

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



03rd February 2021

Email: [REDACTED]

Re: FOI request IE_FOI_447

Dear [REDACTED]

I refer to your request dated 25th 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:

The number of complaints made to Irish rail in January 2021 and a breakdown of details of these complaints.

Response:

I, Mr. Paul Slowey, Decision Maker have now made a final decision to part grant your request on 03rd February 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 by email at foi@irishrail.ie

Yours sincerely,

PP Hayley Durnin

A handwritten signature in cursive script that reads "Hayley Durnin".

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

Freedom of Information Request:
 Schedule of Records for [IE_FOI_447](#) : 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	03.02.2021	Jan 21 compliants	1	Grant		
2	03.02.2021	Jan 21 complaints details	4	Grant		

Signed:
 Ms. Hayley Durnin

Freedom of Information / Data Protection Office

Received Date	Status	Case Type	Case Subtype	Priority	Route	Station	Contact Method
29/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Dart		Web
29/01/2021	Resolved	Website	Unable to Book Tickets	Normal			Web
28/01/2021	Resolved	Antisocial Behaviour	Text Service	Normal	Newbridge PPT Commuter		Email
28/01/2021	Resolved	Website	Unable to Book Tickets	Normal	Rosslare		Email
28/01/2021	Resolved	Timetabling	Covid-19 Reduced Service	Normal	Longford/M3Parkway/Maynooth Commuter		Web
28/01/2021	Resolved	Staff Issues	Unhelpful/Rude Staff	Normal	Tralee		Web
28/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Cork		Post
28/01/2021	Active	Staff Issues	Unhelpful/Rude Staff	Normal	Waterford		Web
28/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Dart		Web
28/01/2021	Resolved	Timetabling	Covid-19 Reduced Service	Normal	Dart		Web
27/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Portlaoise Kildare Commuter		Web
27/01/2021	Resolved	Service Disruption	Timekeeping	Normal	Galway	Athlone	Email
27/01/2021	Resolved	Station Issues	TVMs	Normal	Tralee Mallow Cork	Killarney	Email
27/01/2021	Resolved	Timetabling	Connections	Normal	Newbridge PPT Commuter	Grand Canal Dock	Web
27/01/2021	Resolved	Station Issues	TVMs	Normal	Dart	Shankill	Web
27/01/2021	Resolved	Station Issues	Noise	Normal	Portlaoise Kildare Commuter	Sallins & Naas	Web
27/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Galway		Web
27/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Dart	Malahide	Web
27/01/2021	Resolved	Station Issues	Fall/Injury	High	Galway	Dublin Heuston	Web
27/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Dundalk/Drogheda Commuter	Rush & Lusk	Email
27/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Belfast	Dundalk	Web
26/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Dart		Web
26/01/2021	Resolved	Station Issues	TVMs	Normal	Rosslare	Wexford	Email
26/01/2021	Resolved	Fares & Ticketing	Annual Tickets	Normal			Email
26/01/2021	Resolved	Service Disruption	Timekeeping	Normal	Dart		Web
26/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Longford/M3Parkway/Maynooth Commuter		Web
26/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Cork		Web
26/01/2021	Resolved	Station Issues	TVMs	Normal			Email
26/01/2021	Resolved	Station Issues	TVMs	Normal	Westport & Ballina		Email
26/01/2021	Resolved	Station Issues	TVMs	Normal	Portlaoise Kildare Commuter	Sallins & Naas	Email
26/01/2021	Resolved	Station Issues	TVMs	Normal	Portlaoise Kildare Commuter	Newbridge	Email
25/01/2021	Resolved	Station Issues	Tag On/Off Issues	Normal	Dart	Dublin Connolly	Web
25/01/2021	Resolved	Staff Issues	Unhelpful/Rude Staff	Normal	Cork	Dublin Heuston	Web
25/01/2021	Resolved	Timetabling	Cancellations	Normal			Web
25/01/2021	Resolved	Station Issues	TVMs	Normal	Dundalk/Drogheda Commuter	Dundalk	Email
25/01/2021	Resolved	Station Issues	TVMs	Normal	Limerick Ballybrophy	Sixmilebridge	Email
25/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Longford/M3Parkway/Maynooth Commuter		Email
25/01/2021	Resolved	Onboard Issues	Cleanliness	Normal	Longford/M3Parkway/Maynooth Commuter		Email
25/01/2021	Resolved	Staff Issues	Covid-19 Protocols	Normal	Waterford		Web
23/01/2021	Resolved	Station Issues	TVMs	Normal	Tralee	Farranfore	Email
23/01/2021	Resolved	Station Issues	TVMs	Normal	Longford/M3Parkway/Maynooth Commuter	M3 Parkway	Email
23/01/2021	Resolved	Onboard Issues	Cleanliness	Normal	Portlaoise Kildare Commuter		Web
22/01/2021	Resolved	Station Issues	Car Parks	Normal	Limerick Ballybrophy	Sixmilebridge	Web
22/01/2021	Resolved	Onboard Issues	Cleanliness	Normal	Portlaoise Kildare Commuter		Twitter
22/01/2021	Resolved	Station Issues	TVMs	Normal	Portlaoise Kildare Commuter	Dublin Heuston	Web
22/01/2021	Resolved	Fares & Ticketing	RPU Fines	Normal	Longford/M3Parkway/Maynooth Commuter		Email
22/01/2021	Resolved	Onboard Issues	Announcements	Normal	Dart		Email
22/01/2021	Resolved	Service Disruption	Timekeeping	Normal	Westport & Ballina	Athlone	Email
22/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Sligo	Dublin Connolly	Web
22/01/2021	Resolved	Onboard Issues	Announcements	Normal	Belfast		Web
22/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Cork Cobh Middleton		Web
21/01/2021	Resolved	Staff Issues	Covid-19 Protocols	Normal	Waterford		Web
21/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Dundalk/Drogheda Commuter		Web
21/01/2021	Resolved	Onboard Issues	Covid-19	Normal			Web
21/01/2021	Resolved	Staff Issues	Unhelpful/Rude Staff	Normal	Tralee		Web
21/01/2021	Active	Service Disruption	Train Failure	Normal	Portlaoise Kildare Commuter		Web
21/01/2021	Resolved	Timetabling	Covid-19 Reduced Service	Normal	Newbridge PPT Commuter		Web
21/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Belfast	Dundalk	Web
21/01/2021	Resolved	Service Disruption	Incident on Line	Normal	Dart		Email
21/01/2021	Resolved	Website	Unable to Book Tickets	Normal	Portlaoise Kildare Commuter		Web
21/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Longford/M3Parkway/Maynooth Commuter		Web
21/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Longford/M3Parkway/Maynooth Commuter	Leixlip (Confey)	Web
21/01/2021	Resolved	Station Issues	Noise	Normal	Waterford	Athy	Email
20/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Belfast		Email
20/01/2021	Resolved	Station Issues	TVMs	Normal	Dart	Shankill	Web
20/01/2021	Resolved	Station Issues	Station Condition	Normal	Dart	Malahide	Web
20/01/2021	Resolved	Timetabling	Covid-19 Reduced Service	Normal	Dart		Web
20/01/2021	Resolved	Timetabling	Cancellations	Normal	Rosslare	Enniscorthy	Post
20/01/2021	Resolved	Service Disruption	Timekeeping	Normal	Galway		Post
20/01/2021	Resolved	Fares & Ticketing	Charged in Error	Normal	Galway		Web
19/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Dart		Web
19/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Cork	Cork Kent	Web
19/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Belfast		Web
19/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Cork		Post
19/01/2021	Resolved	Station Issues	TVMs	Normal	Rosslare		Post
19/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Cork		Post
19/01/2021	Resolved	Service Disruption	Timekeeping	Normal	Sligo		Post
19/01/2021	Resolved	Service Disruption	Timekeeping	Normal	Sligo		Post
19/01/2021	Resolved	Service Disruption	Timekeeping	Normal	Westport & Ballina		Post
19/01/2021	Resolved	Timetabling	Covid-19 Reduced Service	Normal	Limerick	Ennis	Email
19/01/2021	Resolved	Staff Issues	Unhelpful/Rude Staff	Normal	Longford/M3Parkway/Maynooth Commuter		Web
19/01/2021	Resolved	Station Issues	TVMs	Normal	Cork	Banteer	Web
19/01/2021	Resolved	Website	Unable to Book Tickets	Normal	Cork		Web
19/01/2021	Resolved	Fares & Ticketing	DSP Free Travel Passes	Normal	Newbridge PPT Commuter		Web
19/01/2021	Resolved	Station Issues	Incorrect Information	Normal	Longford/M3Parkway/Maynooth Commuter	Maynooth	Web
19/01/2021	Resolved	Timetabling	Covid-19 Reduced Service	Normal			Web
18/01/2021	Resolved	Station Issues	TVMs	Normal			Email
18/01/2021	Resolved	Timetabling	Covid-19 Reduced Service	Normal	Dundalk/Drogheda Commuter	Blackrock	Web
18/01/2021	Resolved	Onboard Issues	Cleanliness	Normal	Dart		Web
18/01/2021	Resolved	Onboard Issues	Covid-19	Normal			Email
18/01/2021	Resolved	Station Issues	TVMs	Normal	Portlaoise Kildare Commuter	Portlaoise	Web
18/01/2021	Resolved	Station Issues	Station Facilities	Normal	Sligo	Enfield	Web
18/01/2021	Resolved	Fares & Ticketing	RPU Fines	Normal	Dart		Web
18/01/2021	Resolved	Station Issues	TVMs	Normal	Cork	Dublin Heuston	Email
18/01/2021	Resolved	Station Issues	TVMs	Normal	Belfast	Dundalk	Web
18/01/2021	Resolved	Station Issues	TVMs	Normal	Galway	Dublin Heuston	Web
18/01/2021	Resolved	Station Issues	TVMs	Normal	Portlaoise Kildare Commuter	Portarlington	Web
18/01/2021	Resolved	Station Issues	Incorrect Information	Normal	Longford/M3Parkway/Maynooth Commuter	Maynooth	Web
18/01/2021	Resolved	Station Issues	TVMs	Normal	Limerick	Limerick Junction	Web
18/01/2021	Resolved	Onboard Issues	Covid-19	Normal			Web
18/01/2021	Resolved	Station Issues	TVMs	Normal	Portlaoise Kildare Commuter	Portarlington	Email
18/01/2021	Resolved	Service Disruption	Train Failure	Normal	Galway	Galway	Post

18/01/2021	Resolved	Station Issues	TVMs	Normal	Portlaoise Kildare Commuter	Sallins & Naas	Web
18/01/2021	Resolved	Station Issues	TVMs	Normal	Cork	Dublin Heuston	Web
17/01/2021	Resolved	Station Issues	TVMs	Normal	Galway	Oranmore	Email
17/01/2021	Resolved	Station Issues	TVMs	Normal	Cork	Kildare	Email
17/01/2021	Resolved	Station Issues	TVMs	Normal	Westport & Ballina		Email
17/01/2021	Resolved	Station Issues	TVMs	Normal			Web
17/01/2021	Resolved	Station Issues	Tag On/Off Issues	Normal	Dart	Killester	Web
17/01/2021	Resolved	Timetabling	Cancellations	Normal	Tralee		Web
17/01/2021	Resolved	Website	No Confirmation Email	Normal	Rosslare		Web
16/01/2021	Resolved	Station Issues	TVMs	Normal	Galway	Galway	Email
16/01/2021	Active	Staff Issues	Unhelpful/Rude Staff	Normal	Galway	Galway	Email
16/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Waterford		Web
16/01/2021	Resolved	Station Issues	TVMs	Normal			Web
16/01/2021	Resolved	Station Issues	TVMs	Normal	Tralee		Email
16/01/2021	Resolved	Timetabling	Cancellations	Normal	Cork		Email
16/01/2021	Resolved	Station Issues	TVMs	Normal	Limerick	Dublin Heuston	Email
16/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dart		Web
16/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Galway	Tullamore	Web
16/01/2021	Resolved	Station Issues	TVMs	Normal	Galway		Web
16/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Galway		Web
15/01/2021	Resolved	Fares & Ticketing	RPU Fines	Normal	Dart		Web
15/01/2021	Resolved	Onboard Issues	Alcohol/Smoking Issues	Normal	Dundalk/Drogheda Commuter		Email
15/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Cork		Web
15/01/2021	Resolved	Website	Password Issues	Normal	Waterford		Web
15/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Longford/M3Parkway/Maynooth Commuter	Coolmine	Web
14/01/2021	Resolved	Timetabling	Cancellations	Normal	Westport & Ballina		Web
14/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dart		Web
14/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Dundalk/Drogheda Commuter		Web
14/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Waterford		Email
14/01/2021	Resolved	Timetabling	Cancellations	Normal	Waterford		Web
14/01/2021	Resolved	Timetabling	Cancellations	Normal	Limerick		Web
14/01/2021	Resolved	Station Issues	Barriers	Normal	Cork	Mallow	Web
14/01/2021	Resolved	Antisocial Behaviour	Noisy Conduct	Normal	Portlaoise Kildare Commuter	Portarlington	Email
14/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Longford/M3Parkway/Maynooth Commuter		Email
14/01/2021	Resolved	Onboard Issues	Covid-19	Normal			Web
14/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Longford/M3Parkway/Maynooth Commuter		Web
14/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Belfast		Web
14/01/2021	Resolved	Antisocial Behaviour	Disruptive Passengers	Normal	Dart		Web
14/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dart		Web
14/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Portlaoise Kildare Commuter		Web
14/01/2021	Resolved	Station Issues	Early Departures	Normal	Dart	Dublin Pearse	Web
14/01/2021	Resolved	Station Issues	Station Facilities	Normal	Longford/M3Parkway/Maynooth Commuter	Castleknock	Email
13/01/2021	Resolved	Onboard Issues	Covid-19	Normal			Web
13/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Longford/M3Parkway/Maynooth Commuter		Web
13/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Web
13/01/2021	Resolved	Onboard Issues	Covid-19	Normal			Web
13/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal			Web
13/01/2021	Resolved	Fares & Ticketing	RPU Fines	Normal	Dart		Web
13/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Cork		Post
13/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Cork		Post
13/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Belfast		Post
13/01/2021	Resolved	Timetabling	Cancellations	Normal	Dart		Post
13/01/2021	Resolved	Timetabling	Cancellations	Normal	Sligo		Post
13/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Dundalk/Drogheda Commuter		Post
13/01/2021	Resolved	Staff Issues	Unhelpful/Rude Staff	Normal	Dart		Post
13/01/2021	Resolved	Station Issues	Announcements	Normal	Dundalk/Drogheda Commuter	Dublin Connolly	Post
13/01/2021	Resolved	Website	Real Time Info.	Normal	Dart		Web
13/01/2021	Resolved	Antisocial Behaviour	Vandalism	Normal	Dart	Killester	Web
13/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Longford/M3Parkway/Maynooth Commuter	Castleknock	Web
13/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Longford/M3Parkway/Maynooth Commuter		Web
12/01/2021	Resolved	Station Issues	Incorrect Information	Normal	Longford/M3Parkway/Maynooth Commuter	Dublin Connolly	Web
12/01/2021	Resolved	Timetabling	Timetable Changes	Normal	Rosslare		Web
12/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Cork		Web
12/01/2021	Resolved	Staff Issues	Unhelpful/Rude Staff	Normal	Dundalk/Drogheda Commuter	Dublin Pearse	Email
12/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Cork		Email
12/01/2021	Resolved	Station Issues	Incorrect Information	Normal	Cork	Cork Kent	Web
12/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dart		Web
12/01/2021	Resolved	Fares & Ticketing	RPU Fines	Normal	Dart		Web
12/01/2021	Resolved	Website	Unable to Book Tickets	Normal	Rosslare		Web
12/01/2021	Resolved	Website	Unable to Book Tickets	Normal	Cork Cobh Midleton		Web
12/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Longford/M3Parkway/Maynooth Commuter	Clonsilla	Web
12/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Sligo		Web
12/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dart		Web
12/01/2021	Resolved	Timetabling	Cancellations	Normal	Cork		Web
12/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Web
12/01/2021	Resolved	Staff Issues	Unhelpful/Rude Staff	Normal	Sligo	Mullingar	Email
12/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Web
12/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Email
12/01/2021	Resolved	Station Issues	Incorrect Information	Normal	Dundalk/Drogheda Commuter	Dublin Connolly	Web
12/01/2021	Resolved	Timetabling	Timetable Changes	Normal	Limerick		Web
12/01/2021	Resolved	Service Disruption	Timekeeping	Normal	Dart		Web
12/01/2021	Resolved	Timetabling	Cancellations	Normal			Web
12/01/2021	Resolved	Onboard Issues	Doors	Normal	Newbridge PPT Commuter	Drumcondra	Web
12/01/2021	Resolved	Station Issues	Incorrect Information	Normal	Dundalk/Drogheda Commuter	Dublin Pearse	Web
12/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Dart	Dublin Connolly	Web
12/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Dundalk/Drogheda Commuter	Dublin Connolly	Web
12/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Email
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter	Dublin Connolly	Web
11/01/2021	Resolved	Website	Unable to Book Tickets	Normal	Rosslare		Email
11/01/2021	Resolved	Accessibility Issues	Station Disability Issues	Callback	Cork Cobh Midleton	Fota	Email
11/01/2021	Resolved	Fares & Ticketing	DSP Free Travel Passes	Normal	Tralee		Web
11/01/2021	Resolved	Station Issues	TVMs	Normal	Rosslare		Email
11/01/2021	Resolved	Timetabling	Cancellations	Normal	Dundalk/Drogheda Commuter		Web
11/01/2021	Resolved	Timetabling	Cancellations	Normal	Portlaoise Kildare Commuter		Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal			Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dart		Web
11/01/2021	Resolved	Timetabling	Cancellations	Normal			Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Longford/M3Parkway/Maynooth Commuter		Web
11/01/2021	Resolved	Timetabling	Cancellations	Normal			Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Longford/M3Parkway/Maynooth Commuter		Email
11/01/2021	Resolved	Timetabling	Cancellations	Normal			Web

11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal			Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Newbridge PPT Commuter		Web
11/01/2021	Resolved	Timetabling	Cancellations	Normal	Waterford		Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Web
11/01/2021	Resolved	Timetabling	Cancellations	Normal			Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Callback	Portlaoise Kildare Commuter		Web
11/01/2021	Resolved	Fares & Ticketing	Student Tickets	Normal			Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Web
11/01/2021	Resolved	Service Disruption	Timekeeping	Normal	Waterford		Web
11/01/2021	Resolved	Station Issues	Station Facilities	Normal	Portlaoise Kildare Commuter	Portlaoise	Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal			Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Longford/M3Parkway/Maynooth Commuter		Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dart		Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dart		Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal			Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Longford/M3Parkway/Maynooth Commuter		Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Longford/M3Parkway/Maynooth Commuter		Email
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Longford/M3Parkway/Maynooth Commuter		Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter	Drogheda	Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Web
11/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Email
11/01/2021	Resolved	Website	Unable to Book Tickets	Normal			Web
10/01/2021	Resolved	Timetabling	Cancellations	Normal			Email
10/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Longford/M3Parkway/Maynooth Commuter		Web
10/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dart	Howth Jctn. & Donaghmede	Web
10/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Longford/M3Parkway/Maynooth Commuter		Web
10/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Web
10/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Longford/M3Parkway/Maynooth Commuter		Web
10/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dart		Web
10/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Longford/M3Parkway/Maynooth Commuter		Web
10/01/2021	Resolved	Timetabling	Cancellations	Normal	Limerick		Web
10/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Belfast		Web
10/01/2021	Resolved	Timetabling	Cancellations	Normal			Web
10/01/2021	Resolved	Timetabling	Timetable Changes	Normal	Limerick	Ennis	Web
09/01/2021	Resolved	Timetabling	Cancellations	Normal	Waterford		Web
09/01/2021	Resolved	Service Disruption	Timekeeping	Normal	Cork	Sallins & Naas	Web
09/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter	Rush & Lusk	Web
09/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Cork		Web
09/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Longford/M3Parkway/Maynooth Commuter		Email
09/01/2021	Resolved	Website	No Confirmation Email	Normal	Sligo		Email
09/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal			Web
09/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter	Rush & Lusk	Web
09/01/2021	Resolved	Service Disruption	Incident on Line	Normal	Sligo		Web
09/01/2021	Resolved	Website	Unable to Book Tickets	Normal	Cork		Web
09/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter		Web
09/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter	Rush & Lusk	Web
09/01/2021	Resolved	Timetabling	Cancellations	Normal	Portlaoise Kildare Commuter		Web
09/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter	Rush & Lusk	Web
09/01/2021	Resolved	Timetabling	Cancellations	Normal	Cork		Web
09/01/2021	Resolved	Timetabling	Covid-19 Reduced Sevice	Normal	Dundalk/Drogheda Commuter	Rush & Lusk	Web
08/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Westport & Ballina		Web
08/01/2021	Resolved	Timetabling	Timetable Changes	Normal	Dundalk/Drogheda Commuter		Web
08/01/2021	Resolved	Timetabling	Timetable Changes	Normal	Longford/M3Parkway/Maynooth Commuter	Maynooth	Email
08/01/2021	Resolved	Timetabling	Timetable Changes	Normal	Dundalk/Drogheda Commuter	Rush & Lusk	Web
08/01/2021	Resolved	Timetabling	Timetable Changes	Normal	Dundalk/Drogheda Commuter		Web
08/01/2021	Resolved	Timetabling	Timetable Changes	Normal	Dundalk/Drogheda Commuter		Email
08/01/2021	Resolved	Timetabling	Cancellations	Normal	Sligo	Dublin Connolly	Web
08/01/2021	Resolved	Station Issues	Failed to Serve Station	Normal	Portlaoise Kildare Commuter	Portlaoise	Web
08/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Dundalk/Drogheda Commuter		Post
07/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Belfast		Web
07/01/2021	Resolved	Fares & Ticketing	Fare Evasion	Normal	Dart		Web
07/01/2021	Resolved	Fares & Ticketing	DSP Free Travel Passes	Normal	Galway		Post
07/01/2021	Resolved	Service Disruption	Timekeeping	Normal	Galway		Post
07/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Cork		Post
07/01/2021	Resolved	Station Issues	TVMs	Normal	Sligo	Sligo	Email
06/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Portlaoise Kildare Commuter		Email
06/01/2021	Resolved	Station Issues	TVMs	Normal	Cork	Cork Kent	Email
06/01/2021	Resolved	Staff Issues	Unhelpful/Rude Staff	Normal	Limerick	Limerick	Web
06/01/2021	Resolved	Timetabling	Timetable Changes	Normal	Sligo	Sligo	Web
06/01/2021	Resolved	Service Disruption	Timekeeping	Normal	Dart		Web
06/01/2021	Resolved	Website	Unable to Book Tickets	Normal			Web
06/01/2021	Resolved	Fares & Ticketing	RPU Fines	Normal			Web
06/01/2021	Resolved	Timetabling	Cancellations	Normal	Sligo	Sligo	Web
05/01/2021	Resolved	Fares & Ticketing	DSP Free Travel Passes	Normal	Galway		Email
05/01/2021	Resolved	Station Issues	Station Facilities	Normal	Westport & Ballina	Castlebar	Web
05/01/2021	Resolved	Station Issues	TVMs	Normal	Portlaoise Kildare Commuter	Dublin Heuston	Email
05/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Dart	Malahide	Web
04/01/2021	Resolved	Website	No Confirmation Email	Normal	Galway Limerick		Email
04/01/2021	Resolved	Timetabling	Connections	Normal	Tralee	Mallow	Email
04/01/2021	Resolved	Fares & Ticketing	On-Line Tickets	Normal			Web
04/01/2021	Resolved	Service Disruption	Bus Transfers	Normal	Belfast		Web
04/01/2021	Resolved	Station Issues	TVMs	Callback	Dart	Tara Street	Email
04/01/2021	Resolved	Fares & Ticketing	Charged in Error	Normal	Tralee		Post
04/01/2021	Resolved	Staff Issues	RPU Staff Issues	Normal	Cork		Post
04/01/2021	Resolved	Fares & Ticketing	DSP Free Travel Passes	Normal	Cork		Post
04/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Cork		Post
04/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Cork		Post
04/01/2021	Resolved	Service Disruption	Timekeeping	Normal	Galway		Post
04/01/2021	Resolved	Onboard Issues	Fall/Injury	High	Dart		Post
04/01/2021	Resolved	Antisocial Behaviour	Disruptive Passengers	Normal	Dart		Post
04/01/2021	Resolved	Onboard Issues	Alcohol/Smoking Issues	Normal	Dart		Post
04/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Cork		Email
04/01/2021	Resolved	Station Issues	TVMs	Normal	Portlaoise Kildare Commuter	Newbridge	Email
04/01/2021	Resolved	Station Issues	Station Condition	Normal	Longford/M3Parkway/Maynooth Commuter	Coolmine	Web
04/01/2021	Resolved	Station Issues	Fall/Injury	Normal	Galway	Portarlington	Web
04/01/2021	Resolved	Service Disruption	Bus Transfers	Normal	Belfast		Web
04/01/2021	Resolved	Onboard Issues	Covid-19	Normal	Galway		Web

04/01/2021	Resolved	Service Disruption	Bus Transfers	Normal	Belfast		Web
04/01/2021	Resolved	Service Disruption	Bus Transfers	Normal	Belfast		Web
04/01/2021	Resolved	Station Issues	TVMs	Normal	Dart	Howth	Web
04/01/2021	Resolved	Service Disruption	Bus Transfers	Normal	Belfast		Web
04/01/2021	Resolved	Fares & Ticketing	On-Line Tickets	Normal	Cork	Portlaoise	Web
04/01/2021	Resolved	Fares & Ticketing	DSP Free Travel Passes	Normal			Web
04/01/2021	Resolved	Website	Unable to Book Tickets	Normal			Web
04/01/2021	Resolved	Service Disruption	Bus Transfers	Normal	Belfast		Web
04/01/2021	Resolved	Website	Unable to Book Tickets	Normal	Limerick		Web
03/01/2021	Resolved	Service Disruption	Train Failure	Normal	Galway		Email
01/01/2021	Resolved	Station Issues	TVMs	Normal	Dart	Bray	Email
01/01/2021	Resolved	Fares & Ticketing	Leap Cards	Normal			Web
01/01/2021	Resolved	Onboard Issues	1st Class Issues	Normal	Belfast		Web

Row Labels	Count of (Do Not Modify) Case
Accessibility Issues	1
Antisocial Behaviour	5
Fares & Ticketing	20
Onboard Issues	69
Service Disruption	24
Staff Issues	13
Station Issues	65
Timetabling	107
Website	17
Grand Total	321