

QUARTER 2 2015

**Schedule B**  
**Performance Obligations.**

**Iarnród Éireann & National Transport  
Authority**

**TABLE 1**  
**Punctuality Performance 2015**

		Quarter 2				
Route	Measure	Actual	Target	Variance	YTD	YTD Variance
Drogheda-am peak	0-10 mins	99.1%	92%	7.1%	98.2%	6.2%
Drogheda-pm peak	0-10 mins	98.5%	92%	6.5%	99.0%	7.0%
Drogheda-off peak	0-5 Mins	98.1%	87%	11.1%	98.1%	11.1%
Maynooth/M3 Parkway-am peak	0-10 mins	99.8%	92%	7.8%	99.5%	7.5%
Maynooth/M3 Parkway-pm peak	0-10 mins	99.4%	92%	7.4%	99.0%	7.0%
Maynooth/M3 Parkway-off peak	0-5 Mins	97.3%	87%	10.3%	96.8%	9.8%
Kildare-am peak	0-10 mins	98.5%	92%	6.5%	98.6%	6.6%
Kildare-pm peak	0-10 mins	97.0%	92%	5.0%	97.8%	5.8%
Kildare-off peak	0-5 Mins	99.3%	87%	12.3%	95.0%	8.0%
DART-am peak	0-10 mins	99.5%	92%	7.5%	98.7%	6.7%
DART-pm peak	0-10 mins	99.1%	92%	7.1%	98.7%	6.7%
DART-off peak	0-5 mins	97.1%	87%	10.1%	97.4%	10.4%
Cork Commuter-am peak	0-10 mins	99.1%	92%	7.1%	99.1%	7.1%
Cork Commuter-pm peak	0-10 mins	99.5%	92%	7.5%	99.7%	7.7%
Cork Commuter-off peak	0-5 mins	98.8%	87%	11.8%	98.9%	11.9%
Limerick-Galway	0-10 mins	94.9%	TBD	#	94.5%	#
Limerick-Waterford	0-10 mins	98.9%	TBD	#	99.3%	#
Limerick-Ballybrophy	0-10 mins	94.1%	TBD	#	95.9%	#
Dublin-Belfast	0-10 mins	99.0%	90%	9.0%	98.9%	8.9%
Dublin-Galway	0-10 mins	96.9%	90%	6.9%	97.2%	7.2%
Dublin-Rosslare	0-10 mins	98.5%	90%	8.5%	98.4%	8.4%
Dublin-Cork	0-10 mins	97.1%	90%	7.1%	97.8%	7.8%
Dublin-Westport/Ballina	0-10 mins	95.3%	90%	5.3%	95.6%	5.6%
Dublin-Sligo	0-10 mins	97.8%	90%	7.8%	98.0%	8.0%
Dublin-Limerick	0-10 mins	98.8%	90%	8.8%	98.5%	8.5%
Dublin-Tralee	0-10 mins	97.2%	90%	7.2%	98.3%	8.3%
Dublin-Waterford	0-10 mins	99.5%	90%	9.5%	99.1%	9.1%
<b>Total Intercity Routes</b>		<b>97.8%</b>	<b>90%</b>	<b>7.8%</b>	<b>98.0%</b>	<b>8.0%</b>

**TABLE 2**

Passenger Service Annual Train Kilometres #000s

Sections	Route	Qtr 2 Kms Operated	Service Percent	YTD Train Kms Position	Overall Annual Percentage
DART	Malahide/Howth-Greystones	600.0	100.0%	1,199.7	100.0%
Commuter	Connolly/Docklands-Enfield	207.6	100.0%	415.3	100.0%
	Cork - Cobh/Midleton	129.2	100.0%	258.5	100.0%
Dublin - Cork	Dublin - Portlaoise	606.9	100.0%	1,213.7	100.0%
	Portlaoise - Cork	560.8	100.0%	1,121.3	100.0%
Malahide - Border	Malahide - Border	279.2	100.0%	558.5	100.0%
Radial Intercity	Enfield - Sligo	249.2	100.0%	498.5	100.0%
	Portarlinton - Athlone	115.4	100.0%	230.8	100.0%
	Athlone - Galway	131.5	100.0%	263.1	100.0%
	Athlone - Westport/Ballina	120.0	100.0%	239.7	99.9%
	Limerick Junction - Limerick	108.4	99.9%	216.8	100.0%
	Limerick - Ennis (Athenry)	115.4	100.0%	230.8	100.0%
	Mallow - Tralee	129.1	99.9%	258.1	99.9%
	Cherryville Junction - Waterford	140.8	100.0%	281.4	99.9%
	Greystones - Rosslare	115.4	100.0%	230.8	100.0%
	Limerick Junction - Rosslare Strand	46.2	100.0%	91.9	99.5%
Other Services	Ballybrophy - Limerick	30.0	100.0%	60.0	100.0%
	IE Actual Kms Operated	3,685.1	100.0%	7,368.7	99.91%
	PSO Train Kms Target	3,611.7	98.0%	3,611.7	98.0%
	Variance	73.4	2.0%	3,757.1	1.9%

**TABLE 3**

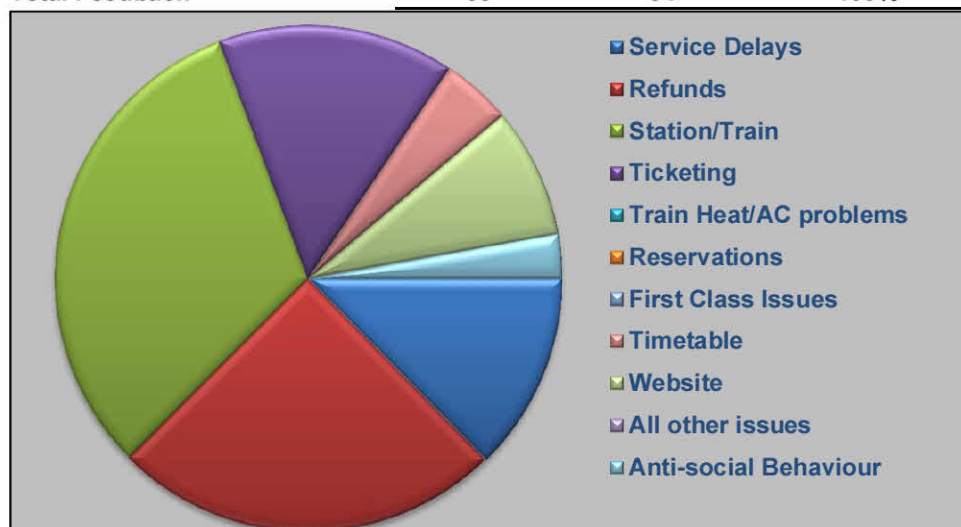
**Percentage of Scheduled Services Operated 2015**

<b>Routes Operated</b>	<b>Quarter 2</b>	<b>YTD</b>
Intercity	100.0%	99.9%
Commuter	100.0%	100.0%
Regional Services	99.9%	99.8%
DART	100.0%	99.9%
<b>Total Services Operated</b>	<b>100.0%</b>	<b>99.9%</b>
<b>Target</b>	<b>99%</b>	<b>99%</b>
<b>Variance</b>	<b>1.0%</b>	<b>0.9%</b>

**TABLE 4**

**Customer Feedback Received 2015**

<b>Category</b>	<b>Qtr 2 Feedback per 100k Journeys</b>	<b>YTD</b>	<b>QTR Percentage of Total Feedback</b>
Service Delays	5	21	12%
Refunds	9	23	24%
Station/Train	12	25	30%
Ticketing	6	12	14%
Train Heat/AC problems	0	0	0%
Reservations	0	0	0%
First Class Issues	0	0	0%
Timetable	2	3	4%
Website	3	5	8%
All other issues	0	0	0%
Anti-social Behaviour	1	2	3%
<b>Sub Total</b>	<b>37</b>	<b>90</b>	<b>95%</b>
Staff Issues	2	4	5%
<b>Total Feedback</b>	<b>39</b>	<b>94</b>	<b>100%</b>



## REVENUE CONTROL MEASURES PERFORMANCE & CAR PARKING

Information has been provided on Revenue Control Measures and Car Parking Statistics; however, due to the nature of the information and its commercial sensitivity, it has been treated as confidential.

## TIMETABLE INFORMATION

A comprehensive and up-to-date timetable for Irish Rail services was published on Iarnród Éireann's company website and was supported by hard copy route leaflets.

## 24HR SERVICE INFORMATION / WEBSITE AVAILABILITY

Iarnród Éireann's website was accessible 100% of the time in Qtr 2 2015.

## NETWORK CHANGES ON WEBSITE

Iarnród Éireann confirms comprehensive and up-to-date information on all Irish Rail services has been made available on the company website.

### **100% Compliance within the 5 days notice of changes**

On journey planner	100%
On website travel alert page	100%

## CLEANLINESS

- 97% of trains perceived as being clean.
- 97% of stations perceived as being clean.
- 84% of station toilets perceived as being clean.
- 97% of on board toilets perceived as being clean.

## STAFF

### Onboard

- 100% In full uniform
- 100% Neatly groomed
- 94% Polite

### At Station

- 100% In full uniform
- 100% Neatly groomed
- 100% Polite

## **CUSTOMER INFORMATION**

The Iarnród Éireann customer information bureaux operated within the minimum requirement from 9am to 6pm Monday to Friday.

### Timetable Information:

#### Result

- 94% of stations have TT posters on display.
- 86% of stations have TT leaflets available.
- 100% timetable website access was available throughout Qtr 2.

### LCD displays:

#### Station

- 84% available in stations covered.
- Where available, 100% were accurate.

#### On Board

- Available in 91% of trains covered.
- 100% of announcements deemed to be clear.
- 96% of announcements deemed to be accurate.

### PA announcements:

#### Station

- 81% perceived as being clear.
- 100% perceived as being accurate.

#### On board

- 91% of trains had PA announcements prior to each stop.
- 0% of trains arrived later than 10 minutes

### Route punctuality:

- 56% of stations had punctuality posters on display.

### Call answering:

- Target 90% within 60 seconds.
- Achieved 89% within 60 seconds.



## **TICKETING:**

- 81% of Booking Offices have opening hours on display.
- 94% of customers at Booking Offices served within 7 minutes at peak.
- 100% of customers at Booking Offices served within 3 minutes at off peak.
- 100% of customers at TVM served within 7 minutes at peak.
- 100% of customers at TVM served within 3 minutes at off peak.
- All routes listed had some seats in standard bookable in advance.

Dublin-Belfast

Dublin-Galway

Dublin-Limerick

Dublin-Cork

Dublin-Westport

Dublin-Tralee

- All premium first class tickets can be reserved via the website or by telephone

## **ACCESSIBILITY**

- The accessibility needs of passengers with mobility and sensory impairments have been taken fully into account in the design and construction of all building and service improvement projects during 2012/2013.
- Where train services were not accessible, taxis were provided at Iarnród Éireann's expense.
- All new carriages were fully accessible as per EU Rail accessibility regulations.
- Iarnród Éireann has introduced, on a phased basis, a full audio-visual information service on all DART services in compliance with the standard agreed with the NTA.

## **INTEGRATED TICKETING**

- In accordance with the ITS Participation agreement, Irish Rail has continued to co-operate with and participate in the work of the Integrated Ticketing Project Board, established by the Minister, and it is being implemented as planned.

## **FARES INFORMATION**

### **• Notifications of Fares Changes**

There were no changes made to standard fares in Quarter 2 2015.

### **• Provision of Fares Information**

The fares page on the IE website contains a list of our fares.

[http://www.irishrail.ie/your\\_ticket/fares\\_enquiries.asp](http://www.irishrail.ie/your_ticket/fares_enquiries.asp)

It does not contain all station fares but does contain the top queried ones. There is contact information on the fares page that allows customers to query other fares.