

2019 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_217	start and end of trips per group of passengers from detected bus/luas/dart stop/station with days and time	04/01/19
IE_FOI_218	All complaints received by Irish Rail in relation to the DART service in 2018 & 2017	07/01/19
IE_FOI_220	frequency of services on passenger and cargo services on the Irish rail network, for the northern and western regional assembly. Could you please provide a breakdown for these services, but broken down by each section. ie cork(kent) - mallow, Mallow - Limerick J, Sligo - Longford, Longford, Dublin (Connolly), etc.	17/01/19
IE_FOI_221	The amount of cars clamped by Apcoa on Irish Rail operated land in each of their stations nationwide for the years 2018, 2017 and 2016 and the amount accrued for Irish Rail from the contract in each year, in tabular form.	29/01/19

IE_FOI_224	The total number of complaints that Irish Rail received in relation to the Westport-Dublin line in 2018 * to include a copy of 40 of the complaints with all personal and identifying information redacted, accordingly	08/02/19
IE_FOI_225	Copies of all written complaints received by Irish Rail in relation to its Galway services and stations during 2018.	07/01/19
IE_FOI_228	<ul style="list-style-type: none"> • The number of complaints Irish Rail received in 2018 • The number of complaints Irish Rail received in 2017 • The nature of the complaints received in 2018 and the routes they were related to • The nature of the complaints received in 2017 and the routes they were related to • The number of complaints Irish Rail responded to in 2018 • The number of complaints Irish Rail responded to in 2017 • Any actionable outcomes or responses carried out by Irish Rail following the receipt of complaints in 2018 and 2017 	05/03/19
IE_FOI_229	A copy of complaints made by passengers to Irish Rail, through email, regarding its on-board Wi-Fi, between the period of Jan 1 2018 and Dec 31 2018.	05/03/19
IE_FOI_234	The amount of cars and motor vehicles clamped by an operator in the years 2016,2017,2018 and 2019	15/03/19
IE_FOI_235	<p>1) The amount complaints made by train passengers concerning the behavior of other passengers each year since 2015.</p> <p>2) The amount of complaints by train passengers concerning Irish Rail staff every year since</p>	23/03/19

	<p>2015.</p> <p>3) The amount of complaints made to Irish Rail about the train service every year since 2015</p> <p>4) The reasons given for said complaints.</p> <p>5) The routes on which these incidents took place.</p>	
IE_FOI_240	<p>A breakdown of all costs incurred by Irish Rail (between January 1, 2008, and April 3, 2019) in respect of Westmeath County Council's proposed development of the so-called 'Railway Field Road', adjacent to the Crescent junction, in Athlone.</p> <p>This breakdown should include, but is not limited to, all design costs, legal fees, consultants' fees, arbitration costs and land transfer costs incurred to date as a result of this proposed development.</p>	04/04/19
IE_FOI_244	<p>Copies of all passenger behaviour complaints made to Irish Rail for the DART service in 2018 * Copies of all staff complaints made to Irish Rail for the DART service in 2018</p>	16/04/19
IE_FOI_246	<p>I require under FOI the breakdown for 2018. Of the 387,408 users of the Limerick Galway line how many journeys were made on the Ennis/Athenry line.</p> <p>My understanding is that Irish Rail have provided this breakdown to the Department since the line (Ennis/Athenry) was opened, so the figures should be readily</p> <p>Could you please provide me with the full 2018 breakdown.</p> <p>In addition I require to know the number of passengers that have used Oranmore Station since it was re opened. I require the figures on an annual basis, I am sure user figures for new facilities are collated by</p>	25/04/19

	Irish Rail and probably reported to both the Department and NTA. I would like a clear statement on number of passenger journeys from Oranmore station to Galway and return since the station was re-opened I am sure Irish Rail will have these figures on file.	
IE_FOI_248	Records of the number of antisocial behavior complaints that Irish Rail received last year in relation to the Westport-Dublin line. Also, a copy of the complaints, with all personal and identifying information redacted accordingly.	03/05/19
IE_FOI_250	of transcripts of complaints of anti-social behaviour from passengers on the DART between 1 June 2018 and the present date.	07/05/19
IE_FOI_251	* How many incidents involving payment card fraud (incl contactless) have been recorded on the railway network owned/operated by, or branded by. IÉ. Figures to be broken down year by year from 2014 -2018 * How many incidents involving payment card fraud were referred to An Garda Siochana, in the times frames above? * If recorded, please provide an average loss per incident per year and a total loss each year in the time frames above.	09/05/19
IE_FOI_255	i) Income derived from FPN payments for years ending December 31st 2017, 2016 and 2015 ii) Number of FPN notices issued in 2017, 2018 and 2019 to date iii) Number of FPN notices successfully appealed 2017, 2018 and 2019 to date. iv) Number of FPN notices not paid for 2017 and 2018. v) Number of successful convictions for non-payment of FPN's for 2017, 2018.	15/05/19

IE_FOI_262	<ul style="list-style-type: none"> • The total number of complaints of racial abuse that Irish Rail received last year, and a copy of all of the complaints. • The total number of complaints of racial abuse that Irish Rail has received so far this year, and a copy of all of the complaints. 	15/06/19
IE_FOI_263	<p>the number of people who were evicted/ordered to leave trains (a) last year and (b) this year, along with the reason why the passenger was removed in each case.</p>	15/06/19
IE_FOI_266	<p>I would like to request a copy of all antisocial behaviour complaints that Irish Rail has received on the Dublin-Cork line since January 1, 2018.</p>	07/07/19
IE_FOI_269	<ul style="list-style-type: none"> • The number of complaints, accidents or incidents involving the Craughwell railway crossing, Galway to include , but not limited to , complaints in relation to the condition of the road surface, the adequacy of the signage and the risks for the last five years. • Details of any works carried out at this location during the last five years. 	NA
IE_FOI_275	<p>I am looking to find the maximum capacity for trains servicing the Maynooth to Dublin Connolly line at present. I am also looking to find out if you can tell me,</p> <ul style="list-style-type: none"> • The average passenger numbers for these trains during morning services, principally the 7:15, 7:30, 7:45, 7:55, 8:10 and 8:18am • The number of passengers (on average) using Maynooth, Leixlip Louisa Bridge and Leixlip Confey stations during these same times. • Any planned increases in capacity or frequency for these stations in the future and the time lines involved. 	31/07/19

IE_FOI_280	A copy of all complaints about station facilities and station condition that Irish Rail has received this year.	22/08/19
IE_FOI_281	1.) All written and emailed appeals against fixed payment notices for DART and Dublin commuter routes for the years 2016, 2017 and 2018 2.) The amount of revenue generated from fixed penalty notices on DART and Dublin commuter routes for the years 2016, 2017 and 2018	NA
IE_FOI_283	Copies of complaints from the beginning of 2018 until this date (23rd August 2019) broken down according to route and according to category i.e. anti-social behaviors, overcrowding, delayed/cancelled service etc. Preferably in its original electronic format.	26/08/19
IE_FOI_284	A copy of any information you keep about me on computer, electronic or in manual form to include but not limited to my Personnel File; Disciplinary process commenced in January 2019 and subsequent appeal; emails/memos/letters in which I am mentioned by name or by title; any complaints in which I am mentioned by name or title.	26/08/19
IE_FOI_291	<ul style="list-style-type: none"> Records of the number of complaints Irish Rail has received in relation to the Westport-Dublin line for the first six months of 2019. Please furnish me with a copy of 50 of those complaints. 	28/08/19
IE_FOI_292	<ul style="list-style-type: none"> How many FPN appeals are rejected in an average year? How many appeals are made in an average year? 	02/09/19
IE_FOI_294	Complaints sent to Irish Rail since 1 January 2019	10/09/19
IE_FOI_297	• The amount of times the 6.53, 7.23, 7.48, 16.30, 17.10, 18.15, 19.30 Tullamore-Dublin Hueston trains have been late since 1st January 2017.	12/09/19
IE_FOI_298	• How many cancelled Howth departures have there been in the past month and why?	17/09/19

IE_FOI_300	<p>The number of incidents and types of incidents of anti-social behaviour/assaults/violence reported on services to and from Longford between 2017 and September 2019.</p> <p>-The number and types of complaints from passengers on those same services between 2017 and 2019.</p>	16/09/19
IE_FOI_302	<p>Meath County Council are currently preparing an new County Development Plan and I am keen to determine the feasibility of running passenger services from Navan to Dublin.</p> <p>I understand that 3 trains per day run from Tara Mines to Dublin Port 5 days per week.</p> <p>Could you advise as follows: (1) The fitness of the Navan Dublin line for accommodating passenger rail services?</p> <p>(2) Any scheme of upgrade works and associated costs to render the line and signals fit for passenger services?</p> <p>(3) The likely journey time from Navan to Dublin?</p> <p>(4) The likely number of passengers to make a service viable?</p> <p>(5) The likely cost of a return journey?</p> <p>(6) The likely time period required to establish services?</p> <p>(7) Factors or constraints that might be an obstacle to such a service being established?</p>	30/09/19
IE_FOI_307	<p>1) The total number of ambulances that have been called by Irish Rail staff for passengers on board from January 2019 to September 2019.</p> <p>2) How many fines have been issued to passengers that hold a student ticket but failed to produce a valid student ID from January 2018 to</p>	07/10/19

	<p>January 2019.</p> <p>3) How many of those fines were retracted after a passenger submitted proof of valid student ID?</p> <p>4) How many of those fines were not paid within the 21 day limit?</p> <p>5) The total number of customer complaints received by Irish Rail in September, 2019.</p> <p>6) The total number of reported anti-social behavior incidents on board in 2017.</p> <p>7) The total number of reported anti-social behavior incidents on board in 2018.</p> <p>8) The total number of reported anti-social behavior incidents on board from January 2019 to September 2019.</p>	
<u>IE_FOI_308</u>	<p>Details of the complaints made to Irish Rail regarding anti-social behavior on board during September, 2019.</p>	07/10/19
<u>IE_FOI_316</u>	<p>1. What is the safe number of passengers on each type of DART carriage/car serving Raheny Dart Station.</p> <p>2. How was this/these safe number(s) established?</p> <p>3. How does the service ensure that this/these safe number(s) is/are not exceeded?</p> <p>4. Has this/these safe number(s) ever been exceeded?</p> <p>5. What is the safe number of passengers on each type of Suburban train carriage/car serving Connolly Station?</p> <p>6. How was this/these safe number(s) established?</p> <p>7. How does the service ensure that this/these number(s) is/are not exceeded?</p> <p>8. Has this/these safe numbers ever been exceeded?</p>	23/10/19

	<p>9. Did the manufacturer of each car/carriage relating to (1 and 5 above) provide safe passenger numbers or safety guidance?</p> <p>10. Could I have copies of any such guidance please?</p> <p>11. How does the service ensure that it complies with any guidance on safety?</p> <p>12. What input does passengers have to the current service customer/passenger charter?</p> <p>13. When was the current service customer/passenger charter reviewed and amended?</p> <p>14. When was the current customer service/passenger charter introduced?</p> <p>15. Is the service provider covered by insurance for injury and death of passengers on Dart and Suburban services?</p> <p>16. What does this insurance cover in the event of injury and death when safety numbers are exceeded?</p>	
IE_FOI_317	<ul style="list-style-type: none"> • The number of complaints (or customer care and feedback submissions), which have been made to Irish Rail since 2014, broken down annually. • A copy of all complaints/customer care and feedback submissions made to Irish Rail over the past six months. 	<p>23/10/19</p>