

National Bus & Rail Union



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Mr Jim Meade
Chief Executive Officer
Iarnród Éireann
Connolly Station
Dublin 1

28th October 2021

RE: Antisocial Behaviour

Dear Sir,

I refer to the above and the ongoing and ever-increasing incidents being reported across our Rail Network, although, describing it as Antisocial behaviour belies what is actually occurring on an almost daily basis on our trains.

I, along with senior NBRU Officers recently visited Kent Station Cork to hear first-hand what the daily/weekly experience of providing Customer Service actually means to those expected to work in what can only be described as **hellish conditions**.

I have attached an Appendix to this correspondence in which I have set out a number of the incidents revealed to us at our meeting. **The details outlined are horrendous, they read as an appalling indictment on those that are responsible for law and order, along with those that oversee the operation of our Rail services.**

You will be aware that the NBRU have been calling for a dedicated Garda Public Transport Division for some time, it has (unfortunately) to-date fallen on deaf ears.

Can I accept that Iarnród Éireann has made some interventions over recent years? Of course, but the increased security budget, CCTV, Text alerts etc. is almost exclusively reactionary, it certainly has not delivered in terms of providing a secure and safe environment for Train Hosts, Customer Service Staff, RPU, Drivers, Station Staff, and the travelling public.

I have copied several Government Ministers, including the Taoiseach in this correspondence, I genuinely feel that all politicians have a pivotal role to play in addressing this issue, though the evidence to-date would indicate an alarming lack of interest. What is particularly ironic here is the remarks attributed to An Taoiseach over recent days, where he was speaking about having to look at providing security for Politicians in the wake of the tragic killing of British MP Sir David Amess, I would like to think that he, along with his Government partners, will take a fresh look at how we can make Public Transport, including our Railway, a safe place to work and travel.

The NBRU has, throughout the Covid-19 Pandemic, highlighted the requirement to demonstrate that Public Transport is a reliable and safe way to travel. As a Society we are (rightly) placing a huge emphasis on reducing our Carbon footprint, that is why a recent report on Traffic Levels returning to pre-Pandemic levels, while people are reluctant to use Public Transport, should ring alarm bells.

How do we expect people to return, and simultaneously encourage 'new' patrons onto Public Transport if not a week goes by without some incident or other of antisocial behaviour being reported?

I do now believe that an enormous amount of lip service had been given over to this issue, I **further believe that something serious is going to occur unless we (all Stakeholders) tackle this plague been visited upon our railways.**

I have also copied the Chair of the Board of Iarnród Éireann; it seems to me that leadership on this issue has been seriously lacking, it surely behoves those of us in positions of **leadership to provide exactly that, i.e. what 'it says on the tin' This issue will not be solved by the aloofness of those in authority, whilst Frontline workers have to walk the gauntlet of abuse, threatened assaults, physical violence and constant harassment.**

The harsh reality is that something has to give here, **Staff that we represent, not alone in Cork, but across the Network, are at the end of their tether, they have had enough, quite an amount of our members, and their colleagues believe that Senior Management are out of touch with what is occurring on the Frontline, such detachment is simply not good enough.**

Indeed, a quick survey among Frontline Customer Service staff indicated that while some senior managers do travel on a relatively regular basis, they rarely if ever engage with staff on issues of concern, particularly antisocial behaviour.

I am now formally putting you on notice that the NBRU intends to Ballot our members across Iarnród Éireann, for **Industrial Action, in protest at the lack of protection afforded to our members across the Iarnród Éireann Network against the antisocial behaviour and downright thuggery that has now gone well beyond tipping point.**

The form of the Industrial Action (should a mandate be forthcoming) will be advised to Iarnród Éireann in line with the requirements of the 1990 Industrial Relations Act.

Yours sincerely/



Dermot O'Leary
General Secretary

Copy/ An Taoiseach, Mr Michèal Martin
Mr Eamon Ryan T.D., Minister for Transport
Ms Heather Humphreys T.D., Minister for Justice
Mr Frank Allen, Chairman Iarnród Éireann

Customer Experience

Please see Irish Times article regarding Sarah Jane Murphy's experience using a Dart in 2019.

<https://www.irishtimes.com/news/crime-and-law/dart-nightmare-i-was-trapped-stuck-and-scared-1.3881714>

See Irish Independent Report on 'Women Scared to travel on Dart/Luas

<https://www.independent.ie/irish-news/news/women-too-scared-to-use-trains-trams-briefing-to-transport-chiefs-reveals-40775414.html>

See Sean Haughey TD view of fear of travelling on Dart

<https://www.irishtimes.com/news/politics/oireachtas/antisocial-behaviour-on-public-transport-set-to-worsen-d%C3%A1il-hears-1.3892442>

Antisocial Behaviour Incidents

2016 = 492. Staff incidents 12

2017 = 705 Staff 12

2018 = 789 Staff 21

2019 = 1037 Staff 13

2020 = 1238 Staff 12

One startling statistic

In the period June 2020 to June 2021 (as reported by Irish Examiner) a total of 2300 Antisocial behaviour incidents, of which 369 were classed as 'aggressive', with 70 Assaults on Staff & Customers.

<https://www.irishexaminer.com/news/arid-40305155.html>

STAFF EXPERIENCES

Saturday, May 15, 2021 8:31:59 PM

CSO

I'm on set 29403 at the moment I contacted the driver and asked for the guards to be in bray waiting for us to remove 2 men with a dog, they are both very very drunk and verbally abusive, one man kept following behind me and was harassing me for my number while invading my personal space, shouting and had to ask both men to put there masks on multiple times. Neither had a ticket either.

Other passengers were very uncomfortable and a few made threats to make complaints in so I gave them the emails and apologised to them but the security took them off in bray and we carried on only a few minutes delay.

Tuesday, May 11, 2021 9:35:53 PM

CSO

I was working the 19:00 from Sligo to Connolly tonight and in Longford a man got onto the train absolutely drunk and no mask, I asked him to get off in Edgeworthstown as he was loud and drunk, he was shouting at me and verbally abusing me, this same man was on with a colleague last week with the black bomber jacket in Maynooth I have had various problems with him and according to his travel pass his name is #####

No date provided

CSO

I'm on the 9:05 to Sligo a complaint went in on twitter about a family with loud music and the regulator rang in so I advised the family to lower the volume and the mother was very rude, started verbally abusing me, disrupted other passengers and threatened to report.

Passengers then alighted at Edgeworthstown.

Sunday, June 27, 2021 11:37:10 PM

CSO

I was working A603 from Rosslare (14:20) to Connolly set 29105, in Wexford a man in his 60s joined the train with a friend both had a free travel card, the whole way from Wexford to Connolly he constantly asked me for my name and my number and if I was single I told he that he was making me feel uncomfortable and asked him repeatedly to stop he said oh I'll follow you up the train then and I told him to sit down, once we got to Connolly I got off the train and he came up to me again I continued to walk away and he went down the ramp in Connolly on platform 6/7 and then came back up was staring at me and went back down, he did this 2-3 times while I was talking to some passengers on the platform.

As I went to go over to platform 5 to bring my machine back he stopped me at the bottom of the ramp and kept asking me again for my name number and was I single, I repeatedly told him no and he kept standing in front of me, one of the security guys in Connolly was on platform 6 and I text him asking him to come down as he kept getting closer to me and when the security lad come down he asked him what he was going and kept saying I seen something I liked I want to get to knew her and then he threw him out the station

Monday 12 July 2021, 20:17

RPU

I'm on the 17:33 to Wicklow on set 29126 and a couple got on in Connolly the woman said she was going to Bray and the man was going to Kilcoole. Stephen was with me on this service with me to Bray as there was a large number of rough looking people in Connolly getting on. I walked through after Pearse to check tickets and this man didn't have a ticket and kept removing his face covering I asked him repeatedly to put it back on and told him the price of the ticket he then started walking through the train asking people for money, he slammed the door in my face twice and then I called Stephen down to help me as the man started shouting and getting in my face, he pushed the door into Stephen and went to hit him, Stephen went to inform the driver and the man started stripping off saying he had bruises when it was plainly obvious he didn't, he caught my arm with a very sharp object (not sure what it was) left marks down my arm so he was removed in Dun Laoghaire from the train where he was continuing to shout abuse and threw his mask at me

Friday, June 18, 2021 2:59:22 PM

CSO

I was working the 15:00 Connolly/Sligo A908 on Tuesday 15/06/2021 on arrival into Mullingar I was on the platform talking to the station staff, I went back to the rear cab on departure to get my PD machine for my ticket check when I came out of the cab a passenger approached me and said another passenger had her bag stolen at Mullingar I rang the station, spoke with a Staff member and told him what happened and who I thought it was as the person had a social welfare ticket and had told me he was going to Sligo the woman who's bag was stolen is Mrs #####. The Station staff member rang me back and said the chap had been taking in by the guards I rang Mullingar guards and gave them the ladies details.

Saturday, December 19, 2020 2:49:51 PM

CSO

I done my pre departure check and I was in middle of the train (7 piece) the driver told me that a load of lads had boarded the rear portion with drink I made an announcement for face coverings to be worn and we had a no drinking policy I then went down to them and spoke to them about drinking and to wear there face coverings I went to the rear of the train to do a head count when I got back to the lads I spoke to them again about drinking and wearing face coverings and social distancing when we arrived in Drumcondra I changed into the top half of my train to finish my head count the driver called me to say that the regulator was on to him about the lads drinking some passengers had tweeted and the Guards were waiting in Maynooth in Maynooth I went back to the lads with the Guards we told them it was there last chance and if the Guards were called again they would be removed they agreed and they were allowed to travel.

Thursday, August 19, 2021 2:22:37 PM

CSO

I got a call from my driver about a disruptive passenger in coach 22342 we stopped at Clonsilla the guards were called, the chap absolutely drunk and possible drugs Guards arrived man removed.

Wednesday, August 18, 2021 1:38:42 PM

CSO

Had a group of people on my train in Longford, 3 girls and 2 young girls (kids) one of the girls tried to intimidate another passenger sitting in the wheelchair seats coach 22318, I went down to them and moved them to another seat in the same coach at Edgeworthstown as we left I done a ticket check the girl who tried to intimidate was missing one of the other girls said her ticket (social welfare) was for her and the girl that missing she said she got off in Edgeworthstown she tried to give me the run around I found the other girl in the toilet with no ticket she said she was 16 and didn't have to get a ticket I told her the fare was 26 euro she said she was a child I called the guards for Mullingar on arrival I did see her she jumped off in Mullingar I cancelled the guards train departed a few minutes late.

10/05/21

Train Host

I had 2 passengers board my train today at Thurles, I asked for their tickets and they were reluctant to answer me, after a few attempts of asking them the girl finally said she will buy the ticket online, she said she was going to Heuston, her partner said Portlaoise so this went on for about 5 minutes and she was not making the purchase online, so I told her it would be much easier if I sell her a ticket but she refused, I told them they needed to purchase a ticket or get off at the next stop or police will get involved.

Then she got up of her seat and started screaming and shouting and losing control altogether, I then left them and called the police for Portlaoise, unfortunately they got off at Portlaoise before police could arrive, almost on every journey there will be passengers who will not have a ticket and refuse to pay, if we are dealing with people like that who become aggressive and refuse to pay then I don't see a point in putting myself in danger and still failing to get a ticket sale at the expense of my safety, on board security is really needed as it seems there is always some kind of trouble on the trains even if the trains only have 40 passengers on board, can you please pass this on to your manager.

14/06/21

Train Host

I travelled back on the 1225 ex Cork today, when I got into Templemore 3 people entered the train with child and buggy, I asked them for their tickets the male had a free travel pass with P displayed which is valid for himself, the 2 female passengers had reservation tickets so one of the females showed me a blurred free travel pass on her phone, I informed her it's not valid to show me her pass on the phone, I then left them as I noticed that the male passenger was on drugs and it was highly unlikely they would buy a ticket from me as I felt it was dangerous to press them further.

Could you please contact Templemore and ask them to check passengers tickets who are coming into the station as there is very little passengers entering Templemore.

15/06/21

Train Host

When traveling on the 10:00 to Cork today when I arrived into Thurles and started to check the tickets from Thurles I came across a passenger who had no ticket and no money, he emptied out his wallet to show no credit cards and cash, he claimed that he was thrown out of a treatment centre and his hands were trembling, he was begging if he could stay on the train to get home,

Could you touch base with Thurles about letting passengers on the train who have no way to purchase a ticket on the train and who are not in their right mind as it could cause a major problem on board the service

24/06/21

Train Host

Traveling back on 13:25 Cork to Heuston on the 24/06/21, I came across 3 passengers who boarded the train at Portlaoise, two of them had free travel passes with P displayed and one passenger had nothing, the three passengers were drinking alcohol and looked out of it on drugs and I informed them about the drinking ban on Irish Rail services, they said they would finish up and stop drinking, they were drunk and they kept asking me can their friend travel for free, I told them its not allowed and the person must pay but no effort of a payment was given so I walked off in order to stop a situation on board the train, as they were drunk and on drugs and looked dangerous even though they were not causing any problem on board I felt it was a situation that could get out of hand if I persisted so I felt I needed to exercise caution

11/08/21

Train Host

When working back the 11:25 Cork to Heuston arrived in Thurles, I started to check the passengers who boarded at Thurles, I came across a male passenger who had no money and no ticket, I told him he has to leave at next stop Ballybrophy and not continue his journey to his final destination which was Portlaoise,

When we arrived in Ballybrophy I noticed he was no longer in the dining car (b) so I walked the length of the train and found him, I asked him to leave and he said he can't, that he has to go to Portlaoise, I told him the police will be waiting for him at Portlaoise Station if he does not leave the train and he continued to ignore me, so I requested Ballybrophy staff to dispatch the train.

When we departed Ballybrophy I called the Portlaoise garda control room on the off chance that they might be able to dispatch a Squad car, they said they will try their best to get there on time, when we arrived into Portlaoise two gardai just walked into the station so I told him the passenger had just left and gave them a description, they assured me they will catch up to him in the car and arrest him, driver and regulator were informed about my call to the police and the passenger onboard who was fare evading.

15/08/21

Train Host

When working out the 16:00 Heuston to Cork we departed Mallow, a passenger who had gotten on at Limerick junction went to the first class and sat down, I asked him if he would like to upgrade his ticket to first class, he said he wouldn't, he said he just moved out of the dining car as the passenger close to him was singing, I didn't hear any passenger singing when walking through the dining car, I told the passenger he would need to upgrade his ticket, or move to a different carriage, he then said he would move to a different seat and moved to another seat in the first class.

I told him he needed to get out if he's not upgrading, so he called me a dildo and then he said he that I deserved a punch in the face and left, if I see him again I will be refusing him travel due to anti social behaviour.

19/08/21

Train Host

I'm working the 07:00 from Heuston to Cork,

When arriving in Limerick junction, I started to check the tickets of passengers who just boarded, I came across a man who was not wearing a mask, I asked him if he had a mask he said he was exempt and that he had a letter, I told him I accept your exempt, he continued to open up the letter and I said to him no it's fine I accept your exempt, he demanded that I stay and listen to him reading the letter, I told him it's ok I accept that you are exempt. As I started to walk away he started shouting loudly the full length of the letter I told him to be quiet and that I would have to take him off the train for anti social behaviour as he's shouting at me, as I walked away he continued to shout the contents of the letter to me I felt intimidated and abused by the shouting,

I called the regulator and explained the situation and requested the gardai at Mallow, driver was informed, the passenger was removed, we were 5 minutes at Mallow and no delay was incurred by the situation.

18/09/21

Train Host

When working back the 11:25 Cork to Heuston when leaving Cork, I noticed three passengers not wearing masks, one of them was also playing music. I told them we have a company policy that passengers playing music, must use earphones with their device. I also informed them about the mandatory wearing of face masks on board in reference to the HSE safety guidelines.

The three passengers claimed to be asthmatic, they found this very funny and were laughing, I said ok I accept your exempt, but the gardai may come onto the train to do spot checks and ask them for proof that they are asthmatic, they told me they would kill the gardai and were laughing a lot, I then noticed they had masks on the table, when I asked them about the masks on the table, 2 of them put on their masks but one of them said she is asthmatic and the others are not, she said why can I not just leave them alone, so at each stop I reminded the two passengers who were not exempt to wear the masks as they would not have the mask on anytime I passed through the train,

Because of the two females not wearing the masks and repeatedly taking them off every time I walked through the train, and the obnoxious behavior they were portraying by making comments about killing gardai, even though they were maybe joking I found it distasteful and intimidating, I requested the regulator to call the police for Thurles, I informed driver and contacted Thurles Station to let them know where the three passengers were sitting in coach D, so gardai will know what part of the train they were in.

When we arrived in Thurles after 5 minutes, the gardai arrived. I told the gardai about the situation and he asked what I wanted to do with them, I told him I wanted to remove the passengers from the train due to the fact there obnoxious behaviour and lying saying they are asthmatic then only 1 of them being asthmatic and repeatedly taking off the masks and showing no regard for the rules on board.

I informed the gardai that Irish Rail has the right to refuse any passenger and that it will be me who is taking them off the train, when I went on board with the gardai the girl claiming to be asthmatic was saying that I'm a horrible person and the gardai cautioned her if she was to insult me again that he would have to arrest her, they agreed to get off the train and we were 10 minutes late leaving Thurles.

27/07/21

Train Host

Just working back this 12:25 Cork to Heuston when departing Portlaoise I started to check the tickets of people who boarded at Portlaoise, I came across a male and female who had free travel passes, the guys pass seemed OK but his girlfriend kept her thumb on the picture of the pass and when I asked her to let me take it she would not let go of the pass which made me think it was not hers, the man asked the girl to go to the toilet and that he would handle it, she went to the toilet and the man just sat there looking angry so I walked off to check tickets in the next carriage. When I walked back through the train there was two elderly women who had been sitting across from the passengers I had a problem with, they told me that because they had asked the two passengers why they are not wearing masks? the male said to them that he would punch and kick the head off them and that he would have people waiting in Heuston to beat them up, I told the two passengers that I would deal with the other two passengers, I walked from carriage C into carriage B dining car and noticed the two passengers sitting there, I then walked past them without saying anything to them as I felt it was dangerous to approach them, I made my way into the 1st class so I could call the police, I told a CSO what happened, who was traveling in the 1st class and he notified me that a driver who was traveling in 1st class had made his way down to the 2 elderly passengers to see if they are ok and keep an eye on them while I made some calls, I called the regulator and explained the situation and requested police to meet the train at Heuston Station. I then called customer services and asked for security to meet the train and explained the situation, I then called station masters office and explained the situation. I then noticed the 2 passengers had moved from the dining car into the first class carriage and had their legs on the seats, then customer services called me to ask me to ask if the two elderly passengers would be willing to make a statement against the two passengers, I made my way back to

carriage C to ask them and they agreed to make a statement so I confirmed this with customer service, when we were five minutes away from Heuston the two passengers had gone into the same toilet, they came out of the toilet a couple of minutes before we arrived in Heuston and the male passenger asked me what platform we were arriving in on? I told him I didn't know, he said do you not know? and I said I didn't but that he will know when the train arrives in, he said to me if I was being smart and I said no, he then said he slaps and kicks cheeky people like me, he then raised his voice and started shouting saying, you don't know who the fuck I am, then he looked out the window and saw the gardai and security, he shouted that I could get all the gardai and security I want and just as the train stopped he took a Couple of steps towards me and looked frustrated and angry like he was going to attack me but the door opened and he let out a sigh and walked out of the train to be met by the gardai and security.

Train Host

On Monday 30th August 2021 I was the train host on the 11oclock train ex Dublin. Between 10:45 – 11:00am 3 males bombarded their way into the 1st class entering the carriage from the control car, the train was departing from platform 5. I asked them if they were booked into 1st class, one of the men looked at me with utter disgust as if to say who did I think I was, one of them wasn't wearing a mask and I asked did he have a mask he replied quite rudely and smart that he didn't and probably dropped it in the station somewhere.

I noticed a bag with bottles in it and asked the man did they have alcohol with them and again he replied quite rudely yes (later to find out they had 3 bottles of whiskey) and what did it have to do with me, the other man was over the guys shoulder saying what is she on about very aggressively. I explained there was no alcohol permitted on board any services due to Covid 19.

I felt extremely intimidated by these men. Things drastically changed with the man's demeanour, at this stage I said you won't be travelling today, can you step off the train please, I felt this was the right call due to their aggressive nature towards me. At this moment I sensed things were about to escalate and asked my colleague to call security straight away, she already had her phone in her hand and left the carriage to do same.

The man was in my face and very confrontational, in fear of my own personal safety and in the safety of the passengers on board I asked him again to step off the train, I managed to get past, back into 1st class until security arrived. A passenger booked into 1st class had called me to say he witnessed everything and if needed he was willing to give his contact details about the appalling behaviour of these men.

I then went out to the 1st class door and stood there while security were talking to the 3 men, 2 of them were abusive and threatening the other man was quiet and did not say anything. 1 of the men came over to me at the door a few times saying sorry and then quietly threatened me saying HE WAS GOING TO GET ME BAD, another time I'M GOING TO RIDE YOU LIKE A DIRTY DOG and called me a KNACKER and HE KNOWS MY FACE AND I'LL BE A VERY SORRY GIRL OVER THIS. I felt physically sick to the pit of my stomach hearing these threats. The man in the red top boarded the train through the dining car door shouting that he was travelling on the train and fuck her, beckoning the other men to get on. He came from the dining car into the 1st class coach to where I was standing at the door with his chest out. At this stage I went numb and put my back to the wall of the train and tucked my arms in as I feared for my safety, the other man went through the security who were standing on the platform trying to get the man off the train and after a few moments of the commotion right in front of me he eventually got off the train. Even with 2 security guards present I did not feel one bit safe. I was traumatised and very upset and had asked the security to call the guards at this stage. The men started to walk away when they heard me requesting the guards. I was shaking from head to toe and I broke down crying to the inspector as he came up the platform to send the train away, he stayed with me for a few minutes as I was quite upset over the situation.

Passenger details provided.

2nd October 2021

Train Host

Working the train ex Heuston 09:00 a man from economy came up and approached me in first class roughly ten minutes before the train was to stop in Portlaoise. I recognised him as other members of staff including myself had trouble with him the weeks before. I asked him if he was ok and he told me "he was going to shoot everybody", I didn't respond and he stood in the corridor of first class laughing and I was too frightened to ask him to go back to his seat.

He got off in Portlaoise and in the mean time I contacted the driver and the regulator and Cork Inspector as I couldn't get through to the Portlaoise Inspector. Another member of staff who was a driver trainee witnessed this on the train.

This man has not been banned from travelling and I feel he could be a danger to my colleagues and other passengers.

Train Host

'I had a stinking man who was after soiling himself shouting and screaming into my face calling me a fucking bitch, I'm sick of seeing heroine being sorted out at the tables and put into bags by dealers who are dealing openly. I am terrified of what's going to happen to me'

23 September 2021

Train Host

Working train ex Heuston to Cork, a young lady got on the train in Mallow and was put into first class by a member of staff who informed me the young lady had been sexually assaulted on the train from Tralee to Mallow.

I could see this girl crying the whole train ride from Mallow to Cork so I asked her if she was okay. She explained to me that the guards were called and nothing was done about this man only he was told to get the train back to Tralee and he would not be travelling to Cork.

She was disgusted that our staff allowed him to travel back on the train in fear he could do this to another person. She believed a lot more could have been done about this and was not happy with the way it was handled.

Train Host

Host opened the bathroom door somebody was furiously stabbing themselves.

Also last Sunday the Guards cajoled the same Host into taking him on the train because they were causing too much trouble in Thurles

Train Host

Incidents that are happening practically every day.

1. 7th July, I was threatened by a passenger going from Thurles to Portlaoise, he told me I was following him on the train and photographing him he was very aggressive.
2. 10th July, A lot of drinking on the train and no masks, I got verbally abused and had done numerous announcements.
3. Announced about seat capacity at 75% and luggage to be stored overhead and not on the seats, again people very aggressive towards these announcements.
4. July, August September a litany of abuse over mask wearing.
5. A known sex offender travelling from Cork to Dublin carrying 2 knives and told me he was willing to use them for his own protection. He was removed by the Garda response unit as far as Kent station concourse.
6. A man travelling from Dublin to Cork blocked the exit door at every stop to smoke and held the train up at each station. I spoke with him and explained he can't hold the train up, when we arrived in Cork I was standing at the rear of the first class carriage and he arrived and threatened me with violence, I was able to explain the CCTV was there and he held back.

RPU

On Friday 1st October 2021 while carrying out my duties as a train host on 16:00 Heuston to Cork of checking tickets, when I approached coach D, I noticed a heated conversation between two passengers. I believe they were talking about the necessity of wearing masks on board, on entering the coach I noticed an elderly woman on the right and on the left a man in his late 20s or early 30s. The man was very aggressive and rude towards the elderly woman, I thought with my presence (IR staff) would defuse the situation and proceeded to introduce myself and ask for tickets. The elderly woman produced a ticket and pass and I thanked her and proceeded to the man sitting on the left, he said he had a ticket going through his pockets. I noticed he had a can of beer on the table open and I stated that there was no alcohol allowed on the service and asked would he dispose of it right away please. His reply was "yea yea" and proceeded to look for his ticket as requested. I was standing waiting for almost 3 to 4 minutes so I said I'll go through the coach and come back to him.

When I checked the rest of the coach and went back to the man and asked if he managed to find his ticket his reply was "ah for fuck sake pal I can't find it".

I then cautiously asked what type of ticket he had as he was getting frustrated, he said he must have lost it and he had a social welfare pass and on request to see the pass he couldn't find it. At this stage he had his bank cards and his stuff around, using bad language trying to look for the pass and ticket so trying to defuse the situation I said I'll check the rest of the train and come back to him couldn't do that and he started to argue with me and I told him I wasn't there to argue with him and that I needed to see a ticket or I'd ask him to leave the train at the next stop.

The second time approaching him requesting a ticket or pass he wanted me to give him a fine in a aggressive manner, I stated that I don't give out fines and I need to see a ticket or his pass to travel. He asked me to ring Mallow station that the lads in Mallow knew him, I replied that couldn't do that and he started to argue with me and I told him I wasn't there to argue with him and that I needed to see a ticket or I'd ask him to leave the train at the next stop.

He said "I can fuck him off at Mallow that he wasn't getting off till then". At this stage the situation was getting worse so I walked away, I approached a little while later and he was getting more aggressive and argumentative so I radioed through to the Driver asking for the guards at the next stop and explained to the driver what was going on. The driver later got back to me stating that Portlaoise was the station to ask him to leave as the regulator instructions as the guard's response would be quicker. Upon arriving at Portlaoise I met the guard and explained what the situation was and where the passenger was seated.

Passenger was removed and the journey continued.

Train Host

Date: 11/8/21
Day: Wednesday
Set 4002
20:25 ex Cork
A231

Station Master Heuston Station,

After Mallow station I did a walk through my train, I was walking through the second last carriage when I saw two people a man and women in there mid 30's engaging in a sexual act openly at there a four seater, this was at approximately 20:53pm. There was also other passengers sitting in that carriage too.

Myself and an off duty member of staff confronted them. I then rang Limerick Junction station to let them know and that we would be getting them off the train at Limerick Junction Station.

These two passengers were looking to travel to Heuston Station.

Train Host

Date: 9/8/21
Day: Monday
Set 4006
20:25 ex Cork
A231

Station Master Heuston Station,

After Limerick Junction I did a walk through my train, in the very last carriage behind the loco there was an elderly man green jacket long, grey/brown hair & beard baring music. There was a few passengers in the same carriage so I asked him would he mind turning the music down or off just cause there was other passengers around he said that's no problem and turned it off.

I walked back up to first class and sat down a minute or two later he stormed through first class and stood over me shouting at me telling me I'd no right to ask him about turning the music down or off and how dare I. He was extremely aggressive and was abusive he wouldn't let me speak and walked off. This happened in and around 21:35.

A member of staff in his plain clothes that was travelling home on my train heard what was happening and came over to see if I was ok, I'm really shook and scared over what has happened tonight. I didn't want him travelling the rest of the journey because I was so frightened so I contacted the driver and arranged for the guards to meet us at our next arriving station which was Thurles.

Thurles Inspector and the other staff member got him off the train in Thurles and guards were to follow and meet him in station.

Staff member in plain clothes: ++++++ Number provided

Train Host

Thursday

18:25

A227

21/01/21

An undesirable boarded my train at Thurles station, he was quite at first when on the train, but after my walk through leaving Portlaoise he would not wear a mask after asking him many times. I asked him to stop drinking but he continued to while opening a second can. He was very drunk and at this stage definitely not fit for travel. I then noticed he was Harassing a women who was sitting across the aisle from him. We were shortly approaching Heuston, I rang security to have them waiting for my train when we arrived into Heuston. I then asked this man for his ticket which he refused to show me said " he did not need one". I asked twice more he then showed me two social welfare passes which I took off him. While I was walking away, a women stopped me in the carriage and told me he had been harassing them all in the carriage and shouting abuse at them. While I was talking to this women the man stood up and shouted " come here you cunt" "give me my fucking pass" (very aggressively). He then got up off his seat and came towards me. I did not feel safe, I felt threatened by him and extremely frightened so much that I was shaking. So I went to the back cab until the train pulled up in Heuston, at this stage we were pulling up to the platform in Heuston where the security had met me and the man had refused to get off the train, the guards were called and he was arrested.