

[REDACTED]

19th April 2016

Re: FOI request IE_FOI_041

Dear [REDACTED]

I refer to the request which you made under the Freedom of Information Act 2014 for records held by this body:

Request –

- 1) The total number of complaints issued to Irish Rail from the 1st of January 2013 to the 31st of December 2015.
- 2) The individual # of complaints issued to Irish Rail in each calendar years from 2013-2015
- 3) The number of complaints in each particular category listed on Irish Rail's feedback form issued to IE in 2015
- 4) The % of IE services that ran on time from 1/1/15 - 31/12/15

I, Mr. Paul Slowey, Decision Maker have now made a final decision to release this record on the 15th April 2016.

Please note that we reorganized systems for 2015 to record all feedback received from customers which now includes refund, lost property and other queries that were not recorded in previous years statistics.

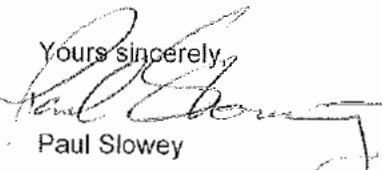
Rights of appeal

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,


Paul Slowey

Customer Relationship Executive, Iarnrod Eireann

Freedom of Information Request:
 Schedule of Records for IE_FOI_041 : 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	15.04.16	Response to IE_FOI_041	1	Grant		
2	15.04.16	Customer Care Feedback List 2015	2	Grant		



Signed

IE Decision Maker



Record #1 – Response to IE FOI 041

1) The total number of complaints issued to Irish Rail from the 1st of January 2013 to the 31st of December 2015.

Total: 2013-2015 incl. 31203

2) The individual # of complaints issued to Irish Rail in each calendar years from 2013-2015

Total number of complaints 2013 8252

Total number of complaints 2014 8431

Total number of complaints 2015 14520 * (This figure includes feedback on issues such as refunds, lost property etc. which was not included in previous years)

3) The number of complaints in each particular category listed on Irish Rail's feedback form issued to IE in 2015

See attached spreadsheet – Record #2

4) The % of IE services that ran on time from 1/1/15 - 31/12/15

Details for overall timekeeping in 2015 are set out below:

- 10 Minute Intercity = 93.4%
- 10 Minute Commuter = 97.8%
- 5 Minute DART = 91.9%

Intercity and Commuter services are measured to within 10 minutes of scheduled arrival.
DART is measured to within 5 minutes of scheduled arrival.

Customer Care Feedback 2015

Type	Sub Type	Number
Service Disruption	Incident on Line	1,590
	Train Failure	1,089
	Timekeeping	553
	Signal Fault	439
	Union Dispute	193
	Bus Transfers	123
	Planned Delays	113
	Track Fault	65
	Bridge Strike	4
	Cancellations	3
	Connections	1
	Early Departures	1
	Timetable Changes	1
	Unused Tickets	1
	Announcements	1
	No Staff available	1
Service Disruption Total		4,178
Onboard Issues	Seat Reservation	976
	Crowding	672
	1st Class issues	416
	Lost Property	277
	Heat / AC	201
	Catering	130
	Cleanliness	129
	Announcements	127
	Bicycle Spaces	114
	Toilets	86
	Doors	74
	Wi Fi	67
	Disability Issues	40
	Alcohol/Smoking Policy	30
	Dogs	28
	Disorderly passengers	14
	Complaints Unhelpful/Rude	3
	Positive	3
	Station Facilities	2
	Catering Staff Issues	2
	Incident on Line	2
	Intimidation	1
	Leap Cards	1
	Theft	1
	Noise	1
	Special Events	1
	Early Departures	1
Surcharges	1	
RPU Fines	1	
Timekeeping	1	

	RPU Staff Issues	1
	Bicycles	1
	Connections	1
	Family Tickets	1
Onboard Issues Total		3,406
Fares & Ticketing	On-Line Tickets	534
	Unused Tickets	437
	Student Tickets	266
	Fare Structures	244
	Ticket Prices	232
	DSP Free Travel Passes	170
	Lost/Mislaid Tickets	144
	Leap Cards	136
	RPU Fines	99
	Promotional Offers	79
	Family Tickets	66
	Surcharges	62
	Annual Tickets	47
	TVMs	16
	Special Events	6
	Booking Office Issues	5
	Cancellations	4
	Station Facilities	3
	Seat Reservation	3
	1st Class issues	3
	Disability Assistance/Ramps	1
	Bicycle Spaces	1
	Unable to Book Tickets	1
	Connections	1
	RPU Staff Issues	1
	Timekeeping	1
Fares & Ticketing Total		2,562
Station Issues	Station Facilities	269
	TVMs	216
	Station Condition	208
	Car Parks	190
	Incorrect information	117
	Early Departures	77
	Barriers	71
	Booking Office Issues	51
	Tag On/Off Issues	50
	Lifts/Elevators	50
	Announcements	43
	Disability Assistance/Ramps	36
	Lost Property	33
	Cleanliness	30
	Toilets	27
	Bicycles	14
	Waiting Rooms	11
	Positive	10

	Special Events	3
	Bicycle Spaces	1
	Promotional Offers	1
	Track Fault	1
	Noise	1
	Vandalism	1
	Crowding	1
	Catering	1
	Leap Cards	1
Station Issues Total		1,514
Website	Unable to Book Tickets	644
	No Confirmation Email	191
	Tickets unavailable On-line	117
	Complete Savings	89
	On-Line Ticketss	34
	Promotional Offers	32
	Special Events	23
	Incorrect information	2
	Ticket Prices	1
	Seat Reservation	1
	Announcements	1
	Positive	1
Website Total		1,136
Staff Issues	Complaints Unhelpful/Rude	408
	Positive	211
	RPU Staff Issues	55
	No Staff available	20
	Catering Staff Issues	11
	No Response to Complaint	11
	Intimidation	2
	Incorrect information	1
	Unable to Book Tickets	1
	Announcements	1
Staff Issues Total		721
Timetabling	Connections	171
	Timetable Changes	164
	Timetable Suggestions	124
	Cancellations	72
	Special Events	8
	Incorrect information	4
	Timekeeping	3
	Early Departures	1
	No Staff available	1
	Positive	1
	Promotional Offers	1
	On-Line Ticketss	1
Timetabling Total		551
Antisocial Behaviour	Disorderly passengers	229
	Intimidation	50
	Vandalism	46

Theft	25
Assault	14
Alcohol/Smoking Policy	2
Station Condition	1
Noise	1
Antisocial Behaviour Total	368
Unallocated	84
Total	84
Grand Total	14,520