

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



26th November 2020

Email: [REDACTED]

Re: FOI request IE_FOI_423

Dear [REDACTED]

I refer to your requests dated 9th November 2020 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 breakdown of all 2020 complaints received by Irish Rail, broken down by category and route, to date this year, request for a database/spreadsheet of all complaints received by Irish Rail, not copies of the complaints.
- Complaints sent to Irish Rail by members of the public about drivers, service issues and delays, between 1 August and 9 November 2020

Response:

I, Mr. Paul Slowey, Decision Maker have now made a final decision to part grant your request on the 26th November 2020. You will note that to provide copies of the complaints re: service delays will incur a fee and this has been detailed in the response document.

Please now find a schedule of records and response document 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,

PP 

Mr. Paul Slowey, Decision Maker, Customer Relationship Management, Iarnród Éireann

Freedom of Information Request:
Schedule of Records for IE_FOI_423 : 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	26.11.2020	IE_FOI_423 Response Document	6	Grant	~	~

Signed

Freedom of Information / Data Protection Executive

IE FOI 423 Response Document

A breakdown of all 2020 complaints received by Irish Rail, broken down by category and route, to date this year, request for a database/spreadsheet of all complaints received by Irish Rail, not copies of the complaints.

Please find table detailing the breakdown of complaints below -

Row Labels	Count of (Do Not Modify) Case
	1
	1
Accessibility Issues	26
	1
Belfast	1
Cork	7
Dart	4
Dundalk/Drogheda Commuter	1
Galway	2
Limerick	1
Longford/M3Parkway/Maynooth Commuter	2
Rosslare	2
Sligo	1
Waterford	2
Westport & Ballina	2
Antisocial Behaviour	240
	4
Belfast	7
Cork	27
Cork Cobh Midleton	1
Dart	78
Dundalk/Drogheda Commuter	13
Galway	34
Limerick	3
Longford/M3Parkway/Maynooth Commuter	18
Newbridge PPT Commuter	3
Portlaoise Kildare Commuter	4
Rosslare	3
Sligo	9
Tralee	8
Waterford	12
Westport & Ballina	16
Fares & Ticketing	724
	47

Belfast	30
Cork	203
Cork Cobh Midleton	5
Dart	53
Dundalk/Drogheda Commuter	17
Galway	104
Galway Limerick	4
Limerick	43
Limerick Ballybrophy	1
Limerick Waterford	1
Longford/M3Parkway/Maynooth Commuter	13
Newbridge PPT Commuter	4
Portlaoise Kildare Commuter	13
Rosslare	27
Sligo	43
Tralee	36
Tralee Mallow Cork	3
Waterford	46
Westport & Ballina	31
Feedback	1369
	390
Belfast	38
Cork	222
Cork Cobh Midleton	4
Dart	156
Dundalk/Drogheda Commuter	48
Galway	129
Galway Limerick	3
Limerick	51
Limerick Ballybrophy	4
Limerick Waterford	3
Longford/M3Parkway/Maynooth Commuter	53
Newbridge PPT Commuter	6
Portlaoise Kildare Commuter	35
Rosslare	33
Sligo	59
Tralee	42
Tralee Mallow Cork	3
Waterford	50
Westport & Ballina	40
Onboard Issues	1984
	40
Belfast	112
Cork	448
Cork Cobh Midleton	17
Dart	231
Dundalk/Drogheda Commuter	137
Galway	273

Galway Limerick	9
Limerick	80
Longford/M3Parkway/Maynooth Commuter	85
Newbridge PPT Commuter	19
Portlaoise Kildare Commuter	55
Rosslare	52
Sligo	122
Tralee	76
Tralee Mallow Cork	5
Waterford	125
Westport & Ballina	98
Racism	5
Cork	3
Westport & Ballina	2
Refunds	7001
	1031
Belfast	370
Cork	1829
Cork Cobh Midleton	12
Dart	138
Dundalk/Drogheda Commuter	93
Galway	832
Galway Limerick	24
Limerick	491
Limerick Ballybrophy	18
Limerick Waterford	2
Longford/M3Parkway/Maynooth Commuter	56
Newbridge PPT Commuter	42
Portlaoise Kildare Commuter	97
Rosslare	221
Sligo	342
Thurles	1
Tralee	632
Tralee Mallow Cork	45
Waterford	380
Westport & Ballina	345
Service Disruption	890
	5
Belfast	36
Cork	279
Cork Cobh Midleton	4
Dart	114
Dundalk/Drogheda Commuter	41
Galway	95
Limerick	61
Limerick Ballybrophy	1
Limerick Waterford	1
Longford/M3Parkway/Maynooth Commuter	55

Newbridge PPT Commuter	5
Portlaoise Kildare Commuter	26
Rosslare	12
Sligo	50
Tralee	47
Tralee Mallow Cork	4
Waterford	20
Westport & Ballina	34
Staff Issues	319

	5
Belfast	14
Cork	58
Cork Cobh Midleton	4
Dart	72
Dundalk/Drogheda Commuter	17
Galway	35
Limerick	13
Limerick Ballybrophy	1
Longford/M3Parkway/Maynooth Commuter	13
Newbridge PPT Commuter	4
Portlaoise Kildare Commuter	23
Rosslare	3
Sligo	15
Tralee	9
Waterford	22
Westport & Ballina	11
Station Issues	1289

	16
Belfast	12
Cork	95
Cork Cobh Midleton	19
Dart	483
Dundalk/Drogheda Commuter	105
Galway	79
Galway Limerick	2
Limerick	30
Limerick Ballybrophy	1
Limerick Waterford	1
Longford/M3Parkway/Maynooth Commuter	191
Newbridge PPT Commuter	20
Portlaoise Kildare Commuter	72
Rosslare	59
Sligo	38
Tralee	14
Waterford	35
Westport & Ballina	17
Timetabling	345

Belfast	7
Cork	36
Cork Cobh Midleton	10
Dart	52
Dundalk/Drogheda Commuter	55
Galway	46
Galway Limerick	2
Limerick	13
Limerick Ballybrophy	4
Limerick Waterford	4
Longford/M3Parkway/Maynooth Commuter	40
Newbridge PPT Commuter	4
Portlaoise Kildare Commuter	16
Rosslare	6
Sligo	19
Tralee	5
Waterford	18
Westport & Ballina	6
Website	490
	53
Belfast	14
Cork	149
Cork Cobh Midleton	1
Dart	17
Dundalk/Drogheda Commuter	7
Galway	71
Galway Limerick	4
Limerick	30
Limerick Ballybrophy	1
Longford/M3Parkway/Maynooth Commuter	4
Portlaoise Kildare Commuter	6
Rosslare	12
Sligo	20
Tralee	32
Tralee Mallow Cork	1
Waterford	32
Westport & Ballina	36
Grand Total	14683

Complaints sent to Irish Rail by members of the public about drivers, service issues and delays, between 1 August and 9 November 2020

There are 4 complaints against drivers (included below). There are 286 complaints re service issues and delays during this period. At a rate of 8 mins per file extraction, this calculates as $286 \times 8 = 2288$ mins = 38hrs x €20 = €763

Feedback: I was waiting for the train Longford Service to go to Longford, at the Ashtown station . I would like know, why the train passed flying at 18:29 and didn't stop.

Email Address: xxxxxxxxxxxxxxxxxxxxxx

Contact Number: xxxxxxxxxxxxxxxxxxxxxx

Feedback: Is it custom and practice to close doors and pull off when a passenger is on the platform walking as quickly as possible towards the train? This is what happened to me this morning on the 08.12 portarlinton to dublin . I was walking in the middle of the platform so was clearly visible. I was unable to run as I have chronic lower back pain at the moment. Please don't insult me with being on the platform 2 mins beforehand...I am 95% of the time in railn wind and cold when train s are late.... A bit of compassion and kindness goes a long way. The driver doesn't know my circumstances and why I was running behind but I was within 10 m of the train when he closed the door and pulled off. I wasn't being deliberately lazy my back is in continual spasm and I could not move any faster. So yes he has his timetable and yes he is keen to catch the 09.00 as passenger but have a bit of kindness and stop deliberately leaving passengers on the platform just because you can. Most drivers are decent and kind but they didn't dole out much in the way of decency and kindness with this one... I dont expect Irish Rail to address this in any meaningful way such as looking at the CCTV or addressing driver behaviour because that just doesn't happen but be aware that I and other passengers who respect you and are kind to you will eventually turn into the customers you hate to see coming.

I'd like to complain one of your drivers on the cork to midleton route, I can't wear a mask for health reasons as I suffer from shortness of breath and anxiety which I am on medication for, And under the HSE guidelines it clearly states anyone who have trouble breathing (or) the wearing of a mask may cause discomfort do not have to wear a mask, All the inspector's know me and never give me any hassle only this driver on the evening in question... I would like a response to my complaint, Thank You....

Comments: Hi, I want to query if it is company policy for your drivers to use an intercity train to drop off a colleague? I have been using the 5.10 Athlone train from Heuston this week. Twice your driver has dropped off a colleague about a km down the track. This cause a 25 minute delay on Monday. Since your COVID mask wearing enforcement is non-existent, your driver is putting paying passengers at increased risk. Please sort this immediately. Many thanks