



17th May 2017

Re: FOI request IE_FOI_093

Dear ,

I refer to your request dated 15th April 2017 and received by this office on the 18th April, which you have made under the Freedom of Information Act 2014 for records held by this FOI body. Your request sought:

Request –

- Copy of all complaints of anti-social behavior received by Iarnród Éireann that relate to Dublin/Westport line since January 1 2016.

I, Paul Slowey have now made a final decision to part grant your request on 17th May 2017.

Please find the records you require attached along with a schedule of record.

In the event that you are unhappy with this decision, you may appeal it. In the event that you need to request such a review, you can do so by writing to 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. You should state that you are seeking this review because an initial decision was not sent to you within the time allowed for a response. In that event, you would normally have 4 weeks (after the initial decision should have been sent to you) in which to make the appeal. Consideration will be given to late applications in appropriate circumstances.

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

Yours sincerely,



Paul Slowey

Customer Relations Decision Maker

Freedom of Information Request:
Schedule of Records for IE_FOI_093 : 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	17.05.17	all the antisocial behaviour complaints that Irish Rail has received relating to the Dublin-Westport line since January 1, 2016		Part Grant	S37	Personal Information

Signed

IE Decision Maker

Title: Ms

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Address1:

Address2:

Town:

County:

Postcode:

Country:

Nature of Feedback: Antisocial Behaviour

Station where you boarded:

Scheduled departure time:

Type of Ticket:

Online Booking Reference:

Where your ticket was purchased:

Comments:

Myself and my four friends were on the 18:15 Westport train to Dublin on the 30/12/15 and a group of young adults boarded and sat in seats 33/34 and the seats across, in coach D behind us. They got off in portarlinton. They were very disruptive and caused other passengers to feel uncomfortable and intimidated. I'm appauled that there is no supervision of any kind on the train and that such anti social behaviour is allowed on your trains. And if Irish rail passengers like anyone else, have the right to feel safe, something needs to be done about this.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Wed Dec 30 21:02:54 GMT 2015

Title: Miss

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Address1:

Address2:

Town:

County:

Postcode:

Country:

Nature of Feedback: Antisocial Behaviour

Station where you boarded:

Scheduled departure time:

Type of Ticket:

Online Booking Reference:

Where your ticket was purchased:

Comments:

To Whoever this may concern,

Im a college student and take the train frequently to Dublin on the Westport train. On countless occasions,however, I've been met with drunken Stag dos, Hen dos and football fans. Due to the the fact they are allowed to consume alcohol onboard,shouting and anti-social behaviour generally ensues.

This kind of behaviour affects everyone onboard and makes it impossible to relax and puts everyone on edge. I realise its completely unrealistic to police all anti-social behaviour onboard but I think making the carriages alcohol free would go a long way.All other transport services such as Dublin Bus have implemented these kind of rules so people can travel safely without feeling uneasy or threatened. I recently boarded the train and had to endure Dublin football fans drunkenly shouting and bothering the people around them. They also did not get up even when they were aware they were occupying a pre-booked seat. They also left their seats covered in rubbish and countless empty beer bottles.I feel that implementing an alcohol ban an all routes would prevent this kind of behaviour from happening on a regular basis.It would discourage groups such as Stag dos from starting their celebrations on the train and perhaps wait till they arrived at their destination. Because I travel by train so frequently, I and those around me want to enjoy our commute.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Feb 08 00:43:57 GMT 2016

Dear Miss [REDACTED]

Thank you, for your e-mail of 8th February in relation to a journeys from Westport to Dublin with Iarnród Éireann Irish Rail.

Iarnród Éireann Irish Rail, does not, under any circumstances whatsoever accept or condone disruptive, abusive or offensive behaviour of any sort to either passengers or staff either on board our services or in one of our stations. Staff members on duty in a station have the authority to refuse admission to persons who may be deemed to be unfit for travel or indeed may be acting in an undesirable or anti-social manner, while staff members on board a rail service also have the authority to remove a passenger (or passengers) from that service for acting in an anti-social or undesirable manner and causing distress to fellow passengers.

When an incident of this nature is reported to on board personnel, they are advised to investigate the complaint thoroughly and act accordingly. If necessary, the staff member in question can contact the driver and request Gardaí assistance at the next available station.

Regrettably, at present, we are not in a position to guarantee that there will be a member of staff other than the driver on board. When there is no other staff member present, Iarnród Éireann Irish Rail, would advise passengers to contact the driver using the direct intercom located in the vestibule area of each carriage and outline the situation. Again the driver can then seek assistance at the next station and request the Gardaí if necessary.

Iarnród Éireann Irish Rail, does at present have external security staff at some stations, which can at times operate on board certain selected rail services. The feasibility of extending these security services to all rail services is being addressed at present.

Please accept my apology on behalf of Iarnród Éireann / Irish Rail, for any upset and discomfort caused to you.

Thank you, for taking the time to contact us and for bringing this incident to our attention.

Yours sincerely,
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6
Iarnród Éireann Irish Rail, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
T : +353 1 8366222 1850 366222 * W : www.irishrail.ie E : cmmail@irishrail.ie
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Dear [REDACTED]

Thank you for your email, please accept my apologies for any distress or inconvenience caused to you on our Westport service. Iarnród Éireann does not, under any circumstances whatsoever, accept or condone disruptive, abusive or offensive behaviour of any sort to either passengers or staff either onboard our services or in one of our stations. Staff members on duty in a station have the authority to refuse admission to persons who may be deemed to be unfit for travel or indeed may be acting in an undesirable or anti-social manner, while staff members onboard a rail service also have the authority to remove a passenger (or passengers) from that service for acting in an anti-social or undesirable manner and causing distress to fellow passengers.

When an incident of this nature is reported to onboard personnel, they are advised to investigate the complaint thoroughly and act accordingly. If necessary, the staff member in question can contact the driver and request Gardai assistance at the next available station.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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----- Original Message -----

From: [REDACTED]

Received:

To: Web Site Emails

Subject: Customer Service Section

Title: Miss

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Address1:

Address2:

Town:

County:

Postcode:

Country:

Nature of Feedback: Antisocial Behaviour

Station where you boarded:

Scheduled departure time:

Type of Ticket:

Online Booking Reference:

Where your ticket was purchased:

Comments:

I'm currently on the 3.15 train to Westport and have to say I'm disgusted at the behaviour of some of the passenger's.....they are really loud, drinking, swearing and playing music on their phones at a really loud volume. I know people are entitled to have the craic etc but these aren't young lads, all grown men. There are kids and elderly people in this carriage but they seem to have no regard for anyone. The price of the train is high enough without having to endure this kind of crap. Not one member of staff has approached them to ask them keep it down.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Fri Feb 26 16:02:57 GMT 2016

From: [REDACTED]

Sent: 04 March 2016 19:49

To: IE Info IrishRail

Subject:

To whom it may concern,

I travelled from claremorris to dublin Heuston recently.

Whilst in the train there was a loud gang of young men screaming, shouting, singing and causing bother.

Many complaints were made and nothing was done about this.

This is not acceptable.

Resolved / Feedback

Customer did not provide enough information eg. date and time of travel.

Completed by

[REDACTED]

08/03/2016 11:01

[REDACTED]
[REDACTED]

FROM: Castlebar
TO: Dublin Heuston

Paula is ringing to complain regarding an issue that happened on the train on 06th March at 18.00pm. Her 2 daughters were travelling on the train, one which was autistic, one of them was aged 16 and the other 14. They said there was a man on the train that was screaming and roaring at people and kept roaring at every station that he wanted to get off. There was no Irish rail staff on the train that could attend to him, a member of the public tried to talk to him to calm him down. They said when they got to Dublin Heuston he got off the train and just lay on the platform. These 2 girls are regular travellers and had never seen anything like this. Paula said they were scared and anxious when they got off the train.

She would like a callback regarding it as she wants to know if this issue happens again, what will happen if a member of the public acts out of control and there are no Irish rail staff on the train.

Kind Regards,

[REDACTED]

Customer Information Centre, Iarnród Éireann Irish Rail.
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Save up to 52% on the cost of your commute – www.taxsaver.ie
Need a Hotel? www.irishhotels.ie

Called Customer

Completed by [REDACTED] 08/03/2016 11:15

----- Original Message -----

From: [REDACTED]
Received:
To: Web Site Emails
Subject: Customer Service Section

Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Address1:

Address2:

Town:

County:

Postcode:

Country:

Nature of Feedback: Antisocial Behaviour

Station where you boarded:

Scheduled departure time:

Type of Ticket:

Online Booking Reference:

Where your ticket was purchased:

Comments:

Hi I was on the 6.35 Castlebar to Dublin train today in carriage A - front of train. I witnessed a serious violent incident where a passenger attempted to break into the driver's compartment and also attacked the person who was operating the tea trolley service. The passenger appeared drunk or on drugs and reacted violently when he realised as the train left Roscommon Station that he had not got off on time. He tried to force the doors open by kicking them and then shouting tried to kick in the door of the driver compartment. He also lashed out physically repeatedly at the staff member on the trolley service, kicking the trolley and attempting to punch the staff member. You should be able to see this on CCTV. Despite this incident the gardai were not called to the train at the next station (Athlone) and no action was taken to protect passengers. The staff member on the trolley acted with great calmness but was in danger as were passengers in the vicinity. There was no ticket check on the train. This is the second time I have witnessed drunk people seemingly without tickets on this train in the evening. Disappointing that this is not being handled by Irish Rail in a much better way. I am a regular customer but would not be able to encourage people to go by train in view of the danger of such conduct. The driver and rail staff knew about this incident and the train stopped for some time for drivers to swap from one train to another but no action was taken. I just ask you to

imagine what would have happened if this person had been able to break into the driver compartment. I await your response and urgent action as this is a safety issue.

Referer: <http://www.Irishrall.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sat Mar 26 22:45:18 GMT 2016

Dear Mr [REDACTED]

Thank you, for your recent correspondence.

Our InterCity Railcars (ICR) are designed to operate as a Driver only operation and comply with all Health and Safety requirements.

There is a direct intercom in the vestibule area of each carriage, available to passengers to contact the Driver. The Driver was not contacted by any passenger in relation to this incident.

The passenger who caused the disturbance only became disruptive when he realised he had missed his stop.

There was a scheduled change of Driver at Knockcroghery between Athlone and Roscommon, which is the crossing point for trains on this route.

Once again, I apologise for any inconvenience.

Thank you, for taking the time to contact us.

Yours sincerely,
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6
Iarnród Éireann Irish Rail, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
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----- Original Message -----

From: Michael Kelly

Received:

To: CRM IrishRail; Customer Care; Customer Care; [REDACTED]
[REDACTED]
[REDACTED]

Subject: Re: Customer Service Section CRM:0009436

Hi [REDACTED]

Thanks for your email and apology. I think it is appropriate that you are taking this seriously. I look forward to hearing the result of your investigation. I would question whether your policy of having no staff member on the train except the tea trolley person is prudent or in line with health and safety regulations. Since this passenger who was violent got on the train, it appears that ticketing or access procedures failed. I feel you need to revisit your procedures. In particular the option of a passenger having the facility to text the driver or emergency number is one you should consider. Your obligations to ensure the safety of your passengers at all times, as well as their comfort are set down in legislation. I feel after this occurrence has been brought to your attention formally by me, if something happens in the future where a passenger is hurt in the same circumstances then Irish Rail would come under serious criticism.

Can I have further detail on why the driver transferred to another train in the middle of the railway line please? Was that linked to the incident as it happened shortly after?

[REDACTED]

On 1 April 2016 at 12:04, [REDACTED] <customercare@irishrail.ie> wrote:
Dear Mr [REDACTED]

Further to my correspondence on 30th March in relation to your journey on 26th March, from Castlebar to Dublin.

From the outset, I would again like to apologise for the discomfort you suffered as a result of this incident.

As a result of a statement from the Rail Gourmet staff member and your correspondence, Management are in the process of downloading CCTV recordings to help identify the individual involved.

The Driver did hear loud noises as the door was being kicked but then the noise stopped shortly after. He reported the incident to Central Control but he was not aware of the extent of the disturbance as he was not informed by means of the Communication Intercom which are situated between carriages.

CCTV is installed and recording in all carriages, but is not available to view by the Driver until the train speed is reduced to 5mph or stopped. (this is a safety feature to prevent the Driver from being distracted while travelling at full speed)

On behalf of Iarnród Éireann Irish Rail, I would like to thank you for bringing this incident to our attention.

Yours sincerely,

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6
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----- Original Message -----

From: [REDACTED]
Received:
To: [REDACTED]
Subject: Customer Service Section CRM: [REDACTED]

Dear Mr [REDACTED]

Thank you, for your e-mail of 26th March in relation to a journey from Castlebar to Dublin with Iarnród Éireann Irish Rail.

Iarnród Éireann Irish Rail, does not, under any circumstances whatsoever accept or condone disruptive, abusive or offensive behaviour of any sort to either passengers or staff either on board our services or in one of our stations. Staff members on duty in a station have the authority to refuse admission to persons who may be deemed to be unfit for travel or indeed may be acting in an undesirable or anti-social manner, while staff members on board a rail service also have the authority to remove a passenger (or passengers) from that service for acting in an anti-social or undesirable manner and causing distress to fellow passengers.

When an incident of this nature is reported to on board personnel, they are advised to investigate the complaint thoroughly and act accordingly. If necessary, the staff member in question can contact the driver and request Gardai assistance at the next available station.

Regrettably, at present, we are not in a position to guarantee that there will be a member of staff other than the driver on board. When there is no other staff member present, Iarnród Éireann Irish Rail, would advise passengers to contact the driver using the direct intercom located in the vestibule area of each carriage and outline the situation. Again the driver can then seek assistance at the next station and request the Gardai if necessary.

Please be assured your correspondence will be forwarded to our Galway District Office for investigation. I will be in contact at a later date, when further information becomes available.

I would like to thank you for taking the time to report this incident to us.

Please accept my apology on behalf of Iarnród Éireann / Irish Rail, for any upset and discomfort caused to you.

Thank you, for taking the time to contact us and for bringing this incident to our attention.

P.S. I attempted to make contact by telephone on the number provided at 12.08hrs today but call was unanswered.

Yours sincerely,



Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6
Iarnród Éireann Irish Rail, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
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The passengers drunken and antisocial behaviour was noted by the Castlereagh station staff that Saturday but they still issued tickets on social welfare pass to several women who boarded the last train with large quantities of spirits in glass bottles

The train driver was contacted in Roscommon station when help was unforthcoming by phone, on the train or in the station.

He was hesitant and asked my opinion.the Gardai were asked by IE to attend in Athlone a journey of half an hour.

There was no action from IE on late arrival in Heuston and it took over an hour for me to secure the CCTV footage to proceed with prosecution of the women who threatened and terrorised me and another female passenger.all other passengers fled from the front of the carriage we were trapped behind.there has been no investigation of this incident by IE.

Please pass this to the relevant authority in IE,the Gardai in Athlone have the details for my court case against these individuals but I am more interested in IE response to what I see as several serious lapses in passenger safety.This particular station (prison) evening service at the weekend appears to have become a no go area and this can be easily remedied but needs a joined up response by IE and the Gardai.

Sent from my iPhone



Hi [REDACTED]

Please see below for your information. [REDACTED]

Regards,
[REDACTED]

----- Original Message -----

From: [REDACTED]

Received:

To: CRM IrishRail; Customer Care; Customer Care [REDACTED]

Subject: Re: meeting Galway manager CRM: [REDACTED]

Thank you. As I am also meeting the Garda Superintendent, it is necessary to explicitly state the purpose-namely to improve passenger safety on the Westport-Dublin in the context of Castlereagh station where a mens prison is located.

Please give my email and telephone to Mr [REDACTED] I can meet him tomorrow in Dublin.

Sent from my iPhone

On 29 Apr 2016, at 15:24, [REDACTED] <customercare@irishrail.ie> wrote:

Dear [REDACTED]

Further to our telephone conversation yesterday and following correspondence. I am pleased to inform you that [REDACTED] District Manager, Galway, will be available to meet with you on Friday May 6th in Athlone or Dublin at a time of your convenience.

Alternatively, he will be available on Thursday 12th May at 16.00hrs until 16.30hrs at Heuston Station.

Please advise this office at your convenience, to confirm arrangements.

Yours sincerely,
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6
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----- Original Message -----

From: [REDACTED]

Received:

To: [REDACTED]

Subject: Re: Threatening behaviour CRM: [REDACTED]

Dear [REDACTED]

Thank you, for your telephone conversation.

In order for this office to investigate your complaint, I will need the details of your journey as previously requested on 26th April.

This information is essential to identify the train upon which you travelled.

On receipt of this requested information you can be assured of a full investigation and response, at the earliest opportunity.

Yours sincerely,

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6
Iarnród Éireann Irish Rail, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
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----- Original Message -----

From: [REDACTED]

Received: [REDACTED]

To: CRM IrishRail; Customer Care; Customer Care; [REDACTED]

Subject: Re: Threatening behaviour CRM: [REDACTED]

Sorry I have missed your call. Tomorrow Thursday much better for me if you can

Sent from my iPhone

On 27 Apr 2016, at 07:56, "Thomas O'Leary" <customercare@irishrail.ie> wrote:

Dear [REDACTED]

Thank you, for your e-mail.

I would be pleased to phone you at your convenience today if possible before 15.00hrs.

You may have received a missed call yesterday around 15.00hrs.

I look forward to our conversation.

Yours sincerely,

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6
Iarnród Éireann Irish Rail, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
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----- Original Message -----

From: [REDACTED]

Received: [REDACTED]

To: CRM IrishRail; Customer Care; Customer Care; [REDACTED]

Subject: Re: Threatening behaviour CRM: [REDACTED]

Can you please telephone me at [REDACTED] as

- a) my email is missing first page with all the details
- b) there is a list of recipients of my email that are not known to me
- c) there has been a delay in your response

Sent from my iPhone

On 26 Apr 2016, at 10:39, [REDACTED] <customercare@irishrail.ie> wrote:

Dear [REDACTED]

Thank you, for your e-mail in relation to a recent journey with Iarnród Éireann Irish Rail.

Please advise this office of the date and time of the train upon which you travelled and the station where you boarded. This information is crucial in identifying the train.

Please accept my apology on behalf of Iarnród Éireann Irish Rail for the discomfort suffered.

Thank you, for taking the time to contact us and for bringing this incident to our attention.

Yours sincerely,

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6
Iarnród Éireann Irish Rail, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
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From: [REDACTED]
Sent: 04 May 2016 14:32
To: IE Info IrishRail <info@irishrail.ie>
Subject: Complaint

To whom it may concern

I booked a return ticket (with pre-booked seats) from Dublin to Ballina departing Friday 29th April returning Sunday 1st May 2016

My journey to Ballina on the Friday (12.45pm) was a pleasant one and I was highly impressed with the service provide

However my return journey was horrific to say the least. leg 1 on my return journey Ballina to Manula junction was fine, leg 2 Munula Junction to Athlone was disgracefull with large number of extremely drunken stags and hens parties who where continually served alcohol even though they where clearly Intoxicated and using vial foul language to all those around them. Secondly my pre book seat was not marked and when I asked person to leave my seat I was told to fuck off with no to little assistance form irishrail staff to then make matters worse we had 25min wait in Athlone to get the next train to Portarlinton (rail works which I totally understand)

However the same drunken unruly gangs where on the train and yet again alcohol continued to be served by Irishrail staff, the train was over crowed and my pre-booked seat was yet again taken by another passengers.. Just when I think it cannot get any worse we have to change train again except this time I was forced to stand for the remainder of the journey to Heuston station as there were not seats evadible even thought as advised by irishrail I pre-booked my seat, The explanation given by the driver for lack of seats was he had made some additional stops and picked up extra passengers . I am a type one Insulin dependent diabetic and lower limb (foot) amputee so this was extremely painful not to mention stress full journey.

I am requesting a full refund on my ticket as service proved on journey was total unacceptable and failed to meet what is should have provided

Regards

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

An Ghníníneadreachaí um Leanaí agus an Teaghlach
Child and Family Agency

Child and Family Agency

From: [REDACTED]
Sent: 06 May 2016 13:00
To: [REDACTED]
Subject: RE: FW: Complaint CRM: [REDACTED]

Dear Ms [REDACTED]

Thank you, for your e-mail of 4th May in relation to a return journey from Dublin to Ballina, with Iarnród Éireann Irish Rail.

Iarnród Éireann Irish Rail, does not, under any circumstances whatsoever accept or condone disruptive, abusive or offensive behaviour of any sort to either passengers or staff either on board our services or in one of our stations. Staff members on duty in a station have the authority to refuse admission to persons who may be deemed to be unfit for travel or indeed may be acting in an undesirable or anti-social manner, while staff members on board a rail service also have the authority to remove a passenger (or passengers) from that service for acting in an anti-social or undesirable manner and causing distress to fellow passengers.

When an incident of this nature is reported to on board personnel, they are advised to investigate the complaint thoroughly and act accordingly. If necessary, the staff member in question can contact the driver and request Gardai assistance at the next available station.

Regrettably, at present, we are not in a position to guarantee that there will be a member of staff other than the driver on board. When there is no other staff member present, Iarnród Éireann Irish Rail, would advise passengers to contact the driver using the direct intercom located in the vestibule area of each carriage and outline the situation. Again the driver can then seek assistance at the next station and request the Gardai if necessary.

Iarnród Éireann Irish Rail, does at present have external security staff at some stations, which can at times operate on board certain selected rail services. The feasibility of extending these security services to all rail services is being addressed at present.

I would like to thank you for taking the time to report this incident to us.

Please accept my apology on behalf of Iarnród Éireann / Irish Rail, for any upset and discomfort caused to you.

Please advise this office of your Online Booking Reference to enable a refund to be processed.

Thank you, for taking the time to contact us and for bringing this incident to our attention.

Yours sincerely,

[REDACTED]
Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6
Iarnród Éireann Irish Rail, Stáisiún Uí Chonghaille, Baile Átha Cliath 1, D01 V6V6
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Behaviour of customers Dublin to Westport

From

To

CRM IrishRail; Customer Care; Customer Care;

Cc

Bcc

Email Reviewed? *

Yes

Subject

Behaviour of customers Dublin to Westport

Regarding

The email below might contain script or content that is potentially harmful and has been blocked.
See the full content.

Hi,

Is there any such thing as a train host on the 12.45pm Dublin to Westport train??? What people on carriage D are having to put up with for the past hour is completely unacceptable for any paying 'customer' to have to put up with. It is like been stuck in a nightclub and not a single Irish rail staff member to be seen.

I have an annual train ticket which I have paid a small fortune for over the past few years only to have to deal with this kind of unacceptable behaviour on Fridays from these disgusting inconsiderate people. Irish rail are letting the majority of customers down by tolerating this kind of behaviour. Drinking, loud music, roaring.

Regards,

Activity Status

Received

Read only

Hi [REDACTED]

Thank you so much for your prompt response. As I mentioned I am a very regular train user and have noted that this problem does seem much worse on Fridays and on Sundays. As well as having a staff member on the train the outright banning of alcohol on most of these weekend services is something that needs to be seriously considered. I don't want to seem like a killjoy but there is a time and place and when a carriage is full of young children and regular commuters trying to get their work done this is not the place.

I was not aware of the intercom in the vestibule but that is good to note, thanks.

I hope that this issue on these services is successfully dealt with moving forward. I do enjoy using the train as my main form of transport and it's a shame that these incidents can have such a negative impact on the service.

Regards,
[REDACTED]

On 27 May 2016 3:21 p.m., [REDACTED] <customercare@irishrail.ie> wrote:

Dear [REDACTED]

Thank you for your e mail.

I would like to sincerely apologise for any unruly behaviour of other passengers on-board the 12.45 service to Westport today. Iarnród Éireann do not tolerate unruly or disruptive behaviour at any time and there are procedures currently in place whereby passengers can contact the driver directly by using the intercom in the vestibule area of the carriage, outline the situation and he will request assistance at the next available station if necessary.

Anti social behaviour is an issue currently of serious concern to Iarnród Éireann and I would like to assure you senior management are considering the possibility of having a staff member present on most Inter-City services later this year subject to available finances.

I would like to assure you a copy of your e mail will be forward to the relevant managers and I would like to thank you for taking the time to report this issue to us.

Kind Regards,
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone [REDACTED]

Address1:

Address2:

Town:

County:

Postcode:

Country:

Nature of Feedback: Antisocial Behaviour

Station where you boarded:

Scheduled departure time:

Type of Ticket:

Online Booking Reference:

Where your ticket was purchased:

Comments:

Dear Sirs,

I am sitting on the 13.15 from Westport. There is no guard anywhere on the train (or at least none to be found). There are two groups of young men consuming large amounts of alcohol. Over the course of the journey their behaviour becomes more objectionable. Their language is obscene. They are shouting obscenities at the tops of their voices. Much to their amusement. They begin to play music on a portable stereo system. Other passengers begin to move away. I notice one couple sitting directly behind a group of these now incoherent, inconsiderate young men.

Their behaviour to other older passengers is shocking. The older couple are crying. I ask the woman why is she crying. She explains she is going to St Patrick's hospital with her elderly partner. They rely on public transport to get them from Mayo to Dublin. I ask the young men to please turn the music down and please stop cursing. They do neither. The old woman is crying bitterly.

Why is alcohol allowed on your trains? Surely you must see the large amounts of cans and bottles left over (the young men in question left their cans behind for you to tidy up). You have a major disconnect with the reality of your service if you think this is acceptable.

I have not been on a train in years. I cannot say I will be on one again if I have the choice.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Sun May 29 18:29:52 BST 2016

Dear Mr [REDACTED]

Thank you, for your e-mail of 29th May in relation to a journey from Westport to Dublin with Iarnród Éireann Irish Rail.

Iarnród Éireann Irish Rail, does not, under any circumstances whatsoever accept or condone disruptive, abusive or offensive behaviour of any sort to either passengers or staff either on board our services or in one of our stations. Staff members on duty in a station have the authority to refuse admission to persons who may be deemed to be unfit for travel or indeed may be acting in an undesirable or anti-social manner, while staff members on board a rail service also have the authority to remove a passenger (or passengers) from that service for acting in an anti-social or undesirable manner and causing distress to fellow passengers.

When an incident of this nature is reported to on board personnel, they are advised to investigate the complaint thoroughly and act accordingly. If necessary, the staff member in question can contact the driver and request Gardaí assistance at the next available station.

Regrettably, at present, we are not in a position to guarantee that there will be a member of staff other than the driver on board. When there is no other staff member present, Iarnród Éireann Irish Rail, would advise passengers to contact the driver using the direct intercom located in the vestibule area of each carriage and outline the situation. Again the driver can then seek assistance at the next station and request the Gardaí if necessary.

Iarnród Éireann Irish Rail, does at present have external security staff at some stations, which can at times operate on board certain selected rail services. The feasibility of extending these security services to all rail services is being addressed at present.

Please accept my apology on behalf of Iarnród Éireann / Irish Rail, for any upset and discomfort caused to you.

Thank you, for taking the time to contact us and for bringing this incident to our attention.

Yours sincerely,

[REDACTED]
Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6
Iarnród Éireann Irish Rail, Stáisiún Uí Chonghaille, Baile Átha Cliath 1, D01 V6V6
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Book in advance to avail of our lowest web fares – www.irishrail.ie/webfare

Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Address1:

Address2:

Town:

County:

Postcode:

Country:

Nature of Feedback: Antisocial Behaviour

Station where you boarded:

Scheduled departure time:

Type of Ticket:

Online Booking Reference:

Where your ticket was purchased:

Comments:

I ma traveling on the 13:43 Claremorris to Dublin Hueston, there are 2 guys in carriage C absolutely roaring, swearing, abusing other customers and generally just been very obnoxious and threatening. There is one one young lady who has moved and is now seeking refuge beside me absolutely terrified. No guard since Athlone so all the passengers that cant move have to endure this.

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Wed Jun 01 15:57:33 BST 2016

Dear [REDACTED]

Thank you for your email and apologies for any distress caused to you. Iarnród Éireann does not, under any circumstances whatsoever, accept or condone disruptive, abusive or offensive behaviour of any sort to either passengers or staff either on-board our services or in one of our stations. Staff members on duty in a station have the authority to refuse admission to persons who may be deemed to be unfit for travel or indeed may be acting in an undesirable or anti-social manner, while staff members on-board a rail service also have the authority to remove a passenger (or passengers) from that service for acting in an anti-social or undesirable manner and causing distress to fellow passengers.

When an incident of this nature is reported to on-board personnel, they are advised to investigate the complaint thoroughly and act accordingly. If necessary, the staff member in question can contact the driver and request Gardaí assistance at the next available station.

Regrettably, at present, we are not in a position to guarantee that there will be a member of staff other than the driver on-board. When there is no other staff member present, Iarnród Éireann would advise passengers to contact the driver using the direct intercom located in the vestibule.

Thank you for taking the time to contact us with your feedback.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.
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Hi [REDACTED]

Please see email below for your information.

Kind Regards,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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Title: Ms

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I would like to complain about drinking on the Westport train. It is an absolute disgrace that it is still allowed, it's unfair on all other passengers. How can others have a enjoyable journey If you're listening to them for 3 hours. This particular group have also sat in prebooked seats which will disrupt future passengers coming on. I paid for a ticket and did not pay for this service. I expect to be reimbursed

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Oct 31 13:33:23 GMT 2016

Dear Ms [REDACTED]

Thank you, for your e-mail of 31st October in relation to a journey from Dublin to Westport with Iarnród Éireann Irish Rail.

Iarnród Éireann Irish Rail, does not, under any circumstances whatsoever accept or condone disruptive, abusive or offensive behaviour of any sort to either passengers or staff either on board our services or in one of our stations. Staff members on duty in a station have the authority to refuse admission to persons who may be deemed to be unfit for travel or indeed may be acting in an undesirable or anti-social manner, while staff members on board a rail service also have the authority to remove a passenger (or passengers) from that service for acting in an anti-social or undesirable manner and causing distress to fellow passengers.

When an incident of this nature is reported to on board personnel, they are advised to investigate the complaint thoroughly and act accordingly. If necessary, the staff member in question can contact the driver and request Gardaí assistance at the next available station.

Regrettably, at present, we are not in a position to guarantee that there will be a member of staff other than the driver on board. When there is no other staff member present, Iarnród Éireann Irish Rail, would advise passengers to contact the driver using the direct intercom located in the vestibule area of each carriage and outline the situation. Again the driver can then seek assistance at the next station and request the Gardaí if necessary.

Please advise this office of the date and time of your journey from Dublin to Westport, to enable a full investigation to take place.

Please accept my apology on behalf of Iarnród Éireann Irish Rail, for any upset and discomfort caused to you.

Thank you, for taking the time to contact us and for bringing this incident to our attention.

Yours sincerely,
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6
Iarnród Éireann Irish Rail, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
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Title: Ms

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I travelled yesterday with my partner and our two young children on the 13:05 Ballina to Dublin Heuston train. A male and a female passenger boarded the train at Roscommon. On boarding the train it was obvious that they were fairly intoxicated. They sat beside an older lady and her daughter who were sitting at the window seats. We were seated behind these 4 people. I have previously worked in hostels with active alcohols and I can only describe what I witness yesterday was both intimidating and extremely inappropriate behaviour towards this mother and daughter. The language and extremely inappropriate content of there conversation was not only upsetting and shocking to my older child, but other passengers on the train. When the aggression levels of these 2 people were starting to heighten, I sourced an Irish rail staff member. The lady I spoke to was extremely helpful, but unfortunately herself and the train driver were the only Irish rail staff members on the train. I was advised to ring the gardai. We were about 20-30 mins from Heuston. On returning to the carriage these people again were extremely verbally aggressive and showed threatening behaviour. I am generally not a train user, but having a young family I thought it would be the easiest option to travel. But considering what my children witnessed yesterday this is not an option.

Regards,

[REDACTED]

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Mon Nov 07 12:56:16 GMT 2016

Dear Ms [REDACTED]

Thank you, for your e-mail.

Iarnród Éireann Irish Rail, does at present have external security staff at some stations, which can at times operate on board certain selected rail services. The feasibility of extending these security services to all rail services is being addressed at present.

Staff members may refuse admission if they form the opinion that a passenger is unfit to travel. If however a customer becomes concerned that antisocial behaviour is taking place / about to take place on the train, the Driver should be contacted immediately by means of the communication telephone located between carriages.

Once again, I apologise for any inconvenience.

Thank you, for taking the time to contact us and for bringing this incident to our attention.

Yours sincerely,

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6
Iarnród Éireann Irish Rail, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
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----- Original Message -----

From: [REDACTED]
Received: Fri Nov 11 2016 09:53:49 GMT+0000 (GMT Standard Time)

To: CRM IrishRail; Customer Care; Customer Care; [REDACTED]
[REDACTED]
[REDACTED]

Subject: Re: Customer Service Section CRM: [REDACTED]

Hi [REDACTED]

Firstly I want to thank you, and I have given a lot of consideration to your reply.

I work with women affected by domestic violence and as part of this service we provide a safety plan. This means that if there is a serious risk or an incident the women and her children can leave as quickly and safely as possible. What I witnessed on the train I am at pains to see how these women could have left this situation safely. Being in a confined space 20 minutes waiting for the next stations is a very long time.

I want to stress that these 2 women who were verbally abused and threatened were in no way confrontational. This couple who got on the train under the influence also spoke of a previous incident where they were fined 200 euros. Do you have a policy on such situations?

I would like to think that this was a one off incident. But on speaking to these two ladies they told me that they had previously been accosted by 2 drug users on the Ballina to Dublin train. In this incident the Gardai had to forcefully remove the drug users.

The reason I am asking these questions is that I have 2 young children. My oldest is 4 1/2 and she is still talking about the incident on the train. I know it is impossible to shelter children from such people, but as a parent I will shelter them from going onto a train with absolutely no security and people like this can rant on freely.

I am honestly so surprised at Iarnród Éireann taking such a lack of responsibility.

Kind regards,

From: [REDACTED]
Sent: Wednesday, 9 November 2016 11:11:30 PM
To: [REDACTED]
Subject: RE: Customer Service Section CRM: [REDACTED]

Dear [REDACTED]

Thank you, for your e-mail of 7th November in relation to a journey from Ballina to Dublin with Iarnród Éireann Irish Rail on Sunday 6th November.

Iarnród Éireann Irish Rail, does not, under any circumstances whatsoever accept or condone disruptive, abusive or offensive behaviour of any sort to either passengers or staff either on board our services or in one of our stations. Staff members on duty in a station have the authority to refuse admission to persons who may be deemed to be unfit for travel or indeed may be acting in an undesirable or anti-social manner, while staff members on board a rail service also have the authority to remove a passenger (or passengers) from that service for acting in an anti-social or undesirable manner and causing distress to fellow passengers.

When an incident of this nature is reported to on board personnel, they are advised to investigate the complaint thoroughly and act accordingly. If necessary, the staff member in question can contact the driver and request Gardai assistance at the next available station.

Regrettably, at present, we are not in a position to guarantee that there will be a member of staff other than the driver on board. Catering staff work for Rail Gourmet, and are responsible for catering issues only. When there is no other staff member present, Iarnród Éireann Irish Rail, would advise passengers to contact the driver using the direct intercom located in the vestibule area of each carriage and outline the situation. Again the driver can then seek assistance at the next station and request the Gardai if necessary.

Please accept my apology on behalf of Iarnród Éireann Irish Rail, for any upset and discomfort caused to you.

I would like to thank you for taking the time to report this incident to us.

Yours sincerely,

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6
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From: [REDACTED]
Sent: 02 December 2016 15:38
To: IE Refunds <IERefunds@irishrail.ie>
Subject: Refund required due to extremely unacceptable service

Hi irishrail

I am currently at this moment travelling on a train from heuston to Wesport and I am in a carriage the contains about 20-30 men on a stag, and the noise they have made is absolutely appalling, it so loud that my ears have even begun to hurt, a member of your staff walked through with the food cart and done nothing to stop the noise, as a result of this terrible service I have received I expect a full refund for the heuston to Wesport part of my journey. I then suggest to you to make a change to your reservation service so as this won't happen to anyone else, and the change I suggest is that when one is selecting what seat to reserve they should be aware of if someone has reserved 20+ seats on this carriage so they will know to avoid the possibility of having a terrible journey as a result of having to endure unacceptable travel circumstances from an unbelievable loud group of people.

Regards

[REDACTED]

Dear [REDACTED]

Thank you for your e mail.

I would like to apologise on behalf of Iarnród Éireann for the disappointing journey you experienced recently travelling to Westport. Iarnród Éireann does not condone anti social behaviour on-board our services, in an incident such as this passengers are advised to contact the driver using the direct phone line in the vestibule area of the train and alert him to any anti-social behaviour, he will then investigate the complaint and request additional support at the next available station. If necessary the Gardaí are also alerted. Due to the current financial constraints of the company it is not possible to have a staff member on-board all our services but this is currently under review by senior management. I regret I cannot accede to your request for a refund on this occasion and I hope this isolated incident does not deter you from travelling on our services in the future.

Kind Regards,

[REDACTED]
Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1.

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Sir, I was a passenger on the 18:15 Dublin Heuston to Claremorris train on the 2nd February where I witnessed an incident that left me stunned and shocked at the lack of concern for health and safety on Irish Rail.

I saw a ticket inspector stand over a passenger who had fallen to the floor of the train outside the toilet and demand to see his ticket. Once his ticket had been seen, The inspector asked the gentleman who was still on the floor, Did he need a hand? No reply came from the man as he was obviously intoxicated and incapable of speech. The inspector that stepped over the man and entered the next carriage.

I had been directly behind the inspector waiting to use the toilet and during the incident at no time did he turn around.

I would presume that ticket inspectors have a duty of care to ensure the health and safety of all passengers on the train. To leave the intoxicated passenger lying on the carriage floor and proceed to the next carriage to me would be a clear breach of health and safety.

The intoxicated passenger was incapable of caring for himself, thus posing a danger to himself and other passengers. Why did the inspector leave the passenger on the floor of the carriage without ensuring that he was not a safety risk?

I would expect to receive an appropriate response to this complaint. If I do not I will forward this complaint email to the press.

Yours sincerely

Mr [REDACTED]

Thanks [REDACTED]

From: [REDACTED]
Sent: 08 February 2017 12:49
To: [REDACTED]

Subject: FW: RE: Health & Safety care of passenger's incident CRM: [REDACTED]

Hi [REDACTED]
Please see below for your information.

Regards,
[REDACTED]

----- Original Message -----

From: [REDACTED]
Received: 08/02/2017
To: [REDACTED]
Subject: RE: Health & Safety care of passenger's incident CRM: [REDACTED]

Dear Mr [REDACTED]

Further to my recent correspondence, I have been informed that the staff member has been interviewed by Management and a report of this incident has been logged.

Please be assured there were no issues of concern and the health and safety of the passenger was not compromised.

Thank you, for taking the time to contact us and for bringing this incident to our attention.

Yours sincerely,
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6
Iarnród Éireann Irish Rail, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
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----- Original Message -----

From: [REDACTED]
Received: 06/02/2017
To: [REDACTED]
Subject: Health & Safety care of passenger's incident CRM: [REDACTED]

Dear [REDACTED]

Thank you, for your e-mail of 3rd February in relation to a journey from Dublin Heuston to Claremorris with Iarnród Éireann Irish Rail.

Please accept my apology on behalf of Iarnród Éireann Irish Rail, for any upset caused when you witnessed an incident, as described in your correspondence.

A copy of your e-mail will now be forwarded to Management, for investigation. I will be in further contact when the requested information comes to hand.

Thank you, for taking the time to contact us and for bringing this incident to our attention.

Yours sincerely,



Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6
Iarnród Éireann Irish Rail, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
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Book in advance to avail of our lowest web fares— www.irishrail.ie/webfares

Title: [REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Nature of Feedback: Onboard Train Issues

Comments:

To whom it concerns,

I'm on the Friday afternoon train to westport and guess what. It's filled with stag groups. Don't get me wrong. I've been on plenty and there great but all passengers have paid good money for a seat and some level of comfort.

3 hours listening to chanting, screaming and colourful language is not my idea of comfort. Sitting in my car is starting to look like a distinctly more comfortable option in future. I can only deduce from the unhappy expressions on the non stag passengers around me that they too feel somewhat the same.

Stags are a reality and that's fine. I'm not proposing to ban them.

But equally they are every weekend with multiples some weekend. I can only assume from the group bookings that they're must be an intuitive way of recognising them.

Surely there must be a way of grouping them all in one carriage and then alerting anyone else booking a seat in that carriage so that they know from the outset.

Everyone else on the train would at least be able to enjoy the journey.

Seriously. It's not rocket science and I can't imagine I'm the only one noting their discomfort.

Yours Sincerely.....

Referer: <http://www.irishrail.ie/contact-us/customer-service-section>

IP of submitter: [REDACTED]

Timestamp: Fri Feb 24 16:57:27 GMT 2017

Dear [REDACTED]

Thanks for your reply and your email. If I might take the opportunity to make a couple of points -

1. Your response outlines procedures of how to deal with a problem. My proposal was looking at something which would avoid the problem in the first place. English trains have quiet carriages. Why not have the opposite on trains destined for hen and stag locations such as Westport or Carrick on Shannon. Just call them 'group' carriages.
2. To follow your proposed solution to the problem, a passenger has to alert the driver who may then stop the train at a station and wait for the guards to come. Overall probably an hour delay. Even the quiet passengers would be losing the will to live to be delayed by an hour. For people anxious to get home it's simply not going to happen and is wishful thinking on Irish rails part.
3. The fact that there are no staff members on the train apart from the driver speaks volumes but especially on particular trains on Friday afternoons which are destined to be filled with stag or hen groups defies logic. The obvious health and safety risks to passengers not to mention the lack of service is incredible.

As I said I've been on stag weekends and I'm not looking to ban them but there has to be a solution to the issue.

Yours Sincerely
[REDACTED]

On 28 Feb 2017 12:23 PM, [REDACTED] <customercare@irishrail.ie> wrote:

Dear Mr [REDACTED]

Thank you, for your e-mail of 24th February in relation to a journey from Dublin to Westport with Iarnród Éireann Irish Rail.

Iarnród Éireann Irish Rail, does not, under any circumstances whatsoever accept or condone disruptive, abusive or offensive behaviour of any sort to either passengers or staff either on board our services or in one of our stations. Staff members on duty in a station have the authority to refuse admission to persons who may be deemed to be unfit for travel or indeed may be acting in an undesirable or anti-social manner, while staff members on board a rail service also have the authority to remove a passenger (or passengers) from that service for acting in an anti-social or undesirable manner and causing distress to fellow passengers.

When an incident of this nature is reported to on board personnel, they are advised to investigate the complaint thoroughly and act accordingly. If necessary, the staff member in question can contact the driver and request Gardai assistance at the next available station.

Regrettably, at present, we are not in a position to guarantee that there will be a member of staff other than the driver on board. When there is no other staff member present, Iarnród Éireann Irish Rail, would advise passengers to contact the driver using the direct intercom located in the vestibule area of each carriage and outline the situation. Again the driver can then seek assistance at the next station and request the Gardai if necessary.

A copy of your correspondence will be forwarded to our Galway District Office, for their attention.

Please accept my apology on behalf of Iarnród Éireann / Irish Rail, for any upset and discomfort caused to you.

Thank you, for taking the time to contact us.

Yours sincerely,
[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6

Iarnród Éireann Irish Rail, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
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Hi guys

I experience a semi-regular problem on the 5pm & 7pm Dublin to Sligo train of disruptive passengers who get on the train (usually without a train ticket) and make a negative impact on other passengers by doing a mixture of the following:

1. Being under the influence of alcohol or other drugs
2. Begging
3. Pacing the carriage
4. Talking, arguing or shouting loudly on the phone

I find it is very difficult to report the behaviour. There is no phone number that I am aware of. The security alert buttons make lots of noise and cannot be used subtly. The driver is of course driving the train so that's similarly quite difficult. The only staff on the train are often the person running the service trolley and the driver.

As I'm writing this email there is a young man on the train who is doing a mixture of the above. The unpredictability of who may be on the train can take away from my likelihood to use the service.

If you could please advise that would be great.

Kind regards



Sent from my iPhone

Hi [REDACTED]

Antisocial behaviour on Dublin to Sligo train.

Regards,

[REDACTED]

----- Original Message -----

From: [REDACTED]

Received: 28/02/2017

To: [REDACTED]

Subject: RE: Disruptive passengers CRM:0009839

Dear Ms [REDACTED]

Thank you, for your e-mail of 24th February in relation to a journey from Dublin to Sligo with Iarnród Éireann Irish Rail.

Iarnród Éireann Irish Rail, does not, under any circumstances whatsoever accept or condone disruptive, abusive or offensive behaviour of any sort to either passengers or staff either on board our services or in one of our stations. Staff members on duty in a station have the authority to refuse admission to persons who may be deemed to be unfit for travel or indeed may be acting in an undesirable or anti-social manner, while staff members on board a rail service also have the authority to remove a passenger (or passengers) from that service for acting in an anti-social or undesirable manner and causing distress to fellow passengers.

When an incident of this nature is reported to on board personnel, they are advised to investigate the complaint thoroughly and act accordingly. If necessary, the staff member in question can contact the driver and request Gardai assistance at the next available station.

Regrettably, at present, we are not in a position to guarantee that there will be a member of staff other than the driver on board. When there is no other staff member present, Iarnród Éireann Irish Rail, would advise passengers to contact the driver using the direct intercom located in the vestibule area of each carriage and outline the situation. Again the driver can then seek assistance at the next station and request the Gardai if necessary.

A copy of your correspondence will be forwarded to our Northern District Office, for their attention.

Please accept my apology on behalf of Iarnród Éireann / Irish Rail, for any upset and discomfort caused to you.

Thank you, for taking the time to contact us.

Yours sincerely,

[REDACTED]

Customer Care, Iarnród Éireann Irish Rail, Connolly Station, Dublin 1 D01 V6V6
Iarnród Éireann Irish Rail, Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6
T : +353 1 8366222 1850 366222 * W : www.irishrail.ie E : crmmail@irishrail.ie
Book in advance to avail of our lowest web fares- www.irishrail.ie/webfares

Hi [REDACTED]

Antisocial behaviour on Dublin to Sligo train.

Regards,

[REDACTED]

----- Original Message -----

From: [REDACTED]

Received: 28/02/2017

To: [REDACTED]

Subject: RE: Disruptive passengers CRM: [REDACTED]