

# 2020 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_319</a>	<p>How much the Iarnród Éireann Management Team are paid annually. Including Jim Meade (Chief Executive) , Billy Gilpin (Director, Railway Undertaking), Don Cunningham, Director Infrastructure Manager), Aidan Cronin (Chief Financial Officer), Ciaran Masterson (Director Human Resources), Gerry Culligan (Commercial Director), Barry Kenny (Corporate Communications Manager) Kay Doyle (Strategic Safety Manager) and Michael Power (Head of Transformation).</p> <ul style="list-style-type: none"> <li>- How much expenses the above listed individuals are entitled to annually.</li> <li>- How many complaints Iarnród Éireann have received so far this year and what categories these fall into. Particular interest in the number of complaints due to overcrowding and prices.</li> <li>- The punctuality of Iarnród Éireann trains to date so far in 2019.</li> <li>- The number of trains currently in the Iarnród Éireann fleet across</li> </ul>	25/10/20

	<p>DART, Intercity and Commuter lines.</p> <p>- The number of trains on order to Iarnród Éireann currently and when it is believed they will be delivered.</p>	
<a href="#">IE_FOI_327</a>	<ul style="list-style-type: none"> <li>• A copy of all complaints regarding the DART service received from the public on 18/11/2019 and 19/11/2019.</li> <li>• A copy of all correspondence between Declan Conroy, Project Leader, UEFA EURO 2020 and Barry Kenny, since January 1st 2019 to present regarding Euro 2020.</li> </ul> <p>When conducting your search and retrieval please consider official information held on non-official systems, emails accounts and devices, for example WhatsApp groups etc.</p>	22/11/19
<a href="#">IE_FOI_339</a>	All complaints issued by members of the public to Irish Rail regarding single use cups, reusable cups and/or plastic waste between 1 January 2019 and 6 January 2020.	14/02/20
<a href="#">IE_FOI_340</a>	A copy of complaints made to Irish Rail, through email, regarding it's on board Wi-Fi between the period of January 1st 2019 and December 31st 2019.	11/02/20
<a href="#">IE_FOI_341</a>	The number of complaints made in relation to on board anti social behaviour on the Galway to Dublin Line, in 2017, 2018 and 2019.	07/01/20
<a href="#">IE_FOI_342</a>	<ol style="list-style-type: none"> <li>1. The number of complaints made by passengers concerning the behaviour of other passengers each year since 2015</li> <li>2. The amount of complaints made by passengers about Irish Rail staff since 2015</li> </ol>	07/01/20

	3. The amount of complaints made to Irish Rail about the train service since 2015	
<a href="#">IE_FOI_351</a>	All customer complaints received by Irish Rail for 2019.	14/02/20
<a href="#">IE_FOI_352</a>	FuefaAll of Irish Rail's responses to customer complaints for 2019.	14/02/20
<a href="#">IE_FOI_353</a>	A breakdown of how much money Irish Rail has spent on security for each rail station in 2019	13/03/20
<a href="#">IE_FOI_370</a>	<p>Details of any complaints received by Irish Rail on the Sligo-Dublin service in March and April and to date in May 2020</p> <p>Details of any complaints received by Irish Rail on the Westport-Dublin service in March, April and to date in May 2020</p> <p>Details of any complaints made about Covid-19 regulations on the Sligo-Dublin service and the WestportDublin service in March, April and to date in May 2020</p> <p>Details of any complaints made about Covid-19 regulations in train stations in Longford, Leitrim or Roscommon in March, April and to date in May 2020</p>	19/05/20
<a href="#">IE_FOI_378</a>	<p>I request the following records, in tabular format, in relation to each of the years 2019, 2018, 2017, 2016 and 2015:</p> <ul style="list-style-type: none"> <li>• The number of complaints received by Irish Rail</li> <li>• The number of reports of anti-social behaviour incidents on Irish Rail and DART trains and a breakdown of the nature of these incidents:</li> </ul>	12/06/20

	<ul style="list-style-type: none"> <li>• The number of attacks, assaults or violent incidents involving passengers or drivers</li> <li>• The number of incidents where injuries were sustained by passengers and drivers as a result of attacks, assaults or violent incidents</li> <li>• The number of times Gardai, ambulance or fire services were called to deal with anti-social behaviour incidents</li> <li>• The number of times DART or Irish Rail services were delayed due to anti-social behaviour incidents</li> <li>• The locations, stations or routes where anti-social behaviour incidents took place and the number of incidents which occurred in each location</li> </ul>	
<a href="#"><u>IE_FOI_379</u></a>	<p>Between 01 January 2020 and 30 May 2020:</p> <ul style="list-style-type: none"> <li>• The number of complaints received by Irish Rail</li> <li>• The number of reports of anti-social behaviour incidents on Irish Rail and DART trains and a breakdown of the nature of these incidents: <ul style="list-style-type: none"> <li>• The number of attacks, assaults or violent incidents involving passengers or drivers</li> <li>• The number of incidents where injuries were sustained by passengers and drivers as a result of attacks, assaults or violent incidents</li> <li>• The number of times Gardai, ambulance or fire services were called to deal with anti-social behaviour incidents</li> <li>• The number of times DART or Irish Rail services were delayed due to anti-social behaviour incidents</li> <li>• The locations, stations or routes where anti-social behaviour incidents took place and the number of incidents which occurred in each location</li> </ul> </li> </ul>	15/06/20

<a href="#">IE_FOI_389</a>	<p>The number and nature of complaints made about Irish Rail in the first six months of 2020, the location of the complaint and what it was about, and any action taken as a result of complaints.</p>	<p>06/08/20</p>
<a href="#">IE_FOI_391</a>	<p>All customer complaints from June 2020 to present day that regard/make reference to Coronavirus/Covid-19, face coverings/masks, and public health guidelines compliance.</p>	<p>19/08/20</p>
<a href="#">IE_FOI_393</a>	<ul style="list-style-type: none"> <li>• a record of the number of complaints received by Irish Rail with regard to an absence of social distancing and/or other Covid-19 protective measures for each of June, July, and August.</li> <li>• a copy of each complaint (anonymised)</li> </ul>	<p>03/09/20</p>
<a href="#">IE_FOI_394</a>	<p>for years 2015 - 2019 :</p> <ol style="list-style-type: none"> <li>1. All records and documents relating to the number and details of incidents of anti-social behaviour (including complaints made by employees and members of the public) at Clongriffin Dart Station</li> <li>2. All records and documents relating to the number and details of Irish Rail employees who were threatened/abused/assaulted/harassed by members of the public at Clongriffin Dart Station</li> <li>3. All records and documents relating to the number and details of Irish Rail employees who were threatened/abused/assaulted/harassed by members of the public at work at any Dart Station</li> </ol>	<p>08/09/20</p>

	<p>4. All records and documents relating to the number and details of Irish Rail customers and/or passengers who were threatened/abused/assaulted/harassed by members of the public at Clongriffin Dart Station</p> <p>5. All records and documents relating to the number and details of Irish Rail customers and/or passengers who were threatened/abused/assaulted/harassed by members of the public at any Dart Station</p> <p>6. All records and documents relating to the number and details of security patrols and/or the assigned physical security presence at Clongriffin Dart Station and their instructions for Clongriffin Dart Station</p> <p>7. Any policies and/or safety statements prepared by Irish Rail which cover employee safety when interacting with anti-social behaviour between 2015-2019.</p> <p>8. Details and locations of all C.C.T.V. fitted at Clongriffin Dart Station between 2015-2019.</p> <p>9. CCTV footage of Clongriffin Dart Station on 19 January 2017 which captures Mr Wayne Collins, Employee of Irish Rail</p>	
<a href="#">IE_FOI_399</a>	<p>Documentation related to the total daily passenger numbers that are carried on the Dublin to Maynooth Line in both directions from April 1st 2020 - September 20th 2020.</p>	<p>21/09/20</p>

<a href="#">IE_FOI_410</a>	The total amount of complaints Irish Rail has received about Covid-19 measures on trains *A copy of a sample of the complaints, if it is not practical to provide a copy of all them.	19/10/20
<a href="#">IE_FOI_412</a>	All documents and correspondence related to complaints made about the level crossing located at Kilnageer, Breaghwy, County Mayo by the public and/or elected representatives since January 2015	20/10/20
<a href="#">IE_FOI_413</a>	Records of the number of complaints of antisocial behaviour that Irish Rail received in 2019 and 2020 in relation to the Westport-Dublin line.  A copy of above complaints with all personal and identifying information redacted accordingly.	20/10/20
<a href="#">IE_FOI_418</a>	Copies of all records held referring or relating to a decision to keep windows open on Irish Rail services through the late autumn and winter months. This request to cover the period 1 September 2020 to date of receipt of the request.	05/11/20
<a href="#">IE_FOI_419</a>	1) records detailing the # of passengers allowed by IE to travel in any of IE's first class coaches whilst holding a standard ticket for 2016, 2017 & 2018  2) records relating to the usage of first class coaches upon the Waterford - Dublin - Waterford Service in 2018 & 2019	21/10/20
<a href="#">IE_FOI_420</a>	Copy of all antisocial behaviour complaints relating to the Dublin-Cork line that Irish Rail has received this year	08/11/20
<a href="#">IE_FOI_423</a>	A breakdown of all 2020 complaints received by Irish Rail, broken down by category and route, to date this year.	09/11/20

	<p>I am seeking a database/spreadsheet of all complaints received by Irish Rail, not copies of the complaints.</p> <p>Complaints sent to Irish Rail by members of the public about drivers, service issues and delays, between 1 August and 9 November 2020</p>	
<a href="#">IE_FOI_424</a>	All complaints issued by members of the public to Irish Rail regarding Covid-19 or coronavirus restrictions between 12 March 2020 and 10 November 2020	11/11/20
<a href="#">IE_FOI_425</a>	<p>1. Records regarding the number of fixed payment notices issued, including the reasons why they were issued, between 1 January 2019 and 31 December 2019.</p> <p>2. Records regarding the number of fixed payment notices that were paid between 1 January 2019 and 31 December 2019 and the revenue generated from fixed payment notices in the same period of time.</p> <p>3. Records regarding the number of convictions secured under the Railway Safety Act 2005 between 1 January 2019 and 31 December</p>	12/11/20
<a href="#">IE_FOI_426</a>	Seeing as approx 15,000 complaints have been put in this year, would it be possible to get a statistical breakdown of these complaints into categories such as - ticketing, anti social behaviour, racism, wi-fi issues, coronavirus related complaints (eg lack of social distancing or passengers not wearing masks)	12/11/20



	Would it also be possible to get a sample of complaints from each category; totalling 37 complaints in total?	
<a href="#">IE_FOI_432</a>	Details of passenger numbers at every train station on the network in both 2019 and 2020, broken down into the numbers of both passengers who got on and the number who got off a train at each station in each year.	01/12/20