

2023 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_650	<ul style="list-style-type: none"> • The total number of antisocial behaviour complaints that Irish Rail received in (i) 2021 and (ii) 2022. • A copy of all antisocial behaviour complaints Irish Rail received relating to the Dublin-Belfast line in 2022. 	03/01/23
IE_FOI_651	I would like to request a copy of all antisocial behaviour complaints relating to the Dublin-Cork railway line in 2022 .	03/01/23
IE_FOI_664	<ul style="list-style-type: none"> - a database/spreadsheet/record of the following categories of incident for 2022 - Crime & Antisocial Behaviour - Employee Accident & Incidents - Customer & Contractors Accidents & Incidents - Assault on Customers/Employees/Contractors - Cat 1 Near Miss 	28/02/23

IE_FOI_667	Can you please forward me copies of Policies / Protocols for staff recording adverse incidents with members of the Public or when staff have been mistreated by members of the public.	15/03/23
IE_FOI_668	<ul style="list-style-type: none"> • Request all documents pertaining to emails about Irene Sheedy have written to Jim Meade's office, and the customer service email address, as well as any other offices that hold information on me, dating from 2016 to present. • Request all documents about Irene Sheedy generated by train hosts and any other Irish Rail staff, and any other people outside of Irish Rail to whom Irish Rail may have communicated about me. • Request all documents to include emails, notes of telephone conversations, notes from any other category of meeting, handwritten notes, voice memos and all and any other communications that pertain to Irene Sheedy. 	23/03/23
IE_FOI_672	The number of reported assault on irishrail staff nationwide in the following years broken down by 2020 - 2021 & 2022. The number of ticket inspectors employed nationwide as of 26.03.2023 and the powers held by a ticket inspector in the course of their duties	13/04/23
IE_FOI_682	According to Community Liaison officer - Noise level during maintenance operations is monitored, please provide all noise monitoring documents, notes, and information collected during night time maintenance at Donabate compound since 1st January 2022	16/05/23
IE_FOI_688	Personal data	15/06/23

IE_FOI_689	Records of complaints made to Irish Rail relating to services on the Dublin Connolly to Sligo Route and the Dublin Hueston to Galway Route for 2022.	19/06/23
IE_FOI_690	A full list/inventory of items recovered from trains that were either lost or forgotten by passengers in April - May 2023. This list should include, if possible, the dates on which they were found and the services in which they were found on.	19/06/23
IE_FOI_694	Personal data	28/06/23
IE_FOI_695	<ul style="list-style-type: none"> • The number of complaints made to Irish rail regarding overcrowding on trains since May 2022. • The correspondence /details of complaints made by passengers who were left standing for journeys between May 2022 and June 2023. 	05/07/23
IE_FOI_696	information you retain on people who are issued a fixed payment notice?	05/07/23
IE_FOI_697	all documents related to complaint received from Ms. Sheedy on 20.04.2023 re: Irish Rail removed habitat at Clara train station	07/07/23
IE_FOI_698	<ol style="list-style-type: none"> 1) Records of all incidents of trains not running on time in 2022 and to date in 2023 where a train was delayed a) one to two hours and b) over two hours. 2) In cases of delayed trains, breakdown of how many refunds were given. 3) For delays of 1-2 hours, details on how many vouchers of 50% of the fare were given. 4) In cases of delayed trains of over 2 hours, details of how many vouchers of 100% were given to customers. 	10/07/23

IE_FOI_699	Personal data	14/07/23
IE_FOI_706	Personal information	03/08/23
IE_FOI_737	A list of all recorded cases of antisocial behavior at Kishogue station in Dublin & Any information/Correspondence regarding the 8200 class EMUs	16/11/23
IE_FOI_738	The number and percentage of DART trains on each line that have experienced a delay of 5 mins or more in each year from 2010 to 2023 (2023 so far) inclusive	21/11/23
IE_FOI_739	<p>Details of any Dublin Belfast or Belfast Dublin service that was delayed in 2023 to date, including the length of and cause of the delay.</p> <p>Details of any complaints made to IE for the last year in respect of the Enterprise service.</p> <p>Details of any internal communications / external communications by IE in respect of delays, quality of service, etc for the Enterprise over the last year.</p> <p>Details of any disciplinary action taken as a result of the above complaints / communications.</p> <p>All records referring to cross border journeys in which a refund is sought, and the type of refund given (ie, monetary, voucher)</p>	26/11/23
IE_FOI_740	<p>copies of all text messages reporting anti-social behaviour on rail services sent to 51444 during 2023 to date</p> <p>Records showing the number and details of all text messages reporting anti-social behaviour each year since the introduction of the service</p>	27/11/23
IE_FOI_744	The number and percentage of DART trains that have experienced a delay of 5 mins or more in each year from 2000 to 2009 inclusive (or as	04/12/23

	far back as your records go). And the same information for 2023 to date.	
IE_FOI_745	count, grouped by month, of incidences where passengers were issued with fixed penalty notices on the Dublin Heuston to Portlaoise route including a dimension which splits the count of incidences based on dimension a - where the passenger had no ticket or dimension b - where the user had an invalid ticket, and the monetary amount of fines that has been issued based on these occurrences (split by the dimension too)	04/12/23
IE_FOI_746	All records relating to the delayed enterprise service on 10th December 2023	10/12/23