

QUARTER 3 2014

**Schedule B  
Performance Obligations.**

**Iarnród Éireann & National Transport  
Authority**

**TABLE 1**  
**Punctuality Performance 2014**

		Quarter 3				
Route	Measure	Actual	Target	Variance	YTD	YTD Variance
Drogheda-am peak	0-10 mins	98.3%	92%	6.3%	97.6%	5.6%
Drogheda-pm peak	0-10 mins	99.1%	92%	7.1%	98.8%	6.8%
Drogheda-off peak	0-5 Mins	97.6%	87%	10.6%	97.5%	10.5%
Maynooth/M3 Parkway-am peak	0-10 mins	99.5%	92%	7.5%	99.1%	7.1%
Maynooth/M3 Parkway-pm peak	0-10 mins	98.8%	92%	6.8%	99.1%	7.1%
Maynooth/M3 Parkway-off peak	0-5 Mins	96.9%	87%	9.9%	96.9%	9.9%
Kildare-am peak	0-10 mins	99.4%	92%	7.4%	99.2%	7.2%
Kildare-pm peak	0-10 mins	98.7%	92%	6.7%	98.9%	6.9%
Kildare-off peak	0-5 Mins	96.8%	87%	9.8%	96.2%	9.2%
DART-am peak	0-10 mins	98.7%	92%	6.7%	98.7%	6.7%
DART-pm peak	0-10 mins	98.3%	92%	6.3%	98.3%	6.3%
DART-off peak	0-5 mins	96.7%	87%	9.7%	96.9%	9.9%
Cork Commuter-am peak	0-10 mins	99.7%	92%	7.7%	99.3%	7.3%
Cork Commuter-pm peak	0-10 mins	100.0%	92%	8.0%	99.7%	7.7%
Cork Commuter-off peak	0-5 mins	99.0%	87%	12.0%	98.8%	11.8%
Limerick-Galway	0-10 mins	96.0%	TBD	#	92.0%	#
Limerick-Waterford	0-10 mins	98.9%	TBD	#	98.8%	#
Limerick-Ballybrophy	0-10 mins	97.8%	TBD	#	98.3%	#
Dublin-Belfast	0-10 mins	97.7%	90%	7.7%	98.2%	8.2%
Dublin-Galway	0-10 mins	97.2%	90%	7.2%	96.9%	6.9%
Dublin-Rosslare	0-10 mins	96.3%	90%	6.3%	96.9%	6.9%
Dublin-Cork	0-10 mins	98.5%	90%	8.5%	97.5%	7.5%
Dublin-Westport/Ballina	0-10 mins	95.1%	90%	5.1%	96.0%	6.0%
Dublin-Sligo	0-10 mins	98.6%	90%	8.6%	98.7%	8.7%
Dublin-Limerick	0-10 mins	98.2%	90%	8.2%	97.6%	7.6%
Dublin-Tralee	0-10 mins	99.0%	90%	9.0%	96.3%	6.3%
Dublin-Waterford	0-10 mins	98.6%	90%	8.6%	98.7%	8.7%
<b>Total Intercity Routes</b>		<b>97.9%</b>	<b>90%</b>	<b>7.9%</b>	<b>97.5%</b>	<b>7.5%</b>

**TABLE 2**

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

Sections	Route	Qtr 3 Kms Operated	Service Percent	YTD Train Kms Position	Overall Annual Percentage
DART	Malahide/Howth-Greystones	600.0	100.0%	1,799.9	100.0%
Commuter	Connolly/Docklands-Enfield	207.6	100.0%	622.9	100.0%
	Cork - Cobh/Midleton	129.2	100.0%	387.7	100.0%
Dublin - Cork	Dublin - Portlaoise	606.0	99.9%	1,819.8	100.0%
	Portlaoise - Cork	560.8	100.0%	1,682.3	100.0%
Malahide - Border	Malahide - Border	279.2	100.0%	837.6	100.0%
Radial Intercity	Enfield - Sligo	249.2	100.0%	747.7	99.9%
	Portarlinton - 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%	360.0	100.0%
	Limerick Junction - Limerick	108.5	100.0%	325.4	99.9%
	Limerick - Ennis (Athenry)	115.4	100.0%	346.2	100.0%
	Mallow - Tralee	129.2	100.0%	387.7	99.8%
	Cherryville Junction - Waterford	140.7	99.9%	422.2	100.0%
	Greystones - Rosslare	115.4	100.0%	346.2	100.0%
	Other Services	Limerick Junction - Rosslare Strand	45.6	98.7%	137.5
Ballybrophy - Limerick		29.7	99.1%	89.5	99.7%
	<b>IE Actual Kms Operated</b>	<b>3,683.4</b>	<b>99.9%</b>	<b>11,053.4</b>	<b>99.95%</b>
	<b>PSO Train Kms Target</b>	<b>3,611.7</b>	<b>98.0%</b>	<b>3,611.7</b>	<b>98.0%</b>
	<b>Variance</b>	<b>71.7</b>	<b>1.9%</b>	<b>7,441.7</b>	<b>1.9%</b>

**TABLE 3**

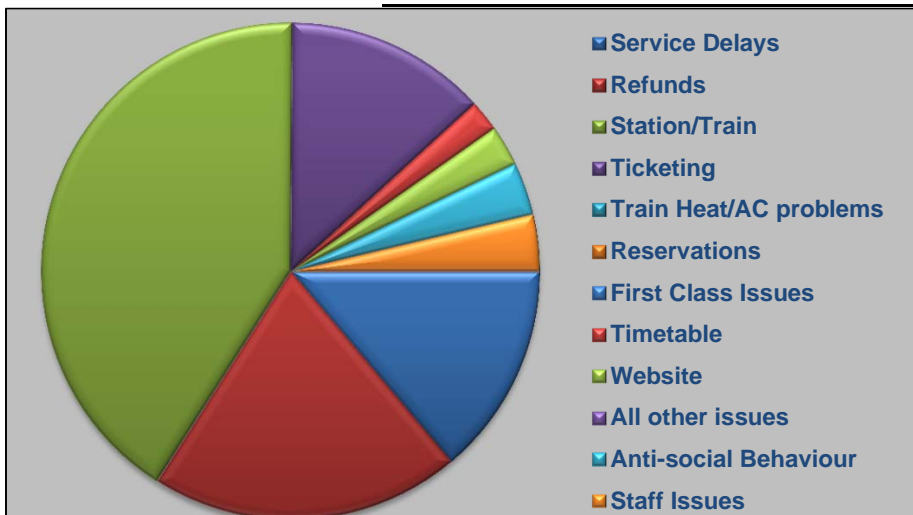
**Percentage of Scheduled Services Operated 2014**

Routes Operated	Quarter 3	YTD
Intercity	100.0%	99.9%
Commuter	100.0%	100.0%
Regional Services	99.9%	99.7%
DART	99.5%	100.0%
<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 2014**

Category	Qtr 3 Feedback per 100k Journeys	YTD	QTR Percentage of Total Feedback
Service Delays	3	10	14%
Refunds	5	19	20%
Station/Train	10	26	41%
Ticketing	3	6	13%
Train Heat/AC problems	0	0	0%
Reservations	0	1	0%
First Class Issues	0	0	0%
Timetable	0	1	2%
Website	1	1	3%
All other issues	0	1	0%
Anti-social Behaviour	1	2	3%
<b>Sub Total</b>	<b>23</b>	<b>67</b>	<b>96%</b>
Staff Issues	1	3	4%
<b>Total Feedback</b>	<b>24</b>	<b>70</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 3 2014.

## 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

- 94% of trains perceived as being clean.
- 93% of stations perceived as being clean.
- 96% of station toilets perceived as being clean.
- 88% 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
- 97% 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.
- 89% of stations have TT leaflets available.
- 100% timetable website access was available throughout Qtr 3

### LCD displays:

#### Station

- 91% available in stations covered.
- Where available, 100% were accurate.

#### On Board

- Available in 91% of trains covered.
- 97% of announcements deemed to be clear.
- 97% of announcements deemed to be accurate.

### PA announcements:

#### Station

- 97% perceived as being clear.
- 100% perceived as being accurate.

#### On board

- 91% of trains had PA announcements prior to each stop.
- 6% of trains arrived later than 10 minutes

### Route punctuality:

- 84% of stations had punctuality posters on display.

### Call answering:

- Target 90% within 60 seconds.
- Achieved 78% within 60 seconds.

## TICKETING:

- 88% of Booking Offices have opening hours on display.
- 86% of customers at Booking Offices served within 7 minutes at peak.
- 94% 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 2014.

- **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.