



06th November 2017

Mr. Eoghan Murphy
2 Kingston Terrace,
Carrick-on-Shannon,
Co. Leitrim

Email: eoghanyoungmurphy@hotmail.com

Re: FOI Request Response [IE_FOI_123]

Dear Mr. Murphy,

I refer to your request dated 30th September 2017 made under the Freedom of Information Act 2014, which was received on 10th October 2017 for records held by Iarnród Éireann your request sought:

I would like to request a copy of all complaints received by Irish Rail in relation to the stations listed below since January 1 2017.

- Carrick-on-Shannon
- Roscommon
- Longford
- Athlone
- Boyle
- Castlerea
- Edgeworthstown

I, Paul Slowey, have now made a final decision to part grant your request on 06th November 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,

Paul Slowey
FOI Decision Maker,

Freedom of Information Request:
 Schedule of Records for IE_FOI_123 : 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_123	06.11.17	<p>I would like to request a copy of all complaints received by Irish Rail in relation to the stations listed below since January 1 2017.</p> <ul style="list-style-type: none"> • Carrick-on-Shannon • Roscommon • Longford • Athlone • Boyle • Castlerea • Edgeworthstown 	1	Part Grant	S37	Passanger personal information deleted



Signed
 IE Decision Maker

Created On	Contact Method	Case Type	Case Subtype	Route	Station
02/01/2017	Web	Service Disruption	Bus Transfers	Sligo	Boyle
03/01/2017	Email	Onboard Issues	Seat Reservation	Galway	Athlone
04/01/2017	Post	Fares & Ticketing	Surcharges	Westport & Ballina	Castlereaa
04/01/2017	Post	Onboard Issues	Crowding	Longford/M3Parkway/Maynooth	Commuter Longford
05/01/2017	Email	Onboard Issues	Seat Reservation	Westport & Ballina	Roscommon
06/01/2017	Post	Service Disruption	Timekeeping	Sligo	Longford
06/01/2017	Post	Fares & Ticketing	Annual Tickets	Westport & Ballina	Athlone
12/01/2017	Web	Staff Issues	Unhelpful/Rude Staff	Galway	Athlone
17/01/2017	Web	Service Disruption	Bus Transfers	Westport & Ballina	Roscommon
18/01/2017	Post	Station Issues	Lifts/Elevators	Westport & Ballina	Athlone
22/01/2017	Web	Station Issues	Incorrect Information	Sligo	Boyle
23/01/2017	Post	Service Disruption	Bus Transfers	Westport & Ballina	Roscommon
23/01/2017	Post	Service Disruption	Bus Transfers	Westport & Ballina	Roscommon
23/01/2017	Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
23/01/2017	Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
23/01/2017	Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
23/01/2017	Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
23/01/2017	Post	Station Issues	Lifts/Elevators	Westport & Ballina	Athlone
27/01/2017	Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
27/01/2017	Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
27/01/2017	Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
27/01/2017	Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
27/01/2017	Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
27/01/2017	Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
29/01/2017	Web	Fares & Ticketing	Unused Tickets	Westport & Ballina	Roscommon
30/01/2017	Web	Fares & Ticketing	Family Tickets	Galway	Athlone
31/01/2017	Web	Service Disruption	Bus Transfers	Westport & Ballina	Roscommon
31/01/2017	Web	Fares & Ticketing	Ticket Prices	Sligo	Carrick-on-Shannon
03/02/2017	Email	Service Disruption	Incident on Line	Westport & Ballina	Roscommon
08/02/2017	Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
10/02/2017	Post	Service Disruption	Track Fault	Westport & Ballina	Roscommon
10/02/2017	Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
10/02/2017	Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
13/02/2017	Email	Antisocial Behaviour	Disorderly Passengers	Sligo	Carrick-on-Shannon
14/02/2017	Email	Onboard Issues	Crowding	Westport & Ballina	Castlereaa
14/02/2017	Email	Fares & Ticketing	Unused Tickets	Sligo	Carrick-on-Shannon
15/02/2017	Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
17/02/2017	Post	Fares & Ticketing	Unused Tickets	Sligo	Carrick-on-Shannon
18/02/2017	Web	Timetabling	Timetable Changes	Westport & Ballina	Castlereaa
19/02/2017	Web	Fares & Ticketing	Promotional Offers	Westport & Ballina	Roscommon
22/02/2017	Email	Station Issues	TVMs	Longford/M3Parkway/Maynooth	Commuter Longford
22/02/2017	Web	Service Disruption	Train Failure	Sligo	Boyle
23/02/2017	Email	Onboard Issues	Seat Reservation	Westport & Ballina	Roscommon
01/03/2017	Web	Station Issues	TVMs	Longford/M3Parkway/Maynooth	Commuter Edgeworthstown
09/03/2017	Email	Service Disruption	Timekeeping	Galway	Athlone
21/03/2017	Post	Timetabling	Timetable Changes	Longford/M3Parkway/Maynooth	Commuter Edgeworthstown
22/03/2017	Web	Station Issues	TVMs	Sligo	Carrick-on-Shannon
23/03/2017	Web	Station Issues	TVMs	Sligo	Carrick-on-Shannon
31/03/2017	Email	Service Disruption	Union Dispute	Galway	Athlone
02/04/2017	Web	Fares & Ticketing	Unused Tickets	Galway	Athlone
05/04/2017	Post	Service Disruption	Timekeeping	Westport & Ballina	Roscommon
05/04/2017	Post	Service Disruption	Union Dispute	Sligo	Carrick-on-Shannon
06/04/2017	Web	Onboard Issues	Seat Reservation	Galway	Athlone
06/04/2017	Web	Onboard Issues	Bicycle Spaces	Sligo	Carrick-on-Shannon
06/04/2017	Email	Service Disruption	Union Dispute	Galway	Athlone
07/04/2017	Post	Service Disruption	Union Dispute	Longford/M3Parkway/Maynooth	Commuter Longford
08/04/2017	Email	Service Disruption	Union Dispute	Galway	Athlone
08/04/2017	Email	Service Disruption	Union Dispute	Galway	Athlone
12/04/2017	Post	Service Disruption	Union Dispute	Longford/M3Parkway/Maynooth	Commuter Longford
15/04/2017	Web	Station Issues	Station Facilities	Galway	Athlone
18/04/2017	Email	Station Issues	TVMs	Westport & Ballina	Roscommon
20/04/2017	Email	Service Disruption	Union Dispute	Galway	Athlone
21/04/2017	Email	Onboard Issues	Bicycle Spaces	Galway	Athlone
24/04/2017	Post	Service Disruption	Union Dispute	Longford/M3Parkway/Maynooth	Commuter Edgeworthstown
24/04/2017	Post	Service Disruption	Union Dispute	Galway	Athlone
24/04/2017	Post	Onboard Issues	Seat Reservation	Galway	Athlone
02/05/2017	Post	Service Disruption	Union Dispute	Galway	Athlone
02/05/2017	Post	Onboard Issues	Bicycle Spaces	Galway	Athlone
03/05/2017	Web	Staff Issues	Positive	Westport & Ballina	Castlereaa
04/05/2017	Web	Station Issues	Station Facilities	Westport & Ballina	Athlone
10/05/2017	Post	Fares & Ticketing	Surcharges	Longford/M3Parkway/Maynooth	Commuter Carrick-on-Shannon
10/05/2017	Post	Service Disruption	Union Dispute	Longford/M3Parkway/Maynooth	Commuter Longford
10/05/2017	Web	Station Issues	TVMs	Longford/M3Parkway/Maynooth	Commuter Longford
11/05/2017	Post	Service Disruption	Timekeeping	Galway	Athlone
11/05/2017	Post	Service Disruption	Union Dispute	Longford/M3Parkway/Maynooth	Commuter Longford
17/05/2017	Web	Station Issues	TVMs	Longford/M3Parkway/Maynooth	Commuter Longford

18/05/2017	Post	Station Issues	TVMs	Longford/M3Parkway/Maynooth Commuter	Longford
21/05/2017	Web	Fares & Ticketing	On-Line Tickets	Galway	Athlone
22/05/2017	Post	Onboard Issues	Seat Reservation	Westport & Ballina	Castlerea
25/05/2017	Phone	Onboard Issues	Doors	Sligo	Edgeworthstown
29/05/2017	Post	Fares & Ticketing	Fare Structures	Belfast	Athlone
16/06/2017	Web	Station Issues	Station Condition	Westport & Ballina	Roscommon
16/06/2017	Web	Station Issues	Station Facilities	Westport & Ballina	Roscommon
19/06/2017	Phone	Fares & Ticketing	Fare Structures	Sligo	Longford
21/06/2017	Post	Service Disruption	Train Failure	Sligo	Boyle
23/06/2017	Post	Fares & Ticketing	Unused Tickets	Westport & Ballina	Roscommon
30/06/2017	Post	Service Disruption	Train Failure	Sligo	Edgeworthstown
01/07/2017	Web	Onboard Issues	Seat Reservation	Westport & Ballina	Roscommon
05/07/2017	Web	Service Disruption	Timekeeping	Westport & Ballina	Athlone
06/07/2017	Web	Onboard Issues	Crowding	Galway	Athlone
14/07/2017	Web	Station Issues	Station Facilities	Galway	Athlone
14/07/2017	Web	Station Issues	Station Facilities	Galway	Athlone
14/07/2017	Email	Fares & Ticketing	On-Line Tickets	Westport & Ballina	Castlerea
20/07/2017	Web	Station Issues	TVMs	Longford/M3Parkway/Maynooth Commuter	Edgeworthstown
24/07/2017	Web	Onboard Issues	Seat Reservation	Galway	Athlone
24/07/2017	Web	Fares & Ticketing	DSP Free Travel Passes	Westport & Ballina	Roscommon
27/07/2017	Web	Onboard Issues	Crowding	Westport & Ballina	Castlerea
28/07/2017	Web	Fares & Ticketing	Ticket Prices	Westport & Ballina	Roscommon
28/07/2017	Phone	Onboard Issues	Disability Issues	Galway	Roscommon
03/08/2017	Post	Service Disruption	Train Failure		Edgeworthstown
04/08/2017	Post	Station Issues	TVMs		Longford
04/08/2017	Web	Onboard Issues	Crowding	Sligo	Longford
04/08/2017	Web	Onboard Issues	Heat / AC	Westport & Ballina	Castlerea
10/08/2017	Web	Onboard Issues	Crowding	Galway	Athlone
15/08/2017	Post	Service Disruption	Train Failure		Longford
15/08/2017	Post	Station Issues	Barriers		Longford
15/08/2017	Post	Onboard Issues	Crowding		Longford
17/08/2017	Post	Fares & Ticketing	Unused Tickets		Athlone
18/08/2017	Web	Onboard Issues	Seat Reservation	Westport & Ballina	Castlerea
18/08/2017	Web	Station Issues	Incorrect Information	Limerick	Athlone
19/08/2017	Web	Fares & Ticketing	Ticket Prices	Limerick	Athlone
21/08/2017	Web	Onboard Issues	Crowding	Galway	Athlone
21/08/2017	Post	Onboard Issues	Crowding		Longford
21/08/2017	Web	Antisocial Behaviour	Disorderly Passengers	Westport & Ballina	Castlerea
22/08/2017	Web	Fares & Ticketing	Fare Structures	Sligo	Edgeworthstown
01/09/2017	Post	Fares & Ticketing	Unused Tickets	Sligo	Boyle
01/09/2017	Email	Onboard Issues	Seat Reservation	Sligo	Carrick-on-Shannon
04/09/2017	Web	Onboard Issues	Seat Reservation	Galway	Athlone
06/09/2017	Web	Station Issues	TVMs	Longford/M3Parkway/Maynooth Commuter	Longford
08/09/2017	Email	Station Issues	Station Facilities	Sligo	Longford
10/09/2017	Web	Fares & Ticketing	On-Line Tickets	Sligo	Edgeworthstown
14/09/2017	Post	Fares & Ticketing	Unused Tickets	Sligo	Boyle
15/09/2017	Web	Service Disruption	Train Failure	Galway	Athlone
15/09/2017	Web	Station Issues	TVMs	Longford/M3Parkway/Maynooth Commuter	Longford
17/09/2017	Web	Fares & Ticketing	Fare Structures	Galway	Athlone
18/09/2017	Phone	Station Issues	Station Condition	Sligo	Edgeworthstown
21/09/2017	Web	Station Issues	TVMs	Longford/M3Parkway/Maynooth Commuter	Longford
21/09/2017	Email	Onboard Issues	Seat Reservation	Galway	Athlone
24/09/2017	Web	Onboard Issues	Seat Reservation	Galway	Athlone
25/09/2017	Web	Onboard Issues	Crowding	Galway	Athlone
25/09/2017	Post	Station Issues	TVMs	Longford/M3Parkway/Maynooth Commuter	Longford
26/09/2017	Post	Fares & Ticketing	Unused Tickets	Longford/M3Parkway/Maynooth Commuter	Longford
26/09/2017	Web	Staff Issues	Positive	Galway	Athlone
29/09/2017	Post	Feedback	Unused Tickets	Sligo	Carrick-on-Shannon
02/10/2017	Web	Station Issues	TVMs	Longford/M3Parkway/Maynooth Commuter	Longford
02/10/2017	Post	Feedback	Unused Tickets	Longford/M3Parkway/Maynooth Commuter	Longford
02/10/2017	Email	Onboard Issues	Seat Reservation	Sligo	Carrick-on-Shannon
02/10/2017	Web	Station Issues	TVMs	Westport & Ballina	Castlerea
05/10/2017	Web	Service Disruption	Timekeeping	Westport & Ballina	Athlone
06/10/2017	Web	Onboard Issues	Seat Reservation	Galway	Athlone
07/10/2017	Web	Station Issues	Station Condition	Cork	Roscommon
09/10/2017	Post	Feedback	Unused Tickets	Westport & Ballina	Athlone
09/10/2017	Post	Feedback	Unused Tickets	Westport & Ballina	Athlone
09/10/2017	Post	Feedback	Unused Tickets	Galway	Athlone
10/10/2017	Web	Onboard Issues	Seat Reservation	Sligo	Carrick-on-Shannon
13/10/2017	Post	Fares & Ticketing	Unused Tickets	Westport & Ballina	Athlone
17/10/2017	Post	Service Disruption	Train Failure	Longford/M3Parkway/Maynooth Commuter	Longford
19/10/2017	Post	Fares & Ticketing	Unused Tickets	Galway	Athlone
20/10/2017	Web	Fares & Ticketing	Ticket Prices	Galway	Athlone
20/10/2017	Email	Station Issues	Booking Office Issues	Sligo	Longford
21/10/2017	Web	Onboard Issues	Doors	Sligo	Boyle
22/10/2017	Web	Onboard Issues	Seat Reservation	Sligo	Longford

23/10/2017 Email	Onboard Issues	Seat Reservation	Sligo	Longford
25/10/2017 Email	Fares & Ticketing	On-Line Tickets	Galway	Athlone
25/10/2017 Post	Onboard Issues	Seat Reservation	Westport & Ballina	Castlerea
31/10/2017 Post	Fares & Ticketing	Unused Tickets	Westport & Ballina	Athlone
03/11/2017 Post	Fares & Ticketing	Unused Tickets	Galway	Athlone