

# 2022 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_547</a>	The total number of antisocial behaviour complaints that Irish Rail received in (i) 2020 and (ii) 2021 A copy of all antisocial behaviour complaints Irish Rail received relating to the Dublin-Belfast line in 2021.	05/01/22
<a href="#">IE_FOI_548</a>	A copy of complaints made by passengers to Irish Rail, through email, regarding its on-board Wi-Fi, between the period of Jan 1 2021 and Dec 31 2021.	07/01/22
<a href="#">IE_FOI_549</a>	I would like to request a copy of all antisocial behaviour complaints relating to the Dublin-Cork railway line in 2021	10/01/22
<a href="#">IE_FOI_550</a>	Details of the number of cars clamped in all Irish Rail carparks in 2020, 2019, 2021 and 2022 to date Details of the number of cars clamped in each station in 2020, 2019, 2021 and 2022 to date	17/01/22

	Details of the number of cars who had fines refunded/waived in 2019, 2020 ,2021 and 2022 to date	
<a href="#">IE_FOI_554</a>	A copy of all/any complaints received by Irish Rail, in relation to the gap between platform and the Dart at Tara Street station, between 1st January 2021 and 10th February 2022	14/02/22
<a href="#">IE_FOI_555</a>	<ol style="list-style-type: none"> <li>1. Drawings depicting the exterior and interior dimensions of the class 22000 and mark 4 DVT main carriages body, under carriage, doorways/entrances, in plain view, side elevation and end view.</li> <li>2. Details of complaints relating to disability access on your services and number of complaints received in the past five years in relation to impeded disability access.</li> </ol>	16/02/22
<a href="#">IE_FOI_561</a>	<p>Total number of reported incidents of crime/anti-social behaviour on-board Irish Rail services for each year 2016-2021.</p> <ul style="list-style-type: none"> <li>- Total number of reported incidents of crime/ anti-social behaviour Irish Rail on-board trains and within train stations services for each year 2016-2021.</li> <li>- show separately the total number of reported crime/ anti-social behaviour on (A) the Dart and (B) all other rail services for each year 2016-2021.</li> <li>- Total number of reported assaults on staff and passengers for each year 2016-2021.</li> <li>- Total number of customer complaints received by Iarnród Éireann for each year 2016-2021.</li> <li>- Average amount of weekly security staff employed to patrol Irish Rail services for each year 2019-2021.</li> <li>- Annual financial cost of OCS Security for each year 2019-2021.</li> </ul>	04/03/22

	<ul style="list-style-type: none"> <li>- Total number of incidents where An Garda Síochána were called/required to come to an Iarnród Éireann station to make an arrest for each year 2018-2021.</li> <li>- Total number of incidents where An Garda Síochána were contacted because of a complaint from the 'Anti-Social Behaviour Text Service' for each year 2019-2021.</li> </ul>	
<a href="#"><u>IE_FOI_565</u></a>	a spreadsheet/database of the number of reported incidents of 'train surfing' recorded by Irish Rail broken down according to year, and according to service/route. This request to cover the period 1 January 2020 to the current date.	30/03/22
<a href="#"><u>IE_FOI_581</u></a>	Records of the number of complaints that Irish Rail received in the first four months of 2022 in relation to the Westport-Dublin line. A copy of the above complaints with all personal and identifying information redacted	10/05/22
<a href="#"><u>IE_FOI_588</u></a>	Records of the number of complaints Irish Rail has received in relation to the Westport-Dublin line to date in 2022?  Records of the number of complaints Irish Rail has received in relation to the Sligo-Dublin line to date in 2022?  Copies of the above complaints with all personal information redacted accordingly.	01/06/22

	<p>Records of the number of complaints of antisocial behaviour that Irish Rail received in 2022 at named train stations on Westport-Dublin line to date in 2022?</p> <p>Records of the number of complaints of antisocial behaviour that Irish Rail received in 2022 at named train stations on Sligo-Dublin line?</p> <p>A copy of above complaints with all personal and identifying information redacted accordingly.</p>	
<a href="#">IE_FOI_598</a>	Copy of records of items classified as lost property after being left on trains or train stations by passengers in 2021 and whether or not such items were claimed by their owners. To description of the items and the date that they were left on a train or train station.	28/06/22
<a href="#">IE_FOI_601</a>	A record containing a log of all incidents of anti-social behaviour or other complaints on rail services during the period January 1, 2022 to the present.)	01/07/22
<a href="#">IE_FOI_606</a>	<p>1) copies of all records held referring or relating to delays and disruption to DART services on 24 July</p> <p>2) copies of any health and safety assessment, investigation reports associated with the operation of the DART service that day.</p> <p>copies of any complaints (anonymised) relating to these service issues</p>	29/07/22
<a href="#">IE_FOI_607</a>	All reported assaults on Irish Rail services operating two and from Dublin over the last five years	03/08/22

	<p>All reported incidents of anti social behaviour on Irish Rail services operating two and from Dublin over the last five years</p> <p>All reported incidents of drug use on Irish Rail services operating two and from Dublin over the last five years</p>	
<a href="#">IE_FOI_610</a>	All internal and external correspondence from 24-26 July relating to the 24 July delays to DARTs serving Bray	11/08/22.
<a href="#">IE_FOI_622</a>	How many people have been issued a fixed payment notice for 'feet on the seats' in the past 10 years on Dart services. Please also provide an annual breakdown	20/09/22
<a href="#">IE_FOI_623</a>	A copy of all complaints received by Irish Rail regarding its services surrounding the National Ploughing Championships this week	22/09/22
<a href="#">IE_FOI_640</a>	<p>Details of property reported as 'lost and/or found' on trains on the Westport-Dublin line from June 2022 up to and including the date of receipt of response to this request*</p> <p>Any other records relating to the details of property reported as 'lost and/or found' at train stations in county Mayo from June 2022 up to and including the date of receipt of response to this request</p>	14/11/22
<a href="#">IE_FOI_646</a>	<p>1. A list of all Dublin Belfast Enterprise services from Jan 1 2022 until today, delayed by more than 30 minutes.</p> <p>Please provide at least the following for each occurrence:  The date  The journey (the headcode is sufficient)  Reason for delay</p>	28/11/22

	<p>2. A list of all Dublin Belfast Enterprise services which were not operated by Enterprise rolling stock (aka DD90, DeDietrich, 9000 series rolling stock) from Jan 1 2022 until today.</p> <p>Please provide at least the following for each occurrence:</p> <p>The date</p> <p>The journey (the headcode is sufficient)</p> <p>The specific reason for using non enterprise stock, 'train failure' is not sufficient, brake fault, door, CAWS, TPWS, push pull, GenVan etc</p> <p>The replacement (C3K. C4K, ICR, 29000, bus, cancelled).</p>	
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