

Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6

Connolly Station, Dublin 1, D01 V6V6

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12th November 2018

[REDACTED]  
[REDACTED]  
[REDACTED]

**Re: Acknowledgement of FOI request IE\_FOI\_204**

Dear [REDACTED]

I refer to your request dated 11<sup>th</sup> November 2018 made under the Freedom of Information Act 2014, which was received on the 12th November, for records held by Iarnród Éireann.

**Request:**

- Copy of all complaints submitted to Irish Rail from 1 January 2018 to date in relation to the # of complaints made by passengers regarding:
  - Burglaries
  - Assaults
  - Verbal Assaults
  - Theft
- Copy of any correspondence sent in reply to these complaints

**Response:**

I attach information relating to complaints from January 2018 – mid-November 2018. If you require copies of all the files detailed in this document there will be a charge as detailed below. You will note that Iarnród Éireann do not use the categories of 'verbal assault' and 'intimidation'.

I am now writing to you to advise you of the costs of your request. The Act allows for the charging of search, retrieval and copying of records which are within the scope of your request. After careful consideration and consultations, I estimate that the services of one staff member(s) for 14.3 hours will be the minimum amount of time required to efficiently complete the 'search and retrieval' work on your request. The prescribed amount chargeable for each such hour is €20.00 resulting in an overall fee of €285.00 exclusive of copying charges.

You should also note that this letter suspends the time limit for a final decision on your request for access to the records. The time limit will recommence if and when your request is refined so that the estimated search, retrieval and copying fee is less than the overall ceiling limit and the relevant deposit is paid. In the event that we are unable to agree an appropriate refinement of the scope of your request, then I will be unable to process your request and in line with Section 27(12)(a)(iii), your request will be refused.

A separate course is open to you, which is to appeal the decision to impose the stated deposit and fee. This appeal can be made in writing to the Freedom of Information Unit FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or alternatively by sending an e-mail to [foi@irishrail.ie](mailto:foi@irishrail.ie). In that event, you would normally have 4 weeks from receipt of this notification in which to make the appeal. We will, however, allow the appeal to be made late in certain circumstances. It would assist greatly, if in your letter of appeal you refer to this letter and stated the reasons for your appeal.

Should you wish to discuss the above, please contact me at 01-7034293.

Yours sincerely,



**Ms. Sue Stanley**  
**Freedom of Information / Data Protection Officer,**  
**Iarnród Éireann**

Freedom of Information Request:  
Schedule of Records for IE\_FOI\_204 : 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	04.12.18	IE_FOI_204 Response Doc	1	Part Grant	S40	Personal Data

Signed

Freedom of Information / Data Protection Executive

Case Number	Customer	Created On	Contact Method	Category	Sub-Category	Location	Station	Resolution Date
IR-169648-D4Q789		02/01/2018	Web	Antisocial Behaviour	Intimidation	Dart		02/01/2018
IR-169670-L1D021		02/01/2018	Web	Antisocial Behaviour	Intimidation	Dart	Shankill	02/01/2018
IR-169691-M8W5X3		02/01/2018	Web	Antisocial Behaviour	Intimidation	Dart	Contarf Road	02/01/2018
IR-169730-W5Z7N0		03/01/2018	Web	Antisocial Behaviour	Theft	Portlaoise Kildare Commuter	Salins & Naas	03/01/2018
IR-169763-ZOR1U0		03/01/2018	Phone	Antisocial Behaviour	Intimidation	Galway		03/01/2018
IR-169772-P0L9W9		03/01/2018	Web	Antisocial Behaviour	Intimidation	Dart	Shankill	03/01/2018
IR-169782-P4C1N3		03/01/2018	Web	Antisocial Behaviour	Theft	Dart	Boosterstown	03/01/2018
IR-169869-HGQ3L8		05/01/2018	Phone	Antisocial Behaviour	Intimidation	Dundalk/Drogheda Commuter		05/01/2018
IR-170100-N1D4R0		08/01/2018	Phone	Antisocial Behaviour	Intimidation	Portlaoise Kildare Commuter	Hazelhatch & Celbridge	08/01/2018
IR-170346-B7Z4N2		11/01/2018	Web	Antisocial Behaviour	Intimidation	Dart	Sandycove & Glashule	11/01/2018
IR-170756-J7S0Z5		17/01/2018	Web	Antisocial Behaviour	Intimidation	Waterford		17/01/2018
IR-170801-L6B0M7		17/01/2018	Web	Antisocial Behaviour	Theft	Cork Cobh Middleton	MIDDLETON	17/01/2018
IR-171348-N5W0D3		26/01/2018	Web	Antisocial Behaviour	Intimidation	Portlaoise Kildare Commuter	Clondalkin Fonthill	26/01/2018
IR-171594-K0L4D3		31/01/2018	Web	Antisocial Behaviour	Intimidation	Dart	Shankill	31/01/2018
IR-172344-J0D2R1		09/02/2018	Web	Antisocial Behaviour	Assault	Dart		09/02/2018
IR-172596-H5Z0K1		13/02/2018	Web	Antisocial Behaviour	Intimidation	Newbridge PPT Commuter		13/02/2018
IR-172820-G8J2F0		15/02/2018	Web	Antisocial Behaviour	Intimidation	Dart		15/02/2018
IR-172839-P0R2B5		15/02/2018	Web	Antisocial Behaviour	Intimidation	Cork		15/02/2018
IR-172843-P4W2C7		16/02/2018	Web	Antisocial Behaviour	Intimidation	Dart	Clonriffin	16/02/2018
IR-173227-K9B1V6		20/02/2018	Web	Antisocial Behaviour	Intimidation	Longford/M3Parkway/Maynooth Commuter		20/02/2018
IR-173252-X9F0D5		20/02/2018	Web	Antisocial Behaviour	Intimidation	Dart	Sydney Parade	20/02/2018
IR-173828-H2J6D9		26/02/2018	Web	Antisocial Behaviour	Intimidation	Dart	Dublin Connolly	26/02/2018
IR-174088-X8L6M6		28/02/2018	Web	Antisocial Behaviour	Intimidation	Cork Cobh Middleton		28/02/2018
IR-175124-F6S2R6		09/03/2018	Web	Antisocial Behaviour	Assault	Dundalk/Drogheda Commuter	Dublin Connolly	09/03/2018
IR-175269-R2J3J4		10/03/2018	Web	Antisocial Behaviour	Theft	Dart	Pearse	10/03/2018
IR-175690-T0C6L2		14/03/2018	Web	Antisocial Behaviour	Intimidation	Dart		14/03/2018
IR-176131-L1J4Y2		20/03/2018	Web	Antisocial Behaviour	Theft	Dart		20/03/2018
IR-176521-L5J9N3		23/03/2018	Post	Antisocial Behaviour	Assault	Longford/M3Parkway/Maynooth Commuter		23/03/2018
IR-176690-X9B6X4		25/03/2018	Web	Antisocial Behaviour	Assault	Longford/M3Parkway/Maynooth Commuter		26/03/2018
IR-177341-W6L7G1		04/04/2018	Web	Antisocial Behaviour	Assault	Limerick	Limerick Junction	04/04/2018
IR-177630-C4T6P4		07/04/2018	Web	Antisocial Behaviour	Intimidation	Cork		07/04/2018
IR-177932-W3X9R1		10/04/2018	Web	Antisocial Behaviour	Theft	Longford/M3Parkway/Maynooth Commuter	Navan Road Parkway	10/04/2018
IR-178041-Y0R9W4		12/04/2018	Web	Antisocial Behaviour	Assault	Westport & Ballina		12/04/2018
IR-178094-G0P0H9		12/04/2018	Web	Antisocial Behaviour	Theft	Dart		12/04/2018
IR-178961-S6J4Z3		25/04/2018		Antisocial Behaviour	Intimidation	Dart		25/04/2018
IR-179007-W2D9H4		26/04/2018	Web	Antisocial Behaviour	Intimidation	Dundalk/Drogheda Commuter	Donabate	26/04/2018
IR-179534-V1J8H6		03/05/2018	Phone	Antisocial Behaviour	Intimidation	Westport & Ballina		03/05/2018
IR-180575-X7W7J0		17/05/2018	Web	Antisocial Behaviour	Theft	Cork		17/05/2018
IR-180727-C1P7R1		20/05/2018	Web	Antisocial Behaviour	Theft	Galway		20/05/2018
IR-181719-Z9M5S0		01/06/2018	Web	Antisocial Behaviour	Intimidation	Dart	Kilbeston	01/06/2018
IR-185476-C0F9P0		07/06/2018	Web	Antisocial Behaviour	Theft	Portlaoise Kildare Commuter	Salins & Naas	07/06/2018
IR-185663-JF5S56		09/06/2018	Web	Antisocial Behaviour	Intimidation	Dart	Greystones	09/06/2018
IR-185665-B0F9F4		09/06/2018	Web	Antisocial Behaviour	Intimidation	Belfast	Dublin	09/06/2018
IR-185988-Q2P0D1		13/06/2018	Web	Antisocial Behaviour	Intimidation	Dundalk/Drogheda Commuter	Laytown	13/06/2018
IR-186168-Z3T9Q9		16/06/2018	Web	Antisocial Behaviour	Assault	Portlaoise Kildare Commuter	Dublin Heuston	16/06/2018
IR-186378-B2V7P1		19/06/2018	Web	Antisocial Behaviour	Intimidation	Waterford		19/06/2018
IR-186407-J5Z1Z4		19/06/2018	Web	Antisocial Behaviour	Intimidation	Galway		19/06/2018
IR-186444-V5G9V8		20/06/2018	Web	Antisocial Behaviour	Intimidation	Dart		20/06/2018
IR-186629-J3C2Z9		22/06/2018	Web	Antisocial Behaviour	Intimidation	Dart	Harmonstown	22/06/2018
IR-186723-D8Z7Y8		24/06/2018	Web	Antisocial Behaviour	Theft	Dart		24/06/2018
IR-186865-Z0F8D1		25/06/2018	Web	Antisocial Behaviour	Intimidation	Dart		25/06/2018
IR-187059-S7N5T0		27/06/2018	Web	Antisocial Behaviour	Intimidation	Dart	Hovth Jctn. & Donaghmede	27/06/2018
IR-187126-G4R4H8		28/06/2018	Post	Antisocial Behaviour	Intimidation	Sligo		28/06/2018
IR-187298-D7Z2N6		29/06/2018	Web	Antisocial Behaviour	Intimidation	Cork		29/06/2018
IR-187386-T8F9C9		30/06/2018	Web	Antisocial Behaviour	Intimidation	Dart	Harmonstown	30/06/2018
IR-187391-R5J6C5		01/07/2018	Web	Antisocial Behaviour	Assault	Dundalk/Drogheda Commuter		01/07/2018
IR-187556-V1Z9H6		02/07/2018	Web	Antisocial Behaviour	Theft	Portlaoise Kildare Commuter		02/07/2018
IR-187750-V6C7Z7		04/07/2018	Web	Antisocial Behaviour	Assault	Dart	Malahide	04/07/2018
IR-187876-Y3M0W9		06/07/2018	Web	Antisocial Behaviour	Intimidation	Portlaoise Kildare Commuter		06/07/2018
IR-187880-L7F0V3		06/07/2018	Web	Antisocial Behaviour	Intimidation	Dart	Dun Laoghaire	06/07/2018
IR-188010-W6V6M7		08/07/2018	Web	Antisocial Behaviour	Assault	Dart	Glenageary	08/07/2018
IR-188078-P4Q9Y5		09/07/2018	Web	Antisocial Behaviour	Intimidation	Dundalk/Drogheda Commuter		09/07/2018
IR-188248-M6L0J0		11/07/2018	Web	Antisocial Behaviour	Intimidation	Dundalk/Drogheda Commuter		11/07/2018
IR-188442-K3M0H1		13/07/2018	Post	Antisocial Behaviour	Intimidation	Sligo		13/07/2018
IR-188792-H2N1Z6		17/07/2018	Web	Antisocial Behaviour	Intimidation	Longford/M3Parkway/Maynooth Commuter		17/07/2018
IR-188968-M5N8V4		19/07/2018	Email	Antisocial Behaviour	Intimidation	Dart		19/07/2018
IR-189579-J9S5H8		25/07/2018	Web	Antisocial Behaviour	Theft	Galway		25/07/2018
IR-190501-P9Z5J9		03/08/2018	Web	Antisocial Behaviour	Theft	Westport & Ballina		03/08/2018
IR-190507-W4T8T4		03/08/2018	Web	Antisocial Behaviour	Theft	Longford/M3Parkway/Maynooth Commuter		03/08/2018
IR-190761-H1T1F2		07/08/2018	Web	Antisocial Behaviour	Intimidation	Portlaoise Kildare Commuter		07/08/2018
IR-191285-W6M6D9		13/08/2018	Email	Antisocial Behaviour	Intimidation	Dundalk/Drogheda Commuter		13/08/2018
IR-191534-S0X0Y8		15/08/2018	Web	Antisocial Behaviour	Intimidation	Dundalk/Drogheda Commuter		15/08/2018
IR-191673-B6C6L1		16/08/2018	Email	Antisocial Behaviour	Intimidation	Dundalk/Drogheda Commuter		16/08/2018
IR-191718-D7G8K9		17/08/2018	Post	Antisocial Behaviour	Intimidation	Rosslare		17/08/2018
IR-191824-G3Q8C2		18/08/2018	Web	Antisocial Behaviour	Theft	Cork		18/08/2018
IR-191932-C0T5B3		20/08/2018	Email	Antisocial Behaviour	Intimidation	Longford/M3Parkway/Maynooth Commuter		20/08/2018
IR-191959-X8N7G9		20/08/2018	Phone	Antisocial Behaviour	Theft	Cork		20/08/2018
IR-191982-T1P8M4		20/08/2018	Web	Antisocial Behaviour	Intimidation	Portlaoise Kildare Commuter		20/08/2018
IR-192251-W7C6P4		23/08/2018	Web	Antisocial Behaviour	Intimidation	Dart	Dublin Connolly	23/08/2018
IR-193130-Y2Q1G9		05/09/2018	Web	Antisocial Behaviour	Theft	Portlaoise Kildare Commuter		05/09/2018
IR-193165-Z8W6T1		06/09/2018	Web	Antisocial Behaviour	Intimidation	Tralee		06/09/2018
IR-193341-D6H1P6		09/09/2018	Web	Antisocial Behaviour	Intimidation	Galway		09/09/2018
IR-193766-R4I8E6		11/09/2018	Web	Antisocial Behaviour	Intimidation	Dart		11/09/2018
IR-194437-V0W5Q6		18/09/2018	Web	Antisocial Behaviour	Intimidation	Limerick		18/09/2018
IR-194522-Q2K1H9		18/09/2018	Web	Antisocial Behaviour	Intimidation	Rosslare	Kilcoole	18/09/2018
IR-194646-H4M9B7		19/09/2018	Web	Antisocial Behaviour	Intimidation	Dart		19/09/2018
IR-195447-C3Q2Q5		27/09/2018	Web	Antisocial Behaviour	Assault	Dundalk/Drogheda Commuter	Dublin Connolly	27/09/2018
IR-196146-Z0Z8V9		04/10/2018	Web	Antisocial Behaviour	Theft	Limerick		04/10/2018
IR-196189-H8K8D9		04/10/2018	Web	Antisocial Behaviour	Intimidation	Galway		04/10/2018
IR-196311-Y9F2P9		05/10/2018	Web	Antisocial Behaviour	Theft	Limerick		05/10/2018
IR-196424-F8N2W2		07/10/2018	Web	Antisocial Behaviour	Intimidation	Dart		07/10/2018
IR-196433-W9V2N5		08/10/2018	Web	Antisocial Behaviour	Intimidation	Portlaoise Kildare Commuter	Dublin Heuston	08/10/2018
IR-196544-Z7B0J3		08/10/2018	Web	Antisocial Behaviour	Intimidation	Cork		08/10/2018
IR-196601-S1I6J5		09/10/2018	Web	Antisocial Behaviour	Intimidation	Longford/M3Parkway/Maynooth Commuter		09/10/2018
IR-196792-Q6B8J7		10/10/2018	Web	Antisocial Behaviour	Assault	Dart		10/10/2018
IR-197021-Q4X3Y9		12/10/2018	Web	Antisocial Behaviour	Intimidation	Dart		12/10/2018
IR-197947-Z5Y4Q8		22/10/2018	Web	Antisocial Behaviour	Intimidation	Dundalk/Drogheda Commuter		22/10/2018
IR-197997-F7S7Y4		22/10/2018	Web	Antisocial Behaviour	Intimidation	Dart	Harmonstown	22/10/2018
IR-198977-L3S1P8		02/11/2018	Email	Antisocial Behaviour	Intimidation	Dart		02/11/2018
IR-199381-S9R8H4		06/11/2018	Web	Antisocial Behaviour	Intimidation	Dart		06/11/2018
IR-199384-K3Q2Z2		06/11/2018	Web	Antisocial Behaviour	Intimidation	Dart		06/11/2018
IR-199679-X8M6N9		10/11/2018	Web	Antisocial Behaviour	Intimidation	Westport & Ballina		10/11/2018
IR-199713-W7C6C5		12/11/2018	Web	Antisocial Behaviour	Intimidation	Dundalk/Drogheda Commuter		12/11/2018
IR-199827-Q6H4H5		12/11/2018	Web	Antisocial Behaviour	Theft	Galway		12/11/2018
IR-199829-Q8I5P2		12/11/2018	Web	Antisocial Behaviour	Intimidation	Dart	Grand Canal Dock	12/11/2018
IR-200145-L6J7P6		15/11/2018	Web	Antisocial Behaviour	Intimidation	Dart		15/11/2018