



27th January 2021

Email: [REDACTED]

Re: FOI request IE_FOI_439

Dear [REDACTED]

I refer to your requests dated 09th January 2021 made under the Freedom of Information Act 2014, which was received on by my office on the 11th January 2021, for records held by Iarnród Éireann.

Request:

- 1) The amount complaints made by train passengers concerning the behavior of other passengers each year since 2015.
- 2) The amount of complaints by train passengers concerning Irish Rail staff every year since 2015.
- 3) The amount of complaints made to Irish Rail about the train service every year since 2015
- 4) The reasons given for said complaints.
- 5) The routes on which these incidents took place.

Response:

I, Mr. Paul Slowey, Decision Maker have now made a final decision to grant your request on 27th January 2021.

Please find a copy of the requested documents enclosed along with a schedule of records detailing any redactions made.

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.

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 Hayley Durnin

A handwritten signature in cursive script, reading "Hayley Durnin".

**Mr. Paul Slowey,
Decision Maker,
Customer Relations**

Freedom of Information Request:
Schedule of Records for IE_FOI_439 : 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	27.01.2021	FOI 439 Various	1	Grant		
1	27.01.2021	Issues FOI 439	1	Grant		

Signed: 

Hayley Durnin

Freedom of Information / Data Protection Office

FOI 439

	Staff Issues	Disruptive Passengers	Service Disruption
2015	673	230	4004
2016	570	149	2150
2017	519	213	2974
2018	504	355	2731
2019	574	328	2201
2020	350	116	783

FOI 439

2020 below

Row Labels	Count of (Do Not Modify) Case
Accessibility Issues	29
Antisocial Behaviour	258
Fares & Ticketing	784
Feedback	1587
Onboard Issues	2182
Racism	5
Refunds	7735
Service Disruption	962
Staff Issues	350
Station Issues	1418
Timetabling	381
Website	561
Grand Total	16252

2019 below

Row Labels	Count of (Do Not Modify) Case
Accessibility Issues	92
Antisocial Behaviour	640
Fares & Ticketing	1998
Feedback	1920
Onboard Issues	4474
Refunds	8246
Service Disruption	3944
Staff Issues	610
Station Issues	2100
Timetabling	234
Website	1756
Grand Total	26014

2018

Row Labels	Count of (Do Not Modify) Case
Accessibility Issues	23
Antisocial Behaviour	540
Fares & Ticketing	3941
Feedback	2704
Onboard Issues	3766
Refunds	5
Service Disruption	4750
Staff Issues	504
Station Issues	1783
Timetabling	1016
Website	1618
Grand Total	20650

2017 below

Row Labels	Count of (Do Not Modify) Case
Antisocial	
Behaviour	461
Fares &	
Ticketing	3822
Feedback	640
Onboard Issues	3225
Service	
Disruption	5211
Staff Issues	577
Station Issues	1565
Timetabling	353
Website	1391
Grand Total	17245

2016 below

Row Labels	Count of (Do Not Modify) Case
Antisocial Behaviour	246
Fares & Ticketing	2566
Feedback	1
Onboard Issues Service	3151
Disruption	2150
Staff Issues	612
Station Issues	1653
Timetabling	391
Website	863
Grand Total	11633

2015 below

Row Labels	Count of (Do Not Modify) Case
Antisocial Behaviour	363
Fares & Ticketing	2406
Feedback	6
Onboard Issues	3061
Service Disruption	4004
Staff Issues	702
Station Issues	1430
Timetabling	502
Website	1061
Grand Total	13535