2018 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_148	I would like to know the total passenger traffic on Hehston/Waterford route for 2016 and 2017 and the % change	14/03/18
IE_FOI_149	"How many complaints did Irish Rail receive in relation to the Westport-Dublin line in 2017? Can you outline the types of complaints received? Did Irish Rail respond to the complaints and what where the types of responses?"	16/03/18
IE_FOI_150	The amount of money spent by Irish Rail on refunds to people who requested them due to standing on trains despite pre-booking a seat	26/03/18
IE_FOI_153	1. The number of reported incidents of verbal assault, physical assault, robbery, and public disorder, recorded on Irish Rail trains, broken down by each of the given categories, from 2014 to 2018.	09/04/18

	2. The number of complaints received by passengers broken down by all categories recorded from 2014 to 2018. 3. The headcount of Irish Rail security guards/staff employed in each of the years, 2014 to 2018. 4. The Irish Rail budget for security in each of the years, 2014 to 2018.	
IE_FOI_157	All complaints of overcrowding on the Dublin/Sligo line since 1st January 2017	17/04/18
IE_FOI_158	I am requesting the following information on Fixed Payment Notice specifically regarding DART trains: 1. The number of Fixed Payment Notices issued on the DART line from 2010 to the end of 2017, broken down year by year. 2. The amount of revenue generated from these Fixed Payment Notices broken down year by year from 2010 to the end of 2017. 3. A list of the offenses each Fixed Payment Notice was issued for broken down by year, and the number of monies in euros.* (ie 'X' people were fined 'Y' euro in 2011 for 'Z' Offence) 4. How many Fixed Payment Notices were issued for being in breach of the 'feet on seat' rule specifically from 2010 to the end 2017 - I would	19/04/18

	like to have this information broken down year by year and separated by how many were handed out in total. 5. How many 'feet on seat' Fixed Payment Notices were paid and how many were successfully challenged broken down by each year from 2010 to the end of 2017. 6. The total amount of money collected from 'feet on seat' Fixed Payment Notices broken down by each year from 2010 to the end of 2017.	
IE_FOI_159	All complaints of overcrowding on the Dublin to Sligo line since 1st January 2017 for last year. I wish to use this information in the new Clare Age Friendly Strategy 2018-2022. If you did have such a figure could you also give me your overall passenger numbers for 2017 so I could illustrate the % of older people using Iarnród Éireann?	25/04/18
IE_FOI_160	How many complaints of antisocial behavior did Irish Rail receive in relation to the Westport-Dublin line in 2017 and up to the end of April 2018? Can you outline the types of complaints received? Did Irish Rail respond to the complaints and what where the types of responses?	02/05/18
IE_FOI_165	All complaints received by Irish Rail from customers, dating back to June 2017.	14/06/18
IE_FOI_166	the amount of complaints made about IE and if possible a btrakdown of these for 2017 and the first 6 months of 2018	14/06/18

IE_FOI_167	CCTV footage 03/05/18 from Connolly Station, and Mullingar Station	26/06/18
IE_FOI_170	The number of complaints made against Irish Rail in relation to Cork routes or stations, and the nature of these complaints for 2017 and the first 6 months of 2018.	16/07/18
IE_FOI_173	1) The number of fines issued by Irish Rail to passengers caught with their feet on seats in the years 2016, 2017 and to-date in 2018 2) Of the number of fines issued by Irish Rail, the number of that were paid in full within the timeframe and the case is therefore closed in the years in question	23/07/18
IE_FOI_178	Copy of all antisocial behaviour complaints for 2017 on Dublin-Sligo line	06/08/18
IE_FOI_182	Under the Freedom of Information Act 2014, I kindly request the following data on The Western Corridor Phase 1 project, between Ennis and Athenry. (1) Since 2008, can you provide monthly statistics on the number of passengers using the rail service: a. Between Ennis and Galway b. Between Galway and Athenry (2) For each month can you provide the data regarding single versus return journey passengers (3) Can you also define per month what fares were paid (Full fare, Student, OAP, other) (4) Can you indicate in any month period when special fares were established to encourage (5)passenger growth?How much was the incentive per passenger and how much did this grow passenger numbers. (6) Was this growth sustained after the subsidies were removed?	26/09/18

	(7) Can you provide details on the total cost of the project to reopen the Ennis to Athenry line (All Capital and Expense combined) (8) Can you advise how much this line is costing to run annually (Capital and expense) a. Ennis to Galway b. Galway to Athenry (9)What is the total cost of Government subsidies that are required annually to keep the Ennis to Galway, and the Galway to Athenry line viable (to keep it a break-even point) {lO)What is the total full fare passenger number per day required to keep the rail lines viable {Viable being fully operational and self-sustainable without any Government subsidies) a. Ennis to Galway b. Galway to Athenry (11) In the medium term to long-term plan for Irish Rail (5 to 10 year strategy) is there a plan to reopen the rail line between Athenry and Claremorris?	
IE_FOI_183	Incident reports of anti-social behaviour on IrishRail and dart Internal reports on statistical information on safety and security issues on IrishRail and dart.	03/10/18
IE_FOI_189	Documents pertaining to customer complaints on the rail services in Ireland for 2017 and to date 2018	09/10/18
IE_FOI_190	I am first seeking the figure for the number of disorderly passengers on Irish Rail trains across all routes between January 1st 2017 and September 1st 2018. I would also like to receive a breakdown of that number of disorderly passengers to detail the amount on each route. Finally, I wish to seek specification on what disorderly conduct made up the figure.	12/10/18

	Secondly, I am seeking the figure for the number of staff recruited by Irish Rail between September 10th 2017 and September 10th 2018.	
IE_FOI_194	1. How many train related deaths have occurred since 2010? 2. The number of Irish Rail drivers who have arrived to work under the influence of drugs or alcohol? What disciplinary measures took place? 3. How many motor drivers have driven through level crossings that you have a record of? 4. How many staff members have been assaulted while on duty? 5. How many people have bought a student ticket but have been found to not have a student card? How many fines have there been as a result of this? How many fines remain unpaid?	22/10/18
IE_FOI_195	The number of cars clamped by parking enforcement employed by Irish Rail in each of the stations below for the years 2016.2017,2018 year to date and the amount accrued from clamping in each year. *Mallow *Midleton *Cobh *Cork Kent *Charleville	24/10/18
IE_FOI_197	I am seeking the release of data related to the amount of money raised through clamping at train stations around Ireland between November 1 2017 and the present date, specifically: • How much money was made at each station • The amount of money made each month • How many drivers were prosecuted for removing vehicle clamps	01/11/18

	• Whether any cars were towed/impounded over non-payment of clamping fees I would appreciate the release of this information in electronic format if possible. Please don't hesitate to contact me if you need me to clarify any aspect of my request.	
IE_FOI_198	I am seeking the release of transcripts of complaints made to Irish Rail about clamping at train stations around Ireland between November 1 2017 and the present date. I would appreciate the release of this information in electronic format if possible. Please don't hesitate to contact me if you need me to clarify any aspect of my request.	01/11/18
IE_FOI_201	Under the FOI Act 2014, I am seeking the following: The number of staff let go by Irish Rail or contractors under Irish Rail's employment, across Ireland, on a monthly basis since January 2017. The number of staff let go annually near the end of the summer, since January 2016, as their contract ends. I would prefer to receive this information electronically, preferably in its original formatting and tabular form.	07/11/18
IE_FOI_202	Under the Freedom of Information Act 2014 I request: • A copy of all complaints made regarding passenger conduct on Irish Rail services between October 31st 2017 and November 1st 2018. • The number of passengers that had to be removed from services over alcohol related incidents between October 2017 and November 1st	07/11/18

	2018 • The number of and details of anti-social incidents onboard the service and the services on which they occurred between 31st October 2017 and November 1st 2018. • The cost of removing graffiti from Irish Rail services and Dart Services between October 31st 2017 and November 1st 2018 The documents can be sent to me via email in either PDF or .doc format. Please let me know if you have any queries.	
IE_FOI_204	• Copy of all complaints submitted to Irish Rail from 1 January 2018 to date in relation to the # of complaints made by passengers regarding: o Burglaries o Assaults o Verbal Assaults o Theft • Copy of any correspondence sent in reply to these complaints	11/11/18
IE_FOI_208	Under the Freedom Of Information Act can you please provide me with the most up date recent annual station usage statistics that you have for each and every railway station. I am looking for statistics that show the total amount of passengers (ie total amount of entries and exits combined) per year at each station. I would like the most recent statistics for a twelve month period that you have available.	19/11/18

	I know that in Northern Ireland and in England/Scotland/Wales they provide this but i have been searching online and there doesn't seem to be anything similar for here in Ireland. Here is an example of the sort of thing i am looking for: • Northern Ireland Railways - https://www.whatdotheyknow.com/request/518356/response/1241467/attach/3/NIR%20Footfall%201718.xlsx?cookie_passthrough=1 • England/Scotland/Wales - http://orr.gov.uk/__data/assets/excel_doc/0012/26130/estimates-of-station-usage-2016-17.xlsx So anything that's like that but for all Iarnrod Eireann stations is what i am requesting.	
IE_FOI_209	Personal data	19/11/18
IE_FOI_215	*Passenger numbers on the following routes for 2017 & 2018 - Dublin-Cork, Dublin-Galway, Dublin-Waterford and Dublin to Befast, Sligo, Rosslare, Tralee, Limerick and Westport. * when will IE be placing the order for new EMU and Bi-Mode trains and the class 22000 coach order. * Can you confirm that IE are going to be leasing British Rail Class 170/185	30/12/18