



8th July 2022

Email [REDACTED]

Re: FOI request IE_FOI_588

Dear [REDACTED],

I refer to your request dated 1st June 2022 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:

1. Records of the number of complaints Irish Rail has received in relation to the Westport-Dublin line to date in 2022 and copies of these complaints with personal information redacted accordingly.
2. Records of the number of complaints Irish Rail has received in relation to the Sligo-Dublin line to date in 2022 and copies of these complaints with personal information redacted accordingly.
3. Records of the number of complaints of antisocial behaviour that Irish Rail received in 2022 at named train stations on Westport-Dublin line to date in 2022 and copies of these complaints with personal information redacted accordingly.
4. Records of the number of complaints of antisocial behaviour that Irish Rail received in 2022 at named train stations on Sligo-Dublin line and copies of these complaints with personal information redacted accordingly.

Response:

I, Mr. Ronan Murphy, Decision Maker have now made a final decision to part grant your request on 7th July 2022.

Please find schedule of records and response document below


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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, ,

PP Mr. Ronan Murphy
FOI Decision Maker,
Iarnród Éireann

Freedom of Information Request:
Schedule of Records for IE_FOI_588 : 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 | 06.07.2022 | IE_FOI_588 Response Doc | 20 | Part Grant | S37 | Personal Information of others |

Signed:
Eoin kennedy
Freedom of Information / Data Protection Office

Records of the number of complaints Irish Rail has received in relation to the Westport-Dublin line to date in 2022 and copies of these complaints with personal information redacted accordingly

38 in total, copies of same below:

I am a passenger on the 14.45 train to Westport. There are three female passengers in coach B seat number 18, 21 & 22 not wearing masks.

Hi there

I hope you are well.I am currently on the 9:13 train from Roscommon to Dublin. I am standing as my seat reservation is not displayed.

I would like a refund on my ticket, or a Credit not for the value of my ticket.

I bought a ticket to a friend of mine who's visiting Ireland. She was supposed to get the train in Castlerea to Dublin today. Since she can't speak English, she relied on one of your staff (an older man that was working there this morning) to guide her to her train, showing her ticket that informed her destination. I do not know in which realm of reality this man lives in but he put her on the wrong train. Instead of putting her in the one to Dublin, he put her in the wrong one and now she's in Westport. All our plans for this afternoon are ruined because of this absurdity. A rare sunny day outside and our day ruined because of the irresponsibility of your staff. And I did not spend 40 euros on a two way ticket so your staff can throw it away like that. How are you going to rectify this situation?

Travelled on Westport train this morning plenty of notice about wearing masks etc however the toilets were filthy not very pleasant when travelling along journey or for hygiene purposes hope some check will be made on all facilities thank

I have booked a ticket seat 67 coach E on the 18:15 Dublin heuston to castlebar service 14/01/2022 and my seat doesn't exist. It's a luggage storage area. I have no reserved seat that I've paid for and Im very disappointed. Why isn't this shown on the seat reservation that this coach has no seat 67. Why am I aloud to reserve this seat!?? Thank you for your time!

I travel on train about 6 times per year, usually with a bicycle. Why are there only two bike spaces on the trains to Westport. There are up to 6 bike spaces on the train to Cork. I request please that the number of bike spaces on the Westport trains be increased to 6 please. A busy tourism region with a high profile greenway network needs this service to be reviewed and upgraded to 6 bike spaces. Awaiting a positive reply please.

I hope you are well.I was on the 6:15 train from Dublin to Roscommon. My seat reservation is not displayed.

Hi there, I was on the Westport to Dublin train this evening and I was sitting next to other customers with no face masks on. It's not good enough that no member of staff was going through the carriages to ensure people were wearing their masks - it is a mandatory requirement and unfair to customers sitting next to them.

I booked tickets online and tried to collect them at the kiosk in Ballina station today at 7am. The machine refused the collection number as invalid. I then had to buy tickets at the machine. Please could you refund the online ticket or the ticket which I purchased at the machine.

Almost everyone on the 1st class carriage Westport to Dublin train are not wearing masks.

Dear, I'm writing this message because this crosses all lines of normality. I think and I suggest that Irish train make kind of print materials and give to all passengers how to behave in train, especially to the parents with the kids. It is absolutely unacceptable that children age 10-14 y/o (approximately) more than 2h continually run in train, speak loudly, listen music and make noise without stopping (total trip is 3h from Dublin - Westport). During this time parents never said a word to them on kids (even if one of parents is employee of train Ireland). You have cameras in trains, you can even check and confirm. I'm father as well, this behaviour can't be tolerated, I understand this are kids and so on but this is such a waste of money, no peace, is a real torture and I paid for it, is madness. Hopefully in the future train Ireland will find mechanism to improve this issue, in this car were at least 20 persons disturbed by uneducated kids and careless parents.

As a passenger on the train to Westport at 3:40 with my wife and another couple when the train stopped at Manulla junction the other woman in our company got off the train and when my wife got off the door shut hitting her in the back and locking me and my fellow traveller on the train we then had to go to Castlebar and have someone collect [us](#). My complaint is about how quickly the door closed and what could have been an accident while I appreciate the driver does his best I wonder is there any method of detection to show the passengers are clear from the train and as we are senior citizens you have to make allowance for our speed of movement while getting off the train.

Hi I am seeking a refund on a ticket I bought for sat 5th Feb as the 10am train from Castlebar was delayed with no expected time for departure and I had to drive to Dublin. I am requesting a refund for the ticket I bought given the circumstances.

Hi, can you explain why there is no heating onboard your trains? I am on the Dublin to Westport train and there is no heating, it is absolutely freezing and being subjected to sitting down to freeze for 3 hours and paying for that is disgraceful service. When I spoke to member of staff they informed me the heating was autoregulated and could not do anything to adjust. It is February and 4 degrees this should trigger the heating to actually come on? Please explain why you subject your customers to impoverished conditions which pose clear health and safety risks?

I'm a frequent traveller with Irish rail and I take the Westport- Heuston service twice a week. I am lucky enough to avail of the student fare but even at that the cost is ridiculous and unaffordable. On top of this, you're not getting the service you're paying for. The amount of anti-social behaviour on the train seems to be increasing every week with staff walking by and saying nothing. Throughout the pandemic customers on the train have not always adhered to the mask mandate and while staff have asked them to put them on they use excuses such as "were eating" or they put them on until staff leave. This is unacceptable and is unfair to those around them that are sharing the same air for 3 hours in close proximity. Staff should've been more stringent with their enforcements when the disease was more dangerous. Now that we're thankfully getting to the end

of Covid and vaccine certs are no longer required in restaurants, Irish rail should have catering service as a top priority again. My train journey twice a week, as well as many others, is over 3 hours on top of a one hour journey either side of it too. Without any options for food on trains it leaves me stuck missing meals 2 days a week. There's no excuse not even to serve a simple tea/ coffee and a sandwich. Covid cannot be the back fall of this anymore.

just wanted to make an observation. I am a regular train user and have been for years, usually travelling Roscommon to Heuston. In the last few weeks I have begun to wonder if there is some issue with tickets printed in Roscommon as they never work through the machines in Heuston either leaving or arriving at Heuston, it says ticket failed. This has happened every single time I've taken many journeys to Heuston lately with the ticket printed in Roscommon. I would greatly appreciate if this issue could be looked into.

I booked a seat and bicycle ticket to Westport for the 8AM service on 13 March. Today I received an email to tell me a replacement bus service will operate part of the journey. Can I still bring my bicycle?

I booked seat e67 on heuston to ballina 12:45. When i got on the carriage there was no seat 67.

I booked my train to Dublin this weekend. The journey up was lovely and all went smoothly. On the way home myself and my family had to be crammed into a small bus to only get us halfway home after we had paid to go on a train. After arriving in Athlone train station we had to wait 40 minutes in the cold for our next train. This disrupted our day and as we paid for train tickets we had expected that we would have travelled on the train but that was not the case. I would like a full refund for my mother, sister and I

Very disappointed, was put on a bus for the entire journey when was only told there was a partial transfer. And arriving at station nearly an hour late. No plugs on bus, hot and over crowded

I see on the website there are disruptions to service on some lines today and I am wondering if this applies to the Sunday evening service from Westport to Dublin, arriving in Dublin @ 21:11?

I purchased 2 tickets unknown to the fact that my service to Tullamore would be provided by a bus?

First of all how myself and friend were treated was disgusting and today I only have the will power to send you an email.

As I was trying to board the bus the two men who thought they were security guards told me that the bus is now full (which it didn't seem so) and that I can't get on this bus to wait for the next one. They were so dismissive and made so embarrassed.

I paid for these tickets and I couldn't wait for the next one as I needed to be there on time.

I explained again, and I was told by the two men that the bus is now full go away and wait for the next one.

I wasted nearly €50 on a trip that didn't happen because Irish rail had a bus service that wasn't guaranteed if you would get on as the station was packed with people hoping to get a seat.

I had to go home and miss my trip because of this. I'm absolutely devastated this happened.

I just received an email about the 17.10 train that I had booked to travel on to Roscommon. The train will terminate in Athlone and then I'll have to wait for the next train. The later train gets me to Roscommon too late. I wish to travel on the 14.45 but I cannot amend my booking. Can you facilitate this?

I am currently on the 10.21 train to Dublin Heuston from Claremorris/Westport line. I was unable to sit in my reserved seat that I paid for due to the train not having reservations showing. This is absolutely ridiculous considering I paid money for the seat and was not able to sit in it and people were being asked to move seats due to reservation.

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I bought two tickets for the 11.39 am Castlebar to Westport service on Saturday 26.03.22 €16.40). I bought them at the station. The service was delayed for over an hour. The stationmaster was beside us when we bought the tickets from the machine but only told us after about the delay. We had an appointment so had to forgo the train and make alternative arrangements. This is very poor service and the stationmaster was unwilling to help regarding a refund/didn't care about the delay. I expect a full refund/credit.

I have a return ticket today from Castlebar to Dublin & no toilets at either end of carriage D & E to use, both locked whole journey. No bins to put rubbish in either. Why is this when it's advertised as full customer services (no trolley service /shop) so what is full service as restrictions have lifted?

Good morning, I wish raise a complaint following a delay in your service on Saturday 9th of April. I had booked tickets under ticket reference [REDACTED]. The 13:08 Train Monasterevin to Heuston station was delayed by 20 minutes as confirmed by announcement while standing on the platform by one of your colleagues. I had contacted your customer helpline following the announcement and she advised that she was unsure of what the delay was and was unable to provide an eta of when the train would be arriving. The train arrived 28mins late from the original departure time with no other alternative train passing by that was on route to Heuston not stopping. Due to your delay in providing service at the agreed time my ticket was purchased for I missed an important appointment with my wife due to this delay. As the total price for the ticket I had paid is €54.36 can Irish rail please provide offer compensation to me due to the delay in Service. Regards

Why no heat on the early train to Dublin. From Mayo. Arrives at 8.30 Heuston

Worst train journey ever was told to change for Ballina at manulla junction stops for less than 5 secs whilst trying to get 4 children off the train at once by time we got to door and pressed button which didn't work was still flashing couldn't get off pressed emergency button said I want off now before he left and said no next stop is claremorris severely frusted straighted want a refund for this awful journey and want to talk to your head office straight away

I booked an online ticket and reserved seat G07 for Monday 18 April 13.10 train from Westport. Reservation number [REDACTED]. When i onboarded the train, someone was in my seat and my name was not displayed

above. They refused to move. I searched for a CSA and could not find anyone. I then had to remain standing while the train took off and until names displayed above seats. After carefully booking and selecting my preferred seat, I am now sitting in a different carriage and do not have a table. This inadequate service is not worth the €17.99 that I paid and I wish to request a refund.

I am currently on the 09:45 from Westport to Dublin Hueston 19/04/22. I am sitting in seat c58 There are currently 18 people standing up in this carriage and every seat is taken. I am desperately in need of the restroom but I can't reach it without moving 18 people out of my way and there is no where for them to move to. For reference, we are not past athlone yet. There is still over 1hr and 50mins left on this journey to Dublin. There are elderly people standing up since ballyhaunis, mums with babies are standing up and no one on my side of this carriage can reach the bathroom safely. This is a complete debacle on Irish rails part and can cause serious injury and harm to your passengers. The simple solution to this problem is to add more carriages on the weekday 09:45 from Westport to Dublin. Three carriages is not enough and creates health and safety issues on the train. I can not even reach the train conducted with the amount of people in the way. This is unacceptable by Irish standards and our train service should be so much better for the country that we live in. Please fix this issue for the future so people do not have to stand up for more than an hour with their children, and people can get to the restroom without a problem. Please add more carriages to this service

On the 19th of April, I have traveled with my partner on the 95600422408-8 train. This train had a seat reservation issue and there was too many tickets booked and not enough seats. My partner and I had to travel from Roscommon to Dublin Houston station for 2 hours, standing on foot. This was absurd, I want to request a refund for that journey as I was greatly unsatisfied.

A picture of the train number and a picture of my ticket and receipt will be attached below

My daughter and her friend tried to purchase a ticket from CASTLEREA STATION for the 10:47 train to Roscommon this morning and the ticket machine took the 20EURO and did not issue a ticket or give money back. They reported it to the member of staff on the platform but he told them to ring Galway which was no help to them. Why did this happen and Can they get the money returned to the m?

Comments: I would like to enquire for a refund as I rode the 95 60 0422 408 - 8 train from roscommon to the houston station with my partner and there was an error in seat booking and neither me or my partner had a seat for the entire 2 hour train ride. This was unacceptable, there was an apology issued over the intercom but that is not reasonable-

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The train was over crowded, loads of people standing, I'd booked my seats and got in at 2nd stop, it was so crowded when we got off in Athlone (coming from castlebar) that people where standing in aisles and sitting on the floor in luggage storage and the spaces between carriages where standing room only, way over packed and definitely a dangerous environment with covid or if there was an accident. Another 2 carriages needed and it looked full when I booked 2 days earlier

I have just boarded my train (9:58AM from Castlebar to Dublin Heuston arriving at 13:04PM) to find that my allocated seat has been booked by several other people.

It is not my name above the seat and there is no other free seats that have not been reserved available on the train at this time. My ticket and email of confirmation both state that I have seat C27 reserved, however, so do several other emails and tickets.

I would like to know if this a frequent occurrence and would appreciate any information on what can be done so as to remedy this situation or who else I may contact regarding this issue.

I booked seat A38 on the 12:45pm train from Dublin Heuston to Westport on the 23/04/2022 . I arrived to find my seat and table covered in coffee, it was disgusting and so unprofessional for the train not to be inspected for messes beforehand, it makes Iarnrod Eireann look haphazard.

On the 17:10 Dublin Heuston to Westport service the seat reservations were missing from the overhead labels on Coach C. Led to a lot of confusion and heated debate among passengers as everyone rushed to find seats on a very crowded bank holiday weekend train. Someone also has the exact same seat reservations as we did, we checked the date and seats on each other's tickets. It was a frustrating and chaotic experience.

Records of the number of complaints Irish Rail has received in relation to the Sligo-Dublin line to date in 2022 and copies of these complaints with personal information redacted accordingly.

86 in total, see below copies of same:

To whom it may concern, I'm wondering if you can help, I purchased two return tickets from Boyle to Connolly station, from the 11th to the 12th of this month. Unfortunately I have not received a confirmation email and I do not have the booking number. It is one adult ticket for X and one student ticket for Y. Payment has gone through on a card ending in

You have changed the times for the Collooney train from 17:13 to 17:05. I didn't get a notification and I missed the train. You can't just change timings and not tell people. I had to be in Dublin and then I had to change all my plans.

My 15-year-old daughter took the 7.05 train from Connolly Station to Longford this evening. When she, and other passengers tried to alight, the doors wouldn't open. She tried to get to another carriage but that door didn't open either. My child ended up in Dromod, crying and terrified. There was an elderly woman with her granddaughter in a similar state of distress. When my husband eventually got to them he drove the elderly lady back to Longford. I can't imagine what she would have done in a village like Dromod, where there were no staff in the station, if he hadn't done this. Not only is this incredibly disappointing, poor service, but when the conductor was alerted to the issue, no advice was given. There was no attempt to advise passengers on how they would get home. This, despite the fact that the problem was entirely iarnróid éireann's. These passengers had to find their way home at their own expense. To say nothing of stranding teenagers in an unknown area to them. We expect better than this from you

I've just started using my Annual travel ticket today which I applied for in work. There is no information, valid dates of travel, station to station details on the card, I've had an issue on the train from Dromod when it was checked this morning, it says "TFI Leap" on card, I was advised to check with Customer services in Connolly station on arrival, was told by them they can see card is pre paid for year Jan to Dec 2022, I also had a problem this evening when returning to get Sligo train, having to explain again that this card is an annual travel card. I will be travelling daily from Monday 10th, how can this issue be sorted, I apparently cannot scan the card in the machines as it is pre paid and will cause more confusion, and have to show it to the security as I go through the ticket area, I should be able to use my card without having to explain twice a day five days a week for the next year that it is an annual card. Please contact me at 0XXX, My card number is

My daughter is a student in Maynooth university, we live in Enfield and unfortunately the 115 bus Éireann bus didn't turn up last night outside Maynooth University Library. It was a cold miserable evening & she was left with no other option but to get the train. She tapped her leap card and got on the Sligo train. He asked her where she was going, she said Enfield. He informed her that she couldn't use her leap card and charged her € 8.20 (which is full adult fare). She had advised him that she is a student, has a valid student leap card plus a student card but he proceeded to charge her full adult fare from Maynooth to Enfield. He made no deduction for the fare of €4.90 from Maynooth to Kilcock that she had already paid. She was charged a total sum of € 13.10 from Maynooth to Enfield. This is so unfair on a number of levels. Firstly she is not a train user and not at all familiar with the system and also she was over charged. She was very upset when I collected her and felt humiliated by the whole process and more importantly felt she was treated unfairly

To whome it may concern, this morning January 17th as my car had broken down the previous day and had to get a train to work. At approx 06:10 at Mullingar train station, because I was a little late I ran to catch the Sligo to Dublin train as it was arriving at the station slowing down and stopping but not at a standstill. The ticket master at station asked me to show my ticket, I produced the previous days, and I informed him I needed one for today but unfamiliar with the ticket machine and needed assistance, like I did the previous day, with obtaining a daily return ticket. I had one from the previous day, which I showed, and asked if I could, buy a ticket on the train, either from inspector. The train station worker (I don't know his title) informed me I wouldn't be getting on that train, with that ticket. I said I know but needed help to get another, and could he

help me, and i asked four times, i informed him all i wanted to do was get a ticket too get on the train. He was now standing directly in front of me within the covid19 restrictions of 2 meters, THREATENING me by pointing his finger directly at me stateing again, i wasnt," Getting on that train" and raising his voice. VOICES were raised, Again i asked for assistance in obtaining a ticket, as didnt want to miss the train, by now was at a standstill while passengers got on. He informed me in his words, " dont worry I CONTROL THAT TRAIN" . I was embarressed by his loud comment, and annoyed now as felt threatened, but asked for help in obtaining daily ticket. WE , Reluctantly, went to the ticket machine, and i was asked rudely, and abruptly, "DO YOU EVEN KNOW WHERE YOU ARE GOING" along with other comments, i replied Dublin. He very kindly put in some vague details, I went to payment, the machine was slow. He again informed me how "Sick he was of you OUTSIDERS" , and how i was " now just acting the Bollocks to delay HIS train" and stormed off.

I am from Dublin but living in Mullingar for over 20 years. stopped payment on my ticket as by now he had waved the train off which i didnt get on, was furious, was informed that if i say anything else or make another comment he was calling the garda on me, he then walked away very rapidly into his ticket office making a comment, curseing and laughing. I went over too the ticket window, where he picked up the phone threatening to call the garda. This was abusive, insulting, embarrassing, extreemly abrupt, and threatening behaviour by your Irish rail front line customer services. I admit i also gave him a piece of my mind, as i am a 59 year old man, not an unafraid12 year old child. Is this common practice and your training for covid 19 ?? Abusive, threatening, insulting and blatant disregard for covid 19 restrictionsIt cost me €58 by taxi to get into work after. On Monday 10th on my return to Mullingar, there was five teenagers onboard without tickets, the inspector checked them but took no money,as they hadnt any, stateing how unfare it was on ticket paying passengers, but did nothing. I am lost for words, and out of pocket, with my experience with irish rail. You can reply to this email address. Have a good day, and thanks for your time in reading this. A very annoyed customer.

I went to apply for a refund on booking xxxxxxxx

Please refund unused ticket, thanks XI forgot to bring my travel pass with me and paid for a ticket and I am requesting a refunf for the fee paid.

Hi, I am a regular commuter on the Sligo-Dublin train. There has been far too many times where the 6.10am and 6.44am trains have had no heating. As you can imagine, during the winter months when the weather is very cold, this is extremely unacceptable when we are paying high prices for our tickets. This morning it was less than 4 degrees Celsius. This is not acceptable. Why is this happening? What can be done about this?

Me and my Mrs were called very rude by the CSO on the one o'clock train to Sligo today as we didn't realize that a wheelchair bound man was getting off the train and we have a son who attends physio and can't speak which made us feel very bad. She was rude and it seemed drunk on the bit of power she has. I would like to register a formal complaint and will definitely be following this up.

Attempting to board the train in Sligo to Dromod one of your staff told me my french bulldog needed a muzzle and refused me to get on the train. I take this journey almost every two weeks and there has never been an issue with bringing my dog. I boarded the train anyway as we have a family dinner organised since we were all sick over Christmas and I was furious with this staff member. Speaking with the ticket inspectors one of them is familiar with my dog because this journey is so regular. I'm absolutely furious with this staff member who's name I don't know and I will never take an Irish rail journey again after the way I was treated as a paying regular traveller. He's embarrassed me to know end and he does a disservice to what is usually a great public service.

My train was due to leave mullingar station at 1pm on Saturday the 22nd of January. I was due to go to Connolly arriving just over an hour later which was stated on your website. I did not arrive until Connolly station until after 3pm. This is just outrageous I was late for work.

Can I make a point about your booking when it comes to bikes please? I traveled on the 19.15 service from Collooney to Drumcondra on 23rd January and returned on the 26th January 7.01 service. I booked a bike both ways and the booking engine showed that bikes were only to be stored in carriage D, so in both cases I booked seat D39. On both occasions the train that arrived was a seven carriage train and the bike storage was at the back of the train on the 19.15 service and at the front of the train on the 7.01 service. The trains are very long and in both cases I had positioned myself and my bike in the middle of the platform, expecting carriage D. This meant I had to rush to the end of the train in Collooney and by the time I got there the doors had already closed. The driver reopened the doors to let me on. On the return journey I simply bundled myself onto the train with my bike because it was too far to get to the front of the train. I appreciate that train layouts changed but is it not possible when its finalised to notify the two or four customers who have booked a bike of the change of carriage and move the booked seat to that carriage? No one will want to leave their bike unattended in a carriage to move to their reserved seat.

I need wifi to work tomorrow on the 14:11 train from castlereagh to Dublin. On my last journey the train manager said it wasn't working and he didn't know how to turn it on. I'd be very grateful if you could have it turned on tomorrow

Booking reference : [REDACTED] I bought a ticket from Drumcondra to Collooney for Friday 28/01/22 and my card was charged twice, both transactions appear as completed not pending therefore the 19.99 payment was taking twice

I hope someone can help me. I get the Commuter train from Kilcoole to Grand Canal Dock in the mornings and from Pearse to Kilcoole to go home. Previously, I availed of the annual taxsaver when I was in the office 5 days a week however that makes no sense now as only in the office 3 days therefore I top up my leap card. I had credit on my card this morning but failed when the ticket inspector on the train checked my ticket against his gadget thing. He "gave me the benefit of the doubt" when he asked where I got on as he could scroll through and see my history I think the reason he gave. I obviously validate the leap when I swipe to get out of Grand Canal station but going forward what is the protocol for this? There is NO facility in Kilcoole station to swipe on, no machine and no ticket office. If the next ticket inspector isn't going to "give me the benefit of the doubt" I will be issued a fine which is completely unreasonable given I physically can't swipe in anywhere. Can someone please advise what I do? I look forward to hearing from someone.

The train didn't stop at dromod this morning to go to Dublin Connolly at 10 am. It went straight past me, I am heavily pregnant and was waiting in the car the whole time. I had an appointment at the rotunda that I've ended up missing because I couldn't find alternative transport to get me there on time. I'm 35 weeks pregnant and it's insane that the train never stopped. I need a refund for my ticket please

Yesterday, I got the 3pm train from Sligo to Connolly. I am a student in Maynooth University, and I get the train from Maynooth to Sligo every Friday and return to Maynooth every Sunday – for the past 3 years. This Sunday, I got to the station at around 2:50. The ticket collector (a bald man with glasses who I recognised) shouted "you must have your student card if you bought a student ticket" as soon as I walked in the door. On Friday, I left my purse in Maynooth and my student card was in it. Very clumsy of me, but I am only human at the end of the day! Before printing my ticket, I went up to the ticket collector to explain my situation to him. I let him know that I was really very sorry that I did not have my student card and proceeded to show him my student email- which I was logged into on my phone, and my letter of confirmation of attendance from the Maynooth Students web. The ticket collector told me he "didn't care if I lost my purse or forgot it on Friday or Saturday or whatever" and that I needed to have my card. He also spitefully added "you must have had a quiet weekend with no purse". He spoke to me in a really unacceptable way. I continued to apologise for not having my student card and told him that I was here every week and I always have it with me. He said, "I'm here every day and I don't care if you are here every week" He spoke to me in such a hostile way that I was actually reduced to tears. When he saw I was upset he grunted "don't let it happen again". I printed off my ticket and handed it to him and got on the train I am really disappointed by the way he treated me. I know I was in the wrong as I did not have my student card, but the way he spoke to me was unacceptable and extremely hostile.

I get this train twice a week every week for the past 3 years. As a good customer, I feel I deserve a bit more decency. Please find attached a photo of my student card and a few of the tickets from my last few journeys, all of these where in my purse which I forgot in Maynooth on Friday

Hi, I'm just wondering, are people not able to reserve seats on weekday trains? I'm asking because I'm currently on the wednesday 7pm train from Sligo to Dublin. I booked my ticket online and reserved a specific seat. When I got on someone was sitting in my seat so I asked them to move which they then did. When the conductor came down to check tickets a random passenger made a complaint that I asked the man to move despite having my seat assigned to me. When I tried to show the conductor and the passenger my ticket with the seat number printed on it the passenger got pretty aggressive and the conductor said that there were no seat bookings. I just want to know for future reference, are there no assigned seats on these trains? If so does it say this somewhere? And likewise, why are Irish rail allowing people to book the seats? I'm just curious as I'd like to know if I'm in the wrong technically despite being allowed to book the seat. Might be something to fix if this is the case as I'm fairly sure I've just narrowly avoided a fight with this random passenger from a misunderstanding that didn't need to happen. Thank you

As I'm emailing you here I'm on the dublin to mullingar train. 11am train. I booked in my bike and prebooked tickets and seats. Your web site allowed me book these seats even though I booked my bike. I have travelled all over Europe with my bike and never have I come across such difficult restrictive placing of my bike. I'm a 60 year old woman and I hurt my back lifting my bike so high to place it in the tiny area for 2 bikes. It was so difficult to do. When cycling and healthy living is encouraged I feel irish rail should accommodate in a far easier assessible way bikes for their customers. I would really appreciate a reply to this txt ,

I purchased a ticket online Thursday the 3rd March from mullingar to Connolly station booking xxxxxxxxxxxx but I didn't receive an e mail for the ticket so I had to purchase another one online at the train station hope u can refund me for the first ticket please... Regard

I am writing to express my dissatisfaction with the shortage in seating on the Sligo train this evening (it left Drumcondra at 19:23). Many passengers were forced to crowd the spaces between carriages or sit on the floor for the duration of their journey. For a return trip that costs over 30 euros, this dearth of facilities is truly disappointing.

i there, I am a regular traveller on the Dublin to Carrick on Shannon return line. I have a couple of observations which I would like to share. Firstly the train at Connolly lets passengers board about 25 minutes prior to the departure time. Unfortunately the computer hasn't allocated the pre booked seats yet on the window panels. It only seems to do so about 7 or 8 minutes prior to departure with the result that many passengers then have to start moving as they only realise then that they are in pre booked seats. Surely there has to be a way of putting the pre booked seats on the window panels before passengers are allowed to board? Secondly if for example you have pre booked seats in the B carriage it could be the second carriage from the front or the second last carriage from the back. When you are standing on the platform of any station after Connolly you can't identify which carriage is which .Surely there must be a way to mark each carriage from the outside? On another note yesterday I was travelling back on the 15.51pm Carrick on Shannon to Dublin train. A very dishevelled passenger certainly the worse for drink boarded the train and sat beside two very young students annoying them. Eventually the ticket checker came along and he didn't have a ticket. In what could have been a very tricky situation she spent 15 minutes with him explaining the Irish Rail policy and consequences of not having a ticket. She didn't get agitated about his comments of her 'being from the UK and not knowing the irish way ' . She handled the situation with such calm professionalism.. Once she escorted him off the train at Enfield she even returned to the carriage to see the two young students he had sat beside and checked that they were ok. She was an absolute credit to your company! Kind regards

I want a refund on child ticket as child was under five.

I am currently travelling on the Dublin to Sligo train left Connolly at 11am on 8.3.2022. we have just left Carrick on Shannon and I have a severe headache due to the backs of the seats vibrating against each other. If there is

a passenger on one seat and no one behind to balance the weight the seats rattle and bang as the speed of the train increases or slows. A beer mat wedged in between would probably cure the problem

X should have the free ticket as she has a travel pass and Sr X should have the ticket that is paid for. When I collected my tickets I realised my error

There was no water or soap available in the toilet coach C on the 7_17 train from Connolly The toilet floor was strewn with toilet roll This was the situation before the train departed Connolly. Not good enough

Guys, Sunday you are a big disaster! Looks like you do not care much about your customers, you don't have any pity related to them. Example: Today Sunday 13 March, got to Conolly - platform 3 8.54 from Balbriggan. Problem: Dart from platform 5 leaves 8.54,55 to Bray! Why this one doesn't wait a little bit - a few min to get on it as I go to work St Vincent's Hospital ?! Instead I had to wait 28 min, me and other people... :(This is happening every Sunday... and is really very bad. I hope you can do some improvements.

Hi, I just travelled on the 16.39 train from Edgeworthstown to Dublin Connolly and I am not satisfied with this journey. I paid for a ticket and pre booked a specific seat and when getting on the train found that all the seats in the carriage were occupied, and when I asked the people in my seat to move as I explained that was my seat that I'd booked they would not move. I had to stand for the duration of the journey which was not what I'd booked for. If anything can be done about this I'd appreciate it since I did not pay to stand uncomfortably for 2 hours. Thanks and hope to hear back soon

I'm getting in touch as I incurred a serious issue on my journey from Sligo MacDiarmada to Kilcock train station on Sunday 13th March. When trying to disembark onto the platform in Kilcock, the door to the train would not open and I was forced to travel to Maynooth

I booked a return student ticket from drumcondra station to mullingar. I got charged 3 times the amount from my account. Below I have attached evidence for this case. Is there any chance I could get a refund for 2 of the bookings

I booked a ticket for tomorrow the 19th from Edgeworthstown to Connolly station and never received a confirmation email with the reference number

I'm currently aboard the Sligo to Dublin Connolly intercity train set to arrive in Dublin at 18.18. I had previously complained about the overbooked nature of this train not too long ago, the same situation has happened again. The seat I booked is occupied, as is the whole of the seating on the train which is full. This time I did talk to a ticket inspector and asked what can be done, since the email I received last time said if it were to happen again I can ask for a resolution on board if necessary, however the inspector simply told me if there are no free seats then nothing can be done, even though I have paid for that seat in advance expecting to be able to actually sit in it. I am frustrated as I have college work that I need to do and I had been expecting to be able to use the table at the seat I booked, but that's no longer an option since I am once again left to sit on the floor. I am not pleased with this since it is now two weeks in a row I have not been able to sit in the seat I paid for. If this is a popular train time then more carriages should be added to the route to accommodate for the extra passengers. Again, if anything can be done about this it would be appreciated since it is frustrating as I have never had this issue with the years I have been travelling on this train and these conditions are uncomfortable to say the least. Thanks and hope to hear back soon,

On Friday 18th March at approximately 22.30 I purchased on line a return train ticket from Carrick on Shannon to Maynooth for travel on Sunday 20th March. Payment of 28.48 Euro was authorized and my account debited. The following day when I checked my Irish Rail account there was no record of my ticket so I purchased a second ticket for travel on 20th from Dromod to Maynooth. Am I able to have refund for the ticket I didn't receive

I have been waiting for my train to arrive at Ballymote Station at 5:59 this morning along with others. The train has not arrived, and there is no notification of a delay or cancellation. As you can imagine this has a knock on effect to my planned workday however I can't replan anything without notification from Irish Rail. Please provide me an update urgently

The 07:48 train from Enfield to Connolly was delayed by approx 40 mins this morning. I had to leave the station and make alternative arrangements as I would've been late for a 9AM work meeting. Is it possible to get a refund? I was hoping to reschedule the return journey for next week but that doesn't seem possible, so it looks like I've lost out on the full amount €14.18? Would you be able to help me please?

I pre-booked a ticket and printed it off this morning at the train station when I got there, I could only book online for the 6.44 Mullingar train, as you cannot seem to book online for the fast trains, but I was catching the 7.20 Connolly train from Mullingar. This train was delayed by 40 mins so I had to go home and get a lift as I would have missed the connection at Maynooth for Castleknock, so have been unable to use my ticket. Can you please refund my ticket, or you can just send an open ticket as I will use this also.

I pre-booked a return ticket today [22/3/2022] from Carrick On Shannon to Maynooth. There was no sign of the train and when I checked your website it indicated a 40 minute delay which meant I would be late for my 8.45am training session, I am a trainer and had a full class waiting for me. This meant I had to get in my car and drive and therefore didn't travel by train. I am requesting a refund of my €28.98 pre-booked fare for this reason.

I was due to travel from Enfield to Connolly for work on Tuesday 22nd March but train was delayed so I am requesting a refund

On the 17/3/22 I booked daily return tickets from Sligo to Dublin for 2 x adults, 2 x children and a senior citizen with a travel pass. I believe I was over charged for my booking. My booking number was [REDACTED]. I was charged €125.96. I was informed by a staff member that I should have been charged in the region of €75

Want to complain because Irish Rail charged to my debit card twice a ticket from Dublin to Longford the day Monday 21 of March, and only used one. I want back my money please. It was a problem with your system. I will appreciate your attention

I booked a ticket online for a train from Sligo to Dublin departing at 13:05. The train is not running and I am unable to get the second one due to time constraints. Is there any way I can refund the ticket?

I am emailing after a terrible experience with Irish Rail and a staff member at Mullingar train station today. I purchased my ticket online at 13.20 for the 14.59 train from Mullingar to Dublin. Departure time from Sligo was scheduled at 13.05 and in the 115 minutes time span I was not notified of the excessive delay to the service even though I provided my email and purchased when the service was already 15 mins delayed. As I approached Mullingar train station I was rudely spoken to by the staff member working there who has zero manners or customer service skills. I had no prior knowledge of this delay as it is not even clearly indicated on the website. He aggressively told me the train was cancelled and was not happy what so ever to assist me with other options available to me and just walked away from while sighing aggressively. Other customers were also treated in a similar fashion. I also work in a customer orientated industry and would never present myself in this manner. I understand delays happen and I don't have a particular issue with that but I have a serious issue with the lack of information and attitude presented by your representative today and also on the website. I am a paying customer and a regular customer in a country that is encouraging people to use public transport and this is disgraceful customer service. I would gratefully appreciate a refund of my ticket purchased as I waited a further hour for a bus who was reluctant to accept my ticket that I had already purchased and was told eventually by the rude staff member would be acceptable on the bus. I can speak further about this on a phone call if needs be. I look forward to hearing back. Kindly,

I purchased a train ticket online for a journey from Dublin to Sligo at 3pm on 17th March. I just see on my bank statement that I was charge twice (two charges for 24.99): 21 Mar 2022

I booked the "17:10" from Dublin Connolly to Longford. This train departed at 17:32 - while the 17:15 to Longford departed ahead of us? I would have booked the 17:15... There was no announcement or explanation made for the delay. Sat in Maynooth for 10 minutes again. I will miss an important commitment due to how late this train is running.

I was charged for 2 tickets when I only bought one, this is proof from my online banking. Also my booking number is [REDACTED], I was travelling from Limerick Colbert to Sligo Mc Diarmada on Sunday the 27th of March and I am wondering if I am going to be reimbursed with the money

I dont think its fair when i booked a ticket on line for a seat and when i came on board on my return journey to boyle another customer was sitting in my booked seat

I have had a broken leg and booked my seat on the Mullingar to Maynooth return journeys. Unfortunately my seats were taken and I had to stand for the almost hour long journey (inclusive of delays). I appreciate the Irish Rail service and do not wish to critique the staff as it is not their fault. Would it be possible for me to receive a refund for my tickets as I did not get to use the seats I booked? Many thanks

3 pm train to Sligo from Connolly today Reservation overseat Could you tell me why seat reservation sign is Only illuminated three minutes before train is due to leave I boarded the train at 2.30 and another passanger was in the seat I had reserved She refused to move as reservation sign was not on I found another seat rather than cause myself Trouble It is a regular issues on Sligo train from Connolly That seat reservation signs is illuminated just before train departs

I recently booked a return journey from Sligo to Dublin Connolly. I understood I had allocated my seat for both ways but when the booking was confirmed it had only allocated for the return journey. I have tried to amend but it won't allow me. If possible could someone book the seat for me? I would like a window seat facing forward.

Had booked seats to travel from enfield to Dublin, one of my daughters has dyspraxia so had booked seats as she gets tired easily. Had asked for names to be displayed over seats. When we got in the train in enfield, no names over seats, seats taken and people refused to move. No staff checking tickets - no one to ask for help

Hiya, I bought a ticket at Kilcock train station towards Dublin Connolly on Saturday the 23rd of April and unfortunately wasn't let onto the train as it was too full. Because of this my whole schedule was disrupted for the day as I had no other way of getting into the city for a while after. I was wondering if there is anything you can do & also reimburse my ticket. Thank you

I would like to make a formal complaint with your complaints department. I am currently on the Sligo Dublin train and it was overcrowded with numerous people at Kilcock station who were unable to board. There are people standing in our carriage with no where to hold on and falling to top of us. This is unacceptable after paying our fare. I hope that your issue a final apology regarding this matter.

Travel weekly from Boyle to Connolly station. Trains are absolutely freezing. Also overheard someone telling someone on phone same thing. Is there a heating state on train that could be turned on?

I purchased a family ticket and carefullky selected tickets but I was really disappointed when someone was sitting in them and wouldn't get up.

On the 25th April last about 30 unruly passengers traeeling which I pointed out to lady onboard but how can one staff member control 30 people drinking

I booked my ticket on line and reserved a seat in coach DX , 24 hours before I was due to travel on the 17.10 Dublin - Sligo service 28/04/22. I arrived at station at 16.10 Train doors opened for boarding at 16.40. Only carriages CAB in that order were designated although a double train was in use All other carriages displayed a ? Symbol . Neither I nor my fellow passengers could determine what carriage we were in . I assumed D might be in the region of CAB ? No pre bookings were illuminated on any seat After stowing my luggage and sitting in a seat until 16 .55 . I suddenly found myself in a prebooked seat in carriage G This resulted in multiple passengers scrambling around , retrieving luggage and being ejected from seats . As all online bookings must take place 90 mins before departure there is absolutely no excuse for the shambles that took place at 16.55 . Why can you not designate carriages beyond ABC before 15 mins of departure Is Irish Rail incapable of using the alphabet sequentially. Why when you are in possession of seat allocations well before departure ,do you not indicate them in a timely fashion ? The operation leaves a lot to be desired and has the potential for disputes to arise where seated passengers are reluctant to be moved at the last minute. Very amateurish performance and not in line with what you should be doing or the supposed standards of performance you advertise

I dropped in a charter claim form and ticket last Friday (22nd April) - left it in ticket office about 2 o'clock as no-one at customer service desk. It relates to delay on Dublin to Sligo line on 05 th April - 1 o'clock train. Can you please confirm that this has been received and has or will be processed? Thank you

booked my return ticket from Boyle to Maynooth and I never received an email with my number to print my ticket. My name is registered on the train and I had to spend €30 to get a new ticket. Can I please be refunded for the ticket I bought online?

Just reporting an issue with your website I experienced over the weekend and looking to be refunded for extra cost I had to pay out due to that. I tried to purchase a ticket early morning on your website on Saturday for morning/noon times to go Sligo from Carrick on Shannon, normally travel this route never have an issue with your online service but for some reason it was showing the tickets available and when you attempt to purchase the website would present at 505 gateway error and this would then show the tickets as no tickets available, same issues on both laptop and smartphone, this was just before 7am so plenty of time to purchase a ticket for any trains going out after 10am. So I had to purchase the ticket at the Kiosk Machine outside the station as online wasn't an option and was shocked to find a single student ticket to Sligo was €13.50 compared to a return online costing €13.38. In total I had to pay €13.50 to get to Sligo and €6.69 to get back the next day, thankfully no issues with your website Sunday. I am requesting and looking to be refunded the amount back to me for the return cost and partially the single going too so it meets the value of a normal return €13.38 so in total €6.80 to be refunded back to me as it's no fault of mine that I had to use the machine due to issues with your online service Saturday. Alternatively you could refund the whole journey as compensation for the issues as I am always using your services monthly.

Hi, Would it be possible for intercity tickets to show when a bike has been booked. The 16:58 from Mullingar to Dublin already had at least 2 bikes on board, and there were 4 passengers with bikes trying to board the train in Mullingar. They can't all have booked a bike and the staff don't seem to see who did and who didn't book a bike

On Tuesday the 3rd of May I was on the 9pm train from Sligo to Droichead. When I got off at Droichead Station I went down to exit the building but I had forgotten my card on the Train where I was sitting. As a result an employee of Iarnród Éireann started to give out to me for not having it and I explained where it was and even tried to show the booking number on my phone but he interrupted me and continued to be very rude and unprofessional "claiming that I have no excuse and should apologise to him personally". I asked for his name but he refused to give me his full name and said his name was only [REDACTED]. I understand I should've had the ticket but there is no need to behave as he did, and just shows a complete lack of professionalism.

Dear All, Thank you for a fantastic train service Carrick on Shannon to Dublin. But I am writing about the price of my ticket. I had tried to buy a ticket for 13.75 online earlier in the day but I had a bad signal and it did not go

through. So I left it, only to find out at the station that the same ticket was 30 euro. I appreciate online discounts and understand booking in advance etc, and also realise the great value a 13.75 ticket is. However, I would not have a complaint if the ticket at the station was say.....20/22 euro. But the ticket was over twice the price. I was shocked and felt that it let down the service provided, such an irrational price difference. Also it certainly discriminates in the extreme against people without smart phones, broadband or without good phone signals . I would appreciate your rationale behind this pricing structure?

ave to express my concern in regards of safety onboard the train. To be specific, train from Sligo to Dublin Connolly. There is not sufficient amount of available seats and since there is no safe standing facility onboard there is a great safety risk for all passengers who are forced to stand.

Can you advise when you will be turning on the air conditioning on the inter city trains considering the summer temperatures are here. I'm on the 19 15 service to sligo and its like an oven although it's only 50% full.

Please send travel vouchers to compensate unused ticket due to delay, reservation xxxx

I purchased two tickets but found out these two people had free travel

I wish to make a complaint about the booking seats on iarnroid eireann. Ye are advertising booking seats but not displaying the names or numbers ,on trains for majority of time so how can ye legally get away with advertising this service when not providing it? better off no booking seats when cant provide the service.

While travelling on the 7.15 sligo to Dublin connolly on may 7 I was twice put out of my seats saying booked even though nothing up. I wudnt have sat there obviously if names or numbers up. It is highly embarrassing and degrading in front of everyone. I wudnt mind if it rare occurrence but I a frequent traveller and it happens all the time no names up. Legally I dont know how iarnroid eireann are getting away with this. It's better fun to humiliate customers I suppose.

I have booked a ticket from Dublin Connolly to Sligo for the 11th of May (tomorrow) and it hasn't arrived in my email Please rectify this Name: [REDACTED] Date of purchase: 10/5/22

I would like to start by saying the train service is excellent. I take the Sligo to Dublin train journey each week. I am on the train at the moment and it departed at 17:10. The one issue I have is the pre-booked tickets and the names over the seats. This is a good feature but it seems to be hit or miss whether you get on the correct carriage. Today, for instance, I took my seat B43 in the carriage marked B. I was 25 minutes early. The train switched off and on again about ten minutes before departure and the carriage changed from B to F. I didn't move seats as I was logged on to my laptop and settled in to my seat. So the seat with my name over it is up the front of the train and presumably empty. Could you take this on board and see if there is anything that can be done about it as I'm sure it is annoying some passengers.

I am in the Sligo Dublin train. A passenger got on in Carrick on Shannon and has been on a phone conversation with the other person on speaker since they got on. If you are trying to appeal to professionals to use the train is there any way you would consider providing quiet carriages. I often encounter this type of behaviour or where passengers play music or other audio out loud

Could you please please look into increasing the bicycle spaces on inter city trains.

Could you please advise why I cannot select my seats on a train journey from Boyle to Dublin Connolly on Saturday 2nd July 2022 but can for the return journey on Monday 4th July 2022?

Seat reservation system not working on train to Sligo today!!

I want to book online tickets roundtrip from Dublin Connolly to Carrick on Shannon on August 14 returning on August 17, however your trip planner says no online tickets are available. It is within 90 days of the ride, so could you clarify the reason that the online tickets are not available and what our other options are?

Hi, I bought a ticket online to travel from Sligo to Maynooth on the 22.5.22 arriving 11.30am. I didn't receive the ticket but I have an online receipt. 12 April xxxx is the reference on my banking. Is it possible to resend the ticket please

Hi, I made two bookings today but neither has come through to my email address despite me going on and asking for them to be present. Can confirmation of both of the bookings below be sent to my other email address

Hello, I purchased 2 student tickets for sligo to Dublin connolly last night and after I paid for the tickets the website crashed. I never got a confirmation email, never got my tickets and I still got charged for them. Can I please get a refund? Kind regards

I think I was double charged for booking ref xxxx can you please look into it for me

Booked my ticket with 3 of my colleagues for a work day out mullingar to connolly 10.57 on the 20th May 2022. When we got on the train our seats were taken and people not willing to move. What is the point of pre booked tickets if this is the case. Disgrace

I am travelling on the Dublin Connolly to Sligo train at 1pm today Sunday 22nd May 2022. I have pre booked and paid for seats. This is now a commuter train with no prebooked seats. The seats are dirty. there is no place to store luggage and the train is overcrowded. This type of service is unacceptable. Please contact me and confirm that there will be a refund. Commuter trains are not designed for 3 hour journeys.

I'm currently on the 1300 Connolly to Sligo train. This is certainly not the train we booked tickets and seats for. Frankly it's a disgraceful service. A commuter train is not suitable for a 3 hour journey. There is no way to charge a laptop or phone, insufficient storage and filthy uncomfortable seats. Why are we being charged the same price for what is a deplorable substitute train. This is no way to treat paying customers. I for one would be very reluctant to ever use the train again

I have just booked a train ticket for tonight at 20:08 (Dromod to Drumcondra), but the money has been taken from my account twice. I have only intended to purchase one ticket, and I have received the booking number for that one ticket.

Records of the number of complaints of antisocial behaviour that Irish Rail received in 2022 at named train stations on Westport-Dublin line to date in 2022 and copies of these complaints with personal information redacted accordingly.

7 in total, see below copies of same:

Loud music, drinking alcohol and no wearing of masks. Westport to Dublin train. 13.20 from Westport. Coach C a group of 8 women. Unacceptable.

I have already submitted in a complaint about somebody in my seat and is abusive ,but he is also drinking .Nobody should have to put up with this behaviour with no backup staff on board the train to assist and I have to leave my reserved seat to find an alternative seat on a busy train

I want to express my absolute disappointment with the service train that was put on for the supporters. Westport to Dublin.

No one came to check tickets, the noise, music been played, shouting. Even a fight broke out. Alas face covered in blood.

People sitting on top of tables and chair's.

Bagging the ceiling of the train.

No emergency number on carriages to call.

I moved three times. A,b and c.

Youth underage drinking, viping, no one checking.

I m on the train 19.15, it is now 20.37 still no irish rail checking.

Why provide a service if you can't even look after....utterly discussed with irish rail. I ma requesting a full refund for a most uncomfortable, worrying train journey ever!

I travelled on the 19.15 Dublin Heuston - Westport train last night (03/04/22). There was a large group of young people in Coach C that were drinking, smoking e-cigarettes and standing on the tables/seats. At one stage, there was apparently a fight and other young people rushed in from other carriages to watch. Someone also had a speaker and was blaring music continuously for the duration of the journey. I moved coach when I could, and this was massively helpful for me, however they could still be heard in the corridor 2 carriages up. On my way to Coach A, there was vomit in the hallway. I wanted to put in a complaint as I feel if there was more of a security presence on board, the behaviour could have been stopped. (The Garda did board the train in Roscommon, but this didn't seem to change the behaviour). What I experienced yesterday would put me off travelling by train after a match

Good Afternoon, I just want to notify you of something that occurred on the 9:45 westport - dublin train on saturday morning last. I am kicking myself that i didnt do something about this on the day but im not sure how best to contact you. I was sitting in E33 on the train. At i believe the Castlerea stop a man got on and sat across the aisle and seemed to sit reading the paper minding his own business until after the ticket man passed through. Every so often i could feel that he was staring across the aisle at me and then he began grunting (trying to get my attention and give him eye contact), which i didnt as i got a bad feeling. Then every couple of minutes he came out with various lewd comments - again i didnt react. At the time I googled Irish Rail Contact numbers and saw there was an emergency number to phone but i didnt want to do that as i was afraid of his reaction if heard me. I was afraid also to call him out incase others on the train would think i was a trouble maker, but now im angry with myself for not doing so. Im a 38 year old woman, but would be worried if my children were with me or if that was a younger girl on her own how they'd feel. Is there a text line or something that is manned 7 days a week that could be advertised in the carriage (on the rolling messaging service in carriage or on stickers) that people could contact for assistance discreetly?

Last Sunday (03/04/2022), me and my father both traveled to Dublin for the mayo match. On the way down (7.15) train to Westport from Dublin Heuston was a very unpleasant journey. First of all the train arrived in Westport approx 30 mins late. There were numerous passengers on the train that were singing, shouting, and shouting abuse at other passengers on the train. In some instances, groups of teenagers ran down to a different carriage while they were fighting with a group of other youths. They were up and down the train while being very loud. The train stopped numerous times on the way down to try and address these issues although we arrived in Westport at a later time than we anticipated. The journey was not acceptable in so many ways.

To whom it may concern

I am currently on the 11.05 roscommon to Dublin train where a couple got on in roscommon in carriage A with a baby and buggy and made other passengers get up they then proceeded to move other people luggage and when that was done they screamed at another passenger when they asked them not to move their bags and used foul language and with little kids nearby it's very unpleasant there are young teenage girls on this train terrified of them right now because of all the commotion and shouting and name calling other passengers .

Records of the number of complaints of antisocial behaviour that Irish Rail received in 2022 at named train stations on Sligo-Dublin line and copies of these complaints with personal information redacted accordingly.

10 in total see below copies of same:

I am writing on behalf of my daughter; who travelled on the 15:05 Sligo to Dublin train on last Monday 3 Jan - she boarded the train at Dromod Station after 4pm (A907 Coach C Unit 44). She placed her case on the luggage racks near to the train doors and took her seat. She also had some hand luggage which she kept with her. She was not aware of anything untoward until she reached her destination; Drumcondra when she realised that her case was missing. There was a delay at Drumcondra which gave her time to check around and ask others on board if they had spotted anything - she spoke to the ticket inspector. She travelled onto Dublin Connolly station to report the case missing. She later made an online report to the Gardai in Mountjoy to advise of her missing luggage. We were hoping that somehow her luggage would be located at some point during the week and that someone simply took it in error but unfortunately it now appears that her luggage was stolen from the train. [REDACTED] made a statement at Mountjoy Garda station on Thurs eve 6th Jan and they will be seeking footage from Irish Rail. She is 20 and was returning to her accommodation in Dublin to commence her college work placement on Monday 4th Jan. She was left extremely distressed by the loss of her luggage which contained all of her day to day clothes some expensive items which she had received as Christmas presents together with hair straighteners/ curlers etc. The estimate value of the case & contents is in the region of €800. She realises that liability of the luggage is hers but travels each week & stores her luggage in the available storage racks in good faith - it is very unsettling to think that there are thieves on board looking for targets. We hope that you can please assist the Gardai expediently to try to retrieve her luggage. As I have said my daughter has been left devastated by this incident and is reluctant to travel by train now. I would be grateful for your response in this regard at your earliest convenience.

Hi there are 2 men drinking cans of bulmers and playing music loudly on the 5pm service from Mullingar to Dublin Connolly. I though drinking on trains was prohibited?

I would like to bring to your attention that on the 11am train to Sligo on Saturday the 16th April 2022, there was about 25-30 unruly people among the other passengers. I did point this out to the passenger service lady but how can just one person control people like this when they are allowed to drink onboard and can I ask that when parties like this are among other passengers that they refrain from taking drink onboard with them.

On train home for Dromod/Sligo after gruelling day at Mater Hospital. Guys in Dublin held 4pm train for me. Boarded and en route sorry I did. 8 guys drinking alcohol all the way to Sligo from Dublin louder and louder they became on packed train. The warden walked by not once but twice nothing said. The toilet was flooded. I paid 25 euro ticket fare should honestly be no more than 10 with the service your running. Disgraceful and unacceptable and I expect this message will be ignored.

My daughter got the 3pm train today from Connolly to mullingar. She is 16 years old and commutes to school daily. She was subjected to a verbal assault by a man in his late 50,s .He swore at her ,asked her in appropriate questions and took her school books from her and graffiti them inside .She is extremely upset ,distracted and feels she can't go on the train again .X was her booking reference. Can this innocent be investigated please

I am currently a passenger on your Sligo - Dublin train. I am writing to let you know that your ticket handler on board has received a most abusive rant from another passenger. She simply asked to see his ticket as he boarded. He bellowed abuse called her a f-in c... and lots of other expletives. She was very very shaken. There must be an internal protocol to address this type of behaviour which I hope is not too frequent. But I felt I should highlight this for you.

'I'm on a train from Dublin to Sligo and there's a group of lads being really rowdy and drinking and intimidating people. It's been going on for 2 hours. Is there any way of getting someone down to either ask them to leave the train or settle down. I tried texting your anti-social textline and it's not working. It's putting me off getting trains anymore to be honest having to deal with this for hours.

to whom it may concern, I was truly appalled to have to comfort a young female on the 19:15 train from Dublin Connolly to Sligo yesterday evening, Friday 20th, who had been abused/harassed by an older man who got off at Maynooth station. The man in question had explicitly told the young female that he did not have a ticket for his journey. Both, the carriage itself (22441) and the train was crowded and it wasn't until later in the journey that the Iarnród Éireann staff member was alerted to the incident as the young female had frozen in fear and he had not passed through the carriage to check tickets or to give her a chance to highlight the situation at hand. I would like an explanation as to what policies and procedures you have in place to deter antisocial behaviour (abuse, harassment, intimidation, ticketless travel) on this particular inter-city service. Looking forward to a considered and thoughtful response,

I was a passenger on the 13:05 train from Sligo to Dublin Connolly on the 22nd of May. At Carrick On Shannon, I believe, a group of men got on the train, roughly between 12 and 16 of them. They proceeded to shout, scream, sing, blare music at a high volume, and consume a lot of alcohol. They got on to the train drunk, and proceeded to drink more. By the time we reached Drumcondra, one of them was shouting at the window and was being rude to other passengers. A group of them were making sectarian and racist remarks. In all of this, not once did an employee walk through the carriage, and I can only assume there wasn't one on the train. I was in contact with you and nothing was done about it. For there to be no one to check on the well-being of your customers is disgraceful and needs to be fixed. Thank You

Group of men shouting and singing, blaring music on a speaker. There doesn't seem to be a ticket collector or anyone working on the carriages. The service is the 13:05 Sligo to Dublin Connolly, carriage C, stopped in Edgeworthstown.
