Later I got my son to get me my pre booked ticket. I can not believe this is the sort of person that Irish Rail employed. I have a video recording of most of our conversation and request that you provide me with this individual's name so that I can take this person & Irish Rail further for a threatened physical assault. I have also a photo of the the number plate of this individual's Irish Rail van to help identify him. I'm sure your records will be able to identify this nasty employee of yours. Looking forward to hearing from you.

Im currently on a train to ballyhaunis and a staff member has just asked me for a letter to show im exempt from wearing a mask under gdpr there is no reason I have to show this and one does not exist anyway

I wish to make a complaint. I went about all the right chains, I have a hospital appointment in Dublin this morning at 9am. Went online to book my ticket, I selected the 645am train from Clara. I arrived at the station to find it locked up and sign saying train not running. Why was I allowed to pre book my seat and print off my tickets for this servic?! I was lucky that I had given myself enough time I was able to get into Tullamore to get train from there. If I had got a taxi this morning I would of being stranded. I had a very important appointment in Dublin hospital and planned my journey when I received my appointment. This caused me extra stress and anxiety to what is also a stressful appointment...I shouldn't of been able to book a seat on a train that isn't running

i have been trying to book a bike on a journey from Hueston - Ballina for next Weds, 17th March. however, whenever i try to book it, all the journeys say sold out but available on the train itself. I then tried the days before and after, which i

got the same. I believe there may be something wrong with the system as I tried several random train journeys/destinations at very far dates and each one has said there is no room for a bike, could you assist?

My 17 year old son was on the train from Newbridge to Ballina at 12.57 today, 13/03/21, he was holding a child ticket which I had purchased for him in error. I was called by my son on his own phone at 1pm and he said to tell someone his date of birth, a man came on the phone and abruptly said " what is his date of birth", I gave it to him and the man hung up. I received a call from a number I didn't know and missed the call, this was the man who I was talking to before on my sons phone. I was then called back by my son at 1.06pm and a man was on the phone and asked for his address and to confirm his name and I tried to tell him that I purchased the ticket and it was my error not my sons then the man hung up abruptly again. The man was very rude and abrasive on the phone both times. My son was issued a fine for a ticket he did not purchase. I then decided to call the man back and ask for his name, he said he would not give his name but would only give his number which I had from the missed call. I asked him why he would use my sons property in a pandemic and he would not give a direct answer and was very rude. I have a recording of the call. The man then rudely tried to explain in a loud tone and when I tried to tell him he should not have used or touched my sons phone twice in a pandemic he hung up on me. This man was the most rude and obnoxious man I have ever encountered, he should never have touched my sons phone at all let alone in a global pandemic. He should not be allowed to come in to contact with people let alone a teenager alone on a train. My son was scared and felt threatened by TWO grown men. The number for the man in question is [REDACTED] I do not know his name as he wouldn't give it. The train stopped in newbridge at 12.57 and it was going to portlaoise. I will be in contact with my solicitor about this and contact relevant media. This man should never be allowed to be in position of power again over any passengers.

I made a ticket purchase on the 16th of march, for a ticket from heuston > castlebar for the 20th march, and return journey castlebar > heuston 27th, i got an email saying my ticket was cancelled or the journey time will be changed, so i went amend my ticket but the fee is 10 euro! So my email told me to contact customer service as i have a semi-flexable ticket, i shouldn't have to pay a few for a ticket i purchased prior to being notified of any changes to train times, please can you assist me on this

Due to service disruption I wish to avail of a refund for my ticket ([REDACTED]) purchased for the 14.45 service Dublin > Claremorris on Thursday 25th of March. Can you advise how I can proceed please?