

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



22nd January 2021

[REDACTED],

Email: [REDACTED]

Re: FOI request IE_FOI_436

Dear [REDACTED],

I refer to your request dated 5th January 2021 made under the Freedom of Information Act 2014, which was received on by my office on that date, for records held by Iarnród Éireann.

Request:

- A month by month breakdown of complaints made by Irish Rail passengers for 2020. Also, the category of the complaints
- A month by month breakdown of complaints made by Irish Rail passengers for 2019. Also, the category of the complaints.
- The number of complaints concerning mask wearing since July of last year and a month by month breakdown of mask complaints.
- Copies of all mask complaints.
- A 50 strong sample of all complaints during October, November and December. (refined to 37 samples)
- The Irish Rail replies to those complaints.

Response:

I, [REDACTED], Decision Maker have now made a final decision to part grant your request on 22nd January 2021.

Please find response document and schedule of records detailing redactions attached.

Rights of appeal

In the event that you are not happy with this decision you can make an appeal in relation to this matter, you can do so by writing to the FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or by e-mail to foi@irishrail.ie. You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding, the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances.

The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact the FOI Officer on [REDACTED] or by email at foi@irishrail.ie

Yours sincerely,

[REDACTED]

[REDACTED], Decision Maker, Customer Relations Dept, Iarnród Éireann

Freedom of Information Request:
 Schedule of Records for **IE_FOI_436** : 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	22.01.2021	IE_FOI_436 Response Doc	1	Part Grant	S37	Personal Information of Others
2	22.01.2021	FOI 436 2019	1	Part Grant	S37	Personal Information of Others
3	22.01.2021	FOI 436 2020	1	Part Grant	S37	Personal Information of Others
4	various	FOI 436 SAMPLE FEEBACK AND REPLIES	38	Part Grant	S37	Personal Information of Others

Signed:

Freedom of Information / Data Protection Executive

IE FOI 436 Response Document

- A month by month breakdown of complaints made by Irish Rail passengers for 2020. Also, the category of the complaints – [See document FOI 436 2020](#)
- A month by month breakdown of complaints made by Irish Rail passengers for 2019. Also, the category of the complaints – [See document FOI 436 2020](#)
- The number of complaints concerning mask wearing since July of last year and a month by month breakdown of mask complaints – [Iarnród Éireann has no specific information on mask wearing or lack of. There are 830 bits of feedback re on-board covid-19 mentions since July but it is not possible to extract mask wearing issues specifically.](#)
- Copies of all mask complaints – [See above, there are no specific information on mask wearing or lack of](#)
- A 37 strong sample of all complaints and Irish Rail replies to same during October, November and December. – [See document FOI 436 Sample Feedback and Replies](#)

Count of (Do Not Modify) Case	Column Labels												
Row Labels	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Accessibility Issues	3	2	10	8	8	7	11	7	9	3	14	10	92
Antisocial Behaviour	31	58	53	58	49	79	73	49	47	38	53	52	640
Fares & Ticketing	279	123	147	158	180	164	241	170	158	146	138	94	1998
Feedback	159	125	195	199	130	272	227	94	78	117	174	150	1920
Onboard Issues	260	387	351	372	356	313	501	445	360	365	451	313	4474
Service Disruption	288	279	410	169	484	328	347	230	305	438	276	390	3944
Staff Issues	38	54	34	49	54	57	54	39	54	58	61	58	610
Station Issues	190	140	156	152	137	166	174	148	143	178	219	297	2100
Timetabling	34	14	23	13	13	12	20	7	26	28	30	14	234
Website	124	115	138	173	156	190	211	111	182	150	119	87	1756
Grand Total	1406	1297	1517	1351	1567	1588	1859	1300	1362	1521	1535	1465	17768

Count of (Do Not Modi Column Labels													
Row Labels	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Accessibility Issues	7		3		2		2	5	4	2	3	1	29
Antisocial Behaviour	36	56	26	10	14	15	24	14	24	16	9	14	258
Fares & Ticketing	156	167	66	17	19	41	103	49	41	43	34	47	783
Feedback	106	143	80	28	71	152	213	132	136	228	147	151	1587
Onboard Issues	341	316	203	24	27	106	331	303	131	114	130	156	2182
Racism	1						2		1		1		5
Service Disruption	285	165	72	2	8	23	42	77	81	83	71	53	962
Staff Issues	38	55	28	10	18	17	31	51	29	35	18	20	350
Station Issues	230	322	150	37	72	43	104	92	107	77	94	90	1418
Timetabling	17	18	27	22	5	68	62	34	17	37	48	26	381
Website	59	98	66	6	9	30	48	80	38	47	14	66	561
Grand Total	1276	1340	721	156	245	495	962	837	609	682	569	624	8516

Dear [REDACTED],

Thank you for your kind email.

I have passed your positive comments on to the station manager for his information.

Thank you for taking the time to contact us.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: contact@irishrail.ie

Received: 31/12/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Mrs\$}

First Name [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: Would like to thank and complement staff member working at Kent station Lost Property. Follow-up on my message re jumper left on train before Christmas was excellent and is very much appreciated.

Mon, 4 Jan 2021, 10:29 IE CustomerCare, <CustomerCare@irishrail.ie> wrote:

Good Morning [REDACTED]

Thank you for your correspondence, I am sorry to read of the details outlined below.

Can you please advise of the ticket type requested and the price, did the person travel on the day without a ticket or was another purchased, please scan in the ticket if another was purchased and I will investigate.

Kind Regards,

[REDACTED]

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

From: contact@irishrail.ie

Received: 29/12/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Ms\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: Hi there, I was hoping you can help me with the following issue; one of your ticket machine didn't return the change or issued the ticket. Is there any chance I could get my money back? Please find all the necessary information below: Ticket machine number [REDACTED] Place: clontarf road Date and time: 29/12/2020 at around 13:20 Amount:5 eur note Ticket: child ticket Kind regards [REDACTED]

Dear [REDACTED]

Thank you for your email.

There have been alterations and cancellations to InterCity services due to the Christmas Period and Level 5 restrictions, further information can be found here - <https://www.irishrail.ie/en-ie/news/christmas-and-new-year-rail-service-arrangements>.

On behalf of Iarnród Éireann I would like to apologise for any inconvenience caused.

Kind Regards,

[REDACTED]

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

From: contact@irishrail.ie

Received: 27/12/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Ms\$}

First Name [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: To whom it may concern. Can you explain to me why you have taken the 5.50 service off all week next week? I understand bank holidays but the rest are not. I am a nurse in dublin and I use this service to get to work and I think it is disgraceful that it is not running where we are working non stop thought this covid. Regards [REDACTED]

Time: 27/12/2020 06:33:51

Dear [REDACTED]

Thank you for your email.

I'm sorry to read of the details outlined below and I would like to apologise on behalf of Iarnród Éireann for any inconvenience or discomfort caused to you regarding the announcements on-board our service to Maynooth.

Please be assured I have passed your correspondence on to our on-board department for their attention.

Kind Regards,
[REDACTED]

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From: website@irishrail.ie [mailto:website@irishrail.ie]

Sent: 22 December 2020 08:10

To: IE Access <IE.Access@irishrail.ie>

Subject: Website: Disabled Access

Title: {\$Forms.Title.Mrs\$}

First Name [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Details of Request: Hi there, I travelled by train on Friday 18/12/2020 from Broom Bridge to Maynooth station at approx. 5 PM. I am totally blind and rely on the station announcements as I am not a frequent traveller on this route. Unfortunately they were not turned on and there weren't any other passengers in the carriage so I had to resort to google maps on my phone to ascertain my location. I am aware there are fewer passengers travelling but could you please assure the announcements are kept on. thanks [REDACTED]

Dear [REDACTED]

I refer to your recent email. I am sorry to read of the issue outlined.

I'm sorry to learn of your poor experience on board our service recently and I would like to apologize on behalf of Irish Rail for any discomfort or inconvenience caused. Iarnród Éireann are experiencing approx. 90% compliance with the wearing of face coverings for passengers travelling on our services. We would expect all passengers to conduct themselves appropriately, especially with COVID-19 restrictions in place, it is regrettable that some members of the public are non-compliant with Covid 19 directives. I would like to assure you that we are doing everything possible to prevent the spread of COVID-19 as per advice from government departments and Gardaí will continue to conduct spot checks on our services. We are working with customers to ensure compliance, with focus on ensuring compliance through cooperation. We will ensure customers are aware of requirements prior to boarding in manned stations, however there are exemptions for some customers incl under 13s and customers with some medical issues. Random checks are also being performed by staff in conjunction with the Gardaí.

Could you please confirm what service you were travelling on and I will forward this on to the relevant department.

Again I would like to apologize for the inconvenience caused to you on this occasion and I appreciate your time and patience.

Kind Regards,

[REDACTED]

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

From: [REDACTED]

Received: 22/12/2020

To: [REDACTED]
[REDACTED]
[REDACTED]

Subject: No masks on train

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi,

I was on the train this morning for the first time in a while and there seems to be a lot of people not wearing masks on the train during the journey and then just putting them on as they get on or off the train for show. I saw at least 4 or 5 people do this on my carriage which was nearly everyone who was on the carriage anyway. I'm sure you're probably aware of this but I was very annoyed and frustrated that my train journey was not safe despite me doing my part to protect myself and others.

Thanks,

[REDACTED]

Thank you for your email.

I am sorry to learn of your negative experience outlined below. Regrettably due to an earlier train failure the 19:20 ex Galway service was replaced by a bus transfer to Athenry and a connecting train to take up the remainder of the journey. I would like to apologise if you did not receive sufficient communications regarding this change to service, please be assured I have forwarded your comments to the station manager in Galway for their information. Please forward a scanned copy/photo of your unused ticket and I will process the appropriate refund.

On behalf of Iarnród Éireann I would like to apologise for any inconvenience caused.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: contact@irishrail.ie

Received: 21/12/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Mr\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: I was left standing in a freezing cold Ceannt station on saturday evening. there was one line with people for three different trains standing in line. zero social distancing, teenager smoking in the station, not wearing masks, not observing social distancing, employees no where to been seen and no updates on what was happening. my 7:20pm train did not depart and I was told i will be able to get a refund for my ticket which i believe is the least i deserve after the two hours I endured standing in the freezing cold in a unsafe environment at Ceannt station. My reservation number is: [REDACTED]

Dear [REDACTED]

Thank you for your email.

I am sorry to learn of your uncomfortable journey on one of our services recently. Iarnród Éireann are experiencing approx. 90% compliance with the wearing of face coverings for passengers travelling on our services. We would expect all passengers to conduct themselves appropriately, especially with COVID-19 restrictions in place, it is regrettable that some members of the public are non-compliant with Covid 19 directives. I would like to assure you that we are doing everything possible to prevent the spread of COVID-19 as per advice from government departments and Gardaí will continue to conduct spot checks on our services. We are working with customers to ensure compliance, with focus on ensuring compliance through cooperation. We will ensure customers are aware of requirements prior to boarding in manned stations, however there are exemptions for some customers' incl under 13s and customers with some medical issues. As many of our stations are now unmanned, there is a personal responsibility on each passenger to comply and wear a face covering. Regrettably public transport staff do not have the authority to make arrests or issue fines which is why we are liaising with the Gardaí in relation to enforcement measures.

All our measures throughout COVID-19 are in line with the Government regulations and guidelines, which are informed by our health authorities.

Iarnród Éireann would like to thank our customers who follow the advice from the government and co-operate with our staff during this pandemic and I would like to apologise for any discomfort caused.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: contact@irishrail.ie

Received: 23/12/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Ms\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: Hi I am on the 7:35 train from dublin heuston to galway. I have had to move carriages twice due to people not wearing masks in full view of staff who have been passing through the carriages every so often. In one incident a woman and a man neither wearing masks were coughing profusely without covering their mouth putting the whole carriage in danger. There was no one around for me to ask for assistance and when staff do pass though carriages they go by so quick it is impossible to stop them or draw their attention to incidents without those being mentioned hearing. I had no option but to take the train today but feel extremely uncomfortable going home to my family now and feel more needs to be done if people aren't going to take regulations seriously

Time: 23/12/2020 08:41:21

Dear [REDACTED]

I refer to your recent email.

Could you please fill in the attached refund application form, post in the completed form along with the ticket to the below address.

Customer Care, Connolly Station, Amiens Street, Dublin 1.

When posting in the form could you please attention it to [REDACTED] and reference [REDACTED] on the envelope.

Thank you for your time and patience.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: contact@irishrail.ie

Received: 22/12/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Miss\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: My train to limerick junction was delayed and coming down the steps to get on the train to cork the train took off leaving behind me and many other passengers. I believe compensation for me and those passengers is necessary

Time: 22/12/2020 15:12:43

Dear [REDACTED]

Thank you for your email.

There is no official refund due as the tickets have been printed. However, as a gesture of goodwill an Online Voucher will be created for you to the value of €104.00, which can be used against future travel and is valid for 12 months.

Your Voucher code is [REDACTED] and will be available for you to use within the next working day. Please be advised this voucher can only be used with the following email address.

[REDACTED]

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: contact@irishrail.ie
Received: 22/12/2020
To: CRM Mailbox; Web Site Emails
Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Mr\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: my sister purchased tickets for me and my partner to travel on 21st December 2020 from castlebar to belfast on the 7.28am service. We collected the tickets from the station but then noticed online that the train was delayed. The train arrived an hour late and we decided not to travel because we would miss our connecting flight from Belfast to London Gatwick. The flight has been refunded. Are we able to claim a full refund for the train tickets too bearing in mind that we did not travel. I have the unused tickets. Details as follows: Booking reference is [REDACTED] Ticket collection number [REDACTED]. Booked by my sister [REDACTED] and her email address is [REDACTED]. The fare was paid using my credit card. Two passengers travelling on the booking myself [REDACTED]. My contact number is [REDACTED] and email is [REDACTED].
[REDACTED] Many Thanks [REDACTED]

Time: 22/12/2020 09:23:53

Dear [REDACTED]

Thank you for your email.

The government introduced regulations which have made it mandatory now to wear a face covering while travelling on public transport. Iarnród Eireann are working with customers to ensure compliance, with focus on ensuring compliance through cooperation. We will ensure customers are aware of requirements prior to boarding however there are exemptions for some customer's incl under 13s and customers with some medical issues. <https://www.irishrail.ie/news/covid-19-face-coverings> All staff have been updated with the regulations and these are being enforced in our major stations. We will also be liaising with the Gardai on enforcement support in extreme circumstances. If there is a Customer Services Officer on-board your train, this issue should be brought to their attention so the matter can be dealt with in real time. If the train is operating as a driver only service the responsibility lies with each individual to take personal responsibility to comply with the regulations.

I would like to apologise on behalf of Iarnród Eireann for any upset caused on your journey today in relation to this issue.

I have been assured that our On-Board Customer Service Officers are checking compliance however there may be services where staff are not on board and it would be the passengers responsibility to ensure they are compliant at all times.

All our measures throughout COVID-19 are in line with the Government regulations and guidelines, which are informed by our health authorities.

Iarnród Éireann would like to thank our customers who follow the advice from the government and co-operate with our staff during this pandemic

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: [REDACTED]

Received: 21/12/2020

To: [REDACTED]

Subject: COVID

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I'm currently travelling on one of your services. Atm there are 4 people I can see sitting around me all without masks on. I've took pictures of all individuals but there seems to be absolutely no one on the train either enforcing that people keep their masks on while travelling. As someone who needs to travel I find this extremely concerning particularly as there are two people sitting directly in front of each other who also are not travelling together and both not wearing masks. And I've just noticed the woman sat behind me has also taken her mask off.

Thank you for your email, I'm sorry to read of the details outlined below and I would like to apologies for any inconvenience or discomfort caused to you on your journey to Athenry.

Please see attachment below, please download the form complete it and send it back with the original ticket to Customer Care, Connolly Station, Amiens Street, Dublin 1.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: contact@irishrail.ie

Received: 20/12/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Ms\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: To whom it may concern, I was a passenger on the 17;20 train from Ceannt station to Athlone yesterday evening. Due to the disruption of the service, my friends and I missed our connecting train back home to Castlerea. I was not satisfied with the nature of care we received. We were packed onto a train to Athenry, with absolutely no social distancing at all. We had no other choice but to get this overly packed train. After paying €29 for a return ticket I would like to request a refund. We arrived in Athlone, having missed our second train and had to wait for a bus to be organised to take us home. As well as stress and disruption to our journey and the concern of our parents, I was appalled by the lack of social distancing measures on the train we were provided. I look forward to hearing from you again, Kind regards, [REDACTED]

Dear [REDACTED]

I refer to your recent email. I am sorry to read of the issue outlined.

I have forwarded your email on to the relevant department for their attention and I can assure you that your email has been taken in to full consideration.

Kind Regards,
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: contact@irishrail.ie

Received: 16/12/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Mr\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: I booked a ticket online from irishrail.ie for €18.99 for the 15.05 train from Sligo to Connolly on the 28th of December. I have received an email to say the service has been cancelled, yet i see on the irishrail site that tickets are still for sale on that train for that time but at a higher price? What is going on Irish Rail? Can someone come back to me? I have still been charged. [REDACTED]

Dear [REDACTED],

Thank you for the information provided.

As a gesture of goodwill I have issued a refund for your unused online journey back to the card the original booking was made from, please allow up to 5 working days to see this in your account.

Kind Regards,
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: First Name Last Name

Received: 16/12/2020

To: [REDACTED]

Subject: Re: Iarnród Éireann Customer Care CRM:00190015373

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

On Wed, 16 Dec 2020, 11:33 IE CustomerCare, <CustomerCare@irishrail.ie> wrote:

Hi [REDACTED]

Thank you for your email

Yes a photo of the ticket is perfect.

Kind Regards,
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: First Name Last Name

Received: 16/12/2020

To: [REDACTED]

Subject: Re: Iarnród Éireann Customer Care CRM:00190015371

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I never got a email not that I can see is it a picture of ticket I send you

On Wed, 16 Dec 2020, 10:43 IE CustomerCare, <CustomerCare@irishrail.ie> wrote:

Dear [REDACTED]

Thank you for your email.

I have checked this booking on our system and can see that a confirmation email was sent to [REDACTED] on 15/12/2020 @ 22.00. Please provide a copy of the ticket purchased and I will issue a refund for the unused online booking.

Kind Regards,
[REDACTED]

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

From: contact@irishrail.ie

Received: 16/12/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$[Forms.Title.Ms](#)}\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: I use Irish rail every week last night I booked a ticket the money came out of my account but I never got a email with my ticket number so I had to buy a ticket in the station this is ridiculous im not out of pocket

Dear [REDACTED]

Thank you for your e mail.

I would like to apologise on behalf of Iarnród Éireann for any inconvenience caused due to the delay to your DART service yesterday due to operational issues.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: Revenue Protection

Received: 14/12/2020

Subject: Terrible service again

From: [REDACTED]

Sent: 14 December 2020 07:58

To: IE RPU

Subject: Terrible service again

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Waiting on the 7:53 dart from connolly to Portmarnock, of course the board says its going to be at least 15 minutes late. Great way to start the week by being late for work again because of irish rail ineptitude. Well done lads

Good Afternoon [REDACTED]

Thank you for your reply.

Can you please fill out the link below & forward the bus and rail tickets for my attention to the address below.

https://www.irishrail.ie/IrishRail/media/Imported/combined_charter_refund_form_2017.pdf

As I will have to validate in our machine for usage on receipt of the tickets.

Kind Regards,

[REDACTED]

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

From: contact@irishrail.ie

Received: 10/12/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Miss\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: Hi there, my partner and I purchased two single tickets from Greystones to Bray at the cost of €2.70 each on 21/11/20. When we passed through the barriers we saw that there were huge delays on the northbound line and there were no DARTs listed for the rest of the evening. We then had to purchase Dublin Bus tickets to instead to make the same journey. Can you please refund the charge of €5.40 incurred? The tickets were purchased using a debit card. Can the card be credited to the value above? (Purchase references: [REDACTED])
The purchase was made at 15:47. Kind regards,

Good Afternoon [REDACTED]

Thank you for your correspondence.

The Customer Care Department acknowledge customer complaints & feedback and we liaise with senior management regarding all complaints.

They are reviewed on an on-going basis in order to provide the safest & best possible service to our customers.

I am sorry to read of the details outlined below but please be assured your issues have been noted and forwarded to the relevant Managers for their investigation into these fall down in services.

On behalf of Iarnród Éireann/Irish Rail I would sincerely like to apologise for any inconvenience caused to you on the night of the 05.12.2020

Kind Regards,



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

From: contact@irishrail.ie

Received: 07/12/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Mr\$}

First Name: 

Surname: 

Email Address: 

Contact Number: 

Feedback: Good Afternoon, On Saturday evening at 21.34 we boarded a DART to Donabate, planning to change over at Howth Junction. Our journey proceeded as follows: 1) The PIS was incorrect, stating that we were approaching Bray, Bray being the last stop. Anyone who was visually impaired, or unfamiliar with the area, would have got off the DART. Announcements were also being given that Bray was the next/last stop. 2) The DART came to a stop at Howth Junction and the doors would not open, perhaps they were not enabled. The doors opened and closed at all the other stops along the way. I thought it was just our car, but a group of about 15 ladies came through into our car, the doors in their car also wouldn't open. I tried using the inter comm to talk to the driver, it didn't work. 3) After awhile, the train departed with all of us inside. The DART came to a stop after about 20 meters and the doors opened. We then got out onto the platform and headed to cross the bridge to get the Drogheda bound Commuter train. Our connecting train, to Donabate arrived, waited, and departed without us, we had no time after what had just happened. The group of ladies broke into a run to try and get it and one of them fell flat on her face, she seemed okay. They were supposed to be going to Drogheda on the train that had just left without us. 4) On the platform they had concerns of having been abandoned on the platform in Howth Junction. They were glad to know that I knew what to do and they weren't alone. I said we would all get the next DART to Malahide and see what we could do. 5) During conversations, one of the ladies said she had pulled the "emergency stop" lever in the DART, which might explain why the DART came to a stop and doors opening 20 metres after leaving. If this was the case, surely some concern should have been shown toward IE's passengers to see what the emergency might be. 6) In Malahide we all went to the ticket office and I spoke to your man, explaining the predicament these girls were in. They were due to go to Drogheda and had concerns. Your man said he phoned the regulator and was told a taxi could only be provided if "the last train had

departed". The next train would be at 23.09. This would be about an hour later. 7) We were thanked by the group and got a taxi from Malahide to the house in Donabate. I am reporting this primarily to bring to your attention the risk/stress our passengers were placed under, a group of female passengers on a platform just wanting to get home. Two emergency procedures were missed, the inter comm to the driver and the "emergency stop" that one of the girls said she activated. One thing I didn't get was the No of the DART, but I am sure it can be traced and a download might be able to ascertain what went wrong, in order to prevent it happening again? Why the doors didn't initially open, and why the train came to a halt 20 metres after departure, doors opening? The PIS also needs to be checked. Regards, [REDACTED].

Time: 07/12/2020 16:53:52

Dear [REDACTED],

I refer to your recent email. I am sorry to read of the issue outlined and for any inconvenience caused.

All of our trains heating should be set before it leaves the depot as it cannot be altered by the driver or on board staff. It is the responsibility of the train engineers at the originating station to ensure that the system has been set to the correct temperature and activated. I will forward this on to the relevant department for the attention and I can assure you that your email has been taken in to full consideration.

Please accept my apology on behalf of Iarnród Éireann Irish Rail for any discomfort suffered and thank you for your time and patience on this occasion.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: contact@irishrail.ie

Received: 06/12/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Ms\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: On board the 1.45 service from Dublin Connolly to Rosslare Europort. 2.5 hour journey as part of a €34 return ticket with no heating on the coldest day of the year. Seriously disappointing

Dear [REDACTED],

Thank you for your email and apologies for the delay to your train, this was due to a bridge strike which delayed some services.

I would like to assure you the traffic controller aims to operate services as per the timetable, however on some occasions there may be some minor delays to some services in order to operate a safe service which is our main priority. While we do endeavour to keep passengers as informed as possible in relation to such disruptions, I would like to apologise if this information was not more readily available to you at the station and of course for any inconvenience caused by the delay.

Kind Regards,

[REDACTED]

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

From: contact@irishrail.ie

Received: 03/12/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Ms\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: The train that was shown on your site as arriving at Coolmine at 8:30am (Coolmine to Maynooth service) was delayed by over 9mins. Is there a particular reason for this or was there a particularly troublesome leaf in the way? There were no delay messages given or alerts. The service is usually shoddy and badly run but this was ridiculous.

Dear [REDACTED]

Thank you for your email.

The 09:00 Heuston to Limerick Junction service will be effected by engineering works over the weekend, the train will serve Templemore and will have an extended journey time of 1 hour 52 minutes instead of the normal journey time of 1 hour 34 minutes.

Thank you for contacting us, I hope that this clarifies your query.

Kind Regards,

[REDACTED]

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

From: contact@irishrail.ie

Received: 30/11/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Miss\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: Hi, Can you please explain how the following service is affected (Dublin Heuston to Limerick Junction)? "09:00 Heuston to Cork will call additionally at Templemore and will operate in an altered path" Thanks, [REDACTED]

Dear [REDACTED]

Thank you for your e mail.

If a passenger becomes ill onboard the train and requires medical assistance, staff are not permitted to move the customer in case they exacerbate the problem. The train must wait for the appropriate services to arrive and assess and treat the passenger in a professional manner. I would like to apologise on behalf of Iarnród Éireann for any delay you experienced as a result of medical emergencies.

Kind Regards,

[REDACTED]

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

From: contact@irishrail.ie

Received: 25/11/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Miss\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: In regards to the procedure where the entire train has to wait for an ambulance to arrive in case of emergency. It is absolutely irrational to cause inconvenience to many people when the person in need can wait for the ambulance at the station. People miss their connecting trains and this absurd can not go on. I had experienced this many times and this procedure needs to be changed. Looking forward to hearing from you.

Dear [REDACTED],

Thank you for your email.

There is no official refund due in this instance, however on this occasion, as a gesture of goodwill, I have created an online voucher code against reservation [REDACTED] to the value of €19.99 which can

be used against future online bookings. The voucher code is [REDACTED], it is valid for 1 year and will be available for use within 3 full working days. The voucher is linked to the email address used on your online booking.

Thank you for contacting us, I hope that this will assist you with your query.

Kind Regards,

[REDACTED]

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

From: [REDACTED]

Received: 23/11/2020

Subject: Refund

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern,

I'm writing to you as I booked a flexible ticket home to Belfast yesterday evening.

I wasn't aware that due to Covid new regulations have been introduced. Due to this the last train no longer was in operation.

This left me stranded in Dublin last night and at added extra expense and dismay.

I was hoping you could possibly do something for me about this. I would be more than happy If I could possibly use this ticket instead of refund.

Please find enclosed attachment of my ticket purchased and my contact number.

Good Afternoon [REDACTED],

Thank you for your correspondence, Iarnród Éireann uses two types of train sets for this route, ICR trainset has power points at all seating, however the Diesel 2900 train set only has the power points at either end of each train carriage. If you are experiencing issue with the Wi-fi please get in contact with wifisupport@evad.ie or the helpline on 0818-29311 as all services should have wi-fi, please be advised that wi-fi is provided free of charge and is not incorporated into the price of a rail ticket.

I would like to thank you for taking the time to contact us and raising your concerns, please be assured that all feedback is reviewed by management in order to provide the best possible service to our customers.

Kind Regards,

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

From: contact@irishrail.ie
Received: 20/11/2020
To: CRM Mailbox; Web Site Emails
Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Ms\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number:

Feedback: Hello It says on your website that Wi-Fi is available on all intercity services (<https://www.irishrail.ie/travel-information/wifi-and-power>). On a number of recent trips between Limerick and Galway I found that Wi-Fi was not available leading to considerable inconvenience as I had planned to work onboard. Nor could I find electrical sockets even though these trains are labelled as Intercity on your site. Can you please tell me how I can know which trains have wi-fi and which do not so that I do not find myself in this situation again. Thank you. [REDACTED]

Good Afternoon [REDACTED]

Thank you for your email. I would like to apologise on behalf of Irish Rail for any inconvenience caused by the delay to your service yesterday evening. I would like to assure you that the Traffic Controller endeavors to operate the service as close to the timetable as possible, however on occasion delays may occur in order to operate a safe service which is our main priority. On this occasion, your service awaited line clearance on another train which was delayed due to a driver change being required, resulting in a 10 minute delay arriving into Heuston station.

On behalf of Irish Rail, I hope that you will accept my apologies for any inconvenience caused and my assurance that a positive customer experience is one of our main priorities.

Kind Regards,
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: contact@irishrail.ie

Received: 17/11/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Ms\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: To whom it concerns I am currently on a train from Galway to Dublin that was supposed to depart at 19.20. it now 19.35 and we are just departing. No announcement on why there is a delayef. This will mean I will not arrive until after ten into Dublin. So I will not be at my accommodation til 10.30. Very frustrating when I have early start in morning.

Dear [REDACTED]

Thank you for your e mail.

I am sorry to read of the uncomfortable journey you experienced yesterday evening on the DART. Iarnrod Eireann are operating at 25% capacity, however as DART services are unmanned, the responsibility lies with passengers to ensure social distance can be observed whilst travelling and if a service looks busy, the option is available to wait for the next service. I will forward your comments to the DART District office for their information with a request that a random spot check is performed on this service.

I would like to apologise on behalf of Iarnrod Eireann for any concern this issue caused.

Kind Regards,
[REDACTED]

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

From: contact@irishrail.ie

Received: 10/11/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Mr\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: Got the dart to malahide from grand canal dock at 6.25pn. There was more than 25% in the carriage. It looked like everyone was returning home from work, but the train had too few carriage to carry everyone safely. This is the second time that I have been in overcrowded carriages in the last week.

Dear [REDACTED]

Thank you for your email and apologies for any inconvenience caused to you. I have contacted the station manager regarding this issue, please see below.

During service disruptions all bus transfers leave from the Station Car Park. If this customer had come into the station she would've been directed to the busses. All station staff are briefed on the bus plans. We had staff on duty on the concourse, Information Desk and at the ATVM's.

Please provide a copy of the Irish rail ticket and bus ticket purchased and I will review your case.

Kind Regards,

[REDACTED]

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

From: contact@irishrail.ie
Received: 09/11/2020
To: CRM Mailbox; Web Site Emails
Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Ms\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: Where did the bus go that was due to leave connolly Station at 145pm to bray to meet the rosslare train. I was there from 130pm to 210pm I rang the station twice to ask where it was it's 430 now and I'm still currently waiting on a call back. I had to go to busaras and spend another 20 euro for a bus ticket.

Time: 08/11/2020 16:31:41

Good Afternoon [REDACTED],

Thank you for your correspondence, I am sorry to read of the details outlined below. I have forwarded this issue onto the relevant department for their attention to the issues you have outlined regarding your recent journey to Galway. On behalf of Iarnród Éireann I apologise for the experience you had onboard our services.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: [REDACTED]
Received: 08/11/2020
To: [REDACTED]

Subject: Toilets

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi

I am a passenger on the 11:40 train from Hueston to Galway and found that the toilets were unusable, one of the doors won't lock and the next the toilet was blocked and all smelled disgusting. As this was only the second journey that morning I found it very inappropriate that the toilets were in such a state

Good Afternoon [REDACTED]

Thank you for your email. We apologise for the capacity issues you have experienced on your commute.

A reduced service is in operation for a three week period from Tuesday 27th October up to Sunday 15th November to facilitate the City Centre Resignalling Commissioning works. Full information on these works is here: <https://www.irishrail.ie/en-ie/news/city-centre-resignalling>

Services to and through Connolly Station will be suspended at weekends, and there will also be some weekday service alterations to DART & Commuter routes during this three week period. This is to ensure that we can safely deliver a robust timetable at a time when certain elements of our signalling system are switched out, as part of the complex process of decommissioning an old signaling system and commissioning a new one. These essential works have been planned for many months, and a full schedule will be restored from Monday 16th November when work is completed. A full DART schedule is expected to return on Monday 9th.

In the meantime, we will examine where we can increase capacity during these works while maintaining the safe operation of all train services and assure you a full schedule will resume at the latest by Monday 16th November.

I hope you will accept my apologies for any inconvenience caused and my assurance that a positive customer experience is one of our main priorities.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: contact@irishrail.ie

Received: 06/11/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Ms\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: What's with all the trains being late all the time? Maynooth trains are late, additionally you have cut the amount of trains on timetable, why is that? It's not only the maynooth line it's the darts too, always delayed by up to 15 minutes these days, and you have also cut down their service meaning I have on average a 25 minute wait time in Connolly when I'm changing over from maynooth train to get to pearse, what's up with all of this??????? Is it temporary or what

Good Morning [REDACTED]

Thank you for your correspondence, I am sorry to read of the details outlined below.

On behalf of Iarnród Éireann I apologise for the delay to your service due to the late arrival of the train in Malahide and for the lack of information provided on the day.

Unfortunately our real time information has its limitations. At the moment, data only becomes active once the train has left its originating station. We are looking at improving our systems as currently real-time works off of track circuits, these sensors on the tracks aren't always completely reliable or accurate in terms of the exact train position.

We are currently designing a new system which will give us the ability to better inform customers about their journey and hope to roll this in the coming future.

I understand your frustration and can assure you we hope to resolve this issue as soon as possible, on behalf of Iarnród Éireann I apologise to you and your father for the recent experience you had travelling with us.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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To whom it concerns,

Please find attached a screenshot of my correspondence with the Irish Rail twitter account this morning. The service provided was very good and it's important to have both capable staff like that who are able to provide a swift and comprehensive response.

The screenshot, however, contains details of the issue I encountered this morning, which I find hugely disappointing and ultimately not acceptable.

[REDACTED]

[REDACTED]

So we went for the 1103 train from Kilbarrack. I planned out the journey the night before. I checked the status of the train multiple times before walking down and arriving with seven or eight minutes to spare.

When we got there the display said 24 minutes, meaning a delay of at least 15 minutes. It eventually arrived 16 minutes late.

My problem is that if I had any notice the train would be delayed I would have made alternative plans. Instead my father was shaking with the cold by the time the train turned up.

There was no mention on Twitter, which is fair enough if it's an individual train. I wouldn't expect updates to be that precise or quick there.

But surely if the on-platform display shows it was delayed, any one of the live information options should have reflected this on the Irishrail website. If we can't trust the live information, are there any plans to update the system?

There was also no announcement or apology for the delay on the platform, which I accept could be a staffing issue during level 5.

I appreciate the service your staff are providing, especially during a pandemic. But as I've said in several similar emails over the years, communication is absolutely vital to providing a service we can trust.

Again I'd like to thank and praise the staff member on the Twitter account who replied in a prompt and informative manner. But not everyone - my Dad for example - can be expected to use that service, and it shouldn't have to be the first port of call.

I'm not looking for an apology. I'm just asking you to please, please invest in a website or live info service that gives reliable real-time information all the time. And to stress, again, just how important reliable, up-to-date and easily accessible information for your customers is.

Regards,

thank you for your e mail.

Dart services are operating on a reduced service since Tuesday 27th October up to Sunday 15th November to facilitate the City Centre Resignalling Commissioning works. Full information on these works is here: <https://www.irishrail.ie/en-ie/news/city-centre-resignalling>

Services to and through Connolly Station will be suspended at weekends, and there will also be some weekday service alterations to DART & Commuter routes during this three week period. This is to ensure that we can safely deliver a robust timetable at a time when certain elements of our signalling system are switched out, as part of the complex process of decommissioning an old signalling system and commissioning a new one. These essential works have been planned for many months, and a full schedule will be restored from Monday 16th November upon completion of the works.

In the meantime, we will examine where we can increase services and capacity during these works while maintaining the safe operation of all train services and a full schedule will resume at the latest by Monday 16th November.

I would like to apologise on behalf of Iarnród Éireann for any inconvenience caused and assure you I have forward your comments to the DART District office for their information.

Kind Regards,



Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: Info .

Received: 03/11/2020

Subject: Website: General Enquiries

From: website@irishrail.ie

Sent: Tuesday 3 November 2020 10:20

To: IE Info IrishRail
Subject: Website: General Enquiries

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Comments: You have changed dart times from and to Greystones School kids are really the only ones using the dart and you had over 100 kids waiting in bray fir over 40 minutes to go to Greystones dart Kids who use to get home around 5 after leaving school in Booterstown tonight was 5.45 What are you doing?

Dear [REDACTED]

Thank you for your e mail.

I am sorry to read the details outlined in your e mail below in relation to Sydney Parade station. Please confirm the date and time of the incident and I will forward your correspondence to the DART District office and the Station Manager. In order to recoup any expenses incurred in relation to this issue please contact our Investigations Dept. directly at enquiries@cie.ie

Kind Regards,

[REDACTED]
Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: contact@irishrail.ie

Received: 28/10/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Mrs\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: Hi While in Sydney Parade last week the temporary wooden walls that were put up were freshly painted with no wet paint sign on them. It destroyed a jacket of ours when we rubbed off it. I have pictures as evidence. I have had to purchase a new jacket as a result and have kept the other one as evidence. It was like a gloss paint and not emulsion and was an off white colour. please advise

Time: 28/10/2020 10:47:38

Good Morning [REDACTED],

Thank you for your e mail.

Can you please advise of your Leap card number for me to review.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: contact@irishrail.ie

Received: 21/10/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Mr\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number:

Feedback: I tagged on my leap card in castleknock station today the 21/10/20 and I got off at maynooth train station and none of the ticket booths and scanners were open to use

Dear [REDACTED],

Thank you for your email and apologies for any inconvenience caused to you on your DART journey regarding the Passenger Information System. Going forward please provide the service, time and date and I will pass the information on to our on-board department for investigation.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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From: website@irishrail.ie

Sent: Monday 19 October 2020 11:04

To: IE Info IrishRail

Subject: Website: General Enquiries

First Name: [REDACTED]

Surname: [REDACTED]

Email Address [REDACTED]

Contact Number: [REDACTED]

Comments: The amount of times I have been on the dart and the station shown on the display on the dart does not match the station the dart stops at this is very unfair on the passengers. Could you please address. Go raibh maith agat.

Thank you for your query.

Please confirm the first 4 and the last 4 digits of the bank card used and your full Leap Card number in order to investigate this charge. Failed/pending transactions are normally cancelled (not refunded) by your bank within 5 working days when the payment is unsuccessful.

Kind Regards,

[REDACTED]

Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: contact@irishrail.ie
Received: 15/10/2020
To: CRM Mailbox; Web Site Emails
Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Mrs\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: Hello. I topped up my leap card twice today at clongriffin, but it didn't put the money on my leap card but took 20 euro off from my bank account. I have pictures and all. Please contact me. Kind regards

Thank you for your e mail.

I would like to apologise on behalf of Iarnród Éireann for the disruption to services on the Sligo line yesterday due to a tragic incident. I have processed a full refund on reservation [REDACTED]. The refund will be issued back to the bank card used to make the booking and takes approx. 5 working days to be finalised.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: [REDACTED]
Received: 13/10/2020
To: [REDACTED]

Subject: Refund

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi,

I had a ticket for the 13:00 train from Connolly to Sligo but it has been cancelled. Could I get a refund for the ticket as I have to get the bus instead!

Ticket collection number [REDACTED]

Dear [REDACTED]

Thank you for your e mail.

Iarnród Éireann expects that all staff members who interact with our customers as part of their duties will act in a professional and courteous manner and I would like to apologise if this was not your experience in Mallow station on Saturday 3rd October 2020. I have passed your comments to the station manager in Mallow with a request to investigate as per our internal procedures for handling complaints against individual staff members. In relation to staff not assisting passengers with their luggage - Iarnród Éireann staff are not permitted to carry passenger luggage for health and safety reasons.

I hope you will accept our apologies for any inconvenience caused and my assurance that positive customer experience and customer service are one of the company's main priorities.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: contact@irishrail.ie

Received: 07/10/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Mr\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: On Saturday morning from Killarney to Dublin the train left at 11.40 and when getting on the train from Malloys to Dublin old lady's getting on the train 1 worker didn't do anything to help the lady's ,I helped them with the bags and when my sister getting on the train with her stick he touch here to hurry up ,im not a happy camper.

Good Afternoon [REDACTED]

Thank you for your email. I'm sorry to learn of your uncomfortable journey recently and I would like to apologize on behalf of Irish Rail for any inconvenience caused.

In line with government guidance for Phase 3, 50% of capacity will now be available for use, including standing capacity. In this context, we ask customers to be respectful of others and maintain the maximum distancing achievable, and to wear a face covering at all times. We are working with customers with a focus on ensuring compliance through cooperation, ensuring customers are aware of requirements before boarding and also by liaising with Gardaí on enforcement support.

As there are many trains without staff on-board, ultimately, it is the passenger's own responsibility to ensure that they are compliant with guidelines, however, I would have expected this staff member to have intervened in this instance. Please be assured that I have forwarded your correspondence to our On-Board Customer Service Manager for their attention.

I hope you will accept my apologies on behalf of Irish Rail for any inconvenience caused and my assurance that a positive customer experience is one of our main priorities.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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

From: contact@irishrail.ie

Received: 03/10/2020

To: CRM Mailbox; Web Site Emails

Subject: Website: Customer Care & Feedback

Nature of feedback:

Title: {\$Forms.Title.Mr\$}

First Name: [REDACTED]

Surname: [REDACTED]

Email Address: [REDACTED]

Contact Number: [REDACTED]

Feedback: I travelled on board the 1505 hrs train out of Sligo for Dublin today (I got off at Maynooth). A large group of secondary school students boarded at Mullingar. Half of them had masks but didn't wear them and were busy doing what school kids do - i.e. all over each other, eating, drinking, yapping etc. The Iarnrod Eireann ticket checker passed by them in both directions several times and seemed to take no notice of the lack of masks. It is his workplace as well as a mode of public transport, I would have thought he would have taken some action. I thought face masks were mandatory on public transport.