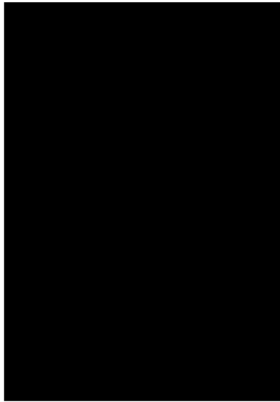


12th September 2017



Re: FOI Request Response [IE_FOI_109]

Dear ,

I refer to your request dated 19th August 2017 and received by this office on 23rd August 2017, which you have made under the Freedom of Information Act 2014 for records held by this FOI body. Your request sought:

Request –

- A list of all the compensation payments made to passengers on (a) Dublin-Sligo (b) Dublin-Galway (c) Dublin-Westport lines made since February 1st 2016
- Details of the size of the payment
- The nature of the reason for award
- The date on which the payment was made
- The date on which the incident (reason for compensation) took place

I, Paul Slowey, have now made a final decision to part grant your request on 12th September 2017.

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

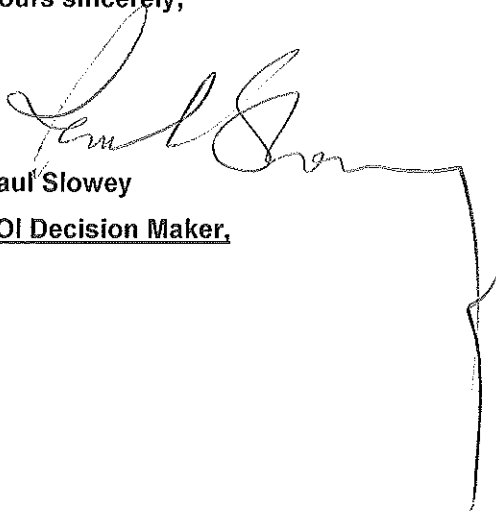
In the event that you are not happy with this decision, you can make an appeal in relation to this matter, you can do so by writing to the Freedom of Information Unit, Corporate Communications, Iarnród Éireann, Connolly Station, Amiens Street, Dublin 1 or by email to foi@irishrail.ie.

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 by telephone on +353 1 7034293.

Yours sincerely,

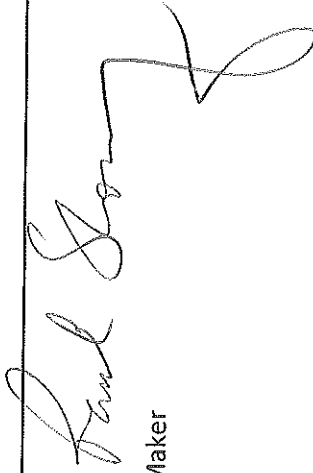
A handwritten signature in black ink, appearing to read 'Paul Slowey', with a long horizontal stroke extending to the right and a vertical line extending downwards from the end of that stroke.

Paul Slowey
FOI Decision Maker,

Freedom of Information Request:
 Schedule of Records for IE_FOI_109 : 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
IE_FOI_109	12.09.17	A list of all the compensation payments made to passengers (a) Dublin-Sligo (b) Dublin-Galway (c) Dublin-Westport lines made since February 1st 2016	1	Part Grant	S37	Passanger personal information deleted

Signed



IE Decision Maker

Incident Date	Refund Amount	Date Processed	Case Type	Case Subtype	Route
01/02/2016	8.00	01/03/2016	Service Disruption	Incident on Line	Galway
02/02/2016	31.45	04/02/2016	Fares & Ticketing	On-Line Tickets	Galway
06/02/2016	10.00	12/02/2016	Service Disruption	Timekeeping	Galway
08/02/2016	19.70	11/02/2016	Fares & Ticketing	Lost/Mislaidd Tickets	Galway
08/02/2016	27.00	08/02/2016	Service Disruption	Timekeeping	Galway
10/02/2016	25.37	12/02/2016	Fares & Ticketing	On-Line Tickets	Galway
12/02/2016	149.92	18/02/2016	Onboard Issues	Seat Reservation	Galway
12/02/2016	49.96	22/02/2016	Fares & Ticketing	Unused Tickets	Galway
12/02/2016	37.48	12/02/2016	Onboard Issues	Seat Reservation	Galway
19/02/2016	14.99	29/02/2016	Fares & Ticketing	Lost/Mislaidd Tickets	Galway
20/02/2016	20.00	25/02/2016	Onboard Issues	Seat Reservation	Galway
20/02/2016	36.65	29/02/2016	Fares & Ticketing	On-Line Tickets	Galway
21/02/2016	14.99	23/02/2016	Onboard Issues	Seat Reservation	Galway
21/02/2016	17.99	01/03/2016	Onboard Issues	Seat Reservation	Galway
21/02/2016	41.48	23/02/2016	Onboard Issues	Seat Reservation	Galway
21/02/2016	37.48	25/02/2016	Fares & Ticketing	Unused Tickets	Galway
24/02/2016	24.99	08/03/2016	Onboard Issues	Seat Reservation	Galway
28/02/2016	36.00	16/03/2016	Fares & Ticketing	Lost/Mislaidd Tickets	Galway
02/03/2016	15.00	03/03/2016	Fares & Ticketing	On-Line Tickets	Galway
05/03/2016	28.00	23/03/2016	Staff Issues	Unhelpful/Rude Staff	Galway
11/03/2016	42.40	28/03/2016	Station Issues	TVMs	Galway
14/03/2016	20.00	14/03/2016	Onboard Issues	Seat Reservation	Galway
20/03/2016	15.00	29/03/2016	Fares & Ticketing	Student Tickets	Galway
21/03/2016	75.75	24/04/2016	Antisocial Behaviour	Disorderly Passengers	Galway
25/03/2016	20.00	30/03/2016	Onboard Issues	Seat Reservation	Galway
28/03/2016	19.16	29/03/2016	Onboard Issues	Seat Reservation	Galway
02/04/2016	40.00	17/04/2016	Service Disruption	Timekeeping	Galway
03/04/2016	12.00	12/04/2016	Fares & Ticketing	Student Tickets	Galway
13/04/2016	19.99	20/04/2016	Fares & Ticketing	Unused Tickets	Galway
14/04/2016	30.00	17/04/2016	Antisocial Behaviour	Intimidation	Galway
15/04/2016	11.50	25/04/2016	Service Disruption	Bus Transfers	Galway
15/04/2016	22.98	18/04/2016	Onboard Issues	Seat Reservation	Galway
16/04/2016	25.98	19/04/2016	Service Disruption	Planned Delays	Galway
16/04/2016	15.76	17/04/2016	Onboard Issues	Seat Reservation	Galway
17/04/2016	60.00	02/05/2016	Onboard Issues	Doors	Galway
17/04/2016	10.00	28/04/2016	Onboard Issues	Doors	Galway
23/04/2016	10.00	03/05/2016	Service Disruption	Bus Transfers	Galway
24/04/2016	23.49	27/04/2016	Fares & Ticketing	Lost/Mislaidd Tickets	Galway
26/04/2016	95.46	09/05/2016	Fares & Ticketing	Ticket Prices	Galway
13/05/2016	44.98	25/05/2016	Onboard Issues	Seat Reservation	Galway
16/05/2016	25.00	13/07/2016	Service Disruption	Incident on Line	Galway
16/05/2016	6.00	25/05/2016	Service Disruption	Timekeeping	Galway
19/05/2016	23.55	18/05/2016	Fares & Ticketing	Unused Tickets	Galway
22/05/2016	10.00	26/05/2016	Onboard Issues	Seat Reservation	Galway
24/05/2016	35.97	23/05/2016	Fares & Ticketing	Unused Tickets	Galway
26/05/2016	19.55	30/05/2016	Onboard Issues	Seat Reservation	Galway
27/05/2016	44.98	31/05/2016	Fares & Ticketing	Unused Tickets	Galway
29/05/2016	20.00	04/07/2016	Onboard Issues	Doors	Galway
30/05/2016	10.00	31/05/2016	Onboard Issues	Seat Reservation	Galway
02/06/2016	37.50	08/06/2016	Fares & Ticketing	On-Line Tickets	Galway
02/06/2016	12.00	06/06/2016	Onboard Issues	Seat Reservation	Galway
03/06/2016	15.50	27/06/2016	Station Issues	TVMs	Galway
03/06/2016	50.00	09/06/2016	Onboard Issues	Crowding	Galway
07/06/2016	8.00	20/06/2016	Service Disruption	Train Failure	Galway
08/06/2016	40.00	15/06/2016	Fares & Ticketing	Unused Tickets	Galway
13/06/2016	79.96	14/06/2016	Fares & Ticketing	Unused Tickets	Galway
16/06/2016	51.40	19/06/2016	Fares & Ticketing	Unused Tickets	Galway
19/06/2016	52.00	27/06/2016	Onboard Issues	Cleanliness	Galway
20/06/2016	26.64	26/06/2016	Fares & Ticketing	Unused Tickets	Galway
20/06/2016	10.00	28/07/2016	Fares & Ticketing	Unused Tickets	Galway
23/06/2016	39.10	12/07/2016	Fares & Ticketing	DSP Free Travel Passes	Galway
24/06/2016	15.00	25/07/2016	Fares & Ticketing	Unused Tickets	Galway
24/06/2016	7.50	02/11/2016	Fares & Ticketing	Surcharges	Galway
26/06/2016	11.00	04/07/2016	Fares & Ticketing	Unused Tickets	Galway
28/06/2016	21.30	30/06/2016	Fares & Ticketing	Fare Structures	Galway
30/06/2016	16.49	17/08/2016	Fares & Ticketing	Lost/Mislaidd Tickets	Galway
02/07/2016	8.10	17/07/2016	Timetabling	Cancellations	Galway
02/07/2016	200.30	30/06/2016	Fares & Ticketing	On-Line Tickets	Galway
03/07/2016	19.70	03/07/2016	Service Disruption	Timekeeping	Galway
03/07/2016	24.99	04/07/2016	Onboard Issues	Seat Reservation	Galway
03/07/2016	39.10	19/07/2016	Onboard Issues	Seat Reservation	Galway
04/07/2016	20.00	13/07/2016	Service Disruption	Timekeeping	Galway
10/07/2016	8.25	12/07/2016	Onboard Issues	Seat Reservation	Galway
16/07/2016	78.20	20/07/2016	Fares & Ticketing	Unused Tickets	Galway

23/07/2016	21.20	26/07/2016	Fares & Ticketing	Lost/Mislaidd Tickets	Galway
24/07/2016	44.98	26/07/2016	Fares & Ticketing	Unused Tickets	Galway
25/07/2016	5.00	26/07/2016	Onboard Issues	Seat Reservation	Galway
26/07/2016	8.00	28/07/2016	Service Disruption	Timekeeping	Galway
26/07/2016	46.48	07/08/2016	Onboard Issues	Catering	Galway
27/07/2016	78.20	27/07/2016	Onboard Issues	Toilets	Galway
29/07/2016	11.50	09/08/2016	Onboard Issues	Seat Reservation	Galway
30/07/2016	18.50	04/09/2016	Onboard Issues	Seat Reservation	Galway
31/07/2016	39.10	22/08/2016	Fares & Ticketing	Unused Tickets	Galway
31/07/2016	17.50	09/08/2016	Onboard Issues	Seat Reservation	Galway
31/07/2016	19.55	09/08/2016	Onboard Issues	Seat Reservation	Galway
31/07/2016	37.98	02/08/2016	Onboard Issues	Seat Reservation	Galway
31/07/2016	17.25	04/09/2016	Onboard Issues	Crowding	Galway
31/07/2016	78.20	25/08/2016	Onboard Issues	Seat Reservation	Galway
31/07/2016	34.72	01/08/2016	Onboard Issues	Seat Reservation	Galway
31/07/2016	89.96	07/08/2016	Onboard Issues	Seat Reservation	Galway
31/07/2016	39.10	25/08/2016	Onboard Issues	Seat Reservation	Galway
31/07/2016	17.25	06/09/2016	Onboard Issues	Seat Reservation	Galway
31/07/2016	19.50	14/08/2016	Onboard Issues	Seat Reservation	Galway
31/07/2016	25.50	14/08/2016	Onboard Issues	Seat Reservation	Galway
01/08/2016	39.10	17/08/2016	Onboard Issues	Crowding	Galway
02/08/2016	18.36	29/09/2016	Service Disruption	Timekeeping	Galway
02/08/2016	24.99	01/08/2016	Onboard Issues	Seat Reservation	Galway
03/08/2016	23.00	04/08/2016	Fares & Ticketing	Student Tickets	Galway
03/08/2016	36.80	07/08/2016	Onboard Issues	Seat Reservation	Galway
05/08/2016	15.00	11/08/2016	Service Disruption	Timekeeping	Galway
05/08/2016	60.00	21/08/2016	Onboard Issues	Seat Reservation	Galway
05/08/2016	44.98	10/08/2016	Onboard Issues	Seat Reservation	Galway
05/08/2016	44.60	07/08/2016	Onboard Issues	Seat Reservation	Galway
06/08/2016	10.00	17/08/2016	Onboard Issues	Crowding	Galway
13/08/2016	10.00	18/08/2016	Fares & Ticketing	Unused Tickets	Galway
14/08/2016	39.10	24/08/2016	Onboard Issues	Crowding	Galway
14/08/2016	54.93	13/10/2016	Onboard Issues	Seat Reservation	Galway
14/08/2016	87.95	18/08/2016	Onboard Issues	Seat Reservation	Galway
14/08/2016	10.00	16/08/2016	Onboard Issues	Seat Reservation	Galway
14/08/2016	50.60	18/08/2016	Onboard Issues	Seat Reservation	Galway
14/08/2016	10.00	17/08/2016	Onboard Issues	Seat Reservation	Galway
19/08/2016	11.50	23/08/2016	Onboard Issues	Seat Reservation	Galway
20/08/2016	41.12	19/09/2016	Fares & Ticketing	Unused Tickets	Galway
21/08/2016	30.00	07/09/2016	Fares & Ticketing	Fare Structures	Galway
23/08/2016	5.00	12/09/2016	Service Disruption	Timekeeping	Galway
23/08/2016	3.00	24/08/2016	Service Disruption	Timekeeping	Galway
24/08/2016	30.00	07/09/2016	Onboard Issues	Crowding	Galway
25/08/2016	22.50	28/08/2016	Onboard Issues	Crowding	Galway
25/08/2016	67.47	05/09/2016	Service Disruption	Timekeeping	Galway
25/08/2016	34.50	04/09/2016	Fares & Ticketing	Unused Tickets	Galway
26/08/2016	19.99	11/09/2016	Fares & Ticketing	Unused Tickets	Galway
27/08/2016	10.00	06/09/2016	Fares & Ticketing	Fare Structures	Galway
28/08/2016	20.00	30/08/2016	Station Issues	Early Departures	Galway
31/08/2016	94.70	14/09/2016	Onboard Issues	Crowding	Galway
04/09/2016	20.00	13/10/2016	Service Disruption	Train Failure	Galway
04/09/2016	855.50	14/09/2016	Service Disruption	Train Failure	Galway
04/09/2016	46.30	06/09/2016	Onboard Issues	Seat Reservation	Galway
04/09/2016	13.00	07/11/2016	Service Disruption	Train Failure	Galway
04/09/2016	23.00	27/09/2016	Service Disruption	Timekeeping	Galway
04/09/2016	1544.27	11/09/2016	Service Disruption	Train Failure	Galway
13/09/2016	46.12	24/10/2016	Fares & Ticketing	Unused Tickets	Galway
15/09/2016	118.06	13/10/2016	Station Issues	TVMs	Galway
20/09/2016	5.00	10/10/2016	Fares & Ticketing	Ticket Prices	Galway
21/09/2016	6.00	02/10/2016	Fares & Ticketing	Surcharges	Galway
22/09/2016	30.33	06/10/2016	Onboard Issues	Seat Reservation	Galway
22/09/2016	9.00	17/10/2016	Fares & Ticketing	Unused Tickets	Galway
25/09/2016	109.95	26/10/2016	Timetabling	Cancellations	Galway
27/09/2016	6.00	02/10/2016	Fares & Ticketing	Ticket Prices	Galway
29/09/2016	19.50	06/10/2016	Onboard Issues	Seat Reservation	Galway
29/09/2016	26.49	25/11/2016	Fares & Ticketing	On-Line Tickets	Galway
02/10/2016	34.75	13/10/2016	Onboard Issues	Seat Reservation	Galway
07/10/2016	16.00	09/10/2016	Onboard Issues	Seat Reservation	Galway
09/10/2016	15.00	10/10/2016	Fares & Ticketing	Fare Structures	Galway
10/10/2016	15.40	29/11/2016	Fares & Ticketing	Student Tickets	Galway
14/10/2016	30.00	08/11/2016	Service Disruption	Planned Delays	Galway
14/10/2016	37.00	07/11/2016	Fares & Ticketing	On-Line Tickets	Galway
16/10/2016	18.70	16/10/2016	Onboard Issues	Seat Reservation	Galway
16/10/2016	20.99	16/10/2016	Onboard Issues	Seat Reservation	Galway
20/10/2016	10.00	24/10/2016	Onboard Issues	Crowding	Galway

23/10/2016	37 00	02/11/2016	Timetabling	Connections	Galway
26/10/2016	149 94	09/11/2016	Fares & Ticketing	Unused Tickets	Galway
31/10/2016	11 50	02/11/2016	Fares & Ticketing	Unused Tickets	Galway
05/11/2016	36 00	14/12/2016	Station Issues	TVMs	Galway
07/11/2016	30 00	16/11/2016	Staff Issues	Unhelpful/Rude Staff	Galway
09/11/2016	31 00	25/11/2016	Onboard Issues	Seat Reservation	Galway
13/11/2016	40 00	03/02/2017	Onboard Issues	Crowding	Galway
14/11/2016	12 00	06/01/2017	Service Disruption	Timekeeping	Galway
15/11/2016	20 00	18/11/2016	Onboard Issues	Heat / AC	Galway
18/11/2016	15 00	23/12/2016	Onboard Issues	Seat Reservation	Galway
18/11/2016	11.15	25/11/2016	Station Issues	Incorrect Information	Galway
20/11/2016	10 30	29/11/2016	Station Issues	TVMs	Galway
26/11/2016	45 00	02/12/2016	Onboard Issues	Seat Reservation	Galway
27/11/2016	51.40	08/12/2016	Onboard Issues	Seat Reservation	Galway
27/11/2016	51.19	13/01/2017	Onboard Issues	Seat Reservation	Galway
29/11/2016	5.00	03/11/2016	Onboard Issues	Seat Reservation	Galway
02/12/2016	25.98	08/12/2016	Fares & Ticketing	Unused Tickets	Galway
03/12/2016	39.40	08/12/2016	Onboard Issues	Seat Reservation	Galway
03/12/2016	15.00	21/12/2016	Service Disruption	Planned Delays	Galway
08/12/2016	13.00	19/01/2017	Onboard Issues	Seat Reservation	Galway
11/12/2016	15.00	30/01/2017	Onboard Issues	Seat Reservation	Galway
18/12/2016	20.00	29/12/2016	Onboard Issues	Doors	Galway
19/12/2016	10.00	29/12/2016	Service Disruption	Bus Transfers	Galway
23/12/2016	10.00	10/01/2017	Onboard Issues	Seat Reservation	Galway
30/12/2016	10 00	06/01/2017	Onboard Issues	Seat Reservation	Galway
03/01/2017	25 00	06/01/2017	Onboard Issues	Seat Reservation	Galway
04/01/2017	29 98	27/01/2017	Fares & Ticketing	Unused Tickets	Galway
05/01/2017	24 25	30/01/2017	Onboard Issues	Seat Reservation	Galway
06/01/2017	51.40	27/01/2017	Fares & Ticketing	Lost/Mislaid Tickets	Galway
12/01/2017	17 50	24/01/2017	Staff Issues	Unhelpful/Rude Staff	Galway
15/01/2017	20 99	18/01/2017	Fares & Ticketing	On-Line Tickets	Galway
23/01/2017	28.40	26/01/2017	Fares & Ticketing	Student Tickets	Galway
23/01/2017	24.49	01/02/2017	Fares & Ticketing	Unused Tickets	Galway
29/01/2017	20 00	01/02/2017	Fares & Ticketing	Family Tickets	Galway
01/02/2017	150 00	15/02/2017	Fares & Ticketing	Lost/Mislaid Tickets	Galway
01/02/2017	12.05	21/02/2017	Fares & Ticketing	Student Tickets	Galway
06/02/2017	73.30	21/02/2017	Fares & Ticketing	Lost/Mislaid Tickets	Galway
11/02/2017	11.50	17/02/2017	Service Disruption	Signal Fault	Galway
17/02/2017	25.85	22/02/2017	Fares & Ticketing	Annual Tickets	Galway
18/02/2017	71.40	09/03/2017	Fares & Ticketing	On-Line Tickets	Galway
18/02/2017	37.48	07/03/2017	Fares & Ticketing	On-Line Tickets	Galway
20/02/2017	10.35	10/03/2017	Timetabling	Timetable Changes	Galway
02/03/2017	35.19	03/03/2017	Fares & Ticketing	Lost/Mislaid Tickets	Galway
06/03/2017	5.00	13/03/2017	Service Disruption	Incident on Line	Galway
09/03/2017	6.00	15/03/2017	Service Disruption	Timekeeping	Galway
09/03/2017	5.00	03/05/2017	Service Disruption	Train Failure	Galway
09/03/2017	10 00	29/03/2017	Service Disruption	Signal Fault	Galway
09/03/2017	18 00	29/03/2017	Service Disruption	Signal Fault	Galway
09/03/2017	6 00	31/03/2017	Service Disruption	Signal Fault	Galway
09/03/2017	26 30	10/03/2017	Fares & Ticketing	Unused Tickets	Galway
09/03/2017	35 00	29/03/2017	Service Disruption	Signal Fault	Galway
09/03/2017	5 00	22/03/2017	Service Disruption	Signal Fault	Galway
09/03/2017	7 00	29/03/2017	Service Disruption	Signal Fault	Galway
09/03/2017	13.49	21/03/2017	Service Disruption	Train Failure	Galway
09/03/2017	6 00	29/03/2017	Service Disruption	Signal Fault	Galway
09/03/2017	6 00	16/03/2017	Service Disruption	Train Failure	Galway
09/03/2017	5 00	15/03/2017	Service Disruption	Train Failure	Galway
09/03/2017	11 00	15/03/2017	Service Disruption	Train Failure	Galway
09/03/2017	10.00	22/03/2017	Service Disruption	Train Failure	Galway
09/03/2017	11.00	15/03/2017	Service Disruption	Train Failure	Galway
09/03/2017	7.72	12/04/2017	Service Disruption	Signal Fault	Galway
09/03/2017	10.00	29/03/2017	Service Disruption	Signal Fault	Galway
09/03/2017	5.00	29/03/2017	Service Disruption	Signal Fault	Galway
09/03/2017	10.00	29/03/2017	Service Disruption	Signal Fault	Galway
09/03/2017	36.00	31/03/2017	Service Disruption	Signal Fault	Galway
09/03/2017	10.00	21/03/2017	Service Disruption	Signal Fault	Galway
09/03/2017	25.00	03/05/2017	Service Disruption	Train Failure	Galway
17/03/2017	15.00	07/04/2017	Fares & Ticketing	Unused Tickets	Galway
19/03/2017	115 05	22/05/2017	Fares & Ticketing	Unused Tickets	Galway
20/03/2017	40 00	27/04/2017	Onboard Issues	Seat Reservation	Galway
23/03/2017	40 00	22/06/2017	Service Disruption	Union Dispute	Galway
24/03/2017	11 00	10/04/2017	Service Disruption	Union Dispute	Galway
24/03/2017	288 00	03/05/2017	Service Disruption	Union Dispute	Galway
24/03/2017	20 24	10/04/2017	Onboard Issues	Seat Reservation	Galway
24/03/2017	14 00	31/05/2017	Service Disruption	Union Dispute	Galway

24/03/2017	14 00	30/03/2017	Service Disruption	Union Dispute	Galway
24/03/2017	4 00	09/04/2017	Service Disruption	Union Dispute	Galway
24/03/2017	51.40	28/03/2017	Onboard Issues	Seat Reservation	Galway
24/03/2017	46 30	04/04/2017	Service Disruption	Union Dispute	Galway
24/03/2017	7.67	12/04/2017	Service Disruption	Union Dispute	Galway
24/03/2017	15 00	02/05/2017	Service Disruption	Union Dispute	Galway
24/03/2017	10 00	07/06/2017	Service Disruption	Union Dispute	Galway
24/03/2017	11 50	02/05/2017	Service Disruption	Union Dispute	Galway
24/03/2017	7 50	11/05/2017	Service Disruption	Union Dispute	Galway
24/03/2017	43 00	05/04/2017	Service Disruption	Union Dispute	Galway
24/03/2017	91 08	20/04/2017	Service Disruption	Union Dispute	Galway
24/03/2017	25.70	30/05/2017	Service Disruption	Union Dispute	Galway
24/03/2017	39.10	26/04/2017	Service Disruption	Union Dispute	Galway
25/03/2017	147.00	12/05/2017	Service Disruption	Union Dispute	Galway
28/03/2017	10.00	06/04/2017	Fares & Ticketing	On-Line Tickets	Galway
28/03/2017	13.72	25/05/2017	Service Disruption	Union Dispute	Galway
30/03/2017	51.40	30/03/2017	Fares & Ticketing	Unused Tickets	Galway
31/03/2017	14.00	12/04/2017	Service Disruption	Union Dispute	Galway
31/03/2017	11.50	11/05/2017	Service Disruption	Union Dispute	Galway
31/03/2017	16.25	18/04/2017	Service Disruption	Union Dispute	Galway
31/03/2017	16.00	06/04/2017	Service Disruption	Union Dispute	Galway
31/03/2017	10.35	04/04/2017	Service Disruption	Union Dispute	Galway
31/03/2017	7.67	12/05/2017	Service Disruption	Union Dispute	Galway
31/03/2017	31.10	15/05/2017	Service Disruption	Union Dispute	Galway
31/03/2017	176 00	12/04/2017	Service Disruption	Union Dispute	Galway
31/03/2017	25.70	16/05/2017	Service Disruption	Union Dispute	Galway
31/03/2017	22 00	14/06/2017	Service Disruption	Union Dispute	Galway
31/03/2017	7.68	16/05/2017	Service Disruption	Union Dispute	Galway
01/04/2017	39.40	04/04/2017	Onboard Issues	Seat Reservation	Galway
06/04/2017	5 00	10/04/2017	Onboard Issues	Seat Reservation	Galway
10/04/2017	24 99	10/05/2017	Onboard Issues	Seat Reservation	Galway
17/04/2017	16 50	25/05/2017	Onboard Issues	Seat Reservation	Galway
18/04/2017	24.49	25/05/2017	Onboard Issues	Seat Reservation	Galway
18/04/2017	3 00	08/06/2017	Service Disruption	Train Failure	Galway
19/04/2017	10 00	22/05/2017	Service Disruption	Timekeeping	Galway
20/04/2017	22.24	22/05/2017	Fares & Ticketing	Lost/Mislaid Tickets	Galway
20/04/2017	16.00	30/05/2017	Timetabling	Connections	Galway
21/04/2017	128.30	24/04/2017	Fares & Ticketing	On-Line Tickets	Galway
23/04/2017	30.10	30/05/2017	Service Disruption	Timekeeping	Galway
24/04/2017	29.97	28/04/2017	Service Disruption	Union Dispute	Galway
25/04/2017	15.00	22/06/2017	Website	Unable to Book Tickets	Galway
30/04/2017	37.98	16/05/2017	Onboard Issues	Seat Reservation	Galway
02/05/2017	17.12	04/05/2017	Onboard Issues	Seat Reservation	Galway
03/05/2017	26.00	03/06/2017	Website	Unable to Book Tickets	Galway
04/05/2017	40.00	28/06/2017	Fares & Ticketing	On-Line Tickets	Galway
05/05/2017	20.00	25/05/2017	Website	Tickets Unavailable On-line	Galway
07/05/2017	31 00	30/05/2017	Fares & Ticketing	Unused Tickets	Galway
08/05/2017	37 98	10/05/2017	Onboard Issues	Seat Reservation	Galway
09/05/2017	14 99	16/05/2017	Fares & Ticketing	On-Line Tickets	Galway
12/05/2017	20 00	08/06/2017	Fares & Ticketing	Fare Structures	Galway
17/05/2017	9.65	25/05/2017	Onboard Issues	Seat Reservation	Galway
20/05/2017	30 00	02/06/2017	Service Disruption	Signal Fault	Galway
21/05/2017	12 39	24/05/2017	Fares & Ticketing	On-Line Tickets	Galway
22/05/2017	19 99	29/05/2017	Fares & Ticketing	Lost/Mislaid Tickets	Galway
25/05/2017	23.15	12/06/2017	Fares & Ticketing	Fare Structures	Galway
26/05/2017	16 99	29/05/2017	Website	Promotional Offers	Galway
27/05/2017	7 00	16/06/2017	Service Disruption	Train Failure	Galway
28/05/2017	11.49	30/05/2017	Onboard Issues	Seat Reservation	Galway
29/05/2017	55.00	30/08/2017	Fares & Ticketing	On-Line Tickets	Galway
02/06/2017	13.79	06/06/2017	Onboard Issues	Seat Reservation	Galway
02/06/2017	42.99	07/06/2017	Onboard Issues	Seat Reservation	Galway
03/06/2017	8.68	08/06/2017	Onboard Issues	Seat Reservation	Galway
03/06/2017	33.99	13/06/2017	Onboard Issues	Seat Reservation	Galway
07/06/2017	5.89	09/06/2017	Service Disruption	Timekeeping	Galway
09/06/2017	21.99	21/06/2017	Fares & Ticketing	On-Line Tickets	Galway
17/06/2017	25.00	05/07/2017	Fares & Ticketing	Lost/Mislaid Tickets	Galway
17/06/2017	20.00	14/07/2017	Service Disruption	Incident on Line	Galway
22/06/2017	35.00	20/06/2017	Fares & Ticketing	Fare Structures	Galway
25/06/2017	18 50	16/08/2017	Fares & Ticketing	On-Line Tickets	Galway
25/06/2017	36 00	28/06/2017	Fares & Ticketing	Unused Tickets	Galway
27/06/2017	22 00	24/08/2017	Fares & Ticketing	On-Line Tickets	Galway
30/06/2017	20 00	14/07/2017	Fares & Ticketing	Fare Structures	Galway
30/06/2017	12 99	05/07/2017	Fares & Ticketing	DSP Free Travel Passes	Galway
30/06/2017	20 00	05/07/2017	Onboard Issues	Seat Reservation	Galway
02/07/2017	20 99	27/07/2017	Onboard Issues	Seat Reservation	Galway

02/07/2017	49.96	05/07/2017	Onboard Issues	Seat Reservation	Galway
02/07/2017	49.96	12/07/2017	Onboard Issues	Seat Reservation	Galway
02/07/2017	32.48	06/07/2017	Onboard Issues	Seat Reservation	Galway
03/07/2017	26.82	19/07/2017	Onboard Issues	Crowding	Galway
04/07/2017	37.00	01/08/2017	Fares & Ticketing	On-Line Tickets	Galway
08/07/2017	68.00	27/07/2017	Website	Unable to Book Tickets	Galway
10/07/2017	5.89	25/07/2017	Service Disruption	Timekeeping	Galway
14/07/2017	12.00	24/07/2017	Fares & Ticketing	Unused Tickets	Galway
16/07/2017	11.49	21/07/2017	Fares & Ticketing	Student Tickets	Galway
17/07/2017	15.00	19/07/2017	Fares & Ticketing	On-Line Tickets	Galway
23/07/2017	19.00	27/07/2017	Onboard Issues	Bicycle Spaces	Galway
23/07/2017	20.98	26/07/2017	Onboard Issues	Seat Reservation	Galway
24/07/2017	10.99	26/07/2017	Onboard Issues	Seat Reservation	Galway
27/07/2017	14.99	31/07/2017	Fares & Ticketing	Unused Tickets	Galway
27/07/2017	101.94	28/07/2017	Fares & Ticketing	On-Line Tickets	Galway
27/07/2017	13.79	03/08/2017	Onboard Issues	Seat Reservation	Galway
28/07/2017	44.87	25/08/2017	Fares & Ticketing	DSP Free Travel Passes	Galway
30/07/2017	59.47	03/08/2017	Onboard Issues	Seat Reservation	Galway
03/08/2017	37.00	31/08/2017	Service Disruption	Timekeeping	Galway
04/08/2017	15.26	15/08/2017	Onboard Issues	Seat Reservation	Galway
07/08/2017	51.73	10/08/2017	Onboard Issues	Seat Reservation	Galway
07/08/2017	11.49	09/08/2017	Antisocial Behaviour	Disorderly Passengers	Galway
09/08/2017	29.00	16/08/2017	Onboard Issues	Crowding	Galway
12/08/2017	36.98	23/08/2017	Fares & Ticketing	Unused Tickets	Galway
18/08/2017	8.00	24/08/2017	Onboard Issues	Seat Reservation	Galway
21/08/2017	13.79	28/08/2017	Onboard Issues	Seat Reservation	Galway
23/08/2017	37.78	28/08/2017	Onboard Issues	Seat Reservation	Galway
25/08/2017	30.58	30/08/2017	Onboard Issues	Seat Reservation	Galway
28/08/2017	22.98	31/08/2017	Onboard Issues	Seat Reservation	Galway

Incident Date	Refund Amount	Date Processed	Case Type	Case Subtype	Route
01/02/2016	8.10	17/02/2016	Station Issues	TVMs	Sligo
05/02/2016	30.00	02/02/2016	Staff Issues	Unhelpful/Rude Staff	Sligo
06/02/2016	10.00	11/03/2016	Fares & Ticketing	Unused Tickets	Sligo
09/02/2016	8.00	09/03/2016	Service Disruption	Train Failure	Sligo
09/02/2016	10.00	17/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	40.00	12/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	21.00	25/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	10.00	24/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	10.00	25/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	35.00	18/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	25.00	24/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	10.00	17/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	15.00	29/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	20.00	16/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	11.00	16/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	11.00	18/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	32.00	29/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	10.00	01/03/2016	Service Disruption	Train Failure	Sligo
09/02/2016	10.00	22/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	13.00	23/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	10.00	19/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	12.00	16/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	40.25	11/02/2016	Service Disruption	Signal Fault	Sligo
09/02/2016	12.00	12/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	32.00	12/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	10.00	08/03/2016	Service Disruption	Train Failure	Sligo
09/02/2016	10.00	17/02/2016	Service Disruption	Train Failure	Sligo
09/02/2016	11.00	17/02/2016	Service Disruption	Train Failure	Sligo
12/02/2016	20.13	24/02/2016	Onboard Issues	Seat Reservation	Sligo
14/02/2016	17.00	10/03/2016	Fares & Ticketing	Ticket Prices	Sligo
15/02/2016	21.00	08/03/2016	Fares & Ticketing	Unused Tickets	Sligo
28/02/2016	33.35	26/05/2016	Service Disruption	Train Failure	Sligo
28/02/2016	6.00	11/03/2016	Service Disruption	Timekeeping	Sligo
28/02/2016	6.00	24/03/2016	Service Disruption	Timekeeping	Sligo
28/02/2016	7.00	09/03/2016	Service Disruption	Timekeeping	Sligo
13/03/2016	45.00	12/04/2016	Station Issues	TVMs	Sligo
27/03/2016	66.00	25/04/2016	Timetabling	Cancellations	Sligo
30/03/2016	20.00	01/04/2016	Fares & Ticketing	Unused Tickets	Sligo
31/03/2016	21.20	12/04/2016	Onboard Issues	Seat Reservation	Sligo
01/04/2016	8.00	06/04/2016	Service Disruption	Signal Fault	Sligo
22/04/2016	18.00	02/06/2016	Fares & Ticketing	Unused Tickets	Sligo
30/04/2016	11.00	05/05/2016	Onboard Issues	Seat Reservation	Sligo
14/05/2016	44.60	10/06/2016	Fares & Ticketing	DSP Free Travel Passes	Sligo
03/06/2016	12.00	30/06/2016	Fares & Ticketing	Student Tickets	Sligo
04/06/2016	8.85	14/06/2016	Service Disruption	Timekeeping	Sligo
04/06/2016	58.55	28/06/2016	Service Disruption	Train Failure	Sligo
04/06/2016	8.00	29/06/2016	Service Disruption	Timekeeping	Sligo
04/06/2016	20.00	08/06/2016	Fares & Ticketing	Student Tickets	Sligo
06/06/2016	10.50	09/06/2016	Onboard Issues	Seat Reservation	Sligo
08/06/2016	36.65	06/07/2016	Fares & Ticketing	DSP Free Travel Passes	Sligo
12/06/2016	20.00	26/06/2016	Onboard Issues	Cleanliness	Sligo
12/06/2016	11.00	16/06/2016	Service Disruption	Train Failure	Sligo
13/06/2016	107.30	15/06/2016	Fares & Ticketing	Unused Tickets	Sligo
25/06/2016	19.70	27/06/2016	Fares & Ticketing	Unused Tickets	Sligo
26/06/2016	133.80	22/06/2016	Fares & Ticketing	Lost/Mislaid Tickets	Sligo
30/06/2016	24.00	02/08/2016	Fares & Ticketing	Unused Tickets	Sligo
02/07/2016	19.00	24/07/2016	Fares & Ticketing	Lost/Mislaid Tickets	Sligo
07/07/2016	28.49	10/07/2016	Service Disruption	Bus Transfers	Sligo

10/07/2016	11.00	13/07/2016	Service Disruption	Track Fault	Sligo
11/07/2016	26.99	18/07/2016	Fares & Ticketing	Unused Tickets	Sligo
11/07/2016	39.98	21/07/2016	Fares & Ticketing	Ticket Prices	Sligo
23/07/2016	15.00	01/08/2016	Onboard Issues	Seat Reservation	Sligo
29/07/2016	100.00	01/08/2016	Onboard Issues	Seat Reservation	Sligo
31/07/2016	31.00	28/09/2016	Service Disruption	Timekeeping	Sligo
10/08/2016	40.00	14/08/2016	Onboard Issues	Crowding	Sligo
10/08/2016	5.00	11/09/2016	Onboard Issues	Seat Reservation	Sligo
12/08/2016	20.00	17/08/2016	Onboard Issues	Seat Reservation	Sligo
13/08/2016	20.00	17/08/2016	Station Issues	Incorrect Information	Sligo
18/08/2016	5.00	08/09/2016	Fares & Ticketing	Family Tickets	Sligo
19/08/2016	28.00	24/08/2016	Fares & Ticketing	Student Tickets	Sligo
22/08/2016	90.96	28/08/2016	Onboard Issues	Seat Reservation	Sligo
23/08/2016	23.40	29/08/2016	Onboard Issues	Doors	Sligo
29/08/2016	29.00	30/08/2016	Fares & Ticketing	On-Line Tickets	Sligo
07/09/2016	28.49	11/09/2016	Fares & Ticketing	On-Line Tickets	Sligo
12/09/2016	28.49	21/09/2016	Fares & Ticketing	Unused Tickets	Sligo
12/09/2016	31.00	26/10/2016	Fares & Ticketing	Annual Tickets	Sligo
14/09/2016	31.00	27/09/2016	Fares & Ticketing	Surcharges	Sligo
14/09/2016	30.00	12/10/2016	Fares & Ticketing	Surcharges	Sligo
17/09/2016	24.00	19/09/2016	Onboard Issues	Cleanliness	Sligo
18/09/2016	27.70	10/10/2016	Onboard Issues	Seat Reservation	Sligo
18/09/2016	20.00	26/09/2016	Onboard Issues	Seat Reservation	Sligo
18/09/2016	33.35	06/10/2016	Onboard Issues	Crowding	Sligo
19/09/2016	21.00	28/11/2016	Onboard Issues	Cleanliness	Sligo
20/09/2016	40.00	02/11/2016	Onboard Issues	Toilets	Sligo
23/09/2016	21.00	09/11/2016	Service Disruption	Train Failure	Sligo
23/09/2016	7.86	20/10/2016	Service Disruption	Signal Fault	Sligo
23/09/2016	5.00	11/10/2016	Service Disruption	Train Failure	Sligo
23/09/2016	6.00	11/10/2016	Service Disruption	Train Failure	Sligo
23/09/2016	5.00	11/10/2016	Service Disruption	Train Failure	Sligo
23/09/2016	7.00	11/10/2016	Service Disruption	Train Failure	Sligo
23/09/2016	30.95	13/10/2016	Station Issues	Announcements	Sligo
23/09/2016	18.50	13/10/2016	Service Disruption	Timekeeping	Sligo
23/09/2016	5.00	11/10/2016	Service Disruption	Train Failure	Sligo
23/09/2016	33.35	10/10/2016	Service Disruption	Timekeeping	Sligo
23/09/2016	11.00	19/10/2016	Service Disruption	Train Failure	Sligo
23/09/2016	21.00	26/10/2016	Service Disruption	Train Failure	Sligo
30/09/2016	11.00	02/10/2016	Onboard Issues	Crowding	Sligo
30/09/2016	26.99	05/10/2016	Onboard Issues	Seat Reservation	Sligo
30/09/2016	44.60	06/10/2016	Onboard Issues	Seat Reservation	Sligo
30/09/2016	12.00	24/10/2016	Onboard Issues	Crowding	Sligo
01/10/2016	20.00	13/10/2016	Station Issues	TVMs	Sligo
02/10/2016	12.75	13/10/2016	Service Disruption	Timekeeping	Sligo
02/10/2016	5.00	11/10/2016	Service Disruption	Signal Fault	Sligo
07/10/2016	34.50	12/10/2016	Onboard Issues	Crowding	Sligo
10/10/2016	5.00	10/10/2016	Onboard Issues	Seat Reservation	Sligo
13/10/2016	29.98	16/10/2016	Staff Issues	Unhelpful/Rude Staff	Sligo
13/10/2016	14.99	24/10/2016	Service Disruption	Train Failure	Sligo
14/10/2016	53.65	23/11/2016	Fares & Ticketing	Student Tickets	Sligo
16/10/2016	10.50	24/10/2016	Onboard Issues	Seat Reservation	Sligo
16/10/2016	27.70	01/12/2016	Onboard Issues	Seat Reservation	Sligo
21/10/2016	39.00	14/12/2016	Fares & Ticketing	Surcharges	Sligo
30/10/2016	10.00	23/11/2016	Timetabling	Cancellations	Sligo
31/10/2016	40.48	03/11/2016	Onboard Issues	Seat Reservation	Sligo
06/11/2016	9.05	17/11/2016	Onboard Issues	Seat Reservation	Sligo
12/11/2016	36.00	01/12/2016	Fares & Ticketing	Unused Tickets	Sligo
14/11/2016	14.72	21/12/2016	Service Disruption	Incident on Line	Sligo
14/11/2016	20.13	05/12/2016	Service Disruption	Incident on Line	Sligo

14/11/2016	15.50	21/12/2016	Service Disruption	Incident on Line	Sligo
14/11/2016	10.00	28/11/2016	Service Disruption	Incident on Line	Sligo
14/11/2016	15.50	21/12/2016	Service Disruption	Incident on Line	Sligo
14/11/2016	15.50	13/12/2016	Service Disruption	Incident on Line	Sligo
14/11/2016	21.00	23/11/2016	Service Disruption	Incident on Line	Sligo
14/11/2016	15.50	23/11/2016	Service Disruption	Incident on Line	Sligo
14/11/2016	18.00	13/12/2016	Service Disruption	Incident on Line	Sligo
14/11/2016	11.00	05/12/2016	Service Disruption	Incident on Line	Sligo
14/11/2016	15.50	30/11/2016	Service Disruption	Incident on Line	Sligo
14/11/2016	21.50	10/02/2017	Service Disruption	Incident on Line	Sligo
14/11/2016	21.50	14/12/2016	Service Disruption	Incident on Line	Sligo
14/11/2016	20.00	28/11/2016	Service Disruption	Incident on Line	Sligo
14/11/2016	40.00	30/11/2016	Service Disruption	Incident on Line	Sligo
14/11/2016	10.00	28/11/2016	Service Disruption	Incident on Line	Sligo
15/11/2016	35.99	18/11/2016	Fares & Ticketing	Unused Tickets	Sligo
15/11/2016	24.24	16/11/2016	Fares & Ticketing	On-Line Tickets	Sligo
16/11/2016	63.97	21/12/2016	Fares & Ticketing	Unused Tickets	Sligo
17/11/2016	20.00	19/12/2016	Onboard Issues	Doors	Sligo
18/11/2016	111.50	21/11/2016	Onboard Issues	Seat Reservation	Sligo
19/11/2016	8.00	13/12/2016	Service Disruption	Timekeeping	Sligo
20/11/2016	14.85	07/12/2016	Station Issues	TVMs	Sligo
25/11/2016	79.40	01/12/2016	Fares & Ticketing	On-Line Tickets	Sligo
03/12/2016	39.98	06/01/2017	Onboard Issues	Crowding	Sligo
07/12/2016	80.50	10/01/2017	Fares & Ticketing	DSP Free Travel Passes	Sligo
12/12/2016	60.00	27/06/2017	Onboard Issues	Seat Reservation	Sligo
16/12/2016	64.40	04/01/2017	Fares & Ticketing	On-Line Tickets	Sligo
16/12/2016	37.58	04/01/2017	Fares & Ticketing	On-Line Tickets	Sligo
18/12/2016	25.00	03/02/2017	Onboard Issues	Doors	Sligo
19/12/2016	40.08	04/01/2017	Fares & Ticketing	On-Line Tickets	Sligo
21/12/2016	36.65	24/01/2017	Fares & Ticketing	DSP Free Travel Passes	Sligo
30/12/2016	20.00	11/01/2017	Onboard Issues	Doors	Sligo
02/01/2017	40.25	26/01/2017	Service Disruption	Train Failure	Sligo
02/01/2017	21.99	13/01/2017	Onboard Issues	Seat Reservation	Sligo
02/01/2017	22.00	10/01/2017	Service Disruption	Timekeeping	Sligo
06/01/2017	24.00	11/01/2017	Fares & Ticketing	Student Tickets	Sligo
13/01/2017	40.00	08/02/2017	Service Disruption	Train Failure	Sligo
13/01/2017	5.00	01/02/2017	Service Disruption	Signal Fault	Sligo
13/01/2017	25.00	22/02/2017	Service Disruption	Train Failure	Sligo
13/01/2017	5.00	09/02/2017	Service Disruption	Train Failure	Sligo
13/01/2017	6.00	23/01/2017	Service Disruption	Train Failure	Sligo
13/01/2017	36.49	01/03/2017	Service Disruption	Signal Fault	Sligo
13/01/2017	7.49	20/01/2017	Service Disruption	Train Failure	Sligo
13/01/2017	12.00	10/02/2017	Service Disruption	Signal Fault	Sligo
13/01/2017	7.00	10/02/2017	Service Disruption	Signal Fault	Sligo
13/01/2017	22.00	02/02/2017	Service Disruption	Signal Fault	Sligo
13/01/2017	11.00	27/01/2017	Service Disruption	Signal Fault	Sligo
13/01/2017	11.00	20/01/2017	Service Disruption	Train Failure	Sligo
13/01/2017	12.00	27/01/2017	Service Disruption	Train Failure	Sligo
13/01/2017	11.00	23/01/2017	Service Disruption	Train Failure	Sligo
13/01/2017	11.00	18/01/2017	Service Disruption	Train Failure	Sligo
13/01/2017	40.00	10/02/2017	Service Disruption	Signal Fault	Sligo
13/01/2017	13.00	23/01/2017	Service Disruption	Timekeeping	Sligo
13/01/2017	26.00	23/01/2017	Service Disruption	Train Failure	Sligo
13/01/2017	25.00	02/02/2017	Service Disruption	Train Failure	Sligo
13/01/2017	11.00	20/01/2017	Service Disruption	Train Failure	Sligo
13/01/2017	4.52	20/01/2017	Service Disruption	Train Failure	Sligo
13/01/2017	14.45	13/02/2017	Service Disruption	Signal Fault	Sligo
13/01/2017	10.00	01/02/2017	Service Disruption	Signal Fault	Sligo
13/01/2017	7.00	10/03/2017	Service Disruption	Train Failure	Sligo

13/01/2017	8.00	23/01/2017	Service Disruption	Train Failure	Sligo
13/01/2017	27.00	01/02/2017	Service Disruption	Signal Fault	Sligo
13/01/2017	8.00	23/01/2017	Service Disruption	Train Failure	Sligo
13/01/2017	12.75	27/01/2017	Service Disruption	Train Failure	Sligo
13/01/2017	11.15	20/01/2017	Service Disruption	Train Failure	Sligo
13/01/2017	10.00	10/02/2017	Service Disruption	Signal Fault	Sligo
13/01/2017	9.50	20/01/2017	Service Disruption	Train Failure	Sligo
13/01/2017	5.00	01/02/2017	Service Disruption	Train Failure	Sligo
13/01/2017	6.71	08/03/2017	Service Disruption	Train Failure	Sligo
17/01/2017	5.00	01/02/2017	Service Disruption	Timekeeping	Sligo
17/01/2017	15.00	24/02/2017	Service Disruption	Train Failure	Sligo
18/01/2017	20.00	03/02/2017	Service Disruption	Train Failure	Sligo
21/01/2017	15.00	01/02/2017	Fares & Ticketing	Surcharges	Sligo
24/01/2017	39.97	27/01/2017	Onboard Issues	Seat Reservation	Sligo
28/01/2017	33.35	06/01/2017	Fares & Ticketing	Unused Tickets	Sligo
30/01/2017	3.75	17/02/2017	Service Disruption	Train Failure	Sligo
02/02/2017	10.00	09/03/2017	Service Disruption	Timekeeping	Sligo
11/02/2017	42.40	15/02/2017	Fares & Ticketing	Unused Tickets	Sligo
14/02/2017	43.24	09/03/2017	Service Disruption	Train Failure	Sligo
14/02/2017	33.00	03/03/2017	Fares & Ticketing	Unused Tickets	Sligo
24/02/2017	28.49	03/03/2017	Onboard Issues	Crowding	Sligo
27/02/2017	25.00	02/03/2017	Fares & Ticketing	Surcharges	Sligo
09/03/2017	32.00	03/04/2017	Station Issues	TVMs	Sligo
17/03/2017	5.00	17/04/2017	Onboard Issues	Seat Reservation	Sligo
24/03/2017	26.83	11/05/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	10.00	11/04/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	5.00	06/04/2017	Onboard Issues	Seat Reservation	Sligo
24/03/2017	26.83	25/04/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	17.00	12/04/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	8.10	24/05/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	30.00	03/05/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	16.12	11/05/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	14.00	10/04/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	25.70	03/05/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	19.99	03/04/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	64.47	25/05/2017	Fares & Ticketing	On-Line Tickets	Sligo
24/03/2017	12.00	11/05/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	23.55	24/04/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	40.25	05/04/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	16.13	11/05/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	39.10	05/04/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	11.98	12/04/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	51.40	03/05/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	31.45	05/04/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	11.50	11/05/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	26.82	27/04/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	38.05	11/04/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	33.35	12/04/2017	Service Disruption	Union Dispute	Sligo
24/03/2017	42.50	05/04/2017	Service Disruption	Union Dispute	Sligo
31/03/2017	10.00	11/04/2017	Service Disruption	Union Dispute	Sligo
31/03/2017	224.00	16/05/2017	Service Disruption	Union Dispute	Sligo
31/03/2017	15.00	11/05/2017	Service Disruption	Union Dispute	Sligo
31/03/2017	12.00	11/05/2017	Service Disruption	Union Dispute	Sligo
31/03/2017	89.95	12/06/2017	Service Disruption	Union Dispute	Sligo
31/03/2017	18.40	11/05/2017	Service Disruption	Union Dispute	Sligo
31/03/2017	22.30	12/05/2017	Service Disruption	Union Dispute	Sligo
31/03/2017	31.45	12/05/2017	Service Disruption	Union Dispute	Sligo
07/04/2017	32.70	09/04/2017	Fares & Ticketing	Unused Tickets	Sligo
14/04/2017	27.98	18/04/2017	Onboard Issues	Seat Reservation	Sligo

24/04/2017	20.98	28/04/2017 Website	No Confirmation Email	Sligo
13/05/2017	54.00	31/05/2017 Fares & Ticketing	Unused Tickets	Sligo
22/05/2017	51.40	08/06/2017 Fares & Ticketing	Fare Structures	Sligo
25/05/2017	15.72	17/08/2017 Fares & Ticketing	Fare Structures	Sligo
28/05/2017	60.00	02/06/2017 Onboard Issues	Seat Reservation	Sligo
28/05/2017	20.00	26/07/2017 Fares & Ticketing	Student Tickets	Sligo
03/06/2017	43.76	07/06/2017 Fares & Ticketing	Unused Tickets	Sligo
05/06/2017	31.99	26/06/2017 Onboard Issues	Doors	Sligo
06/06/2017	29.98	12/06/2017 Fares & Ticketing	Unused Tickets	Sligo
09/06/2017	40.00	15/06/2017 Onboard Issues	Seat Reservation	Sligo
11/06/2017	4.00	16/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	10.00	19/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	13.00	10/07/2017 Service Disruption	Train Failure	Sligo
11/06/2017	3.00	26/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	8.00	19/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	15.00	19/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	6.00	26/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	7.00	19/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	10.00	19/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	8.00	26/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	8.00	26/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	7.00	16/06/2017 Service Disruption	Track Fault	Sligo
11/06/2017	10.00	17/07/2017 Service Disruption	Train Failure	Sligo
11/06/2017	6.00	26/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	5.00	17/07/2017 Service Disruption	Train Failure	Sligo
11/06/2017	7.00	26/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	8.00	19/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	10.00	19/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	6.00	19/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	11.00	28/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	10.00	19/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	10.00	19/06/2017 Service Disruption	Train Failure	Sligo
11/06/2017	4.00	16/06/2017 Service Disruption	Train Failure	Sligo
12/06/2017	20.00	23/06/2017 Service Disruption	Timekeeping	Sligo
16/06/2017	24.78	19/06/2017 Fares & Ticketing	Fare Structures	Sligo
17/06/2017	15.99	23/06/2017 Fares & Ticketing	On-Line Tickets	Sligo
17/06/2017	18.99	04/07/2017 Service Disruption	Train Failure	Sligo
18/06/2017	0.00	10/08/2017 Fares & Ticketing	Unused Tickets	Sligo
21/06/2017	19.99	22/06/2017 Fares & Ticketing	On-Line Tickets	Sligo
23/06/2017	16.70	26/06/2017 Fares & Ticketing	Fare Structures	Sligo
25/06/2017	24.00	02/08/2017 Fares & Ticketing	Unused Tickets	Sligo
02/07/2017	14.99	12/07/2017 Onboard Issues	Seat Reservation	Sligo
04/07/2017	10.49	18/07/2017 Onboard Issues	Seat Reservation	Sligo
04/07/2017	29.55	21/07/2017 Fares & Ticketing	DSP Free Travel Passes	Sligo
07/07/2017	17.00	12/07/2017 Fares & Ticketing	Ticket Prices	Sligo
07/07/2017	38.00	26/07/2017 Fares & Ticketing	Unused Tickets	Sligo
12/07/2017	16.99	14/07/2017 Onboard Issues	Seat Reservation	Sligo
13/07/2017	29.98	31/07/2017 Fares & Ticketing	Unused Tickets	Sligo
30/07/2017	35.48	01/08/2017 Onboard Issues	Seat Reservation	Sligo
30/07/2017	90.86	21/08/2017 Onboard Issues	Seat Reservation	Sligo
30/07/2017	54.88	03/08/2017 Onboard Issues	Seat Reservation	Sligo
30/07/2017	27.98	22/08/2017 Onboard Issues	Seat Reservation	Sligo
30/07/2017	50.00	04/08/2017 Staff Issues	Unhelpful/Rude Staff	Sligo
30/07/2017	39.10	09/08/2017 Fares & Ticketing	On-Line Tickets	Sligo
03/08/2017	19.99	09/08/2017 Fares & Ticketing	On-Line Tickets	Sligo
06/08/2017	87.44	14/08/2017 Onboard Issues	Seat Reservation	Sligo
06/08/2017	29.99	09/08/2017 Onboard Issues	Seat Reservation	Sligo
07/08/2017	10.99	23/08/2017 Onboard Issues	Seat Reservation	Sligo
07/08/2017	32.00	14/08/2017 Onboard Issues	Seat Reservation	Sligo

07/08/2017	47.08	15/08/2017 Onboard Issues	Seat Reservation	Sligo
07/08/2017	22.38	18/08/2017 Fares & Ticketing	On-Line Tickets	Sligo
26/08/2017	20.98	29/08/2017 Fares & Ticketing	On-Line Tickets	Sligo

Incident Date	Refund Amount	Date Processed	Case Type	Case Subtype	Route
06/02/2016	30.00	29/02/2016	Fares & Ticketing	Unused Tickets	Rosslare
17/02/2016	30.05	29/02/2016	Onboard Issues	Seat Reservation	Rosslare
18/02/2016	30.00	29/02/2016	Onboard Issues	Seat Reservation	Rosslare
19/02/2016	20.00	23/02/2016	Onboard Issues	Seat Reservation	Rosslare
08/03/2016	20.00	14/03/2016	Fares & Ticketing	On-Line Tickets	Rosslare
09/03/2016	25.00	14/03/2016	Onboard Issues	Seat Reservation	Rosslare
25/03/2016	10.00	30/03/2016	Onboard Issues	Seat Reservation	Rosslare
09/04/2016	13.00	27/04/2016	Fares & Ticketing	Unused Tickets	Rosslare
14/04/2016	15.00	20/04/2016	Onboard Issues	Doors	Rosslare
02/05/2016	29.40	03/05/2016	Timetabling	Timetable Changes	Rosslare
06/05/2016	20.00	13/05/2016	Onboard Issues	Seat Reservation	Rosslare
13/05/2016	10.00	09/05/2016	Onboard Issues	Seat Reservation	Rosslare
27/05/2016	7.00	07/06/2016	Service Disruption	Signal Fault	Rosslare
29/05/2016	7.50	30/05/2016	Service Disruption	Timekeeping	Rosslare
02/06/2016	8.00	21/06/2016	Onboard Issues	Seat Reservation	Rosslare
04/06/2016	22.00	27/06/2016	Service Disruption	Bus Transfers	Rosslare
04/06/2016	48.00	16/06/2016	Station Issues	Incorrect Information	Rosslare
06/06/2016	21.95	09/06/2016	Timetabling	Timetable Changes	Rosslare
14/06/2016	10.00	15/06/2016	Service Disruption	Timekeeping	Rosslare
17/06/2016	15.00	20/06/2016	Station Issues	Disability Assistance/Ramps	Rosslare
24/06/2016	15.00	26/06/2016	Onboard Issues	Seat Reservation	Rosslare
28/06/2016	25.00	14/08/2016	Onboard Issues	Seat Reservation	Rosslare
09/07/2016	10.00	04/08/2016	Onboard Issues	Seat Reservation	Rosslare
15/07/2016	100.00	28/07/2016	Onboard Issues	Lost Property	Rosslare
19/07/2016	10.00	20/07/2016	Onboard Issues	Seat Reservation	Rosslare
23/07/2016	25.85	02/08/2016	Fares & Ticketing	Unused Tickets	Rosslare
29/07/2016	5.00	02/08/2016	Onboard Issues	Seat Reservation	Rosslare
29/07/2016	11.63	29/09/2016	Onboard Issues	Seat Reservation	Rosslare
31/07/2016	20.00	01/08/2016	Onboard Issues	Seat Reservation	Rosslare
08/08/2016	5.00	08/08/2016	Onboard Issues	Seat Reservation	Rosslare
15/08/2016	30.00	26/09/2016	Fares & Ticketing	Unused Tickets	Rosslare
06/09/2016	20.00	11/09/2016	Onboard Issues	Seat Reservation	Rosslare
09/09/2016	25.00	18/09/2016	Onboard Issues	Seat Reservation	Rosslare
10/09/2016	20.00	02/10/2016	Service Disruption	Bus Transfers	Rosslare
21/09/2016	15.45	21/11/2016	Fares & Ticketing	Fare Structures	Rosslare
22/09/2016	17.50	28/09/2016	Service Disruption	Planned Delays	Rosslare
28/09/2016	10.00	30/11/2016	Onboard Issues	Seat Reservation	Rosslare
03/10/2016	5.00	18/10/2016	Service Disruption	Timekeeping	Rosslare
14/10/2016	270.00	18/10/2016	Onboard Issues	Seat Reservation	Rosslare
26/10/2016	13.00	23/11/2016	Fares & Ticketing	Unused Tickets	Rosslare
28/10/2016	47.98	03/11/2016	Website	No Confirmation Email	Rosslare
04/11/2016	40.00	18/01/2017	Onboard Issues	Toilets	Rosslare
11/11/2016	17.99	29/11/2016	Onboard Issues	Seat Reservation	Rosslare
17/11/2016	34.50	22/11/2016	Fares & Ticketing	Unused Tickets	Rosslare
27/11/2016	17.19	11/01/2017	Fares & Ticketing	Unused Tickets	Rosslare
01/12/2016	12.00	04/01/2017	Fares & Ticketing	Unused Tickets	Rosslare
06/12/2016	5.00	23/01/2017	Service Disruption	Timekeeping	Rosslare
13/12/2016	22.99	12/01/2017	Station Issues	Announcements	Rosslare
24/12/2016	10.00	27/01/2017	Onboard Issues	Seat Reservation	Rosslare
24/02/2017	37.05	05/04/2017	Fares & Ticketing	DSP Free Travel Passes	Rosslare
11/03/2017	15.00	25/05/2017	Timetabling	Timetable Changes	Rosslare
15/03/2017	20.98	16/03/2017	Fares & Ticketing	Unused Tickets	Rosslare
21/03/2017	30.00	25/05/2017	Fares & Ticketing	Unused Tickets	Rosslare
24/03/2017	11.00	11/04/2017	Service Disruption	Union Dispute	Rosslare
24/03/2017	7.00	28/03/2017	Service Disruption	Union Dispute	Rosslare
24/03/2017	9.75	11/05/2017	Service Disruption	Union Dispute	Rosslare
24/03/2017	58.40	10/04/2017	Service Disruption	Union Dispute	Rosslare
24/03/2017	7.00	05/04/2017	Service Disruption	Union Dispute	Rosslare

24/03/2017	27.98	02/04/2017	Service Disruption	Union Dispute	Rosslare
24/03/2017	29.20	11/05/2017	Service Disruption	Union Dispute	Rosslare
24/03/2017	18.99	12/05/2017	Service Disruption	Union Dispute	Rosslare
24/03/2017	8.38	12/05/2017	Service Disruption	Union Dispute	Rosslare
24/03/2017	20.00	11/04/2017	Service Disruption	Union Dispute	Rosslare
25/03/2017	20.00	27/03/2017	Onboard Issues	Seat Reservation	Rosslare
31/03/2017	14.70	15/05/2017	Service Disruption	Union Dispute	Rosslare
13/04/2017	17.99	20/04/2017	Onboard Issues	Seat Reservation	Rosslare
13/04/2017	15.00	20/04/2017	Onboard Issues	Seat Reservation	Rosslare
14/04/2017	23.99	24/04/2017	Onboard Issues	Seat Reservation	Rosslare
14/04/2017	10.00	25/05/2017	Onboard Issues	Seat Reservation	Rosslare
15/04/2017	31.98	20/04/2017	Onboard Issues	Seat Reservation	Rosslare
15/04/2017	63.96	29/05/2017	Onboard Issues	Seat Reservation	Rosslare
21/04/2017	10.00	10/05/2017	Onboard Issues	Seat Reservation	Rosslare
24/04/2017	26.00	31/05/2017	Fares & Ticketing	Unused Tickets	Rosslare
01/05/2017	16.99	11/05/2017	Fares & Ticketing	Unused Tickets	Rosslare
07/05/2017	27.90	30/05/2017	Onboard Issues	Bicycle Spaces	Rosslare
11/05/2017	8.10	03/08/2017	Staff Issues	Unhelpful/Rude Staff	Rosslare
13/05/2017	11.00	23/05/2017	Onboard Issues	Cleanliness	Rosslare
15/05/2017	27.98	22/05/2017	Website	Tickets Unavailable On-line	Rosslare
17/05/2017	17.99	22/05/2017	Onboard Issues	Seat Reservation	Rosslare
23/05/2017	15.00	08/06/2017	Fares & Ticketing	Fare Structures	Rosslare
26/05/2017	25.98	29/05/2017	Fares & Ticketing	On-Line Tickets	Rosslare
28/05/2017	5.00	30/05/2017	Fares & Ticketing	Fare Structures	Rosslare
15/06/2017	17.00	10/08/2017	Fares & Ticketing	Ticket Prices	Rosslare
21/06/2017	29.98	18/07/2017	Onboard Issues	Seat Reservation	Rosslare
22/06/2017	27.65	06/07/2017	Fares & Ticketing	Fare Structures	Rosslare
01/07/2017	25.98	13/07/2017	Fares & Ticketing	Ticket Prices	Rosslare
02/07/2017	20.00	06/07/2017	Onboard Issues	Seat Reservation	Rosslare
26/07/2017	10.99	28/07/2017	Fares & Ticketing	On-Line Tickets	Rosslare
27/07/2017	26.97	09/08/2017	Fares & Ticketing	Unused Tickets	Rosslare
04/08/2017	20.00	16/08/2017	Onboard Issues	Seat Reservation	Rosslare
06/08/2017	17.50	10/08/2017	Onboard Issues	Seat Reservation	Rosslare
16/08/2017	15.00	18/08/2017	Onboard Issues	Seat Reservation	Rosslare