

24<sup>th</sup> January 2020

[REDACTED]  
[REDACTED]  
[REDACTED]

Re: Response - FOI request IE\_FOI\_308

Dear [REDACTED]

I refer to your request dated 7<sup>th</sup> October 2019 made under the Freedom of Information Act 2014, which was received by my office on the 8<sup>th</sup> October 2019, for records held by Iarnród Éireann.

**Request:**

- Details of the complaints made to Irish Rail regarding anti-social behaviour on board during September, 2019

**Response:**

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](mailto: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 Office on 01, 7032607.

Yours sincerely,



**Hayley Durnin**

**Freedom of Information Office**

Freedom of Information Request:  
Schedule of Records for **IE\_FOI\_308**: 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          | 24.01.2020     | FOI_Redacted      | 19           | Part Grant                        | Section 37 - Personal Information |                                  |

Hayley Durnin  
Freedom of Information Office

Hi, I have just read an article about anti social behavior on the DART and it reminded that I should have sent an email after my recent trip on the service. During the summer I went with [REDACTED]. I hadn't been on the DART for about 15 years. The trip there was fine apart from the tissue seller but on the way back it was an eye opener for us all. We got on and after a couple of stops from Howth a group of young teenagers got on after being at the beach. They all had fish and chips and were screaming and shouting and running up and down. Very intimidating so we got onto another carriage. That was better but when we were there a while a man and his friend got an and cracked open a can of Guinness and proceeded to drink that in full view of us.

I read the other peoples experiences and can only imagine how terrifying it must have been to be in their situations. My experience on the DART left me disappointed and saddened to see people behave this way on public transport. I won't be using it again and I will make sure my children don't have to. It's unwelcoming, intimidating, unsafe and stressful to use as you really feel like you're on your own if anything happens.

Awful to see a train service in such state of misuse by a small group of the public. I used to use it everyday during the day and night and never a worry. It's completely different now and it's as if these people are being given free reign to do anything they want on it.

I'm only sending this now because I reckon lots of people have these uncomfortable experiences and don't complain. So actually your problem with antisocial behavior is worse than is documented. I hope the new text alert service works and a security firm like the LUAS uses might be used to deter this behavior. One day my son or daughter might need to use the DART to get to work or college. Luckily that's a good few years away so until then I will be avoiding it at all costs.

August 28th was the day I decided to bring my little lady who is 3 on the train ride she had been asking me for for 6 months prior.

We left Heuston Station at 1.25pm to head for Galway.

Everything was great until we were five minutes outside of Athlone when a fight broke out between 2 men. Roaring , shouting and one was carrying a knife which he threatened to slit the throat of the other man with - this happened directly beside me and my daughter who did I mention is 3. There was no security on this train and no where to even go to remove my daughter from this situation who was now bawling crying, shaking and looking for her father.

I am appalled that this has happened. One of these men and the group he was travelling with was in and out of the toilets taking drugs. It is a disgrace that there was no security when there are children using those toilets. I was absolutely terrified for the safety of my child. I am honestly disgraced at this service.

There is an ongoing issue with anti social behaviour in Coach G on the 19:00 hrs train from Dublin Heuston to Cork Kent. [REDACTED] A group are drinking alcohol, using inappropriate language and disturbing fellow passengers.

Can the issue please be addressed?

Hi there,

Yesterday evening, Monday 2nd September I was on the 17:47 Northbound Dart from Pearse Street dart station and when we stopped at Harmonstown (approx 18:00) a group of teenagers on the Northbound platform were openly snorting something (I'm assuming cocaine) in the shelter. It was the shelter in the middle of the platform. [REDACTED]

This is not a nice scene to witness in broad daylight. I hope that something can be done a [REDACTED] was sitting on train going to Sligo from Dublin Connolly on 21st August on the 9.05 train. (He was not 100% sure of date but sometime that week)

Somebody threw a brick at the window but it didn't break but shattered. The conductor told [REDACTED] to get off at the next station and seek medical attention as he was saying he got a fright - [REDACTED] - but felt he didnt need to see a doctor at that stage and got a taxi home instead

He wants somebody to contact him re this incident  
bout this?

Comments:

Hi, I just want to notify you of a completely unprovoked assault that took place against me on the 11pm Southbound dart on [REDACTED]. I had been socialising in the bloody stream pub beside the dart station in Howth, a guy who i think was in his 40's was there too with an older man (presumed his father). I do not know this guy at all. Both him and the older person were on this 11pm dart. I got on with a friend who disembarked at Sutton Station, after this both these people moved to the row of seats in front of where i was sitting, called me over and the younger of the two pushed my head down against the metal railing dividing the seats. He held it there for approx 10 seconds before i managed to get him off. He said "he didn't like the way my friend had been smiling at him". The two off them then got off the dart. I'm not sure at which station. I got off raheny so somewhere before this.

I initially thought i wasn't going to report this but i just want to see what you as a company think first. I've never been involved in any altercations before so it came as quite a shock.

Let me know if you have any questions.

Comments:

I boarded the 17:26 southbound DART in Dún Laoghaire heading to Greystones. The train did not leave the station for 25 minutes . Driver was good in terms of information announcements. He kept passengers informed and apologized for incident of antisocial behaviour.

What an anticlimax when I saw who was removed from the train. A harmless junkie. Not a threat to anybody. Could the Gardaí not of met the train in Bray. Why did the cities main railline shut down for such an innocuous incident.

God forbid, a real security incident were to occur. I now know that if such an incident were to occur I'd have to wait 20 mins for the Gardaí to arrive and saunter down the steps to see who was under seige or murdered . Thousands of people delayed.

Reponse to incident was completely over the top and there was a distinct lack of urgency shown by Gardai. Keep the trains moving. DRIVE ON.



4<sup>th</sup> SEPT, 2019

The Manager  
Irish Rail  
Complaint Department  
Iarnród Éireann  
Cowdery Station, Dublin 1

Dear Sir/Madam

I am  
making a complaint to you about  
your about [REDACTED]  
commuter train. I  
got on the Bray train

(2)

from Connolly And I  
was sitting in the  
2nd carriage of the  
commuter train  
And 2 young fellas  
got on the train  
And they were kicking  
And Banging the  
torque door And I  
of young fellas stare  
looking for a row  
off me on the train  
And I went up to  
2 members of the  
Irish Rail Staff  
on the train And  
I explain what  
was happening And  
the staff saw the  
2 young fellas  
on the train  
And they had no



I phoned your Customer Service line earlier today and spoke with [REDACTED]  
She was very helpful and advised me to put my complaint and concern in writing which I am doing now.

My name is [REDACTED]. I live at [REDACTED]. My number is [REDACTED]

[REDACTED]. Last night September 4th local street drinkers which we have an ongoing problem with at [REDACTED] let themselves into the Dart station late at night. They settled in one of the rain shelters [REDACTED] on the north bound side, past the lift. They had a gettoblaster/radio blaring and seemed to be 4 or 5 men in total. They relieved themselves on the platform throughout the night and were still there when I eventually fell asleep after 2am. This should all be covered and recorded on your security cameras. These men were drinking in your lift shaft area for some weeks before this periodically but I notice that the shutters are now being closed at night. They moved to the platform because the station now remains open over night.

I am very concerned that this will become a habit or new venue on a regular basis. I need more that 5 hours sleep to function properly at work the next day as do most people. I am also concerned that any one of these men could fall on to the tracks after drinking while drunk and pass out or become unconscious with early trains flying through the station oblivious to the fact that someone may be on the track.

Can you please come back to me at your earliest convenience and tell me why the station is remaining open and if this is to continue? Also can you please let me know what action you will take to prevent this happening again? People of all ages sit on the ledges along the wall where these men were urinating last night. As a regular Dart user this is completely unacceptable and needs to be addressed urgently.

I look forward to hearing from you very soon.

The catalytic convertor from my car was stolen from Portmarnock station yesterday before at some time between 8am and 1pm. I have reported the matter to the Gardai, can you ensure any CCTV camera footage is made available to them if needed please.

#### Comments:

I want to report an incident on the 20:59 Malahide train [REDACTED] between Tara St Station and Clongriffin.

A highly intoxicated middle aged male dressed in shorts, a white track top with Eire written on the back, and a red cap was laying across the chairs with his feet on them, littering the seating area and throwing his coffee cup on the floor. He was talking inappropriately to two young girls who were sat opposite him. They could only of been 14-15 years of age, and appeared very uncomfortable and nervously laughed at his comments about one of the girls figure, commenting on her bottom.

When the train stopped at Raheny he walked to the open doors, stood in the doorway, revealed himself and urinated onto the platform where a lady was standing waiting to board the train. She had to quickly move away and board at a different door. Passing passengers who had just got off the train walked past and watched on in disgust. The train carriage was busy and there were plenty of other passengers who witnessed this. At Howth Junction he stood up and asked another male passenger what stop he was at, to which the passenger replied 'Howth Junction', and he replied 'I'm going to Malahide'.

I myself disembarked at Clongriffin and was left disgusted and angry at the incident. There was a security camera placed directly above the man where he was seated on the train so you should have footage of it all.

I sincerely hope this is taken serious and looked into, and that other passengers who witnessed this report it.

I'd like to report a racist incident on the 1pm train from Dublin to Cork that occurred today, [REDACTED]  
[REDACTED]

The culprit was sitting in coach F, seat 10, and was a middle aged man wearing a green Ireland polo shirt. He is due to be disembarking at Kent station, Cork.

He racially abused a foreign man as he stood up to use the bathroom.

Please do what you can to ensure he is not allowed get away with this.

Thanks,

Comments:

Hi, I am a regular commuter on the Galway Dublin train to work. I can no longer hold in my anger of people drinking excessively on the train. I am currently on the 4.35 Dublin to Galway train and the entire way I, along with the rest of the passengers in the carriage have to endure 4 drunk guys who have mistaken the train for a Friday night bar. I cannot work, or listen to anything on my headphones due to their volume. I travel all the time with the service and this is the regular Friday. I am sick of it. People pay to commute and relax or work during that time. I am NOT paying to listen to this and end up stressed and with a headache. If you are going to allow people to drink on the train put the noise in a drinking carriage. Is there really a need to serve alcohol? This is just unacceptable. Stop serving drink and think about there rest of your customer and particularly your daily commuters.

Comments:

Tonight on the Dublin to cork train this evening at around 9.30 my 16 year old son who has disabilitys was assaulted by a man who was drunk. Who asked hit to fight him. And then he knocked my Sons phone out of his hand smashing the screen. I'm very concerned that there is no security on the trains to help.





5th Sept, 19

The Manager  
Irish Rail  
Complaints Department  
Iarnród Éireann  
Connolly Station, Dublin 1

Dear

Sir/Madam

I am  
writing to you about  
Anti-Social Behaviour  
on your trains and  
still nothing done  
about it and there

(2)

IS NO SECURITY AND NO  
TICKET INSPECTORS ARE  
ON THE TRAINS AND SOME  
ONE WILL BE SEAT  
ON YOUR TRAIN AND  
BRITISH RAIL WILL BE  
IN SERIOUS TROUBLE  
AND I HAVE WRITTEN  
A NUMBER OF COMPLAINTS  
TO YOU AND YOU'S DONE  
REPLY BACK AND IT'S  
AWKWARD AND WE  
NEED SECURITY, POLICE  
ON THE TRAINS DAY/  
NIGHT AND I HAVE  
REPORT TO YOU'S ABOUT  
PEOPLE DRINKING ALCOHOL  
ON THE TRAINS AND  
DUMPING ALCOHOL  
BOTTLES / CANS ON  
THE TRAINS AND I  
HAVE REPORT THIS

③

to the train drivers  
too And ALSO Romanians  
people on the trains  
putting notes / tissue  
on passengers seats  
begging for money.  
+ Irish Rail need to  
do something now  
before it's too  
late And I want  
you, s to check the  
C.C.T.V on the  
commuter train

ABOUT 2 young  
feels CAUSING  
ANTI-SOCIAL  
BEHAVIOUR And Any  
time I travel  
on the trains there

Description: I wanted to report really bad anti social behaviour on the 16.33 train from Tara to Hazelhatch. I boarded the train across from two young students. Three girls then boarded the train and proceeded to cause total disruption on the carriage but specifically targeting the two students across from me who they didn't know at all. They were demanding to use one of the girls phones, name calling etc a few people in the carriage asked them to be quiet but they continued. One of them sat by me and the other two crowded in on the two students wanting their phone , being intimidating etc. I eventually decided to step in as I could see the two students were intimidated and upset. I was called several names in the process. I threatened the guards which was met with further horrendous comments and they eventually got off at park west to no doubt get on another train to continue on. The eldest girl said she was 18 which I doubt and the other two were younger. I wanted to report this so that you were aware. I've never experienced anything like this before.

The train was delayed, the train stopped during the journey  
Nora was on the train with her 2 grandchildren (one with Autism)

A drunk passenger on the train was trying to take one of the children for a walk up the train.  
Nora said no but the drunk man got abusive.  
Other passengers tried to help by telling the drunk man to go away.  
Eventually he left Nora but remained in the same carriage, intimidating Nora

Nora would like someone to look into this as she is very upset & so are the children

Comments:  
Good Evening,

I would like to make you aware of an incident on the Dublin to Belfast train on [REDACTED]  
Train departed at 16:50 from Dublin. Me and my boyfriend got the train and were sitting on an aisle seat because the train was busy this couple asked to sit and we both moved into the windows seats. From Dublin to Dundalk this couple caused myself distress. At the start the couple seemed edgy and the male kept getting up and disappearing. The female was very loud and outspoken telling all aspects of her life. As I was feeling uncomfortable with how they were acting I had my earphones in to avoid any conversation. They outright spoke about drug use and buying drugs at the top of their voices. Next thing the female pulled a grinder and a bag of weed and started to roll a joint on the table where we were sitting. The male grabbed a bit of weed and shoved it under my boyfriends nose. At this point I started to panic about what could happen next so I got very upset. This point my boyfriend asked the couple to move as their actions were causing me distress. This whole time from Dublin to Dundalk no conductor walked up the train carriage to deal with this or see if everyone was ok and it was very difficult for us to find a conductor as we were stuck in the window seats. Later on when I saw a conductor I made him aware which he said why didnt I tell someone. As I said very difficult to leave my seat as both people who were causing the disruption were in the aisle seats. I want to make you aware of this situation in order to prevent this happening to someone else.



Hello,

I'm on the 14.20 train to Galway from Limerick and there's a large group of young adults playing extremely loud music and engaging in anti social behaviour on the train. If an inspector could get on and resolve this it would be appreciated.

Thanks.

Location: Ballbrigen to Pearce street.

What Happened: Was in last carriage of the train on a two seater the man was inside the window and wouldn't let her sit down next to him so he called her very abusive and not acceptable language to [REDACTED]. No one stood up for her on the train even tho the train was packed. He threatened to punch her. She wants a response made and also wants a full investigation carried out.

Comments:

group of girls drinking alcohol and playing music loudly on the Greystones train

Hi , we travelled on the 9 o'clock train from Dublin Huston to Kerry on Saturday nite . A couple with their 3 young children got on in Limerick junction and from the min they got on the train they caused trouble . They sat behind us there was a group of young boys (16-18 years olds ) sitting behind us on the other side . She verbally attacked these young quite boys she accused them they were arguing and upsetting her baby this I may add was not the case they were very quite boys ( u be proud to call them ur sons ) enjoying each other's company they did not respond to her or open their mouths to her she went up to them on a number of occasions and went to hit one boy on one occasion hitting my shoulder on her way up I am not sure did she make contact with him but I do no they did not with her or open their mouths back to her .

I was travelling with my husband 3kids and friends it upset my 10 year old boy and 14 year old daughter a lot found it very hard to go to sleep etc from the min she started roaring she called all of us names her 3/4 year old boy tried to steal from the trolley . I could write more about the journey but it would be along email !

[REDACTED] (Irish Rail) worker did come to us and told the boys to sit down as she was getting off in mallow thankfully .

I know it's public transport but that kind of behaviour is just not good enough on the train [REDACTED] was superb .

As you are prob aware from my email

Address we are regular customers with Irish rail I am sending this email to complement [REDACTED] on the way he handle it and to see could there be anything done allowing these kind of people on with this behaviour

We travel on Saturday night from Dublin Huston to mallow on the 9 o'clock train . In Limerick junction a family of 5 got on 2 adults and 3kids , from the minute they got on the train she caused commotion .I was travelling with my 9 year old son who was very upset about the journey home .

There was a group of boys sitting behind us who she verbally abused and I am not 100 sure if she made contact with one of them when she went to hit him . ( These boys were very well behaved u be proud to call them your son's )

I am writing to complement [REDACTED] who works with Irish rail who handle the situation very well . I know it is public transport but I would be hoping that something could be done to not allow these people on the trains again also that there may be Xtra security on trains .

Looking forward to hearing from you



Comments:

I was travelling from Greystones on the 8.54am dart. I was sitting in the last carriage. When the dart arrived at Grand Canal Station, a young boy of about 8-10 wearing a tracksuit got on and sat opposite me (I was in a four seater cubicle alone and he sat directly opposite in the same cubicle). He said something to me which I didn't understand. I thought he was asking which direction the dart was going so I said "this way" and pointed in the direction of Pearse Station.

The boy was acting strangely and I tried to ignore it. At around Pearse Station, the boy kept looking at me and then put his hand into his trousers and began masturbating.

Obviously I was extremely shocked and left the dart as soon as possible - Tara Street Station. I really didn't know what to do and I was shaken and felt as if I was going to throw up from the experience.

I didn't know what the text alert number was and this probably would not have helped given I got off the dart as soon as possible.

I am extremely shaken and I think the matter should be investigated.

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Comments:

Yesterday I was onboard your 5.20 pm train from Galway to Dublin, when I heard commotion up the top of carriage C. One of your staff members, [REDACTED] seemed upset and was telling a man not to speak to her like that. As I moved closer to the incident, I heard him racially abuse her. I told him to leave her alone and his racism was not acceptable and then I went and spoke to [REDACTED]

She told me that this is a constant occurrence on this train and that the Tullamore stop is always troublesome. She told me that someone has had a knife held to their throat, that last week someone had all their belongings stolen and that staff are always experience racial abuse. This gets reported to line managers every time something happens but nothing changes. She told me that she was the only staff member on the train bar the driver. This is surely a health and safety issue, she had no back up, nobody to come to her aid. The only other staff member was the driver.

I comforted her, and then went back to my seat. At the next stop, the driver got on, spoke to her, then spoke to him and then went to get back of the carriage. I went up to him and asked him why he wasn't having this man removed from the train after he racially abused one of his colleagues. He looked very confused at my question, which I'm certain is a valid one. I repeated my question and then he said 'do you want to be twenty minutes late getting into Dublin?'. I'm shocked that this was his only concern. How is the safety and mental well being of your staff member not paramount? It should be your policy and procedure when a staff member is racially abused that the gardai are called and the person is reported and removed from the train. It shouldn't matter whether this process takes two hours. It needs to be done, without question. I told him I didn't care if we were late, that the gardai needed to be called and he needed to be removed.

He then turned to [REDACTED] and asked her did she want him off the train, she said yes, he asked me the same question and I said yes and he said right and got off the carriage, I'm assuming to ring the gardai.

I should also say that when he spoke to the perpetrator, the man told him that he is just after hearing that his father died, and that was his excuse for his racism. He said he would be willing to apologise. [REDACTED] did not want to accept this apology, as is her right. And regardless of whether this man's father just died, that is absolutely no excuse for racism. I just wanted to include this here, as it may have influenced your driver in thinking it was right to leave him on the train although I do believe the driver was more concerned about the timing aspect.

When the driver got off the carriage, the man got up from his seat and approached [REDACTED] and I who were standing by the door, he got right in her face, racially abused her again, calling her all sorts of racial insults and told her to get the f\*\*k out of his country. He then proceeded to call me a fat c\*\*nt, as he stepped off the train.



He then proceeded to exchange words with someone, I am assuming the driver, but we shut the door so I didn't hear. He was making slit throat movements through the window at me.

This whole incident deeply concerns me. I know there are racist people in Ireland, there's nothing Irish Rail can do about that. My issue is, there seems to be no proper procedure or protocol in place to deal with these sorts of situations when they occur. The policy should be that the train is stopped, the guards are called, the incident is reported both to Irish Rail and to the Gardaí and that the man is removed from the train and banned from travelling on the train again. AND there needs to be a method of enforcing this.

In addition, it is shocking to me that the only two staff members working that train were the driver and [REDACTED]. It is a serious health and safety risk, she was completely alone with no back up, nobody to help her. Customers cannot be relied upon to say something or come to her defence, because most of them are suffering from the bystander effect and are intimidated by persons like this themselves. You need to have at least two staff working on the train or you need to have security. It seems that there are particular areas where trouble happens more- Tullamore. If this is the case, you should have security at that train station that will ride the line the rest of the way to Dublin. I am a postgrad law student, but I work in customer service at the weekends and whenever I deal with horrible customers I have the support of the people working with me. [REDACTED] had none of that, and if I hadn't spoken up in her defence, she would have been terribly isolated and at risk.

You need to speak to your staff about this issue and make meaningful changes to ensure their mental and physical well being are paramount. You need to introduce specific procedures for drivers to follow when instances like this occur. It's no good for [REDACTED] and others to keep reporting these occurrences when no changes are being made to ensure their safety. They should be able to go to work and feel safe and know that if they're abused something will be done about it.

I would just like to say, that by my complaint I'm not saying that the driver is a bad person. He actually seemed like a decent man, and in fairness to him when I told him he needed to ring the gardai, he was going to do it. But I shouldn't have to tell him, nor should [REDACTED]. It should be procedure. And if it isn't procedure, then it needs to be made procedure. It just cannot fathom how arriving on time is more important than the safety of your staff.

I would just like to take this opportunity to tell you that [REDACTED] is such a lovely girl. Before this even happened, when she was going by with the trolley, I happened to make eye contact with her and she gave me a smile. She was brilliant with all the customers around me and is a credit to your company. As her employer, you need to do more to ensure that she feels safe coming to work, and also that she is willing to continue working for you.

I expect a TIMELY response to this email. I had a serious incident with Bus Eireann last week and sent a very long email and as of yet nobody has gotten back to me, nor do I expect them to. I will be very disheartened if I do not get a response or hear that specific action has been taken to address the concerns I have raised in this report. If I do not get a response, I would not be above going on Joe Duffy or some similar radio station to discuss this matter. Please, feel free to contact me by email whenever or by phone later today to discuss this matter further.

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#### Comments:

This incident occurred yesterday at around 20.15. My brother and I boarded the DART train at Raheny and sat at the seat next to the door. There were around 15 young lads of from age 8 to 15 in the coach besides us. At Harmonstown half of them stood at one door and the other half at the door behind us. Just as the train stopped and the door open one them (probably the eldest) smashed an egg on my brother's head and ran away. Before we could react the doors closed and train left. This was my brother's first time ever in Ireland.

Comments:

This incident occurred yesterday at around 20.15. My brother and I boarded the DART train at Raheny and sat at the seat next to the door. There were around 15 young lads of from age 8 to 15 in the coach besides us. At Harmonstown half of them stood at one door and the other half at the door behind us. Just as the train stopped and the door open one them (probably the eldest) smashed an egg on my brother's head and ran away. Before we could react the doors closed and train left. This was my brother's first time ever in Ireland.

Comments:

I was waiting for a train to athlone today at portarlinton at 7pm this evening. I was sitting on a platform chair. I had headphones on but was not listening to anything and browsing my phone. 3 teenage boys came to the platform and they were talking among themselves. They said "what's a brown bitch doing here?" I am an Indian woman btw. After that they were trying to get my attention by constantly saying "visa" in my direction. One of the guys was spitting towards my direction too. I pretended I didn't see or hear anything but then they started talking absolute shit about Asians. I then quickly rang the portarlinton station and spoke to a gentleman saying I felt absolutely racially attacked and I was so scared to my wits end that I couldn't even move and go inside the platform. The station staff came quickly but then a train came and the 3 boys got on it. I am writing to you because this is really scary for me, an immigrant. I've lived in Ireland for 2 years and never felt this humiliated. I did nothing to the boys to deserve such disrespect. Can any action be taken? I'm sure the cctv will have footage of the boys.

Question:

I want to report some threatening behaviour at the Salthill Monkstown station at around 5pm. A young man (20s) was stopping a young woman getting on the train, shouting her and being very abusive. I asked her was she ok and I stayed with her until she got on her train. The station was unmanned. Who can I report this to please?

Comments:

No ticket inspectors and 6 people who drank alcohol the whole way from Dublin to Galway....language is appalling and loud.  
So many reasons not to get the train....  
So many reasons

Comments:

I boarded the train at Mallow coming from Dublin. I entered carriage A where my assigned seat was. No names were displayed.

There was a group of men who were drunk, loud and abusive to fellow passengers. I completely understand people want to have fun but this was aggressive and very antisocial behaviour. I paid good money for my ticket and I do not too have to sit in a carriage for over an hour with screaming passengers. Completely unacceptable.

Comments:

On the 13:40 Heuston to Galway train in carriage f there is an incredibly drink man vomiting on himself, heaving, and making the carriage unbearable with his foul odour.

Comments:

My mother was travelling between Dublin and Sligo on the train on [REDACTED] with my father and on entering she put her luggage directly beside her on the luggage rack which she could see. When she went to get her bag in between the journey her bag had been stolen. This was reported immediately to the train staff who alerted the driver and also the station manager in Sligo train station a lady called [REDACTED] who took a statement. The Sligo train station have confirmed that they do hold CCTV footage of the incident happening. The incident was reported to the GARDAI in Sligo as well. As my mother has had her belongings stolen while on the train please can you advise how she can claim this back ie a claim form.

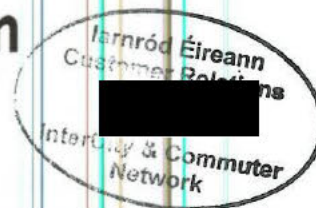
Comments:

Group of 5/6 men with a German Sheppard blocking an entrance into the underground walk way at Kent Station. Asking people for spare change and then asking where are they going. Very intimidating for people on there own trying to get home from work. I reported it to a staff member at the station but he wasn't one bit bothered. Didn't bother even making eye contact.

IN-230673



Iarnród Éireann  
Irish Rail



### Customer Feedback Form

|   |            |                                     |             |
|---|------------|-------------------------------------|-------------|
| Name:   | [REDACTED] |                                     |             |
| Address:  | [REDACTED] |                                     |             |
| Telephone Number:   | [REDACTED] |                                     |             |
| Email Address:  | [REDACTED] |                                     |             |
| Date Of Travel:   | [REDACTED] | Time Of Travel:                     | 2.15 - 4.00 |
| Travel From:<br>(Origin Station)  | Arklow     | Travel To:<br>(Destination Station) | Connew      |
| Details: caught the same woman trying to open my suitcase, couple of weeks ago she was in my changing bag on the back of my buggy saying she dropped her ring into it. I know this woman to see around. |            |                                     |             |

Hello,

There was a man on your train (29115 Balbriggan to Pearse) this evening harassing passengers. He attempted to kiss a young girl and caused her a lot of distress. We're currently still on the train, how do we get him off?

Date: 27/09/2019

Issue: 4 guys on the train drinking on the train the noise is too much there to aloud on the train. Not Good enough

Comments:

On the 18:31 service from tara street to malahide, on carriage 8531 there was a large stone or rock thrown at the carriage as we were approaching raheny station, making contact with the window and subsequently made a large crack on the window. This startled some passengers. It looked like the stone came from the field next to lough derg road estate in the trees

Comments:

I just want to report an assault . I have just arrived in Connolly from the train from Arklow . I think I was in carriage D . A man threw a carton of milk over me . I got a dreadful fright and my clothes are ruined . I screamed when it happened as I got such a shock . I don't believe it was an accident but I'm sure your cctv camera will confirm this . If the cctv can confirm this assault was deliberate I would like to report it to the Gardai . I got on the train in Arklow at 19:15 and the milk was poured over me about 19:45/19:50 .

Please to let me know what the cameras show .

I had not taken the train to Dublin before as I usually take the bus but I won tickets so was looking forward to

the trip but I have been left very frightened by the incident .  
Many thanks

Comments:

Last Monday we boarded the 13.00 train from Connolly station to Sligo. Shortly after departure we became aware of an older woman laying on the floor of carriage C and she was accompanied by a younger male around 30 years of age. As the journey progressed this male started to badger people for money and a mobile phone charger. He never stopped. They then spent some time in the toilet and fouled it in a disgraceful manner. The older woman then sat beside me with the male on the other side of the passageway. They were still carrying on. I phoned this waste of space twice in Mullingar station who assured me something would be done. NOTHING HAPPENED when we got to Mullingar. These two people left the train but nobody confronted them from Irish Rail. I found out from a fellow passenger that these people were laying on the ground in Connolly station. Being so drunk why were they allowed on the train? Probably the station staff thought its better to offload them onto the train and get rid of the problem from Connolly. After the high price of tickets for our journey the least we expect is a comfortable and uneventful journey. We were constantly on our guard watching our possessions and luggage after returning from a trip. Other people on the train also told that this pair were frequent travelers on this train. This is not acceptable so you need to get act together and look after your customers while you still have them.

Comments:

on Galway train from Dublin at present. Very aggressive man, possibly drink taken, shouting and looking for a fight between Ballinasloe and Athenry. I walked strength of the train and didn't find an employee. it was intimidating.

Dear sir

Today I travelled on the 9.05 train to Connolly Dublin from Sligo  
I am on crutches and the train guy was really helpful  
Got seated in carriage d when a gang of men came in with plastic bags full of beer cans  
They were obnoxious language was appalling and they were very very loud and rude  
I rang Boyle station when we left ballymote and told the guy there nothing g was done  
Then at drinks I rang mullingar agsin nothing was done

This was a disgrace  
I had paid my fare and was looking forward to my day away  
But it has been ruined  
I am now dreading going back on Sunday  
This isn't good enough and someone should have done something  
My phone no is [REDACTED]  
Email [REDACTED]  
I await your reply

Comments:

Hi,  
I got the train from Dublin to Sligo on Friday evening at 3pm.  
I was sitting opposite and beside a stag party going to Carrick-on-Shannon and they were doing drugs (Balloons and Cocaine and something that smelt very strong and sweet) directly across from me.  
I was very intimated and didn't feel I could move through them to get to the toilet. The lady with the cart, selling snacks, also seemed intimated as they were discussing robbing things from her cart.



As I felt unsafe, I would hate to think that others might be in this position in the future. I believe that security may be required or improvements to the screening getting onto the train should be improved.  
I will hesitate to use your service over the weekend again.  
Kind regards,

To whom it may concern,

I am writing to express my disappointment and concern re lack of follow up from Irish Rail following an incident on the 1535 hours train from Dublin to Galway on the [REDACTED] [REDACTED]

I along with another female passenger was subjected to a terrifying ordeal from a male passenger. The male passenger was extremely menacing, threatening and abusive to me and this lady. There were points during this ordeal (lasting approx 30 mins) where I feared for my personal safety and in particular when this male began brandishing a knife.

There were no personnel on the train other than the train driver, no access to panic buttons and no protection at all. I felt very vulnerable and only for assistance from fellow passengers I do not like to think about how this would have ended.

I am aware from the Gardai that there is CCTV footage of the incident and I have made a formal complaint to them about this man. It is very disappointing that Irish Rail did not attempt to make contact with me following the incident as Gardai had my details.

I had to take 2 days of work following the incident and was very traumatised by the whole episode. Albeit I have taken the train since out of necessity I find I am extremely anxious prior to and during these trips.

Again the follow up from yourselves has been most disappointing and I wanted to advise you of same.