

# 2024 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).

Request Reference	Request Description	Request Date
<a href="#">IE_FOI_754</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 2023 and Dec 31 2023.	03/01/24
<a href="#">IE_FOI_758</a>	Breakdown of incidents (including assaults, thefts and criminal damage) reported to Irish Rail during 2023, 2022, 2021, 2020 and 2019.	18/01/24
<a href="#">IE_FOI_759</a>	Records of anti-social behaviour complaints received by Irish Rail in 2023. Records of the nature and type of behaviour complained about, with examples. A breakdown, if possible, of the number of complaints on each major line and records on what measures are in place to tackle the problem.	18/01/24

<a href="#">IE_FOI_766</a>	<p>a database/spreadsheet/record of the number of complaints received by Irish Rail in each month in 2023.</p> <p>the data above divided into categories and which service they relate to if possible.</p> <p>a copy of all complaints (anonymised) received by Irish Rail for a sample period</p> <p>a copy of all complaints (anonymised) received by Irish Rail for a sample period</p>	29/01/24
<a href="#">IE_FOI_772</a>	Copy of a breakdown in the number of accidents involving passengers and the platform train interface, for each of the years 2023, 2022, 2021, 2020, and 2019.	12/02/24
<a href="#">IE_FOI_773</a>	A copy of the text of all texts sent to the Irish Rail anti social behaviour text service, between 1st November 2023 and 12th February 2024	12/02/24
<a href="#">IE_FOI_775</a>	Copy of records of number of complaints customer care and feedback submissions recieved by Irish Rail from January 1st 2019 to Febraury 11th 2024 in relation to flexible tickets. A copy of the above complaints and submissions, please include original emails, forms or all notes submitted by the complainant. A copy of Irish Rail replies to those complaints, please provide the above with all personal and identifying information redacted.	13/02/24
<a href="#">IE_FOI_782</a>	a copy of any investigation report related to the following incident: <a href="https://www.radiokerry.ie/news/irish-rail-apologies-for-hugely-">https://www.radiokerry.ie/news/irish-rail-apologies-for-hugely-</a>	28/02/24

	<p>disruptive-delay-on-dublin-to-kerry-train-371306</p> <ul style="list-style-type: none"> <li>- a copy of any complaints received by Irish Rail with regard to the above incident.</li> <li>- a record of how much was paid in refunds, or in other compensation, by Irish Rail owing to the incident.</li> </ul>	
<a href="#">IE_FOI_783</a>	<p>Copy of any complaints to Irish Rail relating to catering services in 2023.</p> <ul style="list-style-type: none"> <li>- any complaints to Irish Rail relating to catering services in 2022.</li> <li>- any complaints to Irish Rail relating to catering services in 2021.</li> <li>- any complaints to Irish Rail relating to catering services in 2020.</li> <li>- any complaints to Irish Rail relating to catering services in 2019.</li> </ul> <p>I would prefer to receive this information electronically, preferably in its original formatting.</p>	29/02/24
<a href="#">IE_FOI_788</a>	<p>Copy of records indicating the number and, if possible subject, of complaints made about train services and stops in Cork, Kilkenny and Tipperary with a breakdown by county</p>	15/03/24
<a href="#">IE_FOI_790</a>	<p>a database/spreadsheet/record of the number of complaints received by Irish Rail for DART services specifically in each month in 2024. - the data above divided into categories and which service they relate to if possible. - a copy of all complaints (anonymised) received by Irish Rail for Dart Service for a sample period</p>	22/03/24

	<p>Just for clarity I'd like to know how complaints for the year 2024 so far have been made around DART services in Dublin.</p> <p>Just for clarity I'd like to know how many in total in Dublin</p>	
<a href="#">IE_FOI_793</a>	<p>Copy of the following:</p> <ul style="list-style-type: none"> <li>- a detail of the number of incidents of vandalism/deliberate damage to Irish Rail rolling stock or Irish Rail buildings in each month of 2023.</li> <li>- a log of each of the incidents if possible.</li> <li>- a record/spreadsheet/database of costs incurred in repair of deliberate damage or removal of graffiti from rolling stock or Irish Rail buildings.</li> <li>- a copy of any record detailing the procedure around when a locomotive or car is taken out of service due to graffiti, and the level of graffiti required for that process to begin.</li> </ul> <p>I would prefer to receive this information electronically, ideally in its original electronic format.</p> <p>If you need to clarify anything in this request, please contact me via email,</p>	02/04/24
<a href="#">IE_FOI_800</a>	<p>Copy of all correspondence, e-mails, notes or recorded conversations between Irish Rail and any consultants working on their behalf and any or all of the residents of the 4 homes on Castleknock Mews (on the Old Navan Road) in relation to the proposed temporary access road across Ashleigh Green in Castleknock Dublin 15'</p>	22/04/24

<a href="#">IE_FOI_804</a>	<p>What is the agenda of Irish Rail on the clearing of this land at Ashtown? Request for all correspondence between Irish Rail and the company conducting this work regarding this project from phone and mail</p>	<p>24/04/24</p>
<a href="#">IE_FOI_805</a>	<p>a spreadsheet/database/record of the following: how many cars were clamped in each of Irish Rail's car park facilities in 2023 and thus far in 2024, the amount of money paid in clamp removal fees for each facility in 2023 and thus far in 2024, the amount of clamping cases that were appealed in each year, the number of cases that were successfully appealed in each year, the amount of money that was refunded in clamping fees in each</p>	<p>30/04/24</p>
<a href="#">IE_FOI_810</a>	<p>All complaints relating to antisocial behaviour on train routes to or from Cork from the period 1st January 2023 to 1st May 2024. I would like to receive the complaints themselves in full (with personal data redacted). I would prefer to receive this information electronically, preferably in its original formatting.</p>	<p>22/05/24</p>
<a href="#">IE_FOI_811</a>	<p>A full list/inventory of items recovered from trains that were either lost or forgotten by passengers in the calendar year of 2023. To include the dates on which they were found and the services in which they were found on</p>	<p>29/05/24</p>

<a href="#">IE_FOI_815</a>	<p>Copy of the number of fixed payment notices appealed on the basis that the barrier gate was open by a leap card bot. This action was not registered by the card, the number of these appeals that succeeded? Can a station entry barrier be opened by a leap card without this action being registered on the card?</p>	<p>29/05/24</p>
<a href="#">IE_FOI_821</a>	<p>Copy of the same data which was issued in response to FOI request IE_FOI_698 updated to cover the most recent twelve-month period for which it is available. I would prefer to receive this information electronically, ideally in its original electronic format.</p>	<p>27/06/24</p>
<a href="#">IE_FOI_827</a>	<p>Details of complaints relating to behaviour in or around Portlaoise, Portarlinton and Ballybrophy Train Stations in 2023 and 2024. I would prefer to receive this information electronically, preferably in its original formatting.</p>	<p>18/07/24</p>
<a href="#">IE_FOI_833</a>	<p>copies of all records held relating or referring to an advisory/warning issued by Irish Rail about customers or members of the public rummaging through public bins at Irish Rail buildings for bottles or cans (because of the Re-Turn scheme).</p>	<p>30/07/24</p>
<a href="#">IE_FOI_837</a>	<p>copies of all correspondence sent or received by Irish Rail regarding concerns that people were going through bins at stations to retrieve containers eligible to be returned under the deposit return scheme between June 1, 2024 and August 1, 2024, including complaints or reports that this activity was taking place, discussions regarding action</p>	<p>29/08/24</p>

	to be taken to combat this activity, and instructions issued to erect signs warning passengers against such activity	
<a href="#">IE_FOI_840</a>	Copy of all complaints/representations received by Irish Rail with regard to timetable changes in the period 1 Sept 2024 to date. If there are likely to be a very large number of such records, I am happy to take a total number and perhaps thirty to forty representative pieces of correspondence. These can be anonymised in the cases of members of the public but ideally would not be if they came from public representatives or lobby/community groups and so on. I would prefer to receive this information electronically, ideally in its original electronic format.	23/09/24
<a href="#">IE_FOI_844</a>	Copy of correspondence sent and received to/from elected officials, civil servants, sporting organisations and Translink Northern Ireland relating to the provision of additional train services for sporting fixtures in 2024.	26/09/24
<a href="#">IE_FOI_849</a>	A database/spreadsheet/record of the number of complaints received by Irish Rail for the northern commuter line services specifically since - the data above divided into categories - a copy of all complaints (anonymised) received by Irish Rail for Dart Service for a sample period starting from August 26, 2024 until now. Just for clarity I'd like to know how complaints Irish Rail have received on the northern commuter line services in total since August 26, 2024.	03/10/24
<a href="#">IE_FOI_850</a>	Copy of all complaints received by Irish Rail in relation to the Dublin commuter train timetable changes introduced in August and September	04/10/24

	2024. Please release all records from August 26th 2024, to October 4th 2024.	
<a href="#">IE_FOI_853</a>	Correspondence from rail users in 2024 outlining complaints concerning the morning train service from Oranmore to Ceannt Station, Galway	23/10/24