

# 2016 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_026</a>	All documents and correspondence related to complaints made about Irish Rail services by the public in 2015. - spoke to PH on 25/1/16 S15(1c) agreed to alternative proposal	05/1/16
<a href="#">IE_FOI_028</a>	A full list of items recovered from trains that were either lost or forgotten by passengers between January, 1, 2015 and January, 1, 2016. This list should include, if possible, the dates on which they were found and the services in which they were found on.	12/1/16
<a href="#">IE_FOI_035</a>	Details of conversation regarding booking for return fare Dublin/Cork Ticket Ref: 30714717030	02/02/16
<a href="#">IE_FOI_041</a>	1) The total number of complaints issued to Irish Rail from the 1st of January 2013 to the 31st of December 2015.	06/04/16

	<p>2) The individual # of complaints issued to Irish Rail in each calendar years from 2013-2015</p> <p>3) The number of complaints in each particular category listed on Irish Rail's feedback form issued to IE in 2015</p> <p>4) the % of IE services that ran on time from 1/1/15 - 31/12/15</p>	
<a href="#">IE_FOI_044</a>	Copies of all complainst lodged by members of the public with Irish Rail in 2015 and to date in 2016	06/05/16
<a href="#">IE_FOI_045</a>	Copies of all correspondence received via Irish Rail's customer feedback channels relating to anti-social behaviour in 2015 under the following headings: * Disorderly passengers * Intimidation * Vandalism * Theft * Assault * Alcohol/Smoking Policy * Station Condition * Noise	06/05/16
<a href="#">IE_FOI_047</a>	<p>1) Policy on persons travelling without a ticket</p> <p>2) Also documentation which states fines for customers who do not have a ticket on board of the train</p> <p>3) Copies of the notices placed at the Carlow Train Station</p>	16/05/16
<a href="#">IE_FOI_051</a>	details of complaints relating to disability access to your rail services. * details of the amount of complaints Irish Rail received over the past five years that relate to impeded access for disabled passengers	16/06/16
<a href="#">IE_FOI_056</a>	1) Records of all incidents of trains not running on time in 2015 and 2016. I would like a number of trains delayed a) one to two hours and b) over two hours.	05/07/16

	<p>2) In cases of delayed trains, breakdown of how many refunds were given.</p> <p>3) For delays of 1-2 hours, details on how many vouchers of 50% of the fare were given.</p> <p>4) In cases of delayed trains of over 2 hours, details of how many vouchers of 100% were given to customers.</p>	
<a href="#">IE_FOI_057</a>	<p>1) The number of FPN's Iarnrod Eireann issued to persons for not having a ticket upon request in years 2013-2015</p> <p>2) The number and % of FPNs that were issued in each of those years that have been paid and are deemed to be closed by IE</p> <p>3) The number and % of cases where IE have taken legal action against persons who refused to pay the FPN in each of the years mentioned above</p> <p>4) The number of FPNs that IE have issued to date in 2016 and the number still ongoing as of 13/07/16</p>	14/07/16
<a href="#">IE_FOI_064</a>	<p>For the last 12 months:</p> <p>1) Copy of complaints made by passengers to Irish Rail regarding its on-board Wi-Fi.</p>	07/09/16

	<p>2) Copy of any email or other correspondence between Irish Rail, Fleet Connect and Nomad Digital pertaining to complaints made by passengers</p> <p>3) Discussions among the three parties regarding other technical issues and their repair.</p>	
<a href="#">IE_FOI_072</a>	The complaints sent about the top three most used Irish Rail routes in 2016.	21/11/16
<a href="#">IE_FOI_073</a>	<p>1) # of complaints of anti-social behaviour in 2016 with breakdown of railway line/station</p> <p>2) Copy of all complaints (redacted) that relate to Dublin/Westport, Dublin/Galway and Dublin/Sligo</p>	29/11/16
<a href="#">IE_FOI_075</a>	The complaints Irish Rail received about anti-social behaviour on the top three most used Irish Rail routes in 2016 : * Dublin/Cork * DART * Longford/Maynooth/M3	20/12/16