

QUARTER 3 2015

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

**Iarnród Éireann & National Transport  
Authority**

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

|                               |           | Quarter 3    |            |             |              |              |
|-------------------------------|-----------|--------------|------------|-------------|--------------|--------------|
| Route                         | Measure   | Actual       | Target     | Variance    | YTD          | YTD Variance |
| Drogheda-am peak              | 0-10 mins | 96.0%        | 92%        | 4.0%        | 97.9%        | 5.9%         |
| Drogheda-pm peak              | 0-10 mins | 97.9%        | 92%        | 5.9%        | 98.5%        | 6.5%         |
| Drogheda-off peak             | 0-5 Mins  | 95.3%        | 87%        | 8.3%        | 97.5%        | 10.5%        |
| Maynooth/M3 Parkway-am peak   | 0-10 mins | 99.7%        | 92%        | 7.7%        | 99.3%        | 7.3%         |
| Maynooth/M3 Parkway-pm peak   | 0-10 mins | 98.5%        | 92%        | 6.5%        | 99.0%        | 7.0%         |
| Maynooth/M3 Parkway-off peak  | 0-5 Mins  | 96.9%        | 87%        | 9.9%        | 96.7%        | 9.7%         |
| Kildare-am peak               | 0-10 mins | 98.2%        | 92%        | 6.2%        | 98.6%        | 6.6%         |
| Kildare-pm peak               | 0-10 mins | 99.2%        | 92%        | 7.2%        | 97.1%        | 5.1%         |
| Kildare-off peak              | 0-5 Mins  | 91.9%        | 87%        | 4.9%        | 93.8%        | 6.8%         |
| DART-am peak                  | 0-10 mins | 98.9%        | 92%        | 6.9%        | 98.6%        | 6.6%         |
| DART-pm peak                  | 0-10 mins | 96.9%        | 92%        | 4.9%        | 98.4%        | 6.4%         |
| DART-off peak                 | 0-5 mins  | 96.5%        | 87%        | 9.5%        | 96.9%        | 9.9%         |
| Cork Commuter-am peak         | 0-10 mins | 99.8%        | 92%        | 7.8%        | 99.4%        | 7.4%         |
| Cork Commuter-pm peak         | 0-10 mins | 99.7%        | 92%        | 7.7%        | 99.7%        | 7.7%         |
| Cork Commuter-off peak        | 0-5 mins  | 99.3%        | 87%        | 12.3%       | 99.0%        | 12.0%        |
| Limerick-Galway               | 0-10 mins | 91.9%        | TBD        | #           | 94.6%        | #            |
| Limerick-Waterford            | 0-10 mins | 96.9%        | TBD        | #           | 98.5%        | #            |
| Limerick-Ballybrophy          | 0-10 mins | 93.5%        | TBD        | #           | 95.8%        | #            |
|                               |           |              |            |             |              |              |
| Dublin-Belfast                | 0-10 mins | 96.8%        | 90%        | 6.8%        | 98.2%        | 8.2%         |
| Dublin-Galway                 | 0-10 mins | 96.0%        | 90%        | 6.0%        | 96.8%        | 6.8%         |
| Dublin-Rosslare               | 0-10 mins | 94.6%        | 90%        | 4.6%        | 97.1%        | 7.1%         |
| Dublin-Cork                   | 0-10 mins | 96.0%        | 90%        | 6.0%        | 97.2%        | 7.2%         |
| Dublin-Westport/Ballina       | 0-10 mins | 94.3%        | 90%        | 4.3%        | 95.2%        | 5.2%         |
| Dublin-Sligo                  | 0-10 mins | 97.9%        | 90%        | 7.9%        | 97.9%        | 7.9%         |
| Dublin-Limerick               | 0-10 mins | 96.4%        | 90%        | 6.4%        | 97.8%        | 7.8%         |
| Dublin-Tralee                 | 0-10 mins | 96.5%        | 90%        | 6.5%        | 97.7%        | 7.7%         |
| Dublin-Waterford              | 0-10 mins | 97.9%        | 90%        | 7.9%        | 98.7%        | 8.7%         |
|                               |           |              |            |             |              |              |
| <b>Total Intercity Routes</b> |           | <b>96.3%</b> | <b>90%</b> | <b>6.3%</b> | <b>97.4%</b> | <b>7.4%</b>  |

**TABLE 2**

**Passenger Service Annual Train Kilometres #000s**

| Sections          |                                     | Qtr 3 Kms<br>Operated | Service<br>Percent | YTD Train<br>Kms Position | Overall<br>Annual<br>Percentage |
|-------------------|-------------------------------------|-----------------------|--------------------|---------------------------|---------------------------------|
| DART              | Malahide/Howth-Greystones           | 599.7                 | 100.0%             | 1,799.5                   | 100.0%                          |
| Commuter          | Connolly/Docklands-Enfield          | 207.5                 | 99.9%              | 622.7                     | 99.9%                           |
|                   | Cork - Cobh/Midleton                | 129.2                 | 100.0%             | 387.7                     | 100.0%                          |
| Dublin - Cork     | Dublin - Portlaoise                 | 606.8                 | 100.0%             | 1,820.6                   | 100.0%                          |
|                   | Portlaoise - Cork                   | 560.5                 | 100.0%             | 1,681.8                   | 100.0%                          |
| Malahide - Border | Malahide - Border                   | 279.2                 | 100.0%             | 837.7                     | 100.0%                          |
| Radial Intercity  | Enfield - Sligo                     | 249.2                 | 100.0%             | 747.7                     | 100.0%                          |
|                   | Portarlington - Athlone             | 115.4                 | 100.0%             | 346.2                     | 100.0%                          |
|                   | Athlone - Galway                    | 131.5                 | 100.0%             | 394.6                     | 100.0%                          |
|                   | Athlone - Westport/Ballina          | 120.0                 | 100.0%             | 359.7                     | 99.9%                           |
|                   | Limerick Junction - Limerick        | 108.4                 | 99.9%              | 325.2                     | 99.9%                           |
|                   | Limerick - Ennis (Athenry)          | 115.4                 | 100.0%             | 346.2                     | 100.0%                          |
|                   | Mallow - Tralee                     | 129.2                 | 100.0%             | 387.4                     | 99.9%                           |
|                   | Cherryville Junction - Waterford    | 140.8                 | 100.0%             | 422.1                     | 100.0%                          |
|                   | Greystones - Rosslare               | 115.4                 | 100.0%             | 346.2                     | 100.0%                          |
|                   | Limerick Junction - Rosslare Strand | 46.2                  | 100.0%             | 138.0                     | 99.7%                           |
| Other Services    | Ballybrophy - Limerick              | 29.9                  | 99.5%              | 89.9                      | 99.8%                           |
|                   |                                     |                       |                    |                           |                                 |
|                   | IE Actual Kms Operated              | 3,684.3               | 100.0%             | 11,053.1                  | 99.91%                          |
|                   |                                     |                       |                    |                           |                                 |
|                   | PSO Train Kms Target                | 3,611.7               | 98.0%              | 3,611.7                   | 98.0%                           |
|                   |                                     |                       |                    |                           |                                 |
|                   | Variance                            | 72.7                  | 2.0%               | 7,441.4                   | 1.9%                            |

**TABLE 3**

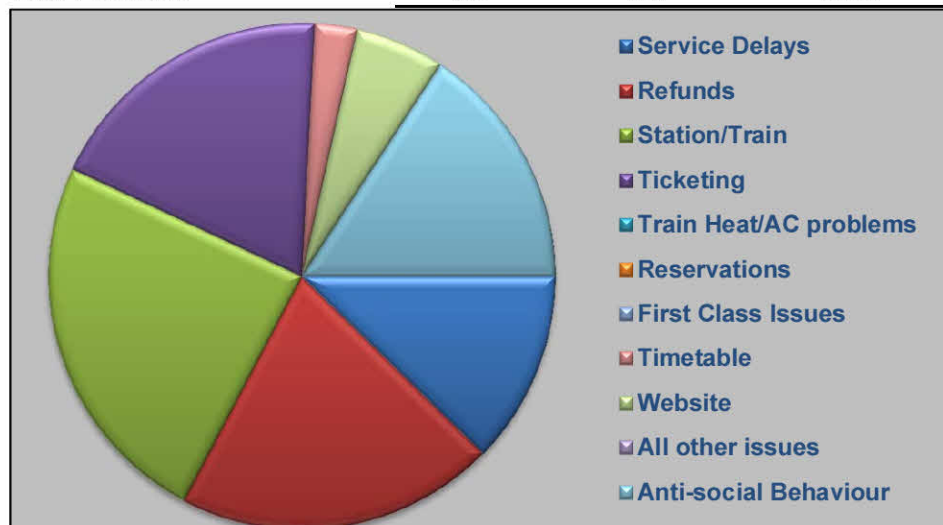
**Percentage of Scheduled Services Operated 2015**

| <b>Routes Operated</b>         | <b>Quarter 3</b> | <b>YTD</b>   |
|--------------------------------|------------------|--------------|
| Intercity                      | 100.0%           | 99.9%        |
| Commuter                       | 99.9%            | 100.0%       |
| Regional Services              | 99.8%            | 99.8%        |
| DART                           | 99.9%            | 99.9%        |
| <b>Total Services Operated</b> | <b>99.9%</b>     | <b>99.9%</b> |
| <b>Target</b>                  | <b>99%</b>       | <b>99%</b>   |
| <b>Variance</b>                | <b>0.9%</b>      | <b>0.9%</b>  |

**TABLE 4**

**Customer Feedback Received 2015**

| <b>Category</b>        | <b>Qtr 3<br/>Feedback<br/>per 100k<br/>Journeys</b> | <b>YTD</b> | <b>QTR Percentage<br/>of Total<br/>Feedback</b> |
|------------------------|---|------------|---|
| Service Delays         | 6   | 27         | 12%   |
| Refunds                | 10  | 33         | 19%   |
| Station/Train          | 12  | 36         | 23%   |
| Ticketing              | 9   | 21         | 18%   |
| Train Heat/AC problems | 0   | 0          | 0%  |
| Reservations           | 0   | 0          | 0%  |
| First Class Issues     | 0   | 0          | 0%  |
| Timetable              | 1   | 4          | 3%  |
| Website                | 3   | 8          | 5%  |
| All other issues       | 0   | 0          | 0%  |
| Anti-social Behaviour  | 8   | 10         | 15%   |
| <b>Sub Total</b>       | <b>49</b>   | <b>139</b> | <b>94%</b>                                      |
| Staff Issues           | 3   | 7          | 6%  |
| <b>Total Feedback</b>  | <b>52</b>   | <b>146</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 99.52% of the time in Qtr 3 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.
- 93% of stations perceived as being clean.
- 93% of station toilets perceived as being clean.
- 93% of on board toilets perceived as being clean.

## STAFF

### Onboard

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

- 91% of stations have TT posters on display.
- 75% of stations have TT leaflets available.
- 100% timetable website access was available throughout Qtr 3.

### LCD displays:

#### Station

- 88% available in stations covered.
- Where available, 100% were accurate.

#### On Board

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

### PA announcements:

#### Station

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

#### On board

- 97% of trains had PA announcements prior to each stop.
- 9% of trains arrived later than 10 minutes

### Route punctuality:

- 66% 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.
- 100% of customers at Booking Offices served within 7 minutes at peak.
- 88% 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 3 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.