

27th July 2020

[REDACTED]

[REDACTED]

Email: [REDACTED]

Re: FOI request IE_FOI_379

Dear [REDACTED]

I refer to your request dated 15th June 2020 made under the Freedom of Information Act 2014, which was received by my office on that date for records held by Iarnród Éireann.

Request:

Between 01 January 2020 and 30 May 2020:

- The number of complaints received by Irish Rail – **The number of Complaints/feedback received from 1st Jan2020 to 31st May 2020 is 8171**
- The number of reports of anti-social behaviour incidents on Irish Rail and DART trains and a breakdown of the nature of these incidents: - **please see attached pdf**
- The number of attacks, assaults or violent incidents involving passengers or drivers - **please see attached pdf**
- The number of incidents where injuries were sustained by passengers and drivers as a result of attacks, assaults or violent incidents - **please see attached pdf**
- The number of times Gardaí, ambulance or fire services were called to deal with anti-social behaviour incidents - **please see attached pdf**
- The number of times DART or Irish Rail services were delayed due to anti-social behaviour incidents - **please see attached pdf**
- The locations, stations or routes where anti-social behaviour incidents took place and the number of incidents which occurred in each location - **please see attached pdf**

I, Joanne Whelan, have now made a final decision to grant your request on 27th July 2020.

You have sought access to the records as listed above and I consider this an appropriate form of access in this case. Accordingly, a copy of the records is now attached above.

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,



PP

Ms. Joanne Whelan

Decision Maker

RU Safety

Iarnród Éireann

Freedom of Information Request:
Schedule of Records for IE_FOI_379 : 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	27.07.2020	IE_FOI_379 Response Breakdown	5	Grant	~	~

Signed

Freedom of Information / Data Protection Executive

Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6

Connolly Station, Dublin 1, D01 V6V6

T 01 703 2371 F 01 703 nnnn E info@irishrail.ie W www.irishrail.ie

Bullet Point 2 - Anti-Social Behaviour – 01st January, 2020 – 14th June, 2020.Anti-Social Behaviour – total to P6 – **500**

- DART – 255
- Irish Rail – 245

Breakdown

Category	Amount
Aggressive Behaviour	163
Anti-Social Behaviour	87
Boisterous Behaviour	17
Consumption of Alcohol/Drugs	122
Cycling/Skateboarding	1
False activation of passenger alarm on train	8
Fighting, horseplay or passenger disturbance	26
Lewd Behaviour	19
Other Anti-Social Behaviour	2
Person under the influence of alcohol	55
Total	500

District where anti-social behaviour occurred

District	Amount
Waterford	15
Northern	72
Mainline	105
Limerick	19
Galway	19
DIR RU	2
DART	255
Cork	13
Total	500

Location, stations where anti-social behaviour occurred.

Location	Amount
Adamstown	1
Athenry	1
Athlone	5
Balbriggan	4
Ballymote	1
Banteer	1
Bayside	4
Blackrock	3
Boosterstown	5
Bray	18
Carlow	1
Castleknock	1
Clongriffin	1
Clonsilla	1
Clontarf Rd	5

Connolly	8
Dalkey	8
Donabate	1
Drogheda	3
Drumcondra	1
Dun Laoghaire	7
Edgeworthstown	1
Enfield	2
Fonthill	2
Galway	2
Grand Canal Dock	5
Glenageary	1
Gorey	1
Gormanston	2
Greystones	1
Harmonstown	7
Hazelhatch	2
Heuston	56
Howth	16
Howth Junction	12
Kilbarrack	20
Kildare	2
Kilkenny	2
Killester	3
Killiney	2
Lansdowne Road	3
Limerick Junction	3
Limerick	7
Longford	10

Malahide	3
Mallow	3
Muine Bheag	1
Newbridge	4
On board	152
Parkway	1
Pearse	28
Portarlington	2
Portlaoise	6
Portmarnock	2
Raheny	2
Salthill	3
Sandycove	3
Sandymount	3
Seapoint	4
Shankill	4
Sutton	2
Sydney Parade	6
Tara Street	16
Templemore	1
Thurles	7
Tralee	1
Tullamore	2
Waterford	1
Waterford	1
Total	500

Bullet Point 3 & 4 – Assaults Injury sustained - total to P6 - 9

- Assault on Employee - 5
- Assault on customer - 3
- Assault on Contractor - 1

Breakdown

Category	Amount
Bruising, Grazes	4
Open Wounds	1
Sprain, Strain	2
Shock	1
Other	1
Total	9