



1st September 2022

Email: [REDACTED]

Re: Acknowledgement of FOI request IE_FOI_606

Dear [REDACTED],

I refer to your request dated 29th July 2022 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

- 1) copies of all records held referring or relating to delays and disruption to DART services on 24th July.
- 2) copies of any health and safety assessment, investigation reports associated with the operation of the DART service that day.
- 3) copies of any complaints (anonymised) relating to these service issues.

Response:

I, Annette Reilly, Decision Maker have now made a final decision to Part Grant your request on 29th July 2022.

Please find response to your request below.

Q1) Part Grant - please find records below including schedule of records

Q2) refuse - 30. (1) (a) A head may refuse to grant an FOI request if access to the record concerned could prejudice the effectiveness of investigations conducted by or on behalf of an FOI body or the procedures or methods employed for the conduct thereof.

please be advised This investigation will be published once completed, I will advise you once I have been notified of a date.

Q3) Part Grant - 136 complaints recorded *5mins = 680/60=12hrs = €227 fees. Therefore, given the high number of complaints (136 in total) I have attached a copy of 60 samples to avoid any fee, if you require all complaints, please note the above fees and advise.

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 Office on [REDACTED] or by email at foi@irishrail.ie

Yours sincerely, , PP Ms. Annette Reilly, FOI Decision Maker, Iarnród Éireann

Freedom of Information Request:
Schedule of Records for **IE_FOI_606** : 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	24th July 2022	Train Operation Performance system (TOPS) 24th July 2022	3	Grant	~	
2	24TH July 2022	Timeline- passenger disembarking onto line- 24th July 2022	2	Part Grant	S37	Personal information of others
3	~	Investigation report Bray airshow 24th July 2022	~	refuse	S30(1)(A)	may refuse to grant an FOI request if access to the record concerned could-prejudice the effectiveness of investigations conducted by or on behalf of an FOI body or the procedures or methods employed for the conduct thereof.
4	24th July 2022	Copy of complaints 136 in total (60 sample)		Part Grant	S37	Personal information of others

Signed
Eoin Kennedy
Freedom of Information / Data Protection Executive

From: [IE CTC Duty Manager\(s\)](#)
To: [REDACTED]
Subject: Timeline: Passengers disembarking onto running lines at Bray 24.07.22
Date: Sunday 24 July 2022 19:53:20
Attachments: [image001.jpg](#)

All,

See below timeline; it's worth noting that the interval between E268 coming to a stop at BR28 and the first passenger forcing doors is approx. 6.5 mins.

14:43 E268 aux 13:45 Conly/Bray departed Shankill
14:47 E268 arrived at BR28 outside Bray, awaiting platform clearance (E804 plat 1, E266 plat 2)
14:55 Driver E268 requested opposite road protection due to loss of blue light on 8622
14:56 Emergency call from E268 passengers disembarking from train onto track
14:57 National Emergency Line CTC - first call from passenger confirming passengers disembarking from train to pway
14:58 E804 14:43 Bray/Mhide responding to emergency stop – passengers making unauthorised evacuation from E268
15:01 First passengers off E268 begin to arrive at Bray LX
15:03 Emergency call from E268 – Gardaí and staff requested, passengers evacuating en masse
15:05 Bray LX (in local) raised under emergency alert conditions to allow trespassers leave the line
15:10 E103 13:05 Howth/Gstones at BR26 - driver advises loss of blue light, passengers disembarking onto pway
15:25 E208 13:25 Mhide/Bray at BR24 reports passengers distressed, requested set back to Shankill (A602 in rear)
15:26 E208 13:25 Mhide/Bray reports loss of blue light, passengers disembarking from train to pway
15:51 E804 14:43 Bray/Mhide stopped on Dargle Bridge at Bray – driver requested by Gardaí and coast guard to open doors and allow passengers to evacuate to Bray
15:58 E804 driver reports that Garda Sergeant insists that doors should be opened on train to allow evacuation
16:11 Station Manager Bray at E208 (BR24) reported that passengers were evacuating through Woodbrook Golf Course with assistance from Gardaí; large group of trespassers moving north towards Shankill
16:33 DM on site declared line clear in advance of BR24 (in front of E208) to Bray platforms and requested that E268, E103 and E804 move into Bray
16:34 Station Manager Bray at E208 reported train secured and ready to move; line to be examined in rear for trespassers making their way back to Shankill
17:13 E752 16:53 Bray/Conly departs Bray; driver to examine up road Shankill/Killiney following reports of trespass
17:25 Both roads Bray/Shankill/Killiney reported clear and safe for normal working

Regards,

[REDACTED]

**CTC Duty Manager**

Central Traffic Control,

Connolly Station, Entrance Sheriff Street Lower, Dublin 1, D01C7F7

:  : www.irishrail.ie

please don't print this e-mail unless you really need to



*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*

*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'uaireanta 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*

ode	Details	Date	Scheduled	Actual	Do ay Cause	WLC	Comments
E101	13:05 - Howth to Bray	2 -Jul-22	1 :12:00 [17 :5]	17:06:30	20830 - WLC - UNAUTHORISED DISEMBARKMENT		Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and alighted on pway. AI stopped w th station staff attending - SOC. Driver of E103 13:05 Howth/Gstones reports passengers have disembarked from his train onto pway. Traffic stopped Garda and stat on staff n attendance - SOC Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E208	13:25 - Ma ah de to Bray	2 -Jul-22	1 :33:00 [173.1]	17:26:06	208303 - UNAUTHORISED DISEMBARKMENT		Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and alighted on pway. AI stopped w th station staff attending - SOC E268 13:25 Maahde/Bray passengers disembarking onto pway staff on a te assist ng
E17	16:05 - Befest to Dubn Connoly	2 -Jul-22	18:15:00 [1 :7]	18:29: 2	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Awaiting platform in Connoly; Congestion in Connoly due to DART special E752 Text sent 15:02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and alighted on pway. AI stopped with stat on staff attending - SOC Text sent 15:29hrs: Update
E602	13: 5 - Dublin Connolly to Wexford	2 -Jul-22	16:13:30 [200]	19:33:30	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E603	1 :20 - Ross are Europort to Dublin Connoly	2 -Jul-22	17:12:00 [78.9]	18:30:5	208303 - WLC - UNAUTHORISED DISEMBARKMENT	E268	WLC A602. Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E60	18: 5 - Dublin Connolly to Rosslare Europort	2 -Jul-22	21: 0:00 [13]	21:53:00	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	WLC A602. Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E605	18:31 - Wexford to Dublin Connoly	2 -Jul-22	20: 8:00 [102]	22:30:00	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Text sent 18:25hrs: Due to earlier incident at Bray def. A602 1 :05 Conly/Ribre and A605 17: 0 Ribre/Conly will operate as Bus transfer between Ross are Europort to Wexford. Expect late - SOC
E218	18:20 - Dublin Connolly to Drogheda	2 -Jul-22	19:16:00 [8.7]	19:2 : 2	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Congestion in Connolly due to DART special E752 Text sent 15:02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and alighted on pway. AI stopped w th station staff attending - SOC Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E104	1 :05 - Malahide to Da key	2 -Jul-22	15:01:00 [5 :]	15:55:00	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Text sent 15:02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and alighted on pway. AI stopped w th station staff attending - SOC Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E105	1 : 8 - Malahide to Dun Laogha re	2 -Jul-22	15:36:30 [9]	15: 5:30	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Text sent 15:02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and alighted on pway. AI stopped w th station staff attending - SOC Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E106	15:28 - Malahide to Da key	2 -Jul-22	16:2 :00 [6.6]	16:30:36	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E108	17:05 - Ma ah de to Bray	2 -Jul-22	18:12:30 [10.1]	18:22:36	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	WLC E805 WLC E10 heavy passenger loadings due to Bray Ar Show and congestion due to trespass issues at Bray.
E110	18:25 - Howth to Bray	2 -Jul-22	19:32:00 [0.1]	20:12:06	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	WLC E915 Text sent 15:02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and alighted on pway. AI stopped with stat on staff attending - SOC Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E205	13: 5 - Howth to Bray	2 -Jul-22	1 :52:00 [178.6]	17:50:36	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E210	1 :30 - Howth to Dun Laoghaire	2 -Jul-22	15:19:00 [6.6]	15:25:36	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Text sent 15:02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and alighted on pway. AI stopped w th station staff attending - SOC Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E211	15:05 - Howth to Da key	2 -Jul-22	16:00:30 [11. :]	16:11:15	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E212	15: 5 - Howth to Da key	2 -Jul-22	16: 0:30 [10.5]	16:51:00	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Text sent 15:02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and alighted on pway. AI stopped with stat on staff attending - SOC Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E213	16:05 - Ma ah de to Bray	2 -Jul-22	17:13:00 [0.1]	17:53:06	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	WLC E80 departed from Bray but stopped due to trespass issue on E268. E210 turned at Dun Laogha re and took up running as E80 - Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Stat on staff Garda and DFB n attendance. Services will be turned back from Dún Laoghaire - SOC
E214	16: 5 - Howth to Bray	2 -Jul-22	17:55:00 [15.3]	18:10:18	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Formed by E105. Text sent 15:02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and alighted on pway. AI stopped with stat on staff attending - SOC Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E216	17: 5 - Howth to Bray	2 -Jul-22	18:53:00 [23]	19:16:00	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Congestion in Connolly due to DART special E752 Text sent 15:02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and alighted on pway. AI stopped w th station staff attending - SOC Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Stat on staff Garda and DFB n attendance. Services will be turned back from Dún Laoghaire - SOC
E218	18: 8 - Ma ah de to Bray	2 -Jul-22	19:57:00 [25]	20:22:00	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	WLC E808 Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E80	15:01 - Dun Laogha re to Ma ah de	2 -Jul-22	15:52:00 [37]	16:29:00	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Departed from Bray but stopped due to trespass issue on E268. E210 turned at Dun Laoghaire and took up running as E80 - Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E805	15:5 - Da key to Malahide	2 -Jul-22	16:50:00 [12]	17:02:00	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Text sent 15:02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and alighted on pway. AI stopped w th station staff attending - SOC Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E807	16:5 - Da key to Malahide	2 -Jul-22	17:51:00 [17]	18:08:00	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	WLC E212 Text sent 15:02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and alighted on pway. AI stopped with stat on staff attending - SOC Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E808	17:20 - Bray to Ma ah de	2 -Jul-22	18:28:00 [2 :]	18:52:00	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E812	15:38 - Dun Laoghaire to Howth	2 -Jul-22	16:26:00 [18]	16: :00	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Formed by E105. Text sent 15:02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and alighted on pway. AI stopped with stat on staff attending - SOC Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E813	16:11 - Da key to Howth	2 -Jul-22	17:06:00 [19]	17:25:00	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	WLC E211 Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
E81	16:31 - Da key to Howth	2 -Jul-22	17:27:00 [6]	17:33:00	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	WLC E106 Text sent 15:29hrs: Update Bray - Traffic suspended at Bray - passengers alighting onto pway from E268 and E103. Station staff Garda and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC

E915	17:00 - Bray to Howth	2 -Jul-22	18:07:00 [38]	18: 5:00	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Text sent 15.02hrs: Aux E268 13: 5 Conly/Bray driver alerted 5 gna ler that passenger(s) forced doors and alighted on pway. AI stopped w th station staff attending - SOC Text sent 15.29hrs: Update Bray: Traffic suspended at Bray passengers a lght ng onto pway from E268 and E103. Station staff Gardal and DFB in attendance. Services will be turned back from Dún Laogha re - SOC
E917	18:00 - Bray to Howth	2 -Jul-22	19:06:00 [28]	19:3 :00	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	Text sent 15.02hrs: Aux E268 13: 5 Conly/Bray driver alerted 5 gna ler that passenger(s) forced doors and alighted on pway. AI stopped w th station staff attending - SOC Text sent 15.29hrs: Update Bray: Traffic suspended at Bray passengers a lght ng onto pway from E268 and E103. Station staff Gardal and DFB in attendance. Services will be turned back from Dún Laogha re - SOC
E921	21:20 - Greystones to Howth	2 -Jul-22	22:37:00 [19.3]	22:56:18	20830 - WLC - UNAUTHORISED DISEMBARKMENT	E268	W.L.C A605 W.L.C A602 Text sent 18.25hrs: Due to earlier incident at Bray def. A602 1 :05 Conly/R are and A605 17: 0 Rlare/Conly w ll operate as Bus transfer between Ross are Europort to Wexford. Expect A605 68 - SOC

E268 Running			
StationName	SemaName	TrainT me	Arrive / Depart
CONNOLLY PL TFORM 5	CNLLV	13: 2:30	
CONNOLLY PLATFORM 5	CNLLV	13: 7: 8	D
TARA STREET DOWN PLATFORM	TARA	13:53:18	A
TARA STREET DOWN PLATFORM	TARA	13:55: 2	D
PEARSE DOWN PLATFORM	PERSE	13:56:18	A
PEARSE DOWN PL TFORM	PERSE	13:57:5	D
GRAND CANAL DOCK PLATFORM 3	GCDK	13:58: 2	A
GRAND CANAL DOCK PLATFORM 3	GCDK	1 :00:12	D
LANSOWNE ROAD DOWN PLATFORM	LDWNE	1 :02:06	A
LANSOWNE ROAD DOWN PL TFORM	LDWNE	1 :03:30	D
S MOUNT DOWN PLATFORM	SMONT	1 :0 :06	
S MOUNT DOWN PLATFORM	SMONT	1 :05:30	D
SYDNEY PARADE DOWN PLATFORM	SIDNY	1 :07:12	A
SYDNEY PARADE DOWN PLATFORM	SIDNY	1 :08: 2	D
BOOSTERTOWN DOWN PLATFORM	BTSTN	1 :09:5	A
BOOSTERTOWN DOWN PL TFORM	BTSTN	1 :11: 2	D
BLACKROCK DOWN PLATFORM	BROCK	1 :12: 2	A
BLACKROCK DOWN PLATFORM	BROCK	1 :15:06	D
SEAPPOINT DOWN PLATFORM	SEAPT	1 :15:30	A
SEAPPOINT DOWN PLATFORM	SEAPT	1 :17:18	D
S LITHELL DOWN PL TFORM	SHILL	1 :17:36	A
S LITHELL DOWN PLATFORM	SHILL	1 :20:00	D
DUN LAOGHAIRE DOWN PLATFORM	DLERY	1 :21:18	A
DUN LAOGHAIRE DOWN PLATFORM	DLERY	1 :2 :00	D
SANDYCOWE DOWN PLATFORM	SCDVE	1 :25: 2	A
S NDYCOWE DOWN PL TFORM	SCDVE	1 :28:06	D
GLENGEARY DOWN PLATFORM	GLERY	1 :28:30	A
GLENGEARY DOWN PLATFORM	GLERY	1 :30:30	D
DALKEY DOWN PLATFORM	DLKEY	1 :32:00	A
DALKEY DOWN PLATFORM	DLKEY	1 :33: 2	D
KILNEY DOWN PL TFORM	KILNY	1 :36:26	
KILNEY DOWN PLATFORM	KILNY	1 :39:06	D
SHANKILL DOWN PLATFORM	SKILL	1 : 1:00	A
SHANKILL DOWN PLATFORM	SKILL	1 : 3: 2	D
BRAY 28 SIGNAL	BR28	1 : 7:18	A
BRAY 28 SIGNAL	BR28	16:53:5	D
BRAY DOWN PLATFORM	BRAY	16:56:2	A
BRAY DOWN PLATFORM	BRAY	17:01:12	D
BRAY SHED	BSHED	17:02:18	A

The following services were fully cancelled

Date	Train Code	Details	Type	Location	Delay Cause	Comments
2 -Jul-22	E107	16:25 - Howth to Greystones	Cancellation		208303 - UNAUTHORISED DISEMBARKMENT	Text sent 15.29hrs: Update Bray - Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardal and DFB in attendance. Services will be turned back from Dún Laogha re - SOC
2 -Jul-22	E911	1 :50 - Greystones to Howth	Cancellation		208303 - UNAUTHORISED DISEMBARKMENT	Text sent 15.29hrs: Update Bray: Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardal and DFB in attendance. Services will be turned back from Dún Laogha re - SOC

The following services were partially cancelled (eg. terminated at Dalkey or Dun Laoghaire and turned back from the destination or the overall destination)

Date	Train Code	Details	Type	Location	De ay Cause	Comments
2 -Jul-22	A602	13: 5 - Dublin Connolly to Wexford	Stop Short	Wexford	20830 - WLC - UNAUTHORISED DISEMBARKMENT	Text sent 18.25hrs: Due to earlier incident at Bray def. A602 1 :05 Conly/R are and A605 17: 0 Rlare/Conly will operate as Bus transfer between Ross are Europort to Wexford.
2 -Jul-22	605	18:31 - Wexford to Dublin Connolly	Start Forward	Wexford	20830 - WLC - UNAUTHORISED DISEMBARKMENT	Text sent 18.25hrs: Due to earlier incident at Bray def. A602 1 :05 Conly/R are and A605 17: 0 Rlare/Conly will operate as Bus transfer between Ross are Europort to Wexford.
2 -Jul-22	E103	13:05 - Howth to Bray	Stop Short	Bray	208303 - UNAUTHORISED DISEMBARKMENT	Aux E268 13: 5 Conly/Bray driver alerted Signaller that passenger(s) forced doors and alighted on pway. AI stopped with station staff attending - SOC Driver of E103 13:05 Howth/Cotones reports passengers have disembarked from his train onto pway. Traffic stopped Gardal and station staff in attendance - SOC Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardal and DFB in attendance. Services will be turned back from Dún Laogha re - SOC
2 -Jul-22	E104	1 :05 - Malahide to Dalkey	Stop Short	Dalkey	20830 - WLC - UNAUTHORISED DISEMBARKMENT	Text sent 15.02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaller that passenger(s) forced doors and a lghted on pway. All stopped with stat on staff attending - SOC Text sent 15.29hrs: Update Bray: Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardal and DFB in attendance. Services will be turned back from Dún Laogha re - SOC
2 -Jul-22	E106	1 : 8 - Malahide to Dun Laoghaire	Stop Short	Dun Laoghaire	20830 - WLC - UNAUTHORISED DISEMBARKMENT	Text sent 15.02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaller that passenger(s) forced doors and a lghted on pway. All stopped with stat on staff attending - SOC Text sent 15.29hrs: Update Bray: Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardal and DFB in attendance. Services will be turned back from Dún Laogha re - SOC
2 -Jul-22	E106	15:28 - Malahide to Dalkey	Stop Short	Dalkey	20830 - WLC - UNAUTHORISED DISEMBARKMENT	Text sent 15.29hrs: Update Bray - Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardal and DFB in attendance. Services will be turned back from Dún Laogha re - SOC
2 -Jul-22	E110	18:25 - Howth to Bray	Stop Short	Bray	20830 - WLC - UNAUTHORISED DISEMBARKMENT	WLC E915 Text sent 15.02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaller that passenger(s) forced doors and a lghted on pway. All stopped with stat on staff attending - SOC Text sent 15.29hrs: Update Bray: Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardal and DFB in attendance. Services will be turned back from Dún Laogha re - SOC
2 -Jul-22	E210	1 :30 - Howth to Dun Laoghaire	Stop Short	Dun Laoghaire	20830 - WLC - UNAUTHORISED DISEMBARKMENT	Text sent 15.02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaller that passenger(s) forced doors and a lghted on pway. All stopped with stat on staff attending - SOC Text sent 15.29hrs: Update Bray: Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardal and DFB in attendance. Services will be turned back from Dún Laogha re - SOC
2 -Jul-22	E211	15:05 - Howth to Dalkey	Stop Short	Dalkey	20830 - WLC - UNAUTHORISED DISEMBARKMENT	Text sent 15.29hrs: Update Bray - Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardal and DFB in attendance. Services will be turned back from Dún Laogha re - SOC

2 -Jul-22	E912	15: 5 - Howth to Dalkey	Stop Short	Dalkey	20830 - WLC - UNAUTHORISED DISEMBARKMENT	Text sent 15.02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and a lighted on pway. All stopped with stat on staff attending - SOC Text sent 15.29hrs: Update Bray: Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardai and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
2 -Jul-22	E904	15:01 - Dun Laoghaire to Malahide	Start Forward	Dun Laoghaire	20830 - WLC - UNAUTHORISED DISEMBARKMENT	Departed from Bray but stopped due to trespass issue on E268. E210 turned at Dun Laoghaire and took up running as E80. Text sent 15.29hrs: Update Bray: Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardai and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
2 -Jul-22	E905	15: 5 - Dalkey to Malahide	Start Forward	Dalkey	20830 - WLC - UNAUTHORISED DISEMBARKMENT	Text sent 15.02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and a lighted on pway. All stopped with stat on staff attending - SOC Text sent 15.29hrs: Update Bray: Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardai and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
2 -Jul-22	E907	16: 5 - Dalkey to Malahide	Start Forward	Dalkey	20830 - WLC - UNAUTHORISED DISEMBARKMENT	WLC E212 Text sent 15.02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and a lighted on pway. All stopped with stat on staff attending - SOC Text sent 15.29hrs: Update Bray: Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardai and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
2 -Jul-22	E908	17:20 - Bray to Malahide	Start Forward	Bray	20830 - WLC - UNAUTHORISED DISEMBARKMENT	Text sent 15.29hrs: Update Bray - Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardai and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
2 -Jul-22	E912	15:38 - Dun Laoghaire to Howth	Start Forward	Dun Laoghaire	20830 - WLC - UNAUTHORISED DISEMBARKMENT	Formed by E105: Text sent 15.01hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and a lighted on pway. All stopped with stat on staff attending - SOC Text sent 15.29hrs: Update Bray: Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardai and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
2 -Jul-22	E911	16:11 - Dalkey to Howth	Start Forward	Dalkey	20830 - WLC - UNAUTHORISED DISEMBARKMENT	WLC E211 Text sent 15.29hrs: Update Bray - Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardai and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
2 -Jul-22	E914	16:31 - Dalkey to Howth	Start Forward	Dalkey	20830 - WLC - UNAUTHORISED DISEMBARKMENT	WLC E106 Text sent 15.29hrs: Update Bray - Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardai and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC
2 -Jul-22	E917	18:00 - Bray to Howth	Start Forward	Bray	20830 - WLC - UNAUTHORISED DISEMBARKMENT	Text sent 15.02hrs: Aux E268 13: 5 Conly/Bray driver alerted Signaler that passenger(s) forced doors and a lighted on pway. All stopped with stat on staff attending - SOC Text sent 15.29hrs: Update Bray: Traffic suspended at Bray passengers alighting onto pway from E268 and E103. Station staff Gardai and DFB in attendance. Services will be turned back from Dún Laoghaire - SOC

R-310760-29T1Yn	25/07/2022 08:27	Email	27/07/2022	Service Disruption	Incident On Board	Dart	I am stuck on a DART just up s de Bray. I'm rammed and hell. People need to exit my number [REDACTED] The driver seems oblivious o the dangers of what's happening. Please tell him, urghen, he call me. We need to move or get o f the train.
R-310772-PNPZP1	25/07/2022 08:28	Email	27/07/2022	Service Disruption	Incident On Board	Dart	There was a so a huge issue today with capacity and was baffling that trains were sometimes 20-25 mins ap art. I arrived with my family, husband and 3 children (3,5,7) at Shankill at approximately 12.50pm expecting short train journey o Bray. After several journeys, we abandoned 1 sa ten ar hour as next one wasn't for 25mins. We took train towards Dublin o try and get the train ten ar hour it was full and got back to Bray. Inspected a couple of stops around 6 ar at om wa full al the way back to Blackrock when we decided we better return. We had to queue in among other families and the bus really frustrated people. My young son and I went to the bus stop and everyone waiting. I spoke to someone who got on at Dart Laughaire and had been walking over 2 hours. We got off at K llyrney as I was unable to see the bus whilst waiting here. I wasn't easily a good point to get the show but cou dnt take the bus on. This was around 3 pm. I read reports of passengers oreng train door open and can really appreciate why they fe that was info necessary if delayed on a train with doors closed. Im surprised people weren't passing out. I was so irred that we did take the decision o get off or cou d've been trapped on board for long time further up the line. We have always travel this way and never had this experience fo m very surp sed and d supported it was so poor th y day.
R-310776-VWODJ	25/07/2022 08:28	Web	27/07/2022	Service Disruption	Incident On Board	Dart	Reading tweets about your performance...day. Some things never change. Your company s a Fume and email address and mobile enc...ced....
R-310806-HDG6L5	25/07/2022 08:29	We	28/07/2022	Se ice Dis io	i side i O Bsa d Da t	Dart	I'm currently on the Dart from Malahide o Bray. Train stopped as no ides fired no track ahead so why? Train to ally over crowded no air conditong. I s an absolute d ggrace not o mention people ch ldren standing. Don't usually travel by Dart but think this will be my last time. Terrib e experence would like to hear some feed back please [REDACTED]
R-310818-W6ZD1D	25/07/2022 08:29	Web	27/07/2022	Service Disruption	Incident On Board	Dart	Why s the DArt to Bray stopped my daughter s n t h her two year old....It's a bloody Sauria, so dangerous, people just forced the doors open and everyone geing out onto the tracks....What s going on sort o out!
R-310817-RSQJLO	25/07/2022 08:29	Web	27/07/2022	Service Disruption	Incident On Board	Dart	We are on the dart outside Bray. The dar t stopped now approx half an hour. Suspect poor coordinat on with the Air sid spray. Very hot in train with bab es and kids
R-310819-B6ZGQ8	25/07/2022 08:29	Web	27/07/2022	Service Disruption	Incident On Board	Dart	We paid for 2 tickets from Blair gaar o Bray and the train has been stopped at Dalry and is returning to Dub in. How do I get a refund
R-310823-W3PAZ1	25/07/2022 08:29	Web	27/07/2022	Service Disruption	Incident On Board	Dart	Completely wrong times for trains and dar s running on Jul 2 . No Main line train so had to take a dart to Greystones (bought a ticket to Wick ow) and then the dart got stuck outside de Bray with no announcement as to what was happening.
R-310825-96CNC2	25/07/2022 08:29	Web	27/07/2022	Service Disruption	Incident On Board	Dart	my amily and i were commutng to bray using the dart, we bought tickets in montkowska/o l h. we paid €17.60 to get the two stops then the halted stopped we didn't reach our destination due to people walking on the tracks. then the train returned back to montkowska/o l h.....I would love to get in contact with someone from Tfvi dar t can send me a refund or compensation.... thanks
R-310827-L3ZF15	25/07/2022 08:29	Web	27/07/2022	Service Disruption	Incident On Board	Dart	H. Looking about getting Dart ticket refunded. I boarded in Sandymount to go o Bray but Bray was cancel led at Dalry. Please advise how o can I get my ticket refunded? Many thank [REDACTED]
R-310828-B T7J9	25/07/2022 08:29	Web	27/07/2022	Service Disruption	Incident On Board	Dart	I have been for about one hour in Shankill s at on DART trying o get Bray. Nowhow have should the bus and we must pay again.
R-310830-ZSV1H7	25/07/2022 08:29	Web	27/07/2022	Service Disruption	Incident On Board	Dart	Hi I bought 3 kids and 2 adults return tickets to bray today and the train d not make it out so I am wondering I f get a refund
R-310833-Z9KXQJ	25/07/2022 08:29	Web	27/07/2022	Service Disruption	Incident On Board	Dart	Bray stopjg about disruption at Bray. I was on dart and carcon was not working, windows are smel so people overheats ed. Babies and chil dren cou dnt use toilet and some older people were suffering. I was more dangerous to stay on dart than to leave. You cant leave people on an overheated dart and not let them that help s on the way. We was for more than 0 minutes after being on train or over an hour. The worst thing about all of this s that you are blaming the passengers who were trapped in dangerous conditons. This speaks to the qua ty of your management and so cal ed commun cation team
R-310833-TSGTJ#	25/07/2022 08:29	Web	28/07/2022	Service Disruption	Incident On Board	Dart	He lo, I am and my wife [REDACTED] Wont book a train from Dun agueahere around 1:30 to Bray today (2 th July). We were planning to walk the Bray ay show. However, we got stuck in the train all the way unt il 5:30pm. We could do nothing and the conditi on of the cabin were unbearable. There was no fresh air getting in with unclean instructions. Everyone just got off the train on their own. We headed back o Dublin once the train arrived Bray at 5: 0pm, we eventually realised the whole air show and our trip was completely ruined. I rea ted it's not a y our company's fault, just curious to see if both of us are honored to get fee waived or not, because we left our home in position, took the bus around 1:30pm, and caught the train from dun agueahere until now and doing nothing at all. Please reply and say yes. Thank you so much. I have attached the involved leap card number for your further action. Lead card number [REDACTED] Thank you so much
R-310839-V8ZTG9	25/07/2022 08:29	Web	28/07/2022	Service Disruption	Incident On Board	Dart	Your service for the Bray arishon from k lster was a disgrace, thousands left on platforms going there, over heating, lights to get on, your staff overwhelmed and coming home, what the hell.... You et people x sit the train to walk so we are all delayed hours. You're no woker, sea s e, elderly, sick, petting, larried evenw the reason I f never go to the bray arishon again. Cue Puts on more coaches than cars and more trains dislodged monies
R-310841-1W9FY0	25/07/2022 08:29	Web	27/07/2022	Service Disruption	Incident On Board	Dart	I was a passenger on board the DART to Bray today at 1 :55. The carr age was over crowded, there was no window to open, or air condit ioning on board. The train was stopped o r 15 minutes with no commun cation from the officials about the status of the train or stat ion. It became impossible to breath in the air and it became an extreme heat hazard for everybody on board. People had to break open the train had to break open the door in a high risk of suffocation injury. I myself suffered a panic b ack on th train. The treatment of the passengers was an absolute disgrace from your s wards, three ening people that jumped off the train to the tracks wud be arrested by the Gardaí when they reached the sta ion. There was zero empathy for the people who had to endure these dangerous condit ions on board. The whole s tuat ion was a disgrace
R-310842-_G2 J29	25/07/2022 08:29	We	28/07/2022	Se ice Dis io	i side i O Bsa d Da t	Dart	We were at the boosters oven dart today. We was ed for over ven hour o get on the dart for Bray. We ended up leaving as al the dar s were full and we had a buggy. I am looking to get a refund
R-310846-SYTFQF2	25/07/2022 08:29	Web	28/07/2022	Service Disruption	Incident On Board	Dart	Refund request o Family T2 ticket Arklow - Bray - Ask ove Overcrowding. No room on onwards ArklowBray for Family and Buggy
R-310846-6HHMTD	25/07/2022 08:29	Web	28/07/2022	Service Disruption	Incident On Board	Dart	I was on that train today to bray with my 7y old o mother, omg what a sad story & disgrace I was. Ie a movie from China where you said al the people I jumped o a train as embedded to the glass no windows for air it was exactly that, and then every body had to jump down and walk train tracks in wh o my mother told me and a baby boy & said we sorry. we decided to return home straight away and o travel back to Connelly S at on by bus as I don't feel safe travleing by train. I cannot believe what we experienced today share on you rich rail for dealing so many people on 1 train I am so so angry about it and what my mother and many others had to expect once there
R-310848-8RTQIQ2	25/07/2022 08:29	Web	28/07/2022	Service Disruption	Incident On Board	Dart	I was on board the Train today going to the Bray Ay Show. My girlfriend had a panic atack. My brand new runners have o l all over them because I had to get off the Dart ☹️ This has ruined our day. The temperature was unbelievably bad es were screaming and stripping off. Old women men crying and screaming people having panic attacks. And no there was no air condit ioning on
R-310850-MRQZV7	25/07/2022 08:29	We	28/07/2022	Se ice Dis io	i side i O Bsa d Da t	Dart	The air condit ioning on your so cal ed air con toned carriages is non exx extant. That s the reason you had that issue on the day of the bray air show. You should be ashamed of yourselves or making out like customers were in the wrong. I can only imagine what must have been as I as used to be a frequent dart user and habited when an condtion one arrived at the station. YOU NEED TO SORT OUT THE AIR CONDITIONING
R-310853-V56ET1	25/07/2022 08:29	Web	28/07/2022	Service Disruption	Incident On Board	Dart	Well done today for the air show on the trains Another great Irish luck up.
R-310855-LYBP9D	25/07/2022 08:29	We	28/07/2022	Se ice Dis io	i side i O Bsa d Da t	Dart	I would like to complain about the disgraceful way Irish rail have communcated the incident on the dart today. The journey from Connelly to bray was already gruel ing due o no air con, packed train and a slower than usual train speed. When the train s ed just s de Bray, people were already desperate a to get off the train. I feel I there had been an announcement o et us know why the train had to stop people might not have panicked so much. The carriage was boiling, every baby was screaming and a teenage girl got faint and then vomited over other passengers. A scull i broke out and my own chil d was so terrib ed he wet himse f and was trembling. I was getting off scull to breath and condensation was dripping from the ing. A fry baby that was screaming started o turn and fell further in a very distressed state broke the gas o open the door. The breath of fresh air was the most s e relief. Some people immed ally jumped o and this caused arguments with the people who thought I best to stay on the train. It s me in a horrible s tuat ion to decide what was best o do but my chil dren were so distressed I decided to sk getting off the train and walking the tracks into Bray. I am now so thankful that passenger had the courage to break open the door because some of the children I saw s embarking were in serous distress and overwheated. The thing that infurates me the most s the narrative from rail blaming the passengers. Absolutely shameful
R-310855-BG7N8	25/07/2022 08:29	Web	28/07/2022	Service Disruption	Incident On Board	Dart	Dart to Bray from Lansdowne today - pad full fare for adults and ended up being evacuated from train with 6 month old son aboard. Didn't use return fare due to massive queues. Would like to request refund p ease (£21.60). Many thanks
R-310856-G B6W7	25/07/2022 08:29	Web	28/07/2022	Service Disruption	Incident On Board	Dart	Being on the dart from Bray today was a s mearable experience. Mosty people in the cars had been s nding on the train from K lster as a result of ear ly s d up on. Finally got to the outskirts of Bray and the train stopped dead with no explanation or announcement from the driver. While I don't condone forcing the doors open on another train, I understand the frustration of parents with chil dren on the carriages today. We had a Siml ar experence travle home after 8 when the train was taken out of serv ce at Conny wth no explanation or announcement from the driver and no informt on as to when the train nortbound was coming along. I appreciate we have problems when very big crowds go o Bray but everyone in my family found travleing today s real y uncomfortable e experience
R-310857-PQOOW6	25/07/2022 08:29	Web	28/07/2022	Service Disruption	Incident On Board	Dart	In it on at the Dart services to Bray on Sunday, I was apalled ed your statement s referenced in news ar t c es denying that there was any issue with condit ions on the train sta ing that there was arcon or opening windows on all trains. Myself and my s s took the Dart from Booterstown to Bray today. Having left from train go due to severe overcrowding we were stuck in the train for 20 minutes. We were told that the train was not full and that we could not believe there were no opening windows and there was certainly no even of air condit oning. Al passengers nearby were complaining in the same way and the only opportunity to get out was o open the door at the stop s for a briefew moments of fure. While ours was a real ly short journey we our selves almost panicked when the train had o wait for a few minutes on approach to Bray. I can fully understand how passengers were forced to open the doors and disembark and it s a miracle that more passengers were not getting prmed and not gettng off the train wh ch it was in the case of those kids that were in our train traumatised whilst ed for as they kept off and grabbing buggys and new born babies that's when I myself and my cousin hoped and had to help a dety people x sit the train on the rocky tracks ten minutes walk up the tracks heading women carry their buggys on the rocky tracks watching Garda, anti ra and s Firefide walking towards the train because someone passed out on the train where at the train stopped we met fire brigade with footy teams (I have runned exercise hours over....)
R-310860-G ZQC1	25/07/2022 08:29	We	28/07/2022	Se ice Dis io	i side i O Bsa d Da t	Dart	Never in my fe have I experenced what I experenced today! Your air con on the dart was certainly not working, no windows on my carriage and not one person at shankill station o help e! Never made it to bray, walked two hours to eventually get to cherrywood industrial estate to get on a bus which can perfectly smelly. No extra buses o take us anywhere. I genuinely have no words! People were not trespassing. I was by far a health and safety fa il ms on the dart should of been put in place! You don't s and on a plane for health and sa ety so why let thousands of people with no room on their F-full investigations, apology and late reimbursement for all routes due o your inadequate serv ce!
R-310859-K6PSZ3	25/07/2022 08:29	We	28/07/2022	Se ice Dis io	i side i O Bsa d Da t	Dart	I was on a train today with my boyfriend and frend going to bray and we got stuck on the train o ver a ha f hour. I'm not one to complain but I was so scared and I felt like I was gonna pass out and I was shaking! I sat my friend in the time frame me boyfrend was having a panic atack and was really upset and I don't want to come back but I just wanted to let you know how the train was so crowded and how the train was so hot and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so crowded and how the train was so 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R-310885-P1R6Y5	25/07/2022 09:53	Web	28/07/2022	Service Disruption	Incident On Board	Dashboard
R-310886-T5R1N	25/07/2022 09:53	Email	28/07/2022	Service Disruption	Incident On Board	Dashboard
R-310887-S1Z1D6	25/07/2022 09:57	Web	28/07/2022	Service Disruption	Incident On Board	Dashboard
R-310889-H0D2J3	25/07/2022 10:03	Web	28/07/2022	Service Disruption	Incident On Board	Dashboard
R-310896-C2L648	25/07/2022 10:19	Web	29/07/2022	Service Disruption	Incident On Board	Dashboard
R-310910-Y1B8M8	25/07/2022 10:35	Web	28/07/2022	Service Disruption	Incident On Board	Dashboard
R-310919-JY0R3	25/07/2022 10: 7	Web	28/07/2022	Service Disruption	Incident On Board	Dashboard
R-310923-P C2F0	25/07/2022 10:53	Web	28/07/2022	Service Disruption	Incident On Board	Dashboard
R-31092 -T6M7D	25/07/2022 10:57	Web	02/08/2022	Service Disruption	Incident On Board	Dashboard
R-310926-C B9S8	25/07/2022 10:59	Web	29/07/2022	Service Disruption	Incident On Board	Dashboard
R-310928-B R7T9	25/07/2022 11:03	Email	29/07/2022	Service Disruption	Incident On Board	Dashboard
R-310930-CTMBQ7	25/07/2022 11:05	Web	29/07/2022	Service Disruption	Incident On Board	Dashboard
R-310931-R9K5L1	25/07/2022 11:05	Email	29/07/2022	Service Disruption	Incident On Board	Dashboard
R-3109 -1-Q5W1T7	25/07/2022 11:17	Web	29/07/2022	Service Disruption	Incident On Board	Dashboard
R-3109 -D2L G6	25/07/2022 11:21	Web	29/07/2022	Service Disruption	Incident On Board	Dashboard
R-3109 -6-S9V3L6	25/07/2022 11:2	Email	27/07/2022	Service Disruption	Incident On Board	Dashboard
R-3109 -8-YV -ZV5	25/07/2022 11:31	Email	28/07/2022	Service Disruption	Incident On Board	Dashboard
R-310950-NID9K7	25/07/2022 11:32	Email	29/07/2022	Service Disruption	Incident On Board	Dashboard
R-310952-JDC C8	25/07/2022 11:35	Email	27/07/2022	Service Disruption	Incident On Board	Dashboard
R-3109 -QI9RZD9	25/07/2022 11:39	Email	28/07/2022	Service Disruption	Incident On Board	Dashboard
R-310955-C N L2	25/07/2022 11:39	Email	27/07/2022	Service Disruption	Incident On Board	Dashboard
R-310959-F9M0B2	25/07/2022 11: 7	Email	29/07/2022	Service Disruption	Incident On Board	Dashboard
R-310960-S3P9T3	25/07/2022 11: 7	Web	29/07/2022	Service Disruption	Incident On Board	Dashboard

[illegible]

I am enquiring about a full refund and a so compensation on my trip from Tara Street station to Bray station yesterday. As you can see in the picture below I have one adult return ticket and one child return ticket, a though I bought 2 of each the other adult return and child return were thrown away. You can see in the other picture a tached to a total of €15.90 was paid which will add up to 2 adult return and 2 child return. Again I would much appreciate a full refund and compensation

due to the level of stress, miscommunication on an ród Éireann and the danger myself, my partner and also two children were put in

[illegible]

We had an appointment in W. I know because of the delay I was not able to make it and I had bought tickets for that already. We stuck at Shankill station for more than an hour and because of that we ended up coming back to Dublin, as we were not able to complete our journey. We supposed to arrive in W. I know around 3pm, and at that time, we were still waiting on the train. My appointment was at 15 and I was not able to make it considering all the delay. Because of that, We had to leave the train, as so afraid of not being able to return back in time to Dublin. Yesterday was chaos so am refunding a refund

H, Yesterday I purchased 2 adult and 1 child return tickets from Bicester to Bray. I arrived at the station at 12:55. 3 very over packed darts traveled past during this time and stopped and opened the doors but nobody could get on. The platform was packed and dangerously overcrowded. The only benefit to the dart stopping was when the doors opened and the look of relief on people's faces when they managed to get some fresh air. We left the station at 1:50 and decided to instead drive to Bray. The service was extremely poor yesterday so I would like a refund on the tickets.

To all chaos at Bray today, what a farce of a company

H I just want o comp ain about yesterdays incidents on the trains to Bray, we got o bray at 3.00pm and were left on the train for 5 mins in 28 degrees with two young kids one aged 5 and the other 6 months! We then had to get off the train and walk the tracks carrying the baby and my partner have to drag the pram for a hour then carry it on h s back! Absolutely d graceful service! We then had o walk out a s de gate and up through bray v l age were we d n! know we're we were going. I was very scary and kids so upse!

[illegible][illegible][illegible]

and I arrived at Dun Laoghaire train station at 1:30 pm yesterday, and we were advised by staff that we could not get on the train to Rossare. The whole scene seemed chaotic. The staff at the train station told us that it was not possible to proceed onto the platform or get on the train. We asked the staff there about later trains that day and they advised that the whole day was chaotic and there will be no point in attempting to get on this or later trains.

[illegible]

Longer trains are needed for big events such as the Bray air show. Stopped having only the normal schedule on those days. As many passengers miss trains and end up missing the event due to it. Or put longer trains on during those days

Dear Sirs, I am contacting you regarding the Dart service to the Airlowry yesterday, I was a total Health and safety d/cy as I and I think we're all lucky there were no serious consequences on the day. My 11 yr old daughter were on one of the on the emergency but had to be pushed as a young man collapsed and had to be taken off at Tara St. When the train eventually arrived at Donaghuey there partner and 12 year old daughter (he had head out earlier) coincidentally got as she had vomited, anted and had to be taken of the prevous train. Babes were stripped down and held up to windows - o girl. It was a very unseptent experience for everyone. The sta on the way home was unable to cope with the huge numbers and I saw 2 staff members out trying to manage the crowd and guide. like they were out of their depth. I understand it was an excoe pal dond with the A/I Ireland and the Airlowry but I think the sitreeds to be reviewed on pub l Health and safety grounds

He lo, I'd like to complain the appalling service on the DART both to and from Bray yesterday. Not only did we have to wait an unacceptable length of time to get on a train but when we did they were packed beyond belief without air conditioning. I've been to many countries in the world and have never experienced such a poor public transport system as there is in Dublin in particular. Why wasn't there more trains running and those that were, equipped with air conditioning? There were elderly people on the train close to passing out and small children becoming distressed in the heat.

We purchased two tickets to bray however the line was closed from Dalkey o Bray and we were unable to make the trip as a result due to the chaos at Bray.

I purchased return tickets 1 adult and 3 kids at Tara Street Station. To go to the airshow on the way home we were told there was a 3 to 4 hr delay ?? needless to say we didn't wait and had to arrange other transport I would appreciate a refund on my ticket

I am writing to you about my experience yesterday on board your dart service to Bray. I had an 8 year old and twins boys who are 18 months old on board your train. It was over packed no seating no windows to open nothing! We then got to Shankill where the train stopped over an emergency but we weren't informed of this emergency until 10 minutes after the train stopping. We then seen people walking along the tracks which led to further delays bare in mind I have two small baby's and an 8 year old all

myself and my two children were passengers on your service northbound yesterday a tennoon. The se v ce that was left st rting on the l ne fo nea ly 3 hou s to pu l back n and be ammed fu l of passage s. I do not w sh to get into the smal deta ls of how po ly the t was on deaf th yeste day, al I w sh to be efunded fo the jou ney I d nt take because I no longer telf safe fo my ch ld on t ave the whole way to Sutton, C7 and fo the b and new cove. that I just bought fo my phone to be splated c55 MagSafe (iPhone/apple) I cencep d order, but was knocked fo my hand by one of you staff, thankfully my phone telf s fone.

H, 3 of us took the da t to go the 8 ay A Show today, we took the da t at Sydney Pa ade, the t a n stopped at Glenagey y because people we e walk ng on the t ack between Shank II and 8 ay. We wa ted 30m n m n at Glenagey y, we we e then told that the t a n w ll go back n d ect on of Malah de. We then ex ted at Sydney Pa ade, t ed to use the ca d to go out but the mach ne sa d, "pu chase needed" o smeth ng. 3 of us spent 4€ each fo noth ng. I can p ov de ca d numbe s f needed. Thanks fo unde stand ng

I had a t kct (book ng efc encc [REDACTED] fo today at 18h52 f om Enn sco tho to Dubl n Connolly. I a ved n advance p nt ng my t kct and then afte n sh Ra l employee came outs de to rfo m us passenge s that the t a n was delayed by at least 1hou due to compl cat ons w t t e a y a show. Unfo tunately, I had to be n Dubl n fo the o g n l scheduled t me so I had to sea ch fo an alte nat ve. Due to the nconven ence, s t poss ble to ece ve a full efund fo the t kct

H I was w apped u n the mayhem yeste day at b ay. Thanku! n ot on the t a n n that heat. When we e e eventua ly toid to go fo a bus we e d ected nc ectly by you staff to fo low the c owd up to m a n St eet. When we got ha f way the e [w th th ee cl ed in] we dec ded to ask a bu d ve who told us that we e e head ng the w ong d ect on and we needed to etu n to the mass ve qu es out de b ay bow. The wh ch you employee stood frnt of d ect ng us to m a n St eet to stand w th a baby and two young ch ld en! When etu ed to th s que t was absolute mayhem. We dec ded to ge up and head on an alte nat ve way de to g ystones. Could I be e fforded fo the jou ney we fa led to po ve on the my leapca d and e furd my ch ld s t ck et. I would suggest you update you app when the e s a n nc dent. I do not use Tw tte and when I checked the app t sa d ts we e on t me. Had I known I would have stayed at the show and cancelled my dne plans w th my pa ent

To whom it may concern: I was one of the passengers on the dark grey train going to Bray. I'm looking for a full refund on the family ticket I bought it was 16 euros as I had to depart the train due to the extreme heat, lack of oxygen and non communication from any staff member. My little boy collapsed and had a panic attack! I had no other choice but to depart the train. Also I never returned on the train as my son was petrified to even get into the queue as there were thousands of people stranded. My partner had to walk from Bray to Dun Laoghaire to get my car as the bus and buses were cancelled for hours we had an awful experience and I would like a full refund or I will be going further about this I was on the grey train on 18/11 my ticket numbers are 1122814 and 2 ch in Dublin thanks