

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



15th May 2018



Re: FOI Notification of estimation of fees [IE_FOI_149]

Dear [REDACTED],

I refer to your request for additional data dated 24th April 2018 made under the Freedom of Information Act 2014, which was received on that date for records held by Iarnród Éireann your request sought:

All relevant documentation relating to:

- Would it be possible to ask, Paul Slowey, the types of replies that were made relating to the complaints?
- I am not looking for each individual one, but rather a general overview. Eg. Did Irish Rail apologize/issue refunds etc?
- Also, in relation to the top five complaints can I have more information of the nature of these complaints?
- All I want is a few examples of the nature of the complaints for each of the top five.

The Act allows for the charging of fees in certain circumstances and this is set out in section 27 of the Act, a copy of which is enclosed.

I am now writing to you to advise you of the costs of your request. The Act allows for the charging of search, retrieval and copying of records which are within the scope of your request, from within this body as set out in Section 27(2) and (3).

After careful consideration and consultations, I estimate that the services of staff member(s) for 130 plus hours will be the minimum amount of time required to efficiently complete the 'search, retrieval, redaction and copying' work on your request. The prescribed amount chargeable for each such hour is €20.00 resulting in an overall fee of over €2,600

The estimated cost of your request is therefore over the appropriate minimum amount provided for in Section 27(3)(d) of the Act. There will therefore be charges in relation to your request.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Lynette O'Toole".

Ms. Lynette O'Toole

Freedom of Information / Data Protection Officer,

24th April 2018

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]

Re: FOI Request Response [IE_FOI_149]

Dear [REDACTED],

As per our telephone conversation today 24th April 2018, please see below and attached documents.

I refer to your request dated 13th March 2018 made under the Freedom of Information Act 2014, which was received on 16th March for records held by Iarnród Éireann your request sought:

All relevant documentation relating to:

How many complaints did Irish Rail receive in relation to the Westport-Dublin line in 2017?

778

Can you outline the types of complaints received?

See attached document

Did Irish Rail respond to the complaints and what were the types of responses?

Yes

I, Paul Slowey, have now made a final decision to grant your request on 23rd March 2017.

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 01, 7034293.

Yours sincerely,



Ms Lynette O'Toole

Freedom of Information / Data Protection Executive

Freedom of Information Request:
Schedule of Records for IE_FOI_142 : 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	23.03.18	Westport Route 2017	1	Grant		

Signed



Decision Maker

Westport Route 2017	
Type	Number
Seat Reservation	123
On-Line Tickets	80
Unused Tickets	75
Train Failure	58
Crowding	44
Unable to Book Tickets	36
Storm Ophelia	35
Timekeeping	23
Union Dispute	22
Ticket Prices	18
Catering	18
TVMs	17
Unhelpful/Rude Staff	16
Disorderly Passengers	16
Fare Structures	16
Doors	16
Lost/Mislaid Tickets	15
DSP Free Travel Passes	14
Heat / AC	10
No Confirmation Email	10
Bus Transfers	7
Student Tickets	7
Signal Fault	7
Cleanliness	6
Train Information	5
Promotional Offers	5
Announcements	5
Toilets	5
Station Facilities	5
Wi Fi	5
RPU Fines	4
Incorrect Information	4
Bicycle Spaces	4
Charged in Error	4
Alcohol/Smoking Policy	4
Connections	3
Early Departures	3
Disability Issues	3
Disability Assistance/Ramps	2
Booking Office Issues	2
Special Events	2
Annual Tickets	2
Complete Savings	2
Timetable Changes	2
Special Event	2
Intimidation	2
Lifts/Elevators	2
Incident on Line	1
Cancellations	1
Surcharges	1
Tissue Scam	1
Bridge Strike	1
Family Tickets	1
Catering Staff Issues	1
Track Fault	1
RPU Staff Issues	1
Car Parks	1
Child Fares	1
Station Condition	1
Grand Total	778

12th June 2018

[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Re: FOI Request Response (2) [IE_FOI_149]

Dear [Redacted],

I refer to your request for additional data dated 18th May 2018 made under the Freedom of Information Act 2014, which was received on that date for records held by Iarnród Éireann your request sought:

Would it be possible to ask, the types of replies that were made relating to the complaints?

I am not looking for each individual one, but rather a general overview. Eg. Did Irish Rail apologize/issue refunds etc?

Also, in relation to the top five complaints can I have more information of the nature of these complaints?

All I want is a few examples of the nature of the complaints for each of the top five.

I, Paul Slowey, have now made a final decision to grant your request on 24th May 2018.

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 01, 7034293.

Yours sincerely,



Ms Lynette O'Toole

Freedom of Information / Data Protection Executive

Freedom of Information Request:
Schedule of Records for IE_FOI_142 : 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	24.05.18	FOI 149 complaints -Redacted	1	Part Grant	S36	Personal Information

Signed



Decision Maker

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Onboard Train Issues

Comments:

Yet again my reserved seat was not indicated above my seat. While I got a seat it becomes tiresome when one goes to the bother of reserving a seat only to find someone in it. What are you proposing to do about this recurrent problem. While this is the first time I have contacted you (just sheer exasperation finally drive me to it) it has happened multiple times over the last number of years to me.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Fri Aug 04 21:08:40 BST 2017

.....
Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Onboard Train Issues

Comments:

I was on 18:15 Hueston to Westport sitting in seat from 17:55 as this is a busy train I do make sure that the seat that I am sitting in is not pre booked, so as the train is filling up, at 18 :13 , 2 female s ,approch we're I am sitting and listening to music she demanded that I move as she produced two tickets saying these were booked ,I advised her to take this up with Irish ,rail as there was no name or ref in window in seating area I felt intimidated by her stance and making a scene . I travel on Irish rail daily and pay enough for my travel of over €5000 a year I should be allocated a seat for my travel,if Irish rail can't sort this issue out ,then I suggest that booking seats should be removed from your service as I don't need this aggro if you're staff are not doing their jobs,this is not the 1st time either as I have witnessed on many occasions other train users being asked to move. I did find another seat fortunately,but if this was a Friday I would of not been so Lucky (not happy)

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Tue Aug 15 19:09:05 BST 2017
.....

Dear Sir/Madam,

I am writing in relation to my trip from Tullamore to Claremorris last Tuesday at 3.40pm (Dublin-Westport train); I booked tickets from myself and my father the day before, as well as booking seats for ourselves due to anticipated high numbers travelling to the Ploughing Championships, and when we got onto the train, there was no name on the screen above our seats, or in fact on any screen for anyone else who had booked a seat. This left us standing for much of the journey. My father has a travel pass and to make sure that he had a seat, i paid €10 through the website. This was obviously a waste of time and money. I would appreciate an explanation for why this occurred.

Yours sincerely,

[REDACTED]

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Fares & Ticketing

Comments:

Hi there. My husband booked a single journey ticket on line either sat 23rd or sun 24th September with his aib visa debit card. [REDACTED]. Ballyhaunis to heuston. He mislaid the reference number for retrieving the ticket on the day of journey. 27th September 10 am ish. The guy at station couldn't help him without reference number and he ended up buying another one cash in ballyhaunis station. [REDACTED]. Would it be possible to get a refund back for the unused one on his laser card. If you need any more details just let me know.

Sincerely

Hazel Lloyd

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Wed Oct 04 15:19:55 BST 2017

From: [REDACTED]

Sent: 12 October 2017 22:39:55

To: reservations@irishrail.ie
Subject: help [REDACTED]

Hello

Can you please help me please.

I booked tickets about 5 minutes ago for a hen party on 21 October and I mistook the arrival time for the departure time and we are now all booked in on a 7am train from Dublin to Galway!!!! I didn't twig this until the booking came in.

There is no way people will go on the 7am train, I would be so very grateful if you can please change booking to the 10am train.

My booking reference is [REDACTED]

Kind regards
[REDACTED]

----- Original Message -----

From: [REDACTED]

Received: 17/10/2017

To: [REDACTED]

Subject: BOOKING ERROR Fwd: Thank you for booking with Iarnród Eireann

Hello,

I managed to book the below tickets for the wrong weekend, I should have booked for this coming weekend Saturday 21st and Sunday 22nd - same times, wrong weekend.

Is it possible to cancel / change this please?

many thanks
[REDACTED]

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Timetabling

Comments:

on the 19th of July i prebooked a flexible ticket from Dublin Heuston to Castlrea. my flight got delayed in heathrow by 5 hours so i missed 2 westport trains and ended up buying a galway train ticket to Athenry.

as I had no time I could not go to the ticket information desk and explain this and use the €16.99 instead I paid 32 for a ticket to athenry.

I have a copy and receipt of my train ticket and the confirmation email of my original ticket which I will forward on once i get a reply.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Fri Jul 21 15:56:10 BST 2017

.....
Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Fares & Ticketing

Comments:

I am a student in Dublin, i booked a ticket online late Saturday night/ early sunday morning to travel from castlebar to heuston on the 1558hrs train but unfortunately i was not able to travel as i developed a stomach bug, can you reimburse me? , it cost me €16

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Nov 06 00:56:10 GMT 2017

.....
Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Fares & Ticketing

Comments:

[REDACTED]

[REDACTED]

CONFIRMED

€16.99

I purchased this ticket online, and I was told I had a free cancellation. When I went to cancel the ticket, there was no option anywhere to cancel the ticket. I was even informed by an agent at the Westport station that I could cancel the ticket, and purchase another one. This ticket was for Sunday and because I thought I had a free cancellation, I tried to move cancel and book for Monday. I did not go on the train Sunday, and I am purchasing a ticket for Monday (tomorrow) and going back to Dublin then. I would like a refund for the Sunday ticket please.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sun Nov 26 16:37:30 GMT 2017

.....

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Travelling from Ballina to Dublin heuston today. We were at a standstill for a lengthy period. Train driver made some sort of announcement but not able to hear him as very muffled. We are now an hour late and had no further updates. One lady has now missed an important appointment. Shocking really as people very angry on train and nobody to complain too. Not impressed with this service at all!

[REDACTED]

27/05/5017

.....

From [REDACTED]

Sent: 11 December 2017 20:20

To: IE Refunds

Subject: 9.45 Westport

Hi there,

Your Twitter account told me to email regarding a refund. I'm currently on the 9.45 Westport - Dublin train which has moved passengers off carriage C due to mechanical fault. I booked a seat but have been standing since Castlerea in a corridor with TWELVE other passengers. My booking reference is [REDACTED].

Regards,

[REDACTED]

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Service Delays

Comments:

I was on train from Westport to Dublin 16th March 7.15 seat C29. I had an appointment with a consultant at 11.30 train broke down in Claremorris and we did not arrive in Dublin until after twelve. I had to reschedule and expect to be reimbursed .

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Mar 20 23:36:28 GMT 2017

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Onboard Train Issues

Comments:

I think that it is ridiculous that during my journey from Heuston to Castlebar that myself and my 2 children had to stand . There were only 3 carriages on the train and there was enough people standing in between the carriages for another carriage. We arrived 15 minutes before the train was due to depart and it was already full at that point. I know that both myself and my daughter have free travel but there is a reason for that. I had looked into booking seats but to pay an extra €20 for that on both journeys was ridiculous also. We had to stand for 4 stations and only then could we get 2 seats together. My 9 year old had to sit on my knee for a further 4 stations. This was totally

unacceptable. In the height of the summer season it was very poor show. Why was only 4 carriages put on instead of the usu 4 or 5? I am considering taking this further.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sat Jul 15 02:16:56 BST 2017

.....
Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Onboard Train Issues

Comments:

On the sat afternoon train from Westport to Dublin, you had 4 carriages on the train.. this was All Ireland Semi Final weekend & there would be a lot of people traveling to the capital for the game. My parents, who are both pensioners were on that train as was my brother in law, whom all had to stand for the duration the journey. My mother rang Claremorris station re the situation & was so 'eloquently' told that there were NO bookings online & that she could blame the pensioners for this!!! This was a bare faced lie, as when we checked online, it advised us that the train was full booked!!! OAPs cannot book online & the majority of them most likely do not have access to a computer, so this excuse from you is null & void. The only positive out of this was that my parents did not have to pay for this outrageous service you call public transport, but my brother in law did, and as he was returning to Australia, he had a suitcase & a carry on with him, & he also stood out on the entrance hall! If ever there was an accident what would your excuse be then??? Cop on Irish Rail, & provide a service that you charge astronomical prices for! Update your website, so that if OAPs do have access, they can book it & this dark age situation will not happen in the future. And in future take the blame for being so inept in providing a service!

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Fri Aug 25 13:53:57 BST 2017

.....
Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Onboard Train Issues

Comments:

I was on the 9.45 am train from Westport to Heuston Dublin this morning. It appeared to me to be rather short train with only four carriages. By the time we left Castlebar there was a queue of mainly elderly people standing the length of the carriage. They remained standing along with new passengers all the way to Athlone when those who could not bear it anymore were encouraged to get off and wait 30 minutes for the Galway train. Some passengers stood all the way to Dublin. Why were there not sufficient coaches put on the train? It is according to the passengers always full on a Friday. On a minor level there was no member of staff to be seen the whole three hours of the journey and no trolley as it would not have been able to get through the train. This is a disaster waiting to happen - someone will be injured or will collapse if this continues. It is disgraceful way to run a railway. I'm a fan of the train and would always use it if I have a choice but this would put me off and it made me feel extremely sorry for those who have to rely on this regularly.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter:

Timestamp: Fri Nov 17 18:04:55 GMT 20