

Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6

Connolly Station, Dublin 1, D01 V6V6

T 01 703 4293 E info@irishrail.ie W www.irishrail.ie

Name: Ken Foxe

Email: ken@righttoknow.ie

14th December 2022

Re: FOI Request Response (IE_FOI_631)

Dear Ken,

I refer to your request dated 1st November 2022 made under the Freedom of Information Act 2014, which was received on that day seeking records held by Iarnród Éireann.

Request:

- record of the number of complaints received by Irish Rail in each month so far this year- the data above divided into categories and which service they relate to if possible.
- a copy of all complaints (anonymised) received by Irish Rail for a sample period e.g., the most recent month, or the most recent fortnight i.e., whatever is practical without creating a significant burden on the FOI unit or decision maker.

I, Ronan Murphy, have now made a final decision to grant your request on 14th December 2022.

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.

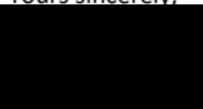
Rights of appeal

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 FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or by e-mail to foi@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 Office on 

Yours sincerely,



PP, Ronan Murphy

FOI Decision Maker.

Cathaoirleach Chairman - F Allen, Stiúrthóirí Directors: S Byrne, C Griffiths (UK), D Guinan, V Little, M McGreevy (UK), Dr. P Mulholland, S Roarty, T Wynne; Príomh Fheidhmeannach Chief Executive: J Meade
Iarnród Éireann – Irish Rail, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, cláraithe in Éirinn ag Stáisiún Uí Chonghaile, Baile Átha Cliath 1, Ur. 119571 Ur. CBL IE 4812851 O
Iarnród Éireann – Irish Rail, a designated activity company, limited by shares, registered in Ireland at Connolly Station, Dublin 1, No. 119571 VAT No. IE 4812851 O

Freedom of Information Request:
 Schedule of Records for **IE_FOI_631** : Summary for Decision Making

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
1	14.12.2022	record of total complaints received period 1 - 11	3	Grant		
1	14.12.2022	copy of complaints - sample of x60 from period 11= x20 Intercity/DART/Commuter	8	Part Grant	S37	Personal Information of others

Signed
 Eoin Kennedy
 Freedom of Infoamtion Office

Case Type (commuter)	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11
Station Issues	47	56	45	50	55	40	40	39	37	57	53
Service Disruption	29	18	16	15	13	23	37	24	37	37	63
Onboard Issues	22	19	9	11	19	23	35	33	31	48	36
Antisocial Behaviour	10	7	3	6	3	2	11	8	4	6	4
Fares & Ticketing	9	13	8	12	14	11	6	8	4	21	13
Staff Issues	5	15	5	4	8	3	7	2	8	1	6
Website	3	7	4	9	5	7	7	5	13	9	10
Timetabling	2	1	3	1	6	2	2	2	3	5	14
Accesibility	0	1	1	0	1	0	1	6	1	1	1

Case Type (DART)	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11
Station Issues	43	61	58	36	39	42	55	52	43	51	34
Fares & Ticketing	12	9	4	7	4	5	7	6	5	12	6
Service Disruption	9	17	6	28	14	19	18	154	13	23	24
Onboard Issues	8	9	20	5	12	9	19	22	11	25	12
Antisocial Behaviour	7	7	4	2	4	4	4	11	6	5	4
Staff Issues	5	2	5	4	4	4	5	5	6	5	6
Accessibility Issues	3	0	0	2	0	0	2	2	1	1	0
Timetabling	2	1	2	3	3	2	4	2	3	1	4
Website	1	2	4	4	1	3	6	3	4	1	6
Racism	0	0	0	0	0	0	0	0	1	1	0

Case Type (Intercity)	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11
Service Disruption	186	66	77	78	83	67	163	233	266	212	245
Onboard Issues	78	101	110	161	196	251	378	433	325	269	380
Fares & Ticketing	24	38	61	80	98	84	60	50	34	118	76
Website	24	48	62	149	101	146	145	96	123	116	230
Station Issues	18	37	40	52	72	54	79	58	74	74	87
Staff Issues	15	24	12	31	19	15	27	36	29	28	30
Antisocial Behaviour	12	31	10	21	27	32	29	30	18	17	25
Timetabling	3	3	6	13	12	11	14	19	10	25	6
Accessibility Issues	1	0	2	8	1	10	5	10	11	7	5
Racism	1	0	0	2	0	0	1	0	0	0	0

60 Sample copies of complaints from period 11

Customer put €20 cash into machine to Top up Leap Card. Machine took the money, then was requesting another €30 which the customer didn't want to put in the machine. There wasn't button to press cancel to get the €20 back.

Guy on scooter flying down the ramp at Connolly just missed me at speed, no staff around to do anything about this that happens regularly

Feedback: Complaint - dart never showed up, return ticket bought. I want a refund for this ticket. Can you let me know how the money will be returned to me? Thanks.

Hi there, Bayside Dart station was flooded this morning. This has happened a number of times before. Besides it being difficult to get through, it's potentially quite dangerous. Could someone check it out please? Many Thanks,

The 2.22 train from Bray left almost 4 minutes early on Monday the 17th of October leaving me and my friend stranded in Bray. We were there on time and walking down the steps to the platform when it drove off. It was 2.19 when it drove off. I spoke to a member of staff who said it was on time but it wasn't as we checked our phone as it pulled off and we had a friend on the train who said they could see us walking down and that it had left early. Surely the train should stay at the platform until its designated departure time to avoid leaving people behind who have paid for a ticket and intend on going on the train

Yet again you leave commuters stranded because you refuse to allow the Dundalk train stop at all stations. The 8.08am dart from Howth Junction is delayed AGAIN and all commuters have now missed their connection at Malahide. You really are a disgrace.

When are Irish Rail going to deal with the number of bicycles and scooters on train services, they constantly block the aisles and passage ways are you waiting until people lose their lives on board if there is an accident because they can't get around these obstacles?

I was in good time for the 16.52pm at Killiney station which connects me at Dun Laoghaire with the 17.11pm to Drogheda & the dart passed through Killiney station @ 16.58pm without stopping & then I had to watch my connection pass through the station also which turns my 90min commute into a 130min commute which also means I get to miss most of the training session with our local GAA U13s. At least update your live departures which had everything as normal. All very annoying & which seemed to me unnecessary as the dart was only 6 minutes late which has happened before & it stopped as normal. Any explanation?

Could you please ask the train driver to turn off the heat on the very busy 5.30 train from Pearse to Drogheda before someone passes out

Currently on Dart travelling to Bray. Announcements approaching stations are correct but electronic signage shows Destination Malahide together with the accompanying announcement that the train's destination is Malahide!!! As a frequent passenger on the DART this is a common event and I have just spent 10 minutes reassuring Tourists that they are on the correct train to Bray. Very disconcerting and embarrassing for me and worse for them. It would greatly improve Irish Rail's reputation for these important details are in place. PS there's just been an announcement that we have now arrived at Grand Canal Dock! I give up!

Please consider putting leap card tag off validators on the platforms for the dart (5,6,7). When I get off a dart and on to a regional train, I have to leave through the main entrance of the station to tag off before re-entering to get on the train that I have a pre purchased ticket for. This is so quite stressful if there's a short time between the trains. Thank you,

Dart carriage 8117 needs the heaters fixed, it's like an oven in there and the seats can be too hot to sit on and carriage 8317 smells like piss

Hi there, I'm currently on a DART to Bray and the carriage is alarmingly hot. Passengers are complaining. Under the seats is uncomfortably hot, and some of the seats are heating up too. Something is wrong here, I appreciate that the train is heated but this is way too hot, so I thought I should let you know. All the best

To whom it may concern, I was due to get the 19:57 dart from Bray Daly to Sutton. However a train came and only brought me as far as Connolly. I then proceeded to wait four minutes for my dart from Connolly to Sutton. This was then delayed 25 minutes. After waiting 25 minutes a train for malahide came and now train for Sutton. I then was forced to get a taxi which costed me €27 This was an extremely unpleasant situation. I am wondering will I be entitled to be refunded for this taxi journey.

Refund due for late 8.11 am dart/commuter service from Clongriffin to Skerries yesterday and 7th September and 23rd September also

The commuter train sped by Clongriffin even though there was ample time 7-9 minute sto stop at Clongriffin in lieu of dart as has happened in the past.

Hi, I recently was issued a fixed payment notice at Pearse Street Dart station, travelling in a hurry from Sandymount on the morning 13th October. I told the conductor at Pearse street, Derek I believe, that I had been in a rush to catch a train from Heuston, where I was to get a bicycle ride to from the city centre. I had expected there might be some flexibility to pay on arrival, since the gate at my departure station was open and one needs a ticket to be able to exit at Pearse station anyway. I was honest with [REDACTED] I had attempted to scan my Leap card but, having had respectful interactions with Irish Rail staff in the past, I felt safer to not miss my train than to pay at the departure station. He acknowledged my predicament but proceeded to write me the ticket as he was only doing his job. [REDACTED] advised me to state my case via email and mention his name in the appeal. Cycling is my usual form of transport. Due to a puncture, I had to pick one up from the city centre and eventually arrived on the last minute to my train at Heuston. Unfortunately I have misplaced the ticket. Are you able to see my name on your system?

Hi, I traveled to the Aviva yesterday to see the Lenister V Munster game. I used public transport to Connolly station in the form of the Luas then I purchased a return Dart ticket from Connolly to Lansdowne R. 1 Adult @ €3.30 and 1 Child @ €1.70. When the match was over I asked a Garda for directions back to Lansdowne to catch the dart back to Connolly which he gave me. I was at the oposite side of the stadium to the station so a good walk with an 8 year old. When I got to the station it was closed. I walked to the next station Grand Canal Dock and It was also closed. Then when we were walking some more I saw a bus for city centre and paid Audlt €1.70 and Child €0.90. To say we were disappointed was an understatement. When I purchased the ticket at Connolly it would only take cash as the card reader was down. There was no information of disruption to the return service provided at the time of ticket purchase. The Gards didnt seam to be aware of the

disruption either as he never mentioned it. Even the stuaerts working on the Dart when asked when arriving at Lansdowne said there were extra services on for the match. I would also like to say I wasnt the only one confused at why public transport was shut down. I did see darts on the track moving past the station with people on them. I would like assistance with proccessing a refund for the ticket I purchased.

The pedestrian exit from the Dart station at Clontarf Road is extremely unsafe. I left the station after 9pm this evening - the narrow pathway is hemmed in by a high fence on one side and a temporary netting because of current works in the car park. The two street lights above it are not working. So you are forced to walk a long dark lane with no escape until you reach the main road. The station is unmanned and you are completely hidden from view. A man walking behind me actually waited and let me walk ahead as it was clear that it was a very scary situation to be in as a woman. I have a video showing just how dangerous that walk is. Please let me know where I can send it; alternatively, Irish Rail should be out there tomorrow evening and see for themselves how ridiculously unsafe it is. Please ring for more details; I will be following up on this as it just an attack waiting to happen. Thanks.

I regularly get the Dart between 8.30am and 8.45 am and it is often delayed due to operational difficulties. From Dalkey to Bray. Why is this happening so often? I am now getting a warning from work for being late.

To whom it may concern, I recently travelled to Belfast with yourself, and we had an issue with it and can't find correct email address to get in touch with someone. So, we paid the extra and booked first class which we don't normally select but done it to celebrate a big event in our life, there was an announcement to say there was issue and we needed to change trains which we understood and assumed we would be getting an enterprise train for the journey however we didn't and as the staff stated when asked "there is no first class you have to sit with everyone, you are all the same". I normally wouldn't complain however after paying extra to have a nice trip with my partner and having staff speak down and not been very helpful I think it needs to be mention. Along with the staff on board then moaning about customers to the staff in Belfast as we passed them to leave the train was very unprofessional, I understand things happen but staff need to be helpful to customers and have some professionalism. I work in an industry where I deal with clients and they can be fussy and demanding but would never moan about them while they are still there and can hear Would really rethink about this service for another trip

On Wednesday, me and my friend travelled from Cork to Dublin Heuston, where we tried to get another train to Dublin Connolly. We were then told that there were no trains from Heuston to Connolly and that we had to buy a ticket for the LUAS. On our ticket information, it only states that we have to change at Heuston to get another train to Connolly (as attached). We were left a bit frustrated as we had to spend even more money and get to Connolly even later (the first arrived at 19h20 instead of 19h06) when we already had paid more for the tickets for Connolly rather than Heuston.

hi There, my daughter was travelling on the 18:25 Cork Kent to Carlow train on Thurs 6 Oct. She was due to change train at Kildare to go to Carlow. The train to Kildare was late and when she got off, the train to Carlow was gone and there was nobody attending the offices. As you can imagine she was very distressed to say the least. She ended up getting a taxi from Kildare to Carlow at cost of

€102.40. We would like to request a refund for this amount. I would be grateful if you could consider and revert at your earliest convenience. Thanks in advance,

I'm trying to book tickets for a day return From Cloughjordan to cobh on the 29 Of October it's my father's birthday He is a pensioner so important to try and get a seat booked With the rest of the family . Why no tickets available Would appreciate some feedback

Absolute joke. I book a seat and ticket for a certain section of the train only to find other people in my seat. I politely asked the people in my seat that this is my booking. They refused to move. So I spoke to the train manager. Not only was he not very helpful, he was also very rude and had no consideration for customers (so much for customers come first). He rudely told me to find any seat which was not very pleasing considering all out party had to site in different seats in different carriages. This totally ruined out return trip to Belfast. Your manager was very quick to condemn other people and take no responsibility on himself of the Trainline. I think the least you could do is refund us the return trip from Dublin to Belfast. I hope for a fast response to resolve this issue.

I wasn't able to book onlinewith my free travel social welfare travel pass

My Tralee train was delayed by 90 minutes so I want a refund, reservation number xxxxxxxxxx

Train delayed so had to leave the train and get a bus, reservation no.xxxxxxxx

Hi, My daughter started college in Galway and she is commuting between Athlone and Galway daily in irishrail (due to accommodation crisis). She will turn 18 this October 15th, so until then she was buying and going in child weekly ticket. Going forward, from October 16th we wanted to know, should she buy monthly ticket as child ticket or student/young adult ticket. Since, we are confused with the details in the web as child ticket is until 18years and student/young adult is between 19 to 24. Still she is not 19 (until next year Ocotber 15th), can we continue using Child ticket for monthly passes?

Huston station 9th October 19.25pm Staff in the box at ticket gates I approached him and ask where would I get a taxi and he replied over there I says we is over there and he reply were you never in a train station before, he was to rude and he was sitting there eat cakes. I had a horrible experience I was with two OAP one was my mother who was 76 years of age. Can you follow this up and let me know an outcome please

Dear whom it may concern, Last week myself and my partner purchased an open day return tickets from mallow to Killarney. Departing Mallow on the 1st of October, as this journey was perfect for this day. The problem was returning the following day Sunday the 2nd of October. After paying close to €50 for us both to travel, when we got to Killarney station we were told the train was already booked out and that we would have to stand amongst others. I believe this is very poor service on yer behalf as we had paid money for comfortable travel back to mallow. I along with others had to stand and being close to the toilet facilities which there was a revolting smell from these toilets that were not cleaned. I am appalled at this Irish rail service for this journey and I know I am not the only one who thought this for this journey. If you could contact me in light of this situation in the future it would be greatly appreciated.

Hello, our 18:00 train is cancelled. We would like refund please. We wanted to change it to 19:00 train but while we already paid apporx. €40, we are asked to pay €40 more. If we buy the tickets directly it will cost less (€60). So please either refund it or let us change only for €20 extra. Thank you! Kind regards,

Hi, I tried to add €5 credit to my leap card at 8.30 am this morning in Raheny station. However the machine stopped working halfway through the transaction. I tied to get a refund but it didn't work and didn't add credit to my card. There was no one in the office at the time to give me assistance. How can I get a refund or the €5 credit on my leapcard? My leapcard number is xxxxxxxxxxxxxxxx Thanks

Good Morning, My daughter was on the 7.20pm train from Kildare to Galway yesterday. She was on coach c. In Athlone 3 men and a woman boarded the coach. The men began to harrass her with sexual inuendo . Firstly saying that she was giving them 'Come F*%K me eyes' and when she put her head down hoping they would ignore her they got worse and kept calling the 'girl in the leapord hat we know that you can hear us', they did this over and over and over again. Noone told them to leave her alone or stop. When getting off the train in Galway one of the men came up to her face and said 'your gonna F*%K him tonight' My daughter turned 18 three weeks ago, she is in first year in NUIG, this is her 2nd Sunday heading back down to college. This is simply disgusting. A point to also note is that her drink was spiked earlier that week. So in the space of one week someone drugged her with ill intent - thank god her friends were there. And then she was more or less threatened in a packed train with sexual assult. This is not on and as a parent I am so disgusted that not one person on that carriage asked was she ok or offered to escort her off the train. Nothing has changed in this country with how young women are treated by some men and noone is willing to stand up for it. I am a terrified mother as you can imagine sending my child down to galway with depraved people like that openly behaving that way. it is so wrong. Please check your cameras etc for these people.

Hi, I'm currently on 10:57 train from Mullingar to Dublin Connolly, and once again it has been an absolute nightmare. For the past month this service has been dreadful. By the time the train gets to Mullingar all the seats are full leaving people having to cram into the isle ways and in between the carriages. This is not only extremely unpleasant but unsafe. Customers are paying for a service and booking seats online but are left standing and crammed in like sardines. More students are being forced to commute due to the lack of accommodation and the high costs, don't understand why extra carriages cannot be put on to meet this demand. Once again extremely disappointed with this service.

Hi, I would like to raise a complaint about the train journey I used. Firstly my ticket was around 18 euro as there was none left to buy via online (unsure how the ticket can basically be double when buying in a machine - seems a bit crazy) Was my first time in Tullamore too, so i had to navigate the journey from tullamore back to Dublin and due to a stop and a delay i missed my connecting bus back to Belfast and had to wait around for an hour in the cold. No seats on the train when we got on so had to stand in between carriages and the smell of the toilet was absolutely disgusting! There was an announcement over the tannoy system when we stopped but it was so crackled it was impossible to know what was even being said. (you should maybe get that fixed as a customer beside me on train says it is always like this and no one knows what is going on) Appreciate a reply of some sort. Thanks I dont usually complain about things but this was not a pleasant journey and it was

60 Sample copies of complaints from period 11

compounded with me missing the next part of my journey as i struggled to get location in time with a suitcase.

Hello I was travelling on the 10.56 train from Limerick to Dublin to get my connection train to athy for 1.15 we got a 15 min delay which wasn't my own fault coming up to Dublin ye members of staff in houston are so rude an not one bit helpful the way he spoke to me was so rude an they really need to learn manners to be dealing with ppl every day instead of been so igroant towards customer's

Hi Team, I'm looking to book tickets from Galway back to Heuston on 27/11/2022 but no tickets are showing. Is there an issue with this date?

I was unable to cancel a journey yesterday, 9/10/22. It was a fully flexible ticket, collection numberxxxxxxxx, for a trip from Cloughjordan to Heuston, leaving Cloughjordan at 18.36. The Iarnrod Eireann website appeared to be down most of the day as I repeatedly tried to enter the tickets details on the website to cancel, only to repeatedly get a message saying the website had crashed (I left several crash reports at the time). Can you please refund me this ticket fare as I was unable to cancel it in advance due to a website error?

The ticket machine on the left in Enfield prints blank tickets. Mentioned it twice last week to ticket inspectors.

The 07:38 Drogheda train was approximately eight minutes late when it arrived at Rush and Lusk station today. There was an announcement through the speakers to let people know. But when it did arrive, the driver drove it too slow, slowing down multiple times for no reason. And the train never reached any sort of speed. It's as if the driver was on the train on his own, taking in the sights and unaware that there were people tryig to get to work on time.This is not the first time I have experienced this. I will report this to the transport authority

Can you please make announcements asking people to wear headphones when listening to music or videos. Really bad on grins at moment. I use the Ashtown to Maynooth route and morning is awful

Hi the train to maynooth which should arrive in leixlip at about quarter to nine am still hasn't arrived at five to. There are very few trains going to the university in the morning given class starts at about 9 am. Can you please add another train between the one that arrives in leixlip at about 8 am and the one that arrives at a quarter to 9 (if it's on time)

hi I have booked first class but the train is a regular commuter. Can you reimburse me for the difference please. Thanks.

I recently bought a student ticket and they charged me twice for one ticket?

I am very confused by the fares listed on site and then available at the station. I checked the weekly ticket fare from Connolly to Laytown online which appears to be 3 euro (adult weekly, zone C) and yet when i purchased the ticket it cost me 57.30 (no opportunity to arrange alternative travel at that time of day). Can you please confirm which is the correct price? There does not appear to be any user friendly means of purchasing this weekly ticket online (unless I am missing something).

Hi there 5.50 pm train to Donabate and 4 bicycles at door on train, is this allowed? Thank you

It has come to my attention that the blue signage at Balbriggan train station 'welcome to Balbriggan railway station' has a misspelling in the Irish form. It should read 'stáisiún iarnróid' with an i, as this is the tuiséal ginideach form.

I have been notified by a constituent that there is no signage at Sallins or Newbridge station to indicate that the Leap card is an accepted method of payment for travel in one direction on the train but not for another. To clarify if a passenger should travel from Sallins to Dublin City Centre, the Leap card is a valid and accepted method of payment.

Hello, I have been travelling from Adamstown to Newbridge and return since last 2+ years and haven't seen any improvement in the condition of Newbridge station, rather it has only got worse. The station has no proper roof on the platforms 1, 2 and 3 and the small section which is roofed with one single set of benches to sit on platform 2, has pierced broken tops. This becomes worse with rains and gusty winds with passengers left shivering and many a times drenched. I have experienced this myself. No body would be expecting this to happen after a busy tiring day at work/ schools. Hence I urgently request you to extent the roofs on all the platforms at Newbridge with a few benches to sit (when trains are late, which generally happens on this route), before heavy rains and freezing winters begin. Atleast that can be done against the heavy ticket fares that the passengers pay for this route, as it is not on TFI leap, and prevent them from falling ill. I look forward to your response soon. Many thanks

The 9:32am train to connolly at donabate today only had 3-4 (seated only) carriages, hardly stretching the half the length of the platform, while the platform was packed. Consequently only about half of those on the platform were physically able to board the train as it was packed to the brim and the rest of us were left to be late and to have to wait 40 minutes for the next one. This train should (obviously?!) be twice the length and also should be more frequent. This half-assed attempt at a 'service' is quite frankly an embarassment.

Hi all, Would just like to make a suggestion: I think it would be beneficial for passengers if you used more carriages on the morning trains from drogheda to connolly. I'm currently on board the 9:22 from skerries to connolly and am having trouble breathing due to the high volume of passengers on the train. I appreciate that it's not always possible, but I think it would be good to keep this in mind for passengers during rush hour. Thanks a million –

The 18.50 from connolly to drogheda routinely stops 100 metres outside station to allow darts priority. How can this make sense when the commuter train cannot delay the dart but the dart will definely delay commuter? Result is that the commuter is always late. Please, no guff about hour self definition of late or slack timetable

The ticket machine was out of order at the Laytown stop today.

I get the 7.27 train from Sallins to Drumcondra each morning. It is the Grand Canal Dock Train. There has been terrible over crowding almost every morning for the past few weeks. People are standing around the door and then have to stand down the aisles to make room for more people to stand at the doors. The train conductor comes over the intercom to ask people to move down the aisles further to make room for people to get on the train. By Adamstown some mornings the aisles were full. It feels very unsafe and completely unsatisfactory. I have mentioned it to the train drivers on a number of mornings and I am told they have been asking for an extra carriage but it is not forthcoming. I also took the 7.09 from Sallins a morning last week and it was the same story of

overcrowding. I have a picture of the over crowding but I cannot attach to this feedback form. Why have extra carriages or extra services not been put on at peak times when the train drivers have identified this issue? Please rectify this before someone gets injured on these trains

████████ rang frustrated this morning, stating she is unable to top up her leap card at the station

I recently traveled on your 13:50 service from Dublin Connolly to Drogheda station. I was early, and so sat on the platform waiting for the train to arrive. On the platform opposite, another train was sitting waiting to depart for a good few minutes, all of the while it was running its engines. The stench of diesel (?) fumes was pretty bad. When my train arrived, it did the same. I sat onboard the train waiting to depart, and - as its doors were open, the carriage also had a noticeable smell of fumes. This lasted the entire way to Drogheda. In this day and age, is it absolutely necessary for engines to idle while waiting at the mostly-enclosed platforms at Connolly and presumably other stations? Apart from the health hazards, surely this can't be good for the environment. Apart from that, your services are excellent - on-time, comfortable, and ample seating. Well done! Thanks for taking the time to read my comments - perhaps something can be done. I understand that - for electricians on the trains to work, it is likely necessary for the engines to idle, but surely there's a better way.

LEAP CARD FACILITIES IN DROGHEDA Hi there. I, as well as some local representatives, were incredibly disappointed in the budget to see no action taken with regards the extension of the SHZ to Drogheda, or as an interim measure, a reassessment of the cash fare structure to make it fairer on customers who share the train line with those in the SHZ. In one day alone, though, I witnessed 5 different people have issues at Drogheda station, and it all is down to Leap cards. A group of 4 young people tried to use their Leap card at the station, and obviously it doesn't work. A student who must've gotten on the last Dublin>Drogheda train at Skerries trying to tag off the journey using the Leap card, but to no avail. It doesn't help that the ticket gates can accept Leap cards, but Irish Rail, Transport for Ireland and the National Transport Authority are dragging their heels on the issue. Considering the number of people who clog up the roads from Drogheda, Laytown and Gormonston, to get the train from Balbriggan (a saving of almost €12 on a Peak-Day Return ticket) as well as the car park in Balbriggan itself, it's time you listened to the people of Drogheda and reform the fare structure and offer fair and affordable Leap card fares from Drogheda sooner rather than later.

Why is there no information digital signs saying what platform is for maynooth or town There is one with the luas information but not with the train information I used this station last night and only there were other people whom I could ask there was no information as to what platform I had to use and I await your comments...
