

# 2023 FOI Customer Care Request Records

Please click on the 'Request Reference' link to view the request. Any queries relating to a request record please email [foi@irishrail.ie](mailto:foi@irishrail.ie).

<b>Request Reference</b>	<b>Request Description</b>	<b>Request Date</b>
<a href="#">IE_FOI_650</a>	The total number of antisocial behaviour complaints that Irish Rail received in (i) 2021 and (ii) 2022. A copy of all antisocial behaviour complaints Irish Rail received relating to the Dublin-Belfast line in 2022.	03/01/23
<a href="#">IE_FOI_651</a>	I would like to request a copy of all antisocial behaviour complaints relating to the Dublin-Cork railway line in 2022 .	03/01/23
<a href="#">IE_FOI_664</a>	- a database/spreadsheet/record of the following categories of incident for 2022 <ul style="list-style-type: none"> <li>- Crime &amp; Antisocial Behaviour</li> <li>- Employee Accident &amp; Incidents</li> <li>- Customer &amp; Contractors Accidents &amp; Incidents</li> <li>- Assault on Customers/Employees/Contractors</li> <li>- Cat 1 Near Miss</li> </ul>	28/02/23

<a href="#">IE_FOI_667</a>	Can you please forward me copies of Policies / Protocols for staff recording adverse incidents with members of the Public or when staff have been mistreated by members of the public.	15/03/23
<a href="#">IE_FOI_668</a>	Personal data	23/03/23
<a href="#">IE_FOI_672</a>	The number of reported assault on irishrail staff nationwide in the following years broken down by 2020 - 2021 & 2022. The number of ticket inspectors employed nationwide as of 26.03.2023 and the powers held by a ticket inspector in the course of their duties	13/04/23
<a href="#">IE_FOI_682</a>	According to Community Liaison officer - Noise level during maintenance operations is monitored, please provide all noise monitoring documents, notes, and information collected during night time maintenance at Donabate compound since 1st January 2022	16/05/23
<a href="#">IE_FOI_688</a>	Personal data	15/06/23
<a href="#">IE_FOI_689</a>	Records of complaints made to Irish Rail relating to services on the Dublin Connolly to Sligo Route and the Dublin Hueston to Galway Route for 2022.	19/06/23
<a href="#">IE_FOI_690</a>	A full list/inventory of items recovered from trains that were either lost or forgotten by passengers in April - May 2023. This list should include, if possible, the dates on which they were found and the services in which they were found on.	19/06/23
<a href="#">IE_FOI_694</a>	Personal data	28/06/23
<a href="#">IE_FOI_695</a>	The number of complaints made to Irish rail regarding overcrowding on trains since May 2022. The correspondence /details of complaints made by passengers who were left standing for journeys between May 2022 and June 2023.	05/07/23

<a href="#">IE_FOI_696</a>	information you retain on people who are issued a fixed payment notice?	05/07/23
<a href="#">IE_FOI_697</a>	Personal data	07/07/23
<a href="#">IE_FOI_698</a>	<p>1) Records of all incidents of trains not running on time in 2022 and to date in 2023 where a train was delayed a) one to two hours and b) over two hours.</p> <p>2) In cases of delayed trains, breakdown of how many refunds were given.</p> <p>3) For delays of 1-2 hours, details on how many vouchers of 50% of the fare were given.</p> <p>4) In cases of delayed trains of over 2 hours, details of how many vouchers of 100% were given to customers.</p>	10/07/23
<a href="#">IE_FOI_699</a>	Personal data	14/07/23
<a href="#">IE_FOI_706</a>	Personal information	03/08/23
<a href="#">IE_FOI_737</a>	A list of all recorded cases of antisocial behavior at Kishogue station in Dublin & Any information/Correspondence regarding the 8200 class EMUs	16/11/23
<a href="#">IE_FOI_738</a>	The number and percentage of DART trains on each line that have experienced a delay of 5 mins or more in each year from 2010 to 2023 (2023 so far) inclusive	21/11/23
<a href="#">IE_FOI_739</a>	<p>Details of any Dublin Belfast or Belfast Dublin service that was delayed in 2023 to date, including the length of and cause of the delay.</p> <p>Details of any complaints made to IE for the last year in respect of the Enterprise service.</p>	26/11/23

	<p>Details of any internal communications / external communications by IE in respect of delays, quality of service, etc for the Enterprise over the last year.</p> <p>Details of any disciplinary action taken as a result of the above complaints / communications.</p> <p>All records referring to cross border journeys in which a refund is sought, and the type of refund given (ie, monetary, voucher)</p>	
<a href="#">IE_FOI_740</a>	<p>copies of all text messages reporting anti-social behaviour on rail services sent to 51444 during 2023 to date</p> <p>Records showing the number and details of all text messages reporting anti-social behaviour each year since the introduction of the service</p>	27/11/23
<a href="#">IE_FOI_744</a>	<p>The number and percentage of DART trains that have experienced a delay of 5 mins or more in each year from 2000 to 2009 inclusive (or as far back as your records go). And the same information for 2023 to date.</p>	04/12/23
<a href="#">IE_FOI_745</a>	<p>count, grouped by month, of incidences where passengers were issued with fixed penalty notices on the Dublin Heuston to Portlaoise route including a dimension which splits the count of incidences based on dimension a - where the passenger had no ticket or dimension b - where the user had an invalid ticket, and the monetary amount of fines that has been issued based on these occurrences (split by the dimension too)</p>	04/12/23
<a href="#">IE_FOI_746</a>	<p>All records relating to the delayed enterprise service on 10th December 2023</p>	10/12/23