

Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6

Connolly Station, Dublin 1, D01 V6V6

T 01 703 4293 E [foi@irishrail.ie](mailto:foi@irishrail.ie) W [www.irishrail.ie](http://www.irishrail.ie)



12<sup>th</sup> November 2020

Email: [REDACTED]

Re: FOI request IE\_FOI\_420

Dear [REDACTED],

I refer to your requests dated 8<sup>th</sup> November 2020 made under the Freedom of Information Act 2014, which was received on by my office on the 9<sup>th</sup> November, for records held by Iarnród Éireann.

**Request:**

Copy of the following:

- copy of all antisocial behaviour complaints relating to the Dublin-Cork line that Irish Rail has received this year

**Response:**

I, Mr. Paul Slowey, Decision Maker have now made a final decision to part grant your request on 12<sup>th</sup> November 2020.

Please 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](mailto: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](mailto:foi@irishrail.ie)

Yours sincerely,

PP 

Mr. Paul Slowey, Decision Maker, Customer Relations Dept, Iarnród Éireann

Freedom of Information Request:  
Schedule of Records for IE\_FOI\_420 : 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	12.11.2020	IE_FOI_420 Response Document Redacted	9	Part	S37 - Personal Information of Others	Personal Information of Others

Signed

Freedom of Information / Data Protection Executive

## IE FOI 420 Response Document

There have been 24 cases of complaints labelled as Anti-social behaviour for the Dublin/Cork route between 1st Jan and 30th Oct. please see details below

I am currently on the train from Cork Kent to Dublin Heuston (25/9/20 : 13:30). I was sitting in carriage C until 5 minutes ago when I felt it was unsafe to remain seated in the carriage. A group of three people, two men and one woman got on the train and there was a very strong smell of alcohol and smoke from them. Before the boarded the train, I witnessed one of the main tying a small container to the string of his trousers and then placing into his underwear. When the passengers boarded the train, they became very loud and refused to wear their masks despite the current restrictions. They also insisted on moving around the carriage and sitting in various seats, and using various plug sockets. Myself and my partner no longer felt safe to sit where we were sitting, and it certainly didn't feel safe for me to confront the passengers themselves. I spoke to a member of Ianroid Eireann on board the train, and she said that it was OK for us to sit elsewhere, as there were plenty of seats available, however there seemed to be no attempt to stop this behaviour, and I have no doubt that other passengers in the carriage were also nervous and afraid. I am writing to you about this because I am as concerned about the pandemic as the rest of the world, and I am also a front line nurse who is trying to deal with fighting the current situation. I am also trying to study full time at UCC simultaneously, and having the ability to study whilst on the train is of vital importance to me. It is with great disappointment that I cannot keep my current seat booking, and that I have to travel on a train where I now feel unsafe, both from a viral point of view, and from a social aspect. I hope that Ianroid Eireann can improve on how they deal with antisocial behaviour on the trains, and that they can endeavour to make travelling in Ireland a safe and enjoyable experience for their customers. Yours faithfully

---

I was on board the 16:25 train from limerick junction to cork Kent on Thursday 24th of September. I was sitting in the carriage beside the one with the shop. There was two young fellas drinking on the train and being loud and disruptive. I went to the bathroom between these two carriages after one of these young fellas, there was faeces left on the toilet roll, there was a white powder substance on the sink resembling drugs which it looked like they were on and urine all over the floor and toilet seat and a strong smell of drink. It was honestly disgusting never seen anything like it in my life. Made me disgraced that I paid over 40 Euro for a open return ticket to be met with that in the loo. The toilet between the next carriage door was broken it wouldn't close either. Very frustrating. Fair play to the young man working on the train that took the cans off them

---

Hi

I'd like to report an incident that I witnessed in Kent station Cork, earlier today. Around 4.30pm I saw two young men standing in the entranceway to the station, harassing passengers and demanding money and cigarettes from them. They were standing in the new entrance by Horgans Quay. They hid in the pedestrian tunnel and jumped out to frighten and demand goods from vulnerable pedestrians. I was not targeted as I am a large man but when I entered the tunnel I heard

them shouting at an older gentleman. If I had not been there, I believe they would have become violent.

I understand that you are busy at the moment but I feel that it is important that staff be available throughout the station to ensure the public's safety.

Thank you

---

Hello.. I do not usually complain and love travelling by train as I do so at least once a week but over the last few months my journey from Thurles to Dublin/return has become a nightmare!! Young lads going up and down to Dublin out of their heads (all have free travel????) they are very intimidating on the train and Nothing seems to be done about them the final straw was yesterday 29th Aug. on the 15.30 train from Dublin to Thurles these same "scumbags" and a girl were on the train shouting and yelling running up and down the train and finally "shaving (yes Shaving!!) at the table... No masks!! You don't talk to these animals or even look at them or you risk getting a punch!! Do something about these thugs now before someone gets hurt or even killed by these " scumbags" who most times are out of their heads!!

---

I am writing to you to make a complaint regarding an incident that occurred on the 21/08/20 on the 13.00 train from Dublin Heuston to Cork (Kent).

Myself and my colleague were seated in coach C [REDACTED]. Opposite our table were two passengers that upon departure had to be reminded by a member of staff to pull their masks up to cover their nose and mouth. Within 10 minutes it was evident that the two were under the influence of drugs. Myself and my colleague assumed that an Irish rail attendant who before departure was walking up and down the aisle would be walking past again and we would be able to alert them to the situation.

After a few minutes of waiting my colleague got up to go look for an attendant as we did not feel safe especially in the current health pandemic. My colleague was surprised to see no attendants were walking up and down the carriages and had to search all the way down to first class where there was one attendant, a [REDACTED] woman on her mobile watching Netflix.

My colleague notified the woman of the two passengers under the influence of drugs and they both made their way to coach C. By this point the two passengers had a number of plastic bags and drugs on the table and seat, they were consuming them in the open when my colleague and the attendant arrived.

We were horrified to see that the attendant did little to nothing to resolve the issue except make a threat that the garda would be at the next stop and left. The two passengers were completely out of it and didn't even register the attendant's threat. The train was full with the social distancing measures, myself and my colleague were unable to move to a different seat and were left fearing that an escalation would happen as a result of us reporting them.

I would be interested to know what your policy and procedure is with passengers under the influence? I understand that the train cannot stop to remove the passengers but to leave us in an extremely vulnerable situation with two people on drugs, with them aware that we reported them is a massive fall down on Irish Rails behalf.

Myself and my colleague felt extremely uncomfortable and unable to move with the passengers opposite us glaring at us. When the two passengers got off at their stop there were no guards and no attendant came to check up their table or on us. A paper packet with some contents was left on one of their seats and I had to go looking for the attendant to remove and dispose of it, for the safety of whoever next would sit at that table. This once again is ridiculous for Irish rail attendants not to check up on a complaint regarding the use of drugs and to not inspect the area where the drugs were consumed for the safety of the next passenger especially during this health pandemic.

I was so disappointed with how our complaint was handle I went to look for the [REDACTED] attendant again to speak with a supervisor and make a complaint. The attendant could not provide me with the name of a supervisor or her own name. I was given this email address and told if I give the time and destination of the train you would know who she was.

I am disappointed and dissatisfied with how our situation was handle. I do not feel the right procedure was followed and we were left in an unsafe environment with no check up whatsoever. This handling of situations will only results in passengers not feeling supported to come forward with worries about other passengers.

After this experience on Irish Rails I am left feeling unsafe and afraid using your services in the future. I look forward to hearing from you,

---

travelled from Milstreet to Dublin today the 14/08/2020 . I had booked first class return tickets. Everything was fine until we arrived at Limerick Junction. Six adult travellers and eight children boarded the train. They entered the first class carriage and ignored the covid warnings on the seats. They threw them over the back of the seats and sat down. The noise and running about by both children and adults was shocking. When another lady on the train asked them if they had first class tickets she was told to F... off. She went to find a member of staff but couldnt find anyone. When she came back I went to look for someone but couldnt find anyone either. I understand that Irishrail are not responsible for inforcing people to wear masks but are responsible for people having the right tickets, and making people behave in a sensible manner. By the way on my trip back on the 3 pm train there was a young man at the door of first class checking tickets he was absolutely brilliant at his job. the trip back was very enjoyable.

---

Feedback: Today 6/08/2020 I was coming down on your 9pm train to Cork . I was sitting in carriage C when next to me a couple came on and the girl was completely drunk and very loud then a women came on and sat where there was a covid 19 sign saying not to sit and she sat there even though she was not supposed to and plus not ONE of them wearing a mask but everyone else was . She seemed quite drunk aswell . And then the man stared at me for quite some time . I moved spaces down and they were all Quite loud I have to say . After some time the ticket man Came through and did not say one thing to them and it was quite clear they were drunk . He didn't ask them to put a mask on or tell the women to move seat . He then made he way down and came down to me and gave out to me as I had bought a student ticket as I am a student (16) and I could not get a student card because covid have shut schools and plus I am not an adult yet . I said I didn't have a student card but had a clear picture of my passport to prove I am 16 and a student . He proceeded to tell me

“ we don't want to see your passport we want a student card and my advice would be to get it sorted quickly “ and he said it in a very rude way and walked out which made me feel very uncomfortable as I'm by myself . I got in trouble for not having a student card but the drunk people got away with it not even wearing masks ? This is awful . As time went on the woman left . The girl ( from couple) proceeded to shout down the phone to someone obnoxious words that I would never repeat and no one should hear . And on top of that started coughing very aggressively while we are wearing masks . Everyone is very quiet on the train as it's so late but she gets away with it ? This is not acceptable and I don't think I shall be traveling with ye again . The ticket man was very rude to me Even when I was nice and understanding but let 2 drunks on the train acting like children when there clearly adults

---

Feedback: A Chairde, I parked my bike at the bike-rack in Cork Station today. It was there when I took a train to Cobh at 10:00. I returned at 16:30. My speedometer and bike light were stolen. My complaint is that having realised that my bike had been interfered with, I quickly returned to the station within 10 minutes. There was a station security guard and 2 gardai at the station attending to a man that appeared to be the worse for wear (lying down and apparently under an influence of something) and all attention was on this gentleman. I approached the garda and she said she couldn't deal with my situation at that instant, I then approached the security who said I would have to speak to the ERE Inspector, which I did and he referred me back to the Garda. The garda eventually responded to my situation. My issue is why did the security officer offer no assistance to me and why did he fob me off with instructing me to speak to the inspector? Why have security if theft can take place and public assistance is not provided? This is most annoying, especially when the area is well covered with security cameras and it demonstrated to me a complete lack of care for the public.

---

Cork service. About an hour into the service a man in his 30s without a mask started walking up and down the carriage and began bumming (for want of a better word) stuff off other passengers. He asked me for my paper which I refused. I think he got off in Mallow. During this time I did not see the train conductor. There's no point in customers wearing masks if some people refuse to do so and there's no enforcement policy. regards,

---

Feedback: Lack of mask use and social distancing on Dublin to Cork 1900 29/7/2020 I'm travelling with an immunosuppressed child and am trying my best to keep him safe. Party of 4. Seem to be drunk or intoxicated in some form. Masks on/off or not worn at all. Cigarettes being rolled. Regular visits to the toilet either individually or in pairs

---

CTV footage required for 25/06/2020. injured party boarded train at 15:30 Heuston stop Portlaoise and travelled to cork. Number of belonging taken from injured party. I/P called to station to report theft. Footage needed by Garda for investigation

---

Hi, I'm on the Cork-Heuston service - just left cork 2.25. Two junkies just got on - one wearing no top - IR employees on platform did not seem to think this was a problem, along with the fact that they

are obviously and loudly heavily medicated. They are currently doing lines of coke off the table and one is in the toilets cooking gear by the sound of it. Your train steward just went thru - she did mention to one of the guys that he might want to put some clothes on - no masks as well obvs. Could you let me know what your policy on doing coke, cooking heroin and being naked on an intercity service in the middle of a pandemic is? Thanks

---

Feedback: I would like to report an incident that occurred yesterday the 28th of June at in Hueston Station bathrooms at approximately 7:50. I entered the bathrooms and whilst in there was verbally harassed by a group of young girls who were yelling homophobic comments and banging on the stall door I was in. As you can imagine I found this deeply upsetting. Unfortunately there was not a member of staff visible to report this too and security were also not available. Your station has a number of visible pride motifs displayed at the moment for pride month, and I was shocked to encounter such behaviour at your venue. I'm sure that you, as I do, believe that such behaviour should be tolerated. It may be helpful to ensure that there is a member of staff or security present at this time, to ensure that this does not happen again. Many thanks.

---

Feedback: Today is Thursday the 21st of May I was on the 19.00 hour train from Dublin heuston to Cork . As I'm sure you were aware there was an incident leading to a delay of around if not more than an hour. Firstly can I say how well Irish rail staff managed the situation all without any ppe on them having someone screaming and wailing at them. I commend the staff. But this isnt the first time a gang have got on a train with cans gotten roudy and drunk and then some altercation occurring. I can only speak for the Cork route. But I find myself avoiding the transport home because crowds like this are SO common. Why can't Irish rail implement some form of rail security. A pair that can police the cabins like the luas service? This particular group wasted your staffs time put them at risk, not only Irish rail staff but also 5/6 gardai and 2 ambulance members. They should never of been allowed board they had open cans were very drunk in fact one was taken away and arrested for that very reason. I would hope you hold your staff safety high. Today like many other times I've traveled...your staff were subjected to verbal abuse disrespect and thankfully not actual assault this time but it could of come to it. Please consider ways to stop this either hand baggage checks like shopping bags ect or some form of security. I hope something can be done to stop your staff being put at risk and to prevent them working in horrible conditions such as what I've witnessed on more than one occasion. I can atleast put in headphones. Again tho I do compliment every member of Irish rail who worked on this line this evening they were extremely polite handled themselves well and were very apologetic. It should just of never happened these people were drunk getting on board they had bags of cans and were continuously disruptive up until the incident. Thank you for reading this message. Please deliver it to someone who may possibly be able to make some changes. For customer and staff benefit.

---

no other passengers. While travelling with a dispenser of hand sanitiser in my bag, I was also happy that it was easy to keep the recommended social distance of two metres from others. Not long after changing trains at Portlaoise, for Cork, however, the situation denerated. A group of passengers comprising two adult women and numerous children entered the carriage in which I was seated. The children were unruly and kept running up and down; they did not even remain in the same carriage but went off to explore other carriages. Although I was quite indifferent to their noise and

playfulness, etc., I nevertheless felt concerned that young children might easily be asymptomatic carriers of SARS-CoV-2 and hence be capable of spreading it to other passengers. So I took my bags and moved as far away as I could, to a different carriage, in which I was then the only passenger. Here I sat down and felt safely isolated. Nonetheless, a few minutes later several of the above-mentioned children came into this carriage and began running up and down past me, just as they had done earlier. So I became exasperated, and went off to tell the childrens' two adult companions (mothers?) that it was unfair to let the children circulate freely around the train like this during a pandemic. One of the women reacted aggressively, asking if I were a member of staff. But I'd already said everything I wanted to say, and considered further intervention counter-productive. My only goal was to minimise interaction — that is, to maintain social distancing. So I just returned to my seat. Even so, the more aggressive woman pursued me and spoke to me abusively on two further occasions. The first occasion was a few minutes after I had returned to my seat in the otherwise empty carriage. The woman again asked if I were a member of staff, so I replied "No, I just don't want to be infected". The woman then shouted at me, using sexual swear words. The final occasion on which this same woman addressed me was after the train had arrived at Kent Station, Cork (scheduled arrival: 14.30h). I was sitting quietly in the public seating area on the main concourse, near the cafeteria, when the woman walked up to me once again; brought her face to within a couple of inches of mine; and then abruptly roared into my face "You're going to get the Corona Virus!". By using the word "roared", I am not exaggerating: several other users of the station, some of them at quite a distance away, were startled and turned their head to see what was the disturbance. But I did not react, partly because of shock and partly I wished only to maintain social distance; after this, the whole group of the two women and the children with them then left Kent station by the main entrance. The next time I looked at the station clock it was 14.49h. The incident of roaring into my face must therefore have taken place some time between the 14.30h (the scheduled arrival time of the train, which to my knowledge was not delayed) and 14.49h; my guesstimate of the likely time of the incident would therefore be somewhere in the interval 14.40h—14.45h. Apart from these elementary facts, I wish to add the following, so as to furnish a context for my complaint. [REDACTED]

[REDACTED]. With the current situation of an emerging viral infectious disease undergoing pandemic spread, I do my best not to panic, and to observe government guidelines without unnecessary fuss. If I am complaining now, it is not only because the adults accompanying the children on the train appeared to me to be acting irresponsibly by allowing the children to circulate freely (and not just around a given carriage, though that in itself was bad enough, but even between carriages); it is above all because I felt that for the more aggressive woman to bring her face within inches of mine in order to roar at me about catching the pandemic virus was tantamount to a serious assault. I certainly felt assaulted. It is well established that SARS-CoV-2 can spread from person to person, and notably by droplet infection, as viral particles may be present in droplets of vapour suspended in the air expired by an infected person. Therefore, at the moment when the woman in question roared at me "You're going to get the Corona Virus!", how sure could she be that her outburst was only bluff? How sure could she be that she was not actually putting me at risk of infection? How sure could she be that, by approaching me so closely, she was not making her prediction more likely to come true? In relation to behaviour amounting to a serious assault, I wish



to pursue this complaint to the maximum extent possible under the law. I am willing to testify under oath to the truth of every word I have written here.

---

Feedback: Currently on the train from Mallow to Killarney, hen party is causing havoc and the noise is something else not one member of staff has asked them to be quiet it's a joke!!! Wasted money with a stressful journey to Killarney

---

Feedback: Hi, on the 7pm train to Cork this evening. Sitting in [REDACTED] on carriage 3 from the front. Four people openly cutting up their drugs and rolling hash on the table. Crushing pills and snorting and smoking this hash in the bathroom. Whole carriage stinks of it and now my work uniform will stink of it too. Staff have walked by them twice and done nothing just glance at them. Consistent issue on evening services. All clearly under the influence of drugs and making rest of carriage uncomfortable. I assume they are still on the train to Cork so you could notify staff on the train to do something about it and make the rest of the commuters feel like this behaviour isn't tolerated by your service.

---

Feedback: To whom it may concern, I was traveling on the 18.49pm service from Rathmore to Dublin Heuston on Sunday, February 23rd, 2020 and I experienced some anti-social behaviour on the carriage I was seated in. My booked seat was for [REDACTED]. A stag party traveling from Killarney to Limerick were seated in the surrounding seats and in my seat when I got on the train. They were very drunk and boisterous, however my main issue was that one of them had brought a pint on the train from a pub in Killarney. They were constantly asking loud and inappropriate questions to both myself and the man sitting opposite me. While I tried to laugh this off, it made me very uncomfortable. Aside from being harassed, the main issue as I said was when they got off the train, one of the men knocked over his pint and it spilt into my handbag. The handbag was a recent (and expensive) gift. In addition I had an iPad, iPhone, purse and various other items inside the bag, which have all malfunctioned. If you check the CCTV, you will see the extent of the spillage. I have had to get the bag professionally cleaned, at my own expense. I am quite angry as I have traveled with Irish Rail for many years without hassle, but considering so much of my belongings were damaged I am understandably upset and will be considering another method of transport should this not be resolved in addition to taking my complaint further as I now have to pay to replace any items that have been damaged. There did not seem to be an attendant on the train to report this incident to at the time, and it was very late when I got to Dublin. I would like to discuss this with a customer service representative as soon as possible. Regards

---

: More horrendous behavior on the cork to Dublin train this evening: no staff stopping it, no security. Just obscene that my money is for this god awful unsafe service

---

I have just got off the phone from [REDACTED] in your Customer Care centre in West Cork who was very helpful and gave me your email address.

My wife and my 2 young children are currently on the 3pm train from Heuston to Cork. My wife contacted me to say they were in a horrible and very scary situation for all of them. Before the train pulled out of Dublin, a group of 4 young Northern Irish men came in to their carriage. They were already very drunk and began shouting and harassing passengers. There was another woman present who my wife says began to panic and tried to get out, only to be stopped by another man. When my wife courageously asked them to stop as there was small children present, they got worse and continued harassing my wife and other passengers. All of this time, there was no security or Irish rail presence to be seen. Thankfully, my wife and children were able to move seats away from them- all of them were very upset. The offending passengers disembarked at Mallow.

Maria gave me the 51444 antisocial behaviour text number which I passed on to my wife. As I said to Maria, paying €140 for this experience is absolutely unacceptable. She said that we would be entitled to a full refund and that is the least that I would expect in this situation.

It was my understanding that drinking on board inter-county services like this had been made illegal. Is there nobody on board who polices this- especially when women and young children are being harassed and upset by this as my family have been?

As a regular Irish rail user, I am extremely disappointed by this and upset that my family had to go through this ordeal. I really hope something can be done about this to prevent other people experiencing the same thing.

---

Feedback: I traveled from Dublin to Killarney with my husband last Friday. We had to tolerate a violent situation. Two groups of heavily alcoholized men drinking non stopping, yelling at each other, passing beer bottles over our heads, hitting beer cans on the table, etc. It was impossible to rest and the journey took more than three hours. It was a nightmare. No security personell whatsoever to manage the situation. I had to ask one of the men to stop passing leaking bottles over my head to the group behind our seats. They kept having their party anyway, regardless of the tense situation. One of them was blocking the aisle, so that everytime somebody needed to go to the bathroom it was difficult for them to walk across the corridor. How can this behaviour be allowed when we pay expensive fees to use the service? I would like to get a refund for those tickets. I got off the train shaking and with beer droplets on my garment.

---

Feedback: On my 1.25 Cork to Dublin commute today (5/2/20), myself and several other passengers were subject to an extremely aggressive targeted rant by a fellow passenger. Personally, I felt very unsafe as I was screamed at unprovoked by an older man which was a very intimidating experience for me as a solo commuter. Although I am aware this is not directly the fault of Irish rail, the lack of attention by any staff to diffuse this situation was totally unacceptable. There were children and elderly passengers very visibly uncomfortable by the situation and the fact that the security I saw go up and down the train did nothing to intervene infuriates me.

---

was on, train only twice in past 30 years, did use when in college . train thurlas to kildare Sunday 4 weeks ago 3 man very very drunk , one with sun age 8 who was picking up cans for other men age 50 ish, scary it was. Sunday 2nd train 350 kildare to thurlas, 8 teens travelers shadow boxing on platform, many people afraid scared, man in train office did nothing to stop them, he did no care. i

told drive about lads getting on, as my daughter was also getting on. on cctv why did station master stop the behavior. transport Garda >???? live in london 8 years and never see the likes,

de her journey unbearable, they were leery and made her so uncomfortable to the extent that she was nervous to get up and go to the toilet, in the end she did and they were leaning across tables looking at her, making comments of her bum. She was totally out of her comfort zone and very upset. When she got home she was in a bad state shaking and in a ball of tears. She won't travel back Sunday as she's afraid they will b on the train also. They got off in Killarney, she said they were a mixed age 30s and 40s. We just need to know is there any staff she can talk to on the train re an incident like this happening again . Saoirse is an independent great girl and this totally shook her. Thanks so much for your time