

Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6

Connolly Station, Dublin 1, D01 V6V6

T 01 703 4293 E info@irishrail.ie W www.irishrail.ie

Name: [REDACTED]

Email: [REDACTED]

19th September 2022

Re: FOI Request Response (IE_FOI_615)

Dear [REDACTED],

I refer to your request dated 29th August 2022 made under the Freedom of Information Act 2014, which was received on that day seeking records held by Iarnród Éireann.

Request:

- copies of all records held referring or relating to an anomaly whereby passengers travelling between certain stations e.g., Cork to Dublin can pay lower fares by purchasing tickets to a different station e.g., Galway and disembarking during their journey. For avoidance of doubt, it is the issue referred to in the following article:
<https://www.buzz.ie/news/irish-news/irish-rail-trick-cheaper-tickets-27698956>

I, Gwen Jones, have now made a final decision to grant your request on 12th September 2022.

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 including a copy of the schedule to these records.

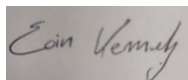
Rights of appeal

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 foι@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 Office on [REDACTED].

Yours sincerely,



PP, Gwen Jones

FOI Decision Maker, Commercial Department.

Cathaoirleach Chairman - F Allen, **Stiúrthóirí** Directors: S Byrne, C Griffiths (UK), D Guinan, V Little, M McGreevy (UK), Dr. P Mulholland, S Roarty, T Wynne; **Priomh Fheidhmeannach** Chief Executive: J Meade
Iarnród Éireann – Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Ur. 119571 Ur. CBL IE 4812851 O
Iarnród Éireann – Irish Rail, a designated activity company, limited by shares, registered in Ireland at Connolly Station, Dublin 1, No. 119571 VAT No. IE 4812851 O

Freedom of Information Request:
Schedule of Records for [IE_FOI_615](#) : 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	08.08.2022	Email from Barry Kenny to Paul O'Kelly and Katie Kelly re media query from Corkbeo	2	Part Grant	S37	Personal Information of others
1	08.08.2022	Email from Paul O'Kelly asking about the fares in response to email from Barry Kenny	2	Grant		
1	08.08.2022	Email from Melanie McDonagh to Paul O'Kelly, Barry Kenny and Katie Kelly - discussing it	2	Grant		
1	19.08.2022	Email from Melanie McDonagh to Paul O'Kelly, Barry Kenny and Katie Kelly - how to fix	2	Grant		
2	08..08.2022	Email response from Katie Kelly in relation to buckets	2	Part Grant	S37	Personal Information of others
3	09.08.2022	Email from NTA to Paul O'Kelly advising story in Cork Beo	1	Part Grant	S37	Personal Information of others
4	10.08.2022	Email to Cubic requesting help fixing the problem	1	Grant		
5	16.08.2022	Email from Katie Kelly in relation to buckets	1	Part Grant	S37	Personal Information of others
6	18.08.2022	Email from Sqills advising how to fix it	1	Part Grant	S37	Personal Information of others
7	18.08.2022	Email to and from Stephen King requesting train IDs	1	Part Grant	S37	Personal Information of others
8	19.08.2022	Email from Melanie McDonagh to Billy Gilpin and Paul O'Kelly - advising fix in place	1	Part Grant	S37	Personal Information of others
9	23.08.2022	Email to Maria Finnegan and Deirdre advising the tariffs created	1	Part Grant	S36(1)(b)	Commercially sensitive information
10	25.08.2022	Email from Brian O'Meara with train IDs in opposite direction	1	Part Grant	S37	Personal Information of others
11	12.08.2022	word Document from Pat Nolan - Internal Audit	1	Grant		

Signed
Eoin Kennedy
Freedom of Infoamtion Office

From: [Melanie McDonagh](#)
To: [Paul OKelly](#); [Barry Kenny](#); [Katie Kelly](#)
Subject: 1 - Train ticket prices
Date: Friday 19 August 2022 09:40:00

Hi Barry,

The issue with the Cork to Galway pricing online has now been resolved. If you choose a Cork to Galway OD online – it will cost a higher price e.g. the Full Flex = €29.49 for most of the journeys except the 4 journeys that go via the WRC which will cost €17.59 for the Full Flex – the services involved are the following

- 07.00
- 12.25
- 16.25
- 17.25

This is the same for Mallow and Charleville to Galway – I still have to do the Kerry route – I want to test that today and then if it is okay, I will roll out on Monday.

Mel

From: Melanie McDonagh
Sent: Monday 8 August 2022 16:10
To: Paul OKelly [REDACTED]; Barry Kenny [REDACTED]; Katie Kelly [REDACTED]
Subject: RE: Train ticket prices

No, Cork to Galway is Economy 1 as it is part of the WRC pricing – page 6 in Fares Book – same for the Kerry Route – the following are the options

When I spoke to you Barry, I was thinking I could create an OD pricing in the same way as the Waterford Limerick is created – I looked up the Train IDs that it is not be allowed on – however the Waterford Limerick tariffs are created as per the cheaper fare – so it has the train IDs that it is allowed on - I would be trying to work on a higher fare, so it wouldn't charge it – however I cannot just change the zone applied to Cork Galway to Express because the higher fare would be changed at the booking office then.

Katie, is there anything you can do with buckets to stop it being available to Heuston? Below are the services that it is not allowed on – or should I just try and figure out the services that it is allowed on and insert those to the 14 new tariffs.

		Via Heuston					Via Heuston			
Tralee	Galway	07.05	A303	M-S		Galway	Tralee	06.25	A705	M-S
		09.05	A305	M-S				11.00	A703	Sunday
		13.05	A309	M-S				13.00	A705	Sunday
		07.10	A301	Sunday						
		15.10	A307	Sunday						
Cork	Galway	06.15	A201	M-S		Galway	Cork	06.25	A705	M-S
		10.25	A211	M-S				11.05	A711	M-S
		13.25	A217	M-S				15.05	A715	M-S
		14.25	A219	M-S				11.00	A703	Sunday
		15.25	A221	M-S				13.00	A705	Sunday
		08.25	A207	Sunday				15.05	A707	Sunday
		15.25	A221	Sunday						
		17.25	A225	Sunday						

From: Paul OKelly [REDACTED]
Sent: Monday 8 August 2022 14:06
To: Barry Kenny [REDACTED]; Katie Kelly [REDACTED]; Melanie McDonagh [REDACTED]
Subject: RE: Train ticket prices

Mel-Should Galway-Cork not be Express too?

From: Barry Kenny [REDACTED]
Sent: Monday 8 August 2022 13:37
To: Paul OKelly [REDACTED]; Katie Kelly [REDACTED]
Subject: FW: Train ticket prices

Media query below: any view on this? It does seem to be the case: low to flex for Cork to Galway (via Heuston) ranges from €15.59 to €17.59, whereas for Cork to Heuston it's €21.49 to €32.99.

From: [REDACTED] >

Sent: Monday 8 August 2022 13:24

To: Barry Kenny [REDACTED]

Subject: Train ticket prices

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Hey Barry,

Just seen a few people pointing out how a train ticket from Cork to Galway (via Heuston) is much cheaper than a ticket direct to Heuston. Just checking online and appears to be true,

Is there any particular reason for this?

Going to do something up on it,

Thanks,

[REDACTED]

CorkBeo

[REDACTED]

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From: [Katie Kelly](#)
To: [Melanie McDonagh](#); [Paul OKelly](#); [Barry Kenny](#)
Subject: 2 - Train ticket prices
Date: Monday 8 August 2022 16:34:57

Hi Mel,

I don't think there's anything we can do with the buckets as all the fully flex tariffs point to the fully flex buckets and same with the medium & low.

Let me think about it.

Katie

From: Melanie McDonagh [REDACTED]
Sent: Monday 8 August 2022 16:10
To: Paul OKelly [REDACTED]; Barry Kenny [REDACTED]; Katie Kelly [REDACTED]
Subject: RE: Train ticket prices

No, Cork to Galway is Economy 1 as it is part of the WRC pricing – page 6 in Fares Book – same for the Kerry Route – the following are the options

When I spoke to you Barry, I was thinking I could create an OD pricing in the same way as the Waterford Limerick is created – I looked up the Train IDs that it is not be allowed on – however the Waterford Limerick tariffs are created as per the cheaper fare – so it has the train IDs that it is allowed on - I would be trying to work on a higher fare, so it wouldn't charge it – however I cannot just change the zone applied to Cork Galway to Express because the higher fare would be changed at the booking office then.

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Tralee	Galway	07.05	A303	M-S	Galway	Tralee	06.25	A705	M-S
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		15.10	A307	Sunday					
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		10.25	A211	M-S			11.05	A711	M-S
		13.25	A217	M-S			15.05	A715	M-S
		14.25	A219	M-S			11.00	A703	Sunday
		15.25	A221	M-S			13.00	A705	Sunday
		08.25	A207	Sunday			15.05	A707	Sunday
		15.25	A221	Sunday					
		17.25	A225	Sunday					

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Subject: RE: Train ticket prices

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To: Paul OKelly [REDACTED]; Katie Kelly [REDACTED]
Subject: FW: Train ticket prices

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From: [REDACTED]
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Subject: Train ticket prices

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Hey Barry,

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Is there any particular reason for this?

Going to do something up on it,

Thanks,

[REDACTED]

CorkBeo

[REDACTED]

[REDACTED]

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From: [Paul OKelly](#)
To: [Melanie McDonagh](#); [Gwen Jones](#)
Subject: 3 - Cork to Dublin/Galway Fares Anomaly
Date: Wednesday 14 September 2022 08:59:49

Sorry folks-One more for that FOI.

From: [REDACTED] >
Sent: Tuesday 9 August 2022 18:07
To: Paul OKelly [REDACTED], Stephen Murray <[REDACTED]>, Charlotte Tucker [REDACTED] >
Subject: Cork to Dublin/Galway Fares Anomaly

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Hi,
Not sure if you're regular Cork Beo readers, but sharing this in case you haven't seen it:

<https://www.corkbeo.ie/news/local-news/people-using-irish-rail-ticket-24700435>

Regards,



Tá eolas sa teachtaireacht leictreonach seo a d'fhéadfadh bheith príobháideach nó faoi rún agus b'fhéidir go mbeadh ábhar rúnda nó pribhléideach ann. Is le h-aghaidh an duine/na ndaoine nó le h-aghaidh an aonáin atá ainmnithe thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Tá cosc ar rochtain don teachtaireacht leictreonach seo do aon duine eile. Murab ionann tusa agus an té a bhfuil an teachtaireacht ceaptha dó bíodh a fhios agat nach gceadaítear nochtadh, cóipeáil, scaipeadh nó úsáid an eolais agus/nó an chomhaid seo agus b'fhéidir d'fhéadfadh bheith mídhleathach.

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From: [Melanie McDonagh](#)
To: irishrail@onecubic.com
Subject: 4 - Cork_Galway
Date: Wednesday 10 August 2022 17:14:00

Hi,

I have made a number of changes in PreProd which I would expect to see in the PreProd Journey Planner. I am not seeing these changes and while it might be a mistake on my end, I also wondered if not all of the changes I have made have appeared on the JP

e.g. I made a change specifically on the Cork to Galway OD – at 06.15 the price should be €29.49 for the Full Flex Adult and the 09.25 should be showing €17.59 for the Full Flex Adult. The reason for doing this was that I do not want to offer the cheaper fare to the Journey that has a stop in Heuston.

I have done something similar on the Waterford to Limerick route – there is a cheaper price on the Full Flex of €5.79 on one service a day.

Could you investigate if there is anything missing from the Orientation into the Journey Planner please

Regards
Melanie

From: [Katie Kelly](#)
To: [Melanie McDonagh](#)
Subject: 5 - Cork Galway - buckets
Date: Tuesday 16 August 2022 08:45:45

Sorry Mel,

I completely missed this. The bucket update is complete.

Katie

From: Melanie McDonagh [REDACTED]
Sent: Monday 15 August 2022 16:15
To: Katie Kelly [REDACTED]
Subject: RE: Cork Galway

[Would you mind running another bucket update on PreProd please](#)

From: Katie Kelly [REDACTED]
Sent: Monday 15 August 2022 13:30
To: Melanie McDonagh [REDACTED]
Subject: RE: Cork Galway

No problem Mel,

That's done there now.

Katie

From: Melanie McDonagh [REDACTED]
Sent: Monday 15 August 2022 13:09
To: Katie Kelly [REDACTED]
Subject: Cork Galway

[Hi Katie,](#)

[I'm still trying to resolve this – I have decided to only make it available on services that go via the WRC – so Cork to Jct, Jct to Limerick and Limerick to Galway – would you mind running a bucket update on 2011 and 0211 please.](#)

[Thanks](#)
[mel](#)

*Iarnród Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Ur 119571 Ur CBL: IE 4812851 O,
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No 119571 VAT No IE 4812851 O*

*In Iarnród Éireann, creideann muid in obair sholúbtha a éascú, agus mar sin, cé go n-oireann sé dom ríomhphost a sheoladh anois, níl mé ag súil le freagra ná gníomh lasmuigh de d'uireanta oibre
At Iarnród Éireann we believe in facilitating flexible working, so while it suits me to email now, I do not expect a response or action outside of your own working hours*

From: [REDACTED] (Jira)
To: [Melanie McDonagh](#)
Subject: 6 - [JIRA] Updates for IRR-4166: PreProd - is the orientation working correctly
Date: Thursday 18 August 2022 09:07:07
Attachments: [ATT00001.png](#)
[ATT00002.png](#)

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There is **1 comment**.

You've been mentioned in a comment.

Irish Rail (Service management) / IRR-4166 IN PROGRESS

PreProd - is the orientation working correctly

[View issue](#) · [Add comment](#)

1 comment

 [REDACTED] on 18-08-2022 09:00

Hi [irishrail.perspectium](#), [Melanie McDonagh](#)

Thanks for the additional info.

The configuration of the new tariffs of this journey was nearly perfect. The only thing that's missing is the prices for all of the individual legs of this journey. So only a price for the total O-D is not enough (see also the screenshot below).



Even if the combined prices of the 3 legs are not equal to 17.59 euro, S3 will choose the price of 17.59 as the price that needs to be paid.

If you have any further questions, please let me know.

As this is actually not an issue, but configuration, I changed the issue type to service request.

Best regards,

[REDACTED]

This message was sent by Atlassian Jira (v8.22.6#822006-sha1:a608196)



If image attachments aren't displayed, see [this article](#).

From: [Stephen King](#)
To: [Melanie McDonagh](#)
Subject: 7 - Cork to Galway
Date: Thursday 18 August 2022 11:27:56

Hi Mel,

I've added in a column below for Tralee to Mallow.

Regards,
Stephen

From: Stephen King
Sent: Monday 15 August 2022 13:21
To: Melanie McDonagh [REDACTED]
Subject: RE: Cork to Galway

Hi Mel,

I've made changes in red, otherwise all good fingers crossed.

Regards,
Stephen

From: Melanie McDonagh [REDACTED]
Sent: Monday 15 August 2022 13:00
To: Stephen King [REDACTED]
Subject: Cork to Galway

It didn't work – so don't expect this to work either – however, I plan to offer the Cheap fare only when the WRC is used. Below are the Train IDs I picked out of the Worker, - can you just let me know if they are correct please?

Thanks
Mel

					Tralee to Mallow	Cork to Jct	Jct to Lck	Lck to Galway	
07.00	Cork	Lck Jct	Limerick	Galway	A301	A205	A422	A782	
12.25	Cork	Lck Jct	Limerick	Galway	A307	A215	A434	A786	Jet to Galway
16.25	Cork	Lck Jct	Limerick	Galway	A311	A223	A442	A788	
17.25	Cork	Lck Jct	Limerick	Galway	N/A	A225	A444	A790	

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At Iarnród Éireann we believe in facilitating flexible working, so while it suits me to email now, I do not expect a response or action outside of your own working hours.*

From: [Melanie McDonagh](#)
To: [Billy Gilpin](#)
Cc: [Paul OKelly](#)
Subject: 8 - Cork to Galway Web Pricing Issue
Date: Friday 19 August 2022 09:37:00

Hi Billy,

The issue with the Cork to Galway pricing online has now been resolved. If you choose a Cork to Galway OD online – it will cost a higher price e.g. the Full Flex = €29.49 for most of the journeys except the 4 journeys that go via the WRC which will cost €17.59 for the Full Flex – the services involved are the following

- 07.00
- 12.25
- 16.25
- 17.25

Let me know if you have any queries.

Mel

From: Paul OKelly [REDACTED]
Sent: Tuesday 16 August 2022 18:35
To: Billy Gilpin [REDACTED]
Cc: Melanie McDonagh [REDACTED]
Subject: Cork to Galway Web Pricing Issue

Hi Billy

The Cork to Galway web price issue is still ongoing. We have escalated it to the suppliers. Melanie will update you in my absence.

Cheers
Paul

Paul O'Kelly
Head of Commercial
Iarnród Éireann Irish Rail

[REDACTED] [e](#)
[REDACTED]
www.irishrail.ie

*Iarnród Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Ur 119571 Ur CBL: IE 4812851 O,
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At Iarnród Éireann we believe in facilitating flexible working, so while it suits me to email now, I do not expect a response or action outside of your own working hours*

From: [Melanie McDonagh](#)
To: [Maria Finnegan](#); [Deirdre Corkery](#)
Subject: 9 - Cork and Kerry to Galway
Date: Tuesday 23 August 2022 11:08:00

Hello Ladies,

You may have heard the week before last about choosing a Cork to Galway journey online (which is Economy 1) and being able to travel to Heuston on the cheaper ticket. To enable me to fix this issue, I had to create 26 new tariffs – I suspect you won't see a huge amount of these but here are the codes for your information.

Mel

Tariff Name	Tariff Description	Tariff Code
	Fully Flexible Single Adult - Cork/Kerry to Galway	
	Fully Flexible Single Adult Unallocated - Cork/Kerry to Galway	
	Medium Flex Single Adult 01 - Cork/Kerry to Galway	
	Medium Flex Single Adult 01 Unallocated - Cork/Kerry to Galway	
	No Flex Single Adult - Cork/Kerry to Galway	
	No Flex Single Adult Unallocated - Cork/Kerry to Galway	
	Medium Flex Single Adult 02 - Cork/Kerry to Galway	
	Medium Flex Single Adult 03 - Cork/Kerry to Galway	
	Medium Flex Single Adult 04 - Cork/Kerry to Galway	
	Medium Flex Single Adult 05 - Cork/Kerry to Galway	
	Medium Flex Single Adult 02 Unallocated - Cork/Kerry to Galway	
	Medium Flex Single Adult 03 Unallocated - Cork/Kerry to Galway	
	Medium Flex Single Adult 04 Unallocated - Cork/Kerry to Galway	
	Medium Flex Single Adult 05 Unallocated - Cork/Kerry to Galway	
	Fully Flexible Single Student - Cork/Kerry to Galway	
	Fully Flexible Single Student Unallocated - Cork/Kerry to Galway	
	Fully Flexible Single Child - Cork/Kerry to Galway	
	Fully Flexible Single Child Unallocated - Cork/Kerry to Galway	
	Medium Flex Single Student 01 - Cork/Kerry to Galway	
	Medium Flex Single Student 01 Unallocated - Cork/Kerry to Galway	
	Medium Flex Single Child 01 - Cork/Kerry to Galway	
	Medium Flex Single Child 01 Unallocated - Cork/Kerry to Galway	
	No Flex Single Student - Cork/Kerry to Galway	
	No Flex Single Student Unallocated - Cork/Kerry to Galway	
	No Flex Single Child - Cork/Kerry to Galway	
	No Flex Single Child Unallocated - Cork/Kerry to Galway	

From: [Brian O'Meara](#)
To: [Melanie McDonagh](#)
Subject: 10 - Cork to Galway
Date: Friday 26 August 2022 09:58:41
Attachments: [image001.jpg](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)

From: Brian O'Meara
Sent: Thursday 25 August 2022 16:25
To: Melanie McDonagh [REDACTED]
Subject: RE: Cork to Galway

Hi Mel

Please see list below as discussed, on the last line Sunday 16:10 there is a train from Mallow to Tralee operating 45 mins after the Cork train arrives in Mallow however it does not show on the journey planner. In case it does show after changes are made its ID is A313.

					Tralee to Mallow	Jctn to Cork	Lck to Jctn	Galway to Limk	
16.15	Galway	Limerick	Lck Jctn	Cork	N/A	A204	A407	A481	Mon - Sat
10.25	Galway	Limerick	Lck Jctn	Cork	N/A	A212	A433	A483	Mon - Sat
13.45	Galway	Limerick	Lck Jctn	Cork	A310	A218	A439	A485	Mon - Sat
17.50	Galway	Limerick	Lck Jctn	Cork	A314	A226	A447	A489	Mon - Sat
08.25	Galway	Limerick	Lck Jctn	Cork	A304	A208	A423	A491	Sun
11.55	Galway	Limerick	Lck Jctn	Cork	N/A	A216	A429	A493	Sun
16.10	Galway	Limerick	Lck Jctn	Cork	N/A	A224	A437	A497	Sun

Regards

Brian

Brian O'Meara
Operations Planning Manager
Iarnród Éireann



- [REDACTED] | [REDACTED]
- [REDACTED]
- www.irishrail.ie
- Room 204, Connolly Station, Dublin 1.

From: Melanie McDonagh [REDACTED]
Sent: Thursday 25 August 2022 15:09
To: Brian O'Meara [REDACTED]
Subject: FW: Cork to Galway

Table below shows the train IDs I have used – can you see if I am missing something for the Galway to Cork/Kerry IDs please

From: Stephen King [REDACTED] >
Sent: Thursday 18 August 2022 11:28
To: Melanie McDonagh [REDACTED]

Subject: RE: Cork to Galway

Hi Mel,

I've added in a column below for Tralee to Mallow.

Regards,
Stephen

From: Stephen King

Sent: Monday 15 August 2022 13:21

To: Melanie McDonagh [REDACTED]

Subject: RE: Cork to Galway

Hi Mel,

I've made changes in red, otherwise all good fingers crossed.

Regards,
Stephen

From: Melanie McDonagh [REDACTED]

Sent: Monday 15 August 2022 13:00

To: Stephen King [REDACTED]

Subject: Cork to Galway

It didn't work – so don't expect this to work either – however, I plan to offer the Cheap fare only when the WRC is used. Below are the Train IDs I picked out of the Worker, - can you just let me know if they are correct please?

Thanks
Mel

					Tralee to Mallow	Cork to Jct	Jct to Lck	Lck to Galway	
07.00	Cork	Lck Jct	Limerick	Galway	A301	A205	A422	A782	
12.25	Cork	Lck Jct	Limerick	Galway	A307	A215	A434	A786	Jct to Galway
16.25	Cork	Lck Jct	Limerick	Galway	A311	A223	A442	A788	
17.25	Cork	Lck Jct	Limerick	Galway	N/A	A225	A444	A790	

*Iarnród Éireann Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Uir. 119571 Uir. CBL: IE 4812851 O,
Iarnród Éireann Irish Rail, a designated activity company, limited by shares, registered in Ireland at Connolly Station, Dublin 1, No. 119571 VAT No. IE 4812851 O*

*In Iarnród Éireann, creideann muid in obair sholúbtha a éascú, agus mar sin, cé go n-oireann sé dom ríomhphost a sheoladh anois, níl mé ag súil le freagra ná gníomh lasmuigh de d'uireanta oibre.
At Iarnród Éireann we believe in facilitating flexible working, so while it suits me to email now, I do not expect a response or action outside of your own working hours.*

Online Fares available from Cork to Galway

Cork	via	Galway	Fare
05.45	Portarlington	10.06	€17.59
06.15	Heuston	11.52	€17.59
07.00	Limerick	11.13	€17.59
09.25	Portarlington	13.44	€17.59
10.25	Heuston	15.45	€17.59
11.25	Portarlington	15.45	€17.59
12.25	Limerick	16.15	€17.59
13.25	Portarlington	17.59	€17.59
13.25	Heuston	18.52	€17.59
14.25	Heuston	20.01	€17.59
15.25	Portarlington	20.01	€17.59
15.25	Heuston	20.53	€17.59
16.25	Limerick	20.32	€17.59
17.25	Limerick	21.42	€17.59

From the list above it appears that all the trains from Cork to Galway via Heuston may have been input onto the online fare matrix in error.

- 1) 6.15 EX Cork via Heuston arrives in Galway at 11.52, however the 07.00 EX Cork to Galway via Limerick arrives in Galway at 11.13
- 2) 10.25 EX Cork via Heuston arrives in Galway at 15.45, however 11.25 EX Cork via Portarlington arrives in Galway at 15.45
- 3) 13.25 EX Cork to Galway via Heuston arrives in Galway at 18.52, however the 13.25 EX Cork to Galway via Portarlington arrives in Galway at 17.59
- 4) 14.25 EX Cork via Heuston arrives in Galway at 20.01, however the 15.25 EX Cork to Galway via Portarlington arrives in Galway at 20.01.
- 5) 15.25 EX Cork via Heuston arrives in Galway at 20.53, however the 16.25 EX Cork to Galway via Limerick arrives in Galway at 20.32

NB The online fare from Cork to Heuston is €32.99

It is clear that there is no requirement or time advantage for any passenger to travel from Cork to Galway via Heuston.