

# 2021 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_436</a> | <ol style="list-style-type: none"><li>1. A month by month breakdown of complaints made by Irish Rail passengers for 2020. Also, the category of the complaints</li><li>2. A month by month breakdown of complaints made by Irish Rail passengers for 2019. Also, the category of the complaints.</li><li>3. The number of complaints concerning mask wearing since July of last year and a month by month breakdown of mask complaints.</li><li>4. Copies of all mask complaints.</li><li>5. A 50 strong sample of all complaints during October, November and December.</li></ol> <p>The Irish Rail replies to those complaints.</p> | 05/01/21     |

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| <a href="#"><u>IE_FOI_437</u></a> | A copy of complaints made by passengers to Irish Rail, through email, regarding its on-board Wi-Fi, between the period of Oct 1 2020 and Dec 31 2020.  | 05/01/21 |
| <a href="#"><u>IE_FOI_439</u></a> | <ol style="list-style-type: none"> <li>1) The amount complaints made by train passengers concerning the behavior of other passengers each year since 2015.</li> <li>2) The amount of complaints by train passengers concerning Irish Rail staff every year since 2015.</li> <li>3) The amount of complaints made to Irish Rail about the train service every year since 2015</li> <li>4) The reasons given for said complaints.</li> <li>5) The routes on which these incidents took place.</li> </ol> | 09/01/21 |
| <a href="#"><u>IE_FOI_447</u></a> | The number of complaints made to Irish rail in January 2021 and a breakdown of details of these complaints   | 25/01/21 |
| <a href="#"><u>IE_FOI_451</u></a> | The number of cars clamped in all Irish Rail carparks in 2020, 2019 and 2021 to date, the number of cars clamped in each station and the amount of cars who had fines refunded/waived in 2019, 2020 and 2021 to date   | 16/02/21 |
| <a href="#"><u>IE_FOI_454</u></a> | A full list/inventory of items recovered from trains that were either lost or forgotten by passengers between January, 1, 2020 and January, 1, 2021. This list should include, if possible, the dates on which they were found and the services in which they were found on.   | 01/03/21 |

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| <a href="#">IE_FOI_465</a> | <ul style="list-style-type: none"> <li>• The total passenger numbers on the 2 lines Dublin northwest to Kildare/ Meath commuter route starting at the Grand Canal Dock&amp; Dublin Docklands to Maynooth and M3 parkway?</li> <li>• How many paying passengers and how many free pass travelers total breakdown?</li> <li>• the estimated cost per passenger to provide the service?</li> <li>• How much Diesel fuel was used?</li> <li>• the estimated carbon emissions per passenger?</li> <li>• any discussions at management to suspend operations and have a bus alternative?</li> </ul> | 15/04/21 |
| <a href="#">IE_FOI_470</a> | A full list/inventory of items recovered from trains that were either lost or forgotten by passengers between January, 1, 2020 and January, 1, 2021 in Roscommon. This list should include, if possible, the dates on which they were found and the services in which they were found on in Roscommon.  | 04/05/21 |
| <a href="#">IE_FOI_472</a> | <ul style="list-style-type: none"> <li>•The number of complaints (or customer care and feedback submissions), which have been made to Irish Rail since 2018, broken down annually, by reason of complaint (i.e. assault, harassment) and by service (i.e. DART, intercity)</li> <li>•A copy of all complaints/customer care and feedback submissions made to Irish Rail over the past six months.</li> </ul>  | 20/05/21 |
| <a href="#">IE_FOI_476</a> | Please send me the total number of "cyber flasher" incidents on the rail network between 2018 to 2021, broken down by year. This has been highlighted in the UK, and involves someone sending explicit unsolicited images to other passengers using the iPhone's airdrop function.  | 27/05/21 |

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| <a href="#">IE_FOI_483</a> | <ul style="list-style-type: none"> <li>Records of the number of complaints that Irish Rail received in 2021 in relation to the Westport-Dublin line.</li> <li>A copy of above complaints with all personal and identifying information redacted accordingly</li> </ul>   | 10/06/21   |
| <a href="#">IE_FOI_484</a> | <ul style="list-style-type: none"> <li>Details of property reported as 'lost and/or found' on trains on the Westport-Dublin line.</li> <li>Details of property reported as 'lost and/or found' at train stations in county Mayo.</li> </ul>  | 10/06/21   |
| <a href="#">IE_FOI_487</a> | Copy of all complaints of antisocial behaviour on the Dublin-Cork railway line since January 1, 2020   | 17/06/21   |
| <a href="#">IE_FOI_489</a> | A copy of all complaints (please include complaint detail, for example, the original email, form or call notes submitted by the complainant) made in relation to accessibility of Irish Rail (including all trains such as commuter, intercity, DART etc) from Jan 2019 to present.  | 23/06/21   |
| <a href="#">IE_FOI_496</a> | a log or record containing details of all customer complaints pertaining to train services on the Westport line or elsewhere in County Mayo for each of the years 2019, 2020 and 2021 to date  | 15/07/2021 |
| <a href="#">IE_FOI_499</a> | I would like to request a copy of all antisocial behaviour complaints relating to the Dublin to Belfast line since January 1, 2020.  | 02/08/2021 |
| <a href="#">IE_FOI_511</a> | <ul style="list-style-type: none"> <li>Any correspondence between Green Party leader Eamon Ryan and Irish Rail re plans for high-speed rail journeys between Cork and Donegal, and reopening the Letterkenny to Derry line. From 1 June to 13 September.</li> <li>Any correspondence between reps in the Dept of Transport and Irish Rail re same, for same time period</li> </ul> | 14/09/21   |

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| <a href="#">IE_FOI_513</a> | <p>The number of complaints of anti-social behaviour in 2021 to date that relate to Dublin/Westport, Dublin/Galway and Dublin/Sligo routes</p> <p>Copies of all complaints (redacted) that relate to Dublin/Westport, Dublin/Galway and Dublin/Sligo rail services in 2021 to date</p>  | 16/09/2021 |
| <a href="#">IE_FOI_524</a> | Information on the number of fines issued on Iarnród Éireann due to non-compliance with mask wearing from the following dates: Monday July 13th 2020 to Thursday 14th October 2021  | 26/10/21   |
| <a href="#">IE_FOI_529</a> | 1. The total number of complaints made to Irish Rail about Covid-19 safety measures including mask wearing and mask wearing enforcement from July 13th 2020 to November 10th 2021. 2. A copy of all complaints received by Irish Rail about Covid-19 safety measures including mask wearing and mask wearing enforcement from July 13th 2020 to November 10th 2021. 3. All correspondence between Irish Rail and the Department of Transport regarding enforcement of mandatory mask wearing on trains from July 13th 2020 to November 10th 2021. | 10/11/21   |
| <a href="#">IE_FOI_530</a> | 1. Records of the number of complaints of antisocial behaviour that Irish Rail received in 2021 relating to the Westport-Dublin line, up to and including the date of response to this FOI request. 2. A copy of the above complaints with all personal and identifying information redacted accordingly  | 16/11/21   |
| <a href="#">IE_FOI_531</a> | 1. Records regarding the number of fixed payment notices issued, including the reasons why they were issued, between 1 January 2020 and 31 December 2020. 2. Records regarding the number of fixed payment notices that were paid between 1 January 2020 and 31 December 2020.  | 18/11/21   |

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| <a href="#">IE_FOI_533</a> | <p>All complaints issued by members of the public to Irish Rail regarding Covid-19 restrictions between 1 July 2021 and 18 November 2021.</p>   | <p>18/11/21</p> |
| <a href="#">IE_FOI_537</a> | <p>a copy of all records held referring or relating to the decision by Irish Rail to suspend food/beverage services on train services following the relaxation of Covid-19 restrictions in the autumn. Should this request be likely to be voluminous, I am happy to confine it to only high-level documents e.g. official memos, submissions, recommendations, business cases, advisories etc. - a copy of any correspondence between Irish Rail and the HSE or DoH with regard to whether food/beverage service could be offered on rail services. Same time frame as above.</p>  | <p>29/11/21</p> |
| <a href="#">IE_FOI_539</a> | <ul style="list-style-type: none"> <li>• Details of all recorded incidents of violence on the Dublin to Sligo route, detailing where, when and how many passengers/staff were involved and otherwise affected, over the period from Jan 2017 to date.</li> <li>• All relevant documents including but not limited to minutes, memoranda, unpublished reports and correspondence both internally and between Irish Rail and external bodies including the Dept of Transport and An Garda Siochana, relating to the issue of violent incidents on Irish Rail transport, over the period from Jan 2017 to date.</li> <li>• Details of the numbers of security staff employed by Irish Rail and how many are deployed on the Dublin to Sligo route since Jan 2019.</li> </ul> | <p>01/12/21</p> |
| <a href="#">IE_FOI_543</a> | <p>The number of anti-social behaviour incidents recorded on Irish rail services between 1st January 2020 and December 20th 2021, broken down by month and by the service the incident took place on. ie Dart, commuter train ect.</p>  | <p>20/12/21</p> |

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|  | Any communications between Irish Rail and the Department of Transport on antisocial behavior between 1st January 2020 and December 20th 2021. |  |
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