

## 06th November 2017

Mr. Eoghan Murphy 2 Kingston Terrace, Carrick-on-Shannon, Co. Leitrim

Email: eoghanyoungmurphy@hotmail.com

Re: FOI Request Response [IE\_FOI\_123]

Dear Mr. Murphy,

I refer to your request dated 30<sup>th</sup> September 2017 made under the Freedom of Information Act 2014, which was received on 10<sup>th</sup> October 2017 for records held by larnrod Éireann your request sought:

I would like to request a copy of all complaints received by Irish Rail in relation to the stations listed below since January 1 2017.

- · Carrick-on-Shannon
- Roscommon
- Longford
- Athlone
- Boyle
- Castlerea
- Edgeworthstown

I, Paul Slowey, have now made a final decision to part grant your request on 06th November 2017.

You have sought access to the records as listed above and I consider this an appropriate form of access in this case. Accordingly, a copy of the records is now attached including a copy of the schedule to these records.

In the event that you are not happy with this decision, you can make an appeal in relation to this matter, you can do so by writing to the Freedom of Information Unit, Corporate Communications, larnród Éireann, Connolly Station, Amiens Street, Dublin 1 or by email to fol@irishrail.ie.

You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances.

The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact the FOI officer by telephone on +353 1 7034293.

Yours sincerely,

Paul Slowey

FOI Decision Maker,

Schedule of Records for IE\_FOI\_123: Summary for Decision Making Freedom of Information Request:

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
		would like to request a copy of all complaints received by Irish Rail in relation to the stations listed below since January 1 2017.				
IE_F01_123	06.11.17	• Carrick-on-Shannon • Roscommon • Longford • Athlone • Boyle • Castlerea • Edgeworthstown	7-1	Part Grant	\$37	Passanger personal information deleted

Signed

IE Decision Maker

reated On Contact Method	d Case Type	Case Subtype	Route	Station
02/01/2017 Web	Service Disruption	Bus Transfers	Sligo	Boyle
03/01/2017 Email	Onboard Issues	Seat Reservation	Galway	Athlone
04/01/2017 Post	Fares & Ticketing	Surcharges	Westport & Ballina	Castlerea
04/01/2017 Post	Onboard Issues	Crowding	Longford/M3Parkway/Maynooth Commuter	Longford
05/01/2017 Email	Onboard Issues	Seat Reservation	Westport & Ballina	Roscommon
06/01/2017 Post	Service Disruption	Timekeeping	Sligo	Longford
06/01/2017 Post	Fares & Ticketing	Annual Tickets	Westport & Ballina	Athlone
12/01/2017 Web	Staff Issues	Unhelpful/Rude Staff	Galway	Athlone
17/01/2017 Web	Service Disruption	Bus Transfers	Westport & Ballina	Roscommon
18/01/2017 Post	Station Issues	Lifts/Elevators	Westport & Ballina	Athlone
22/01/2017 Web	Station Issues	Incorrect Information	Sligo	Boyle
23/01/2017 Post	Service Disruption	Bus Transfers	Westport & Ballina	Roscommon
23/01/2017 Post	Service Disruption	Bus Transfers	Westport & Ballina	Roscommon
23/01/2017 Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
23/01/2017 Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
23/01/2017 Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
23/01/2017 Post	Station Issues	Lifts/Elevators	Westport & Ballina	Athlone
27/01/2017 Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
27/01/2017 Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
27/01/2017 Post	Service Disruption	Train Failure	Westport & Ballina Westport & Ballina	Roscommon
27/01/2017 Post 27/01/2017 Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
27/01/2017 Post 27/01/2017 Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
27/01/2017 Post 27/01/2017 Post	Service Disruption	Train Failure	<u> </u>	Roscommon
29/01/2017 Post 29/01/2017 Web	· · · · · · · · · · · · · · · · · · ·		Westport & Ballina	
30/01/2017 Web	Fares & Ticketing	Unused Tickets	Westport & Ballina	Roscommon
	Fares & Ticketing	Family Tickets	Galway	Athlone
31/01/2017 Web	Service Disruption	Bus Transfers	Westport & Ballina	Roscommon
31/01/2017 Web	Fares & Ticketing	Ticket Prices	Sligo	Carrick-on-Shannon
03/02/2017 Email	Service Disruption	Incident on Line	Westport & Ballina	Roscommon
08/02/2017 Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
10/02/2017 Post	Service Disruption	Track Fault	Westport & Ballina	Roscommon
10/02/2017 Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
10/02/2017 Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
13/02/2017 Email	Antisocial Behaviour	Disorderly Passengers	Sligo	Carrick-on-Shannon
14/02/2017 Email	Onboard Issues	Crowding	Westport & Ballina	Castlerea
14/02/2017 Email	Fares & Ticketing	Unused Tickets	Sligo	Carrick-on-Shannon
15/02/2017 Post	Service Disruption	Train Failure	Westport & Ballina	Roscommon
17/02/2017 Post	Fares & Ticketing	Unused Tickets	Sligo	Carrick-on-Shannon
18/02/2017 Web	Timetabling	Timetable Changes	Westport & Ballina	Castlerea
19/02/2017 Web	Fares & Ticketing	Promotional Offers	Westport & Ballina	Roscommon
22/02/2017 Email	Station Issues	TVMs	Longford/M3Parkway/Maynooth Commuter	Longford
22/02/2017 Web	Service Disruption	Train Failure	Sligo	Boyle
23/02/2017 Email	Onboard Issues	Seat Reservation	Westport & Ballina	Roscommon
01/03/2017 Web	Station Issues	TVMs	Longford/M3Parkway/Maynooth Commuter	Edgeworthstown
09/03/2017 Email	Service Disruption	Timekeeping	Galway	Athlone
21/03/2017 Post	Timetabling	Timetable Changes	Longford/M3Parkway/Maynooth Commuter	Edgeworthstown
22/03/2017 Web	Station Issues	TVMs	Sligo	Carrick-on-Shannon
23/03/2017 Web	Station Issues	TVMs	Sligo	Carrick-on-Shannon
31/03/2017 Email	Service Disruption	Union Dispute	Galway	Athlone
02/04/2017 Web	Fares & Ticketing	Unused Tickets	Galway	Athlone
05/04/2017 Post	Service Disruption	Timekeeping	Westport & Ballina	Roscommon
05/04/2017 Post	Service Disruption	Union Dispute	Sligo	Carrick-on-Shannon
06/04/2017 Web	Onboard Issues	Seat Reservation	Galway	Athlone
06/04/2017 Web			·	
	Onboard Issues	Bicycle Spaces	Sligo	Carrick-on-Shannon
06/04/2017 Email	Onboard Issues Service Disruption	Union Dispute	Sligo Galway	Carrick-on-Shannon Athlone
07/04/2017 Post	Onboard Issues		Sligo	Carrick-on-Shannon
	Onboard Issues Service Disruption	Union Dispute	Sligo Galway	Carrick-on-Shannon Athlone Longford Athlone
07/04/2017 Post 08/04/2017 Email 08/04/2017 Email	Onboard Issues Service Disruption Service Disruption	Union Dispute Union Dispute Union Dispute Union Dispute Union Dispute	Sligo Galway Longford/M3Parkway/Maynooth Commuter Galway Galway	Carrick-on-Shannon Athlone Longford
07/04/2017 Post 08/04/2017 Email	Onboard Issues Service Disruption Service Disruption Service Disruption	Union Dispute Union Dispute Union Dispute	Sligo Galway Longford/M3Parkway/Maynooth Commuter Galway	Carrick-on-Shannon Athlone Longford Athlone
07/04/2017 Post 08/04/2017 Email 08/04/2017 Email	Onboard Issues Service Disruption Service Disruption Service Disruption Service Disruption	Union Dispute Union Dispute Union Dispute Union Dispute Union Dispute	Sligo Galway Longford/M3Parkway/Maynooth Commuter Galway Galway	Carrick-on-Shannon Athlone Longford Athlone Athlone
07/04/2017 Post 08/04/2017 Email 08/04/2017 Email 12/04/2017 Post	Onboard Issues Service Disruption Service Disruption Service Disruption Service Disruption Service Disruption Service Disruption	Union Dispute Union Dispute Union Dispute Union Dispute Union Dispute Union Dispute	Sligo Galway Longford/M3Parkway/Maynooth Commuter Galway Galway Longford/M3Parkway/Maynooth Commuter	Carrick-on-Shannon Athlone Longford Athlone Athlone Longford
07/04/2017 Post 08/04/2017 Email 08/04/2017 Email 12/04/2017 Post 15/04/2017 Web	Onboard Issues Service Disruption Service Disruption Service Disruption Service Disruption Service Disruption Service Disruption Station Issues	Union Dispute Union Dispute Union Dispute Union Dispute Union Dispute Union Dispute Station Facilities	Sligo Galway Longford/M3Parkway/Maynooth Commuter Galway Galway Longford/M3Parkway/Maynooth Commuter Galway	Carrick-on-Shannon Athlone Longford Athlone Athlone Longford Athlone
07/04/2017 Post 08/04/2017 Email 08/04/2017 Email 12/04/2017 Post 15/04/2017 Web 18/04/2017 Email	Onboard Issues Service Disruption Service Disruption Service Disruption Service Disruption Service Disruption Service Disruption Station Issues Station Issues	Union Dispute Union Dispute Union Dispute Union Dispute Union Dispute Union Dispute Station Facilities TVMs	Sligo Galway Longford/M3Parkway/Maynooth Commuter Galway Galway Longford/M3Parkway/Maynooth Commuter Galway Westport & Ballina	Carrick-on-Shannon Athlone Longford Athlone Athlone Longford Athlone Roscommon
07/04/2017 Post 08/04/2017 Email 08/04/2017 Email 12/04/2017 Post 15/04/2017 Web 18/04/2017 Email 20/04/2017 Email	Onboard Issues Service Disruption Service Disruption Service Disruption Service Disruption Service Disruption Service Disruption Station Issues Station Issues Service Disruption	Union Dispute Union Dispute Union Dispute Union Dispute Union Dispute Union Dispute Station Facilities TVMs Union Dispute	Sligo Galway Longford/M3Parkway/Maynooth Commuter Galway Galway Longford/M3Parkway/Maynooth Commuter Galway Westport & Ballina Galway	Carrick-on-Shannon Athlone Longford Athlone Athlone Longford Athlone Roscommon Athlone
07/04/2017 Post 08/04/2017 Email 08/04/2017 Email 12/04/2017 Post 15/04/2017 Web 18/04/2017 Email 20/04/2017 Email 21/04/2017 Email	Onboard Issues Service Disruption Service Disruption Service Disruption Service Disruption Service Disruption Service Disruption Station Issues Station Issues Service Disruption Onboard Issues	Union Dispute Union Dispute Union Dispute Union Dispute Union Dispute Union Dispute Station Facilities TVMs Union Dispute Bicycle Spaces	Sligo Galway Longford/M3Parkway/Maynooth Commuter Galway Galway Longford/M3Parkway/Maynooth Commuter Galway Westport & Ballina Galway Galway Galway	Carrick-on-Shannon Athlone Longford Athlone Athlone Longford Athlone Roscommon Athlone Athlone Athlone
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18/05/2017 Post	Station Issues	TVMs	Longford/M3Parkway/Maynooth Commuter	Longford
21/05/2017 Web	Fares & Ticketing	On-Line Tickets	Galway	Athlone
22/05/2017 Post	Onboard Issues	Seat Reservation	Westport & Ballina	Castlerea
25/05/2017 Phone	Onboard Issues	Doors	Sligo	Edgeworthstown
29/05/2017 Post	Fares & Ticketing	Fare Structures	Belfast	Athlone
16/06/2017 Web	Station Issues	Station Condition	Westport & Ballina	Roscommon
16/06/2017 Web	Station Issues	Station Facilities	Westport & Ballina	Roscommon
19/06/2017 Phone	Fares & Ticketing	Fare Structures	Sligo	Longford
21/06/2017 Post	Service Disruption	Train Failure	Sligo	Boyle
23/06/2017 Post	Fares & Ticketing	Unused Tickets	Westport & Ballina	Roscommon
30/06/2017 Post	Service Disruption	Train Failure	Sligo	Edgeworthstown
01/07/2017 Web	Onboard Issues	Seat Reservation	Westport & Ballina	Roscommon
05/07/2017 Web	Service Disruption	Timekeeping	Westport & Ballina	Athlone
06/07/2017 Web	Onboard Issues	Crowding	Galway	Athlone
14/07/2017 Web	Station Issues	Station Facilities	Galway	Athlone
14/07/2017 Web	Station Issues	Station Facilities	Galway	Athlone
14/07/2017 Email	Fares & Ticketing	On-Line Tickets	Westport & Ballina	Castlerea
20/07/2017 Web	Station Issues	TVMs	Longford/M3Parkway/Maynooth Commuter	Edgeworthstown
24/07/2017 Web	Onboard Issues	Seat Reservation	Galway	Athlone
24/07/2017 Web	Fares & Ticketing	DSP Free Travel Passes	Westport & Ballina	Roscommon
27/07/2017 Web			Westport & Ballina	
	Onboard Issues	Crowding Ticket Prices	·	Castlerea
28/07/2017 Web	Fares & Ticketing	Ticket Prices	Westport & Ballina	Roscommon
28/07/2017 Phone	Onboard Issues	Disability Issues	Galway	Roscommon
03/08/2017 Post	Service Disruption	Train Failure		Edgeworthstown
04/08/2017 Post	Station Issues	TVMs	Cl'.	Longford
04/08/2017 Web	Onboard Issues	Crowding	Sligo	Longford
04/08/2017 Web	Onboard Issues	Heat / AC	Westport & Ballina	Castlerea
10/08/2017 Web	Onboard Issues	Crowding	Galway	Athlone
15/08/2017 Post	Service Disruption	Train Failure		Longford
15/08/2017 Post	Station Issues	Barriers		Longford
15/08/2017 Post	Onboard Issues	Crowding		Longford
17/08/2017 Post	Fares & Ticketing	Unused Tickets		Athlone
18/08/2017 Web	Onboard Issues	Seat Reservation	Westport & Ballina	Castlerea
18/08/2017 Web	Station Issues	Incorrect Information	Limerick	Athlone
19/08/2017 Web	Fares & Ticketing	Ticket Prices	Limerick	Athlone
21/08/2017 Web	Onboard Issues	Crowding	Galway	Athlone
		Crowding Crowding	Galway	
21/08/2017 Post	Onboard Issues	Crowding	·	Longford
21/08/2017 Post 21/08/2017 Web	Onboard Issues Antisocial Behaviour	Crowding Disorderly Passengers	Westport & Ballina	Longford Castlerea
21/08/2017 Post 21/08/2017 Web 22/08/2017 Web	Onboard Issues Antisocial Behaviour Fares & Ticketing	Crowding Disorderly Passengers Fare Structures	Westport & Ballina Sligo	Longford Castlerea Edgeworthstown
21/08/2017 Post 21/08/2017 Web 22/08/2017 Web 01/09/2017 Post	Onboard Issues Antisocial Behaviour Fares & Ticketing Fares & Ticketing	Crowding Disorderly Passengers Fare Structures Unused Tickets	Westport & Ballina Sligo Sligo	Longford Castlerea Edgeworthstown Boyle
21/08/2017 Post 21/08/2017 Web 22/08/2017 Web 01/09/2017 Post 01/09/2017 Email	Onboard Issues Antisocial Behaviour Fares & Ticketing Fares & Ticketing Onboard Issues	Crowding Disorderly Passengers Fare Structures Unused Tickets Seat Reservation	Westport & Ballina Sligo Sligo Sligo Sligo	Longford Castlerea Edgeworthstown Boyle Carrick-on-Shanno
21/08/2017 Post 21/08/2017 Web 22/08/2017 Web 01/09/2017 Post 01/09/2017 Email 04/09/2017 Web	Onboard Issues Antisocial Behaviour Fares & Ticketing Fares & Ticketing Onboard Issues Onboard Issues	Crowding Disorderly Passengers Fare Structures Unused Tickets Seat Reservation Seat Reservation	Westport & Ballina Sligo Sligo Sligo Galway	Longford Castlerea Edgeworthstown Boyle Carrick-on-Shanno
21/08/2017 Post 21/08/2017 Web 22/08/2017 Web 01/09/2017 Post 01/09/2017 Email 04/09/2017 Web 06/09/2017 Web	Onboard Issues Antisocial Behaviour Fares & Ticketing Fares & Ticketing Onboard Issues Onboard Issues Station Issues	Crowding Disorderly Passengers Fare Structures Unused Tickets Seat Reservation Seat Reservation TVMs	Westport & Ballina Sligo Sligo Sligo Galway Longford/M3Parkway/Maynooth Commuter	Longford Castlerea Edgeworthstown Boyle Carrick-on-Shanno Athlone Longford
21/08/2017 Post 21/08/2017 Web 22/08/2017 Web 01/09/2017 Post 01/09/2017 Email 04/09/2017 Web 06/09/2017 Web 08/09/2017 Email	Onboard Issues Antisocial Behaviour Fares & Ticketing Fares & Ticketing Onboard Issues Onboard Issues Station Issues Station Issues	Crowding Disorderly Passengers Fare Structures Unused Tickets Seat Reservation Seat Reservation TVMs Station Facilities	Westport & Ballina Sligo Sligo Sligo Galway Longford/M3Parkway/Maynooth Commuter Sligo	Longford Castlerea Edgeworthstown Boyle Carrick-on-Shanno Athlone Longford Longford
21/08/2017 Post 21/08/2017 Web 22/08/2017 Web 01/09/2017 Post 01/09/2017 Email 04/09/2017 Web 06/09/2017 Web 08/09/2017 Email 10/09/2017 Web	Onboard Issues Antisocial Behaviour Fares & Ticketing Fares & Ticketing Onboard Issues Onboard Issues Station Issues Station Issues Fares & Ticketing	Crowding Disorderly Passengers Fare Structures Unused Tickets Seat Reservation Seat Reservation TVMs Station Facilities On-Line Tickets	Westport & Ballina Sligo Sligo Sligo Galway Longford/M3Parkway/Maynooth Commuter Sligo Sligo	Longford Castlerea Edgeworthstown Boyle Carrick-on-Shanno Athlone Longford Longford Edgeworthstown
21/08/2017 Post 21/08/2017 Web 22/08/2017 Web 01/09/2017 Post 01/09/2017 Email 04/09/2017 Web 06/09/2017 Web 08/09/2017 Email 10/09/2017 Web 14/09/2017 Post	Onboard Issues Antisocial Behaviour Fares & Ticketing Fares & Ticketing Onboard Issues Onboard Issues Station Issues Station Issues Fares & Ticketing Fares & Ticketing	Crowding Disorderly Passengers Fare Structures Unused Tickets Seat Reservation Seat Reservation TVMs Station Facilities On-Line Tickets Unused Tickets	Westport & Ballina Sligo Sligo Sligo Galway Longford/M3Parkway/Maynooth Commuter Sligo Sligo Sligo Sligo	Longford Castlerea Edgeworthstown Boyle Carrick-on-Shanno Athlone Longford Longford Edgeworthstown Boyle
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23/10/2017 Email	Onboard Issues	Seat Reservation	Sligo	Longford
25/10/2017 Email	Fares & Ticketing	On-Line Tickets	Galway	Athlone
25/10/2017 Post	Onboard Issues	Seat Reservation	Westport & Ballina	Castlerea
31/10/2017 Post	Fares & Ticketing	Unused Tickets	Westport & Ballina	Athlone
03/11/2017 Post	Fares & Ticketing	Unused Tickets	Galway	Athlone