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Connolly Station, Dublin 1, D01 V6V6

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23rd October 2020

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Re: FOI request IE_FOI_413

Dear [REDACTED],

I refer to your request dated 19th October 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:

- Records of the number of complaints of antisocial behaviour that Irish Rail received in 2019 and 2020 in relation to the Westport-Dublin line.
- A copy of above complaints with all personal and identifying information redacted accordingly

Response:

I, Mr. Paul Slowey, Decision Maker have now made a final decision to grant your request on 23rd October 2020.

You have sought access to the records outlined above and I consider this an appropriate form of access in this case. Accordingly a copy of the records is now enclosed including a copy of the schedule to these records.

Rights of appeal

In the event that you are not happy with this decision you can make an appeal in relation to this matter, you can do so by writing to the FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or by e-mail to 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,

Mr. Paul Slowey,

Decision Maker, Customer Relations, Iarnród Éireann

PP: Lynette O'Toole

A handwritten signature in black ink, appearing to read 'Lynette O'Toole', written in a cursive style.

Lynette O'Toole

Freedom of Information Executive

Freedom of Information Request:
Schedule of Records for **IE_FOI_413** : 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	23.10.2020	FOI 413 Antisocial Westport Route_Redacted	9	Part Grant	S37 Personal Information	Personal Information of Others

Signed: Lynette O'Toole

Freedom of Information / Data Protection Executive

Comments:

Hi, I was on the 3.45pm Westport to Dublin Heuston train today (Carraige A) - there was a passenger causing huge disruption, starting with playing loud music and was then shouting insults at other passengers, mock fighting in the aisle and verbally abusing a female passenger. There were children and elderly passengers on board and it felt like a potentially dangerous situation. There were no staff other than the lady running the tea/coffee trolley and I couldn't see any contacts displayed around how to raise anti-social behaviour or contact staff if there was an issue. Is there a way to raise issue like this real time while travelling ?

Hi Irish Rail,

My girlfriend and I traveled on the 17:45 service from Westport to Heuston on Sunday 24th Feb. We were in Coach F.

From Westport to Portarlinton there was a very loud and very intoxicated group of guys sitting behind us. In addition to the volume of speaking (yelling), they played music out of a speaker. It reached a point where my girlfriend had to find a new seat because she felt unsafe.

The unruly passengers alighted at Portarlinton. We continued to Heuston.

I made the train staff aware; onboard staff let the situation persist despite this. At no time was there visible security. The conductor checked tickets while this behaviour was ongoing and appeared to take no action.

Comments:

I am currently in carriage B of the Westport-Dublin train arriving at 21.15, Sunday night, and there are quite a few very drunk, rowdy passengers in my carriage. One group of 8 males were already on the train when I got on at Manilla junction and they were incredibly loud and drunk and have spilt beer on and around the seats where they were sitting. Another group got on at Roscommon who were also very drunk and have continued drinking while practically shouting at one another and playing music on their phones. I booked seats at B33 and B34 and departed from Ballina. The Dublin-Ballina leg of the journey yesterday fared little better in terms of antisocial behaviour with several passengers smoking in the toilets which was incredibly unpleasant, particularly as the smoke was strongly smelt throughout

the train. These are by no means isolated incidents and it may be one of the last times I travel on this service as it has become intolerable.

Comments:

I was traveling from Dublin Heuston today on the 18:30 train to Westport as I was getting off at Tullamore. A man sat down on the seat in front of me, my seat was B31. A woman in front of me experienced very strange and intimidating behavior from a man believed to be called [REDACTED]. He constantly invaded her personal space, snatching her phone off her at one stage, I could tell she was frightened. He exclaimed he had [REDACTED] and that he had thought of [REDACTED] and also starting crying. No one should experience this, the woman was sitting in the inside seat so she found it hard to move to another seat. I myself was even shocked. [REDACTED], [REDACTED] [REDACTED] Please try find this man as it was a very disturbing journey for both me and the woman in front of me.

Dublin to Westport Special Train 19.20

The gentle man was abusive to a number of people and especially to [REDACTED]. Using unacceptable to a numbers of passengers.

Call dropped before i could get anymore information

Comments:

Very loud guys drinking on the west port train, carriage b right now. One of your staff went by with the trolley. Nothing said or done from what I can see. That makes it far too intimidating for me to do anything. Where is that text service you promised?

blin to Westport on Friday 31st May, I was in carriage B I'M a regular passenger, a group of approx. 12 people were drinking cans of beer during the whole journey

there, despite emails sent to all and notice been drawn to it that alcohol was [banned](#) resulted in noise and mess in that carriage, as it was Ballyhaunis before the ticket checker went around, maybe the driver should make announcements reminding passengers of the new regulations.

Carriage A on the 15:47 from Foxford to Heuston absolutely full of people drinking, shouting at each other and other passengers and blocking the aisles.

My mother was very upset after travelling on the one o'clock train on Friday to Westport. There was yet another stag party drinking. They had cans hidden in their bags. They were very loud and abusive. My mother was very shaken when she got off the train. It's so unfair on other passengers. Surely CCTV or the conductor can check this.

I took the 9.45am train from Westport to Dublin on Saturday 6th July with a return trip the following afternoon. I paid €77.96 in total for two tickets.

I had a very negative experience with alcohol on the train. I had a bottle of vodka accidentally spilled over me and my backpack by two teenage boys sitting opposite me. I had to change my clothes in the bathroom. In general, the rowdy and drunken atmosphere on the train was very unpleasant. As I paid almost €80 for the fare, I would expect to be able to sit in peace without being covered in alcohol and bothered by rowdy passengers.

I think there needs to be a designated quiet coach or alcohol-free zone, or even more supervision on the train as there was no one around that I could report this to at the time. I'm very disappointed with the service and I'll be unlikely to use the train again until these issues are resolved.

Regards,

On the 5.10pm train from Dublin to Westport and 2 young women are playing loud music on their phones .. I have asked them to turn it down and they have refused .. the music had offensive lyrics. They have used offensive language about me. I often travel with my children (they are big with today) and it would be very upsetting for me had them if they were here.

There is a persistent problem on your trains with people not using headphones.

Nearly every time I travel there is someone playing videos etc. without headphones. But today is offensive and upsetting and it shouldn't be up to passengers to have to tackle this

train from Dublin to Westport with a full carriage of people drinking and screaming for the entire duration of the trip from the time we left Heuston at 12.45 on Friday 23rd August. I raised the issue of people drinking cans and bottles in the carriage with a member of staff and was told there was nothing he could do about it. Why is there a no alcohol policy if this is not enforced? Customer service in this regard has been abysmal and I am seeking a refund for this extremely sub par service.

____ Feedback: Anti social behaviour in place on 18:30 service to Westport, Sunday 3/11

Carriage F on the Westport to Heuston train currently has a group of drunks screaming, shouting, cursing and the stench of drink in the carriage is terrible. There are children and babies in this carriage unable to sleep and exposed to this for the trip so far.

Feedback: Hi, myself and my 3 children were on the Westport to Dublin lunchtime train on November 25th, we were in carriage A. From Castlereagh station we were all subjected to extremely violent and drunken behaviour from some male passengers leaving everyone in fear. I rang security and thankfully they arrived in Athlone. This is my last time travelling on Irish rail as safety is paramount but this

is not being addressed leaving passengers terrorised as a result. I would recommend having security guards on the trains and patrolling the carriages as there is no one apart from the catering staff to alert in an emergency.

Time: 26/11/2019 10:03:02

Feedback: People begging on the 12.45 service to Westport (30/11/19) while the train sat in Heuston station - leaving notes on tables asking for money. I don't expect to hear back from this, just an FYI!

Time: 30/11/2019 12:44:41

Feedback: I'm on the 5.10 train to Westport from Heuston Station and a man just got on and handed out bits of paper to everyone that said he was homeless and needed money for a hostel. I feel bad for him but I think it's a very high pressure situation to try and solicit people waiting for their train to pull off. The train is about to pull out and he's got off the train now, is it possible to increase security at the barriers to prevent this from happening again? I have a picture of the message if you would like me to forward it to you. I'm in carriage B if you would like to check the CCTV

Feedback: TRAIN Westport to Dublin service 15.45. 4 middle aged man arrived on carriage C at athlone station. Seated at C24, C32, C25 and C26. Singing loudly and playing music aloud on mobile device. Strong smell of alcohol from the group. Made inappropriate comments to 18 year old female passenger regarding her appearance, made sexually suggestive comments towards her and physically pushed her (passenger c32) and put arm around her. Passenger at c31 appears uncomfortable, blushed face and trying to ignore men.

n board the 6.15 train to Westport yesterday, and used the text service to alert you of same. After I sent the message, I received a confirming message. Following this, what happens on board the train to heighten security/reduce intimidation? Kind regards,

Initially she was not long on train Coach C when she smelt smoking. Ignored it as possibly she imagined it. but later she smelt it again and discovered 3 or 4 men smoking between carriages before Tullamore stop.

Passenger became abusive when she confronted him. He also had cans on the train, lit up several times. He eventually fell asleep with legs over the seats accross from him.

[REDACTED]

[REDACTED]

I have advised her of the facility to send the Text to 51444, she was unaware of this and will do this in future.

am currently on the Dublin to Westport 6-15 train .There is a woman who is disruptive and yelling (political rhetoric and a lot of jargon). She has told off a fellow passenger and given grief to the poor woman manning the refreshment cart. This has been going on for the last hour and shows no sign of ceasing. If I was travelling with my children I know this behaviour would be very upsetting towards them. Irish rail needs to have a better policy for dealing with this kind of behaviour on the train , it is really not acceptable for members of the public to have to be subjected to this for hours with threat of further abuse / agitation if they so much as look the wrong way.

Feedback: Very drunk woman sitting opposite me on Westport train. I am sitting on b13. She is aggressive, abusive and very loud. I am going to try and move seats. Rotten headache from the noise. She was drunk when she got on board and started arguing straight away. She said she is going to ballina and from belmullet ,

Feedback: I want to complain about the behaviour of some Dublin supporters on the train on the way back from Westport to Heuston last Sunday, 2nd February. My two sisters and I got on at Claremorris (4.24 pm train) and were sitting just up from their seats. The noise and loud music was unbelievable and lasted all the way to Dublin. The man beside me was trying to study but had to give up. It was impossible to listen to music on my headphones because the sound was drowning

it out. Never so glad to come to the end of a train journey. These people were in Carriage C, Seats 51, 52, 55 and 56 and there were others further down. Why can't there be an inspector on these trains around match time?

On the 13:20 Westport-Heuston train today, 9th Feb 2020, a group of men were openly becoming intoxicated and shouting loudly, to the point where several passengers asked them to keep it down to no avail. One member of the group also shouted racial slurs repeatedly before the train left the station at Westport, which I reported on Twitter. Although the IrishRail staff member managing the account responded to say that the incident was reported and the security team were informed, no members of staff came to the carriage to intervene. This meant that for the entire journey, this group continued to curse, yell, and relay crude remarks at the top of their voices. A mother of a 3 year old child also asked them to keep the noise down, as the child was disturbed. I personally felt quite unsafe for the duration of the journey as there appeared to be no security on board who were willing to deal with the issue.

Time: 09/02/2020 17:08:03

Feedback: To whom it may concern, I am currently on board the 13:20pm train from Westport to Dublin. I'm booked and paid for my ticket and am currently seated in the E carriage. Currently I am being subject to listening to a group of men shout racial abuse, inappropriate songs and fowl language. Also the carriage smells like a small brewery due to the amount of alcohol being consumed on board this carriage. It's an absolute disgrace that I am subject to this for the duration of my trip as the train is full and I am unable to move. I feel it's only fair that I get reimbursed for my ticket due to this outrage behaviour that I have to witness and also feel unsafe due to the antics taking place. If I can please be reimbursed ASAP

Feedback: I am writing about an incident that happened on the heuston to westport train where an incident occurred between two females where matters

got out of hand where I witnessed verbal and physical abuse between to the females. This happened right away when the train departed heuston. I felt uncomfortable just like the majority of people in the carriages C and D so my self and another gentleman decided to try and make contact with the train driver as there seemed to be a lack of security on the train which I was very shocked and concerned about people safety especially paying a a nice fare to travel to Dublin from the west of Ireland, where I would expect some level of security especially at these peak time of commuters transport. If the matter wasnt seen to passengers would've had to wait till tullamore to deal with the situation but thankfully the matter was seen to at newbridge train station. Hope you have taken this on board.

eedback: Hi there I wish to draw your attention to antisocial behavior on the 13.20 train from Westport to Dublin today, Sunday the 15th of March 2020. I boarded the train in Claremorris, and as I had pre booked my ticket I had selected my seat as B47. When I boarded, no names were displayed, and my seat was occupied. I wasn't too bothered about that as there was another seat available and I used this seat. However, the whole carriage comprised mostly of what seemed to be two separate stag parties/ party- I'm not fully sure of what the groups were. I sat beside one group who were fine, but the groups behind me, one gentleman who was in my assigned seat, were extremely loud and who's behavior was really intimidating for me. They shouted, drank a lot of alcohol, played loud music, made very offensive comments of sexual nature's and comments about people's sexuality. I was very uncomfortable during the whole journey. I didn't feel comfortable to approach them about it and couldn't see any member of staff to report it to. I didn't feel comfortable either to go to try and find a staff member or try to speak to the driver as I felt it would draw attention to me. The group I was seated beside got off in Tullamore or Clara, and the problematic groups got off in portarlinton. When I was getting off the train in Dublin, the carriage was left in an absolute state which I didn't think was very fair for your staff to have to be faced in dealing with. Im aware that it may seem like a minor issue, but I was concerned with the "partying" issue that presented on the train, especially with all that is in the media regarding the need for social distancing and COVID 19. I'm aware that public transport is running as usual but I just wanted to draw your attention to this particular issue that occured today, and hope that a similar situation can be hopefully avoided in future . I regularly use the train to go between claremorris and Dublin but this was the one time I felt uncomfortable. Thank you,

Yesterday I traveled from Clara about 8:45 last night. While we were waiting for the train a group of teens arrived and immediately were disruptive and vulgar. They were running around like toddlers, jumping on the ticket machine and running up and down the bridge where they then pulled down their trousers and shouted obscenities at the customers on the platform. While I don't blame the station officer for not going near them for social distancing reasons it really wasn't nice to see for anyone.

k: Hi, Would like to complain about the Castlebar to Dublin service on July 2nd at 13.23. A group of passengers got on in Castlebar and created a nuisance drinking and fighting, threatening to kill people. Also been racist towards African man. No security nothing man was arrested in Clane and taken off the train trying to spit at passengers saying he has the virus! the train was 1 hour and 30 mins late this was a nightmare journey would like to know your thoughts on this and for ruining my plans for the train being hour and half late?

i, I was on the Westport to Dublin train on the 2nd of July. There was an incident in which a drug addict got onboard. He was on the train for at least 30 minutes from what I recall. In this time he went between every carriage, punched glass and harassed several people. About 10 minutes before we reached a stop where the guards were waiting he began to cut his wrists with broken glass standing right next to myself and my friends which was an extremely traumatic experience, he even threatened to cut the driver and others. I would like to know what action will be taken to prevent any future similar situations to protect your customers.