

2017 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.

Request Reference	Request Description	Request Date
IE_FOI_079	details of how many people use the online "reserve seat only" facility on IE train services inclusive of all routes on a daily and yearly basis	13/01/17
IE_FOI_080	A list of complaints Irish Rail received from members of public regarding Larnrod Eireann services and a copy of the reply Irish Rail issued in respect to each of the complaint received. Please excluding any information that is deemed personal and or confidential. I am looking for the information for the period of 1 January 2015 to date in 2017	23/01/17
IE_FOI_093	Request copies of all the antisocial behaviour complaints that Irish Rail has received relating to the Dublin-Westport line since January 1, 2016.	18/04/17
IE_FOI_095	Personal data	27/04/17
IE_FOI_097	Information on, when and whom was involved in the making of the decision to change the way customers with an online ticket, who	10/05/17

	suffered a delay of over 1 hour to their train journey arrival time, had their compensation changed from a cash refund back to the card used to make their purchase, to Travel Vouchers of the same face value or a cash alternative of 50% of the Travel Voucher face value	
IE_FOI_099	A copy of all antisocial behaviour complaints that Irish Rail has received in connection with the Dublin-Galway line since January 1, 2016.	22/05/17
IE_FOI_103	All items added to the list of lost and found discovered on Irish Rail services between 1 June 16 and 31 May 17 - split by service on which each item was found, the date and whether or not it was claimed	26/06/17
IE_FOI_108	1) The # of reports of anti social behaviour or train passengers in the past 3 years (2014-2017) 2) The nature of the alleged behaviour as outlined in the reports	27/07/17
IE_FOI_109	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	23/08/17
IE_FOI_111	The number of Passengers that have used each DART station and each station out as far as Maynooth and Drogheda Stations in the years 2014, 2015, 2016 and to-date in 2017	17/08/17

IE_FOI_115	<p>The amount of, and where possible correspondence relating to and reasons for, complaints made regarding any Irish Rail service to or from Limerick Colbert station in 2013 - 2017, up to the date of this request.</p>	<p>26/09/17</p>
IE_FOI_116	<p>Could you please tell me the number of people who passed through Shankill Dart Station each year between 2013-2017? Or alternatively, the average number of people per week/month who pass through Shankill Dart Station</p>	<p>29/09/17</p>
IE_FOI_118	<p>All relevant documentation relating to:</p> <ol style="list-style-type: none"> 1) Number and nature of successful appeals by passenger's claiming that they had been unfairly charged /fined for failure to pay their dart fair over the last twelve months (current date October 29th 2017) 2) Details of appeal body that reviewed my appeal including list of people and title on the appeals body, scope of the appeal process and details of how their decision was made." 	<p>03/10/17</p>
IE_FOI_120	<p>I request access to the most recent records regarding complaints made by passengers about Irish Rail services and employees. This is a non-personal request.</p>	<p>06/10/17</p>
IE_FOI_121	<p>I am writing to you in relation to an accident which occurred on 22 September (last Friday). My train journey was delayed a number of hours due to the train hitting a number of cattle. The damage to the train forced us to change trains to get to Portadown with a lengthy delay. Could you please provide me with the full details of this as the impact seemed quite harsh as I was in the front carriage and it forced the train to come to an emergency stop?</p>	<p>06/10/2017</p>

	<p>In addition, my train on 25th of September was suppose to arrive in Connelly at 9.00 am and didn't arrive to 9.28 am due to a broken down train ahead at Connelly station, could you please confirm this with me as I was very late for work and this has not been the first time I have been late in the past few weeks due to engine problems etc so I would like some confirmation to provide to my work.</p> <p>My train this morning was also delayed due to an engine fault to Dublin by an hour!</p> <p>Could I have confirmation of this too.</p>	
IE_FOI_122	<p>1) Incident reports of anti-social or criminal behaviour on Irish Rail and Dart</p> <p>2) Internal reports or statistical information on safety and security issues on Irish Rail and Dart</p>	<p>06/10/17</p>
IE_FOI_123	<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> <p>Carrick-on-Shannon Roscommon Longford Athlone Boyle</p>	<p>10/10/17</p>

	Castlerea Edgeworthstown	
IE_FOI_124	<p>I AM CONTACTING YOU TO INQUIRE ABOUT THE PROCEDURE OF ISSUING A FIXED PENALTY NOTICE.</p> <p>1) IS THIS ISSUED ON THE SPOT? 2) IF NOT, WHAT INFORMATION DOES THE INSPECTOR REQUIRE TO ISSUE ONE 3) HOW IS THIS INFORMATION OBTAINED? 4) HOW IS THE CUSTOMER PROTECTED WITH REGARD TO DATA PROTECTION?</p> <p>I WOULD APPRECIATE IF YOU WOULD ANSWER THE ABOVE QUESTION AS I HAVE SEARCHED THROUGH THE IARNRÓD ÉIREANN WEBSITE AND I CANNOT FIND THE ANSWERS.</p>	10/10/17
IE_FOI_126	Documents relating to customer complaints from 2015-present.	19/10/17
IE_FOI_128	<p>I would like to request a figure for the number of noise complaints made to Irish Rail has received in relation to noise complaints since 2012, with a year-by-year breakdown of the figure if possible.</p> <p>I would also like to request any transcripts of written complaints regarding the same between January 1 2016 and the present date.</p>	25/10/17
IE_FOI_133	Would it be possible to receive the 2016 figures regarding complaints about Irish Rail services and their staff.	07/11/17