

QUARTER 1 2017

**Schedule B  
Performance Obligations.**

**Iarnród Éireann & National Transport  
Authority**

**(Note: the report includes the impact of the work stoppage which took place on  
Friday 24<sup>th</sup> March at varying hours on various routes across the network)**



**TABLE 1**  
**Punctuality Performance 2017**

		Quarter 1				
Route	Measure	Actual	Target	Variance	YTD	YTD Variance
Drogheda-am peak	0-10 mins	94.9%	92%	2.9%	94.9%	2.9%
Drogheda-pm peak	0-10 mins	96.5%	92%	4.5%	96.5%	4.5%
Drogheda-off peak	0-5 Mins	94.1%	87%	7.1%	94.1%	7.1%
Maynooth/M3 Parkway-am peak	0-10 mins	98.3%	92%	6.3%	98.3%	6.3%
Maynooth/M3 Parkway-pm peak	0-10 mins	96.6%	92%	4.6%	96.6%	4.6%
Maynooth/M3 Parkway-off peak	0-5 Mins	93.0%	87%	6.0%	93.0%	6.0%
Kildare-am peak	0-10 mins	98.6%	92%	6.6%	98.6%	6.6%
Kildare-pm peak	0-10 mins	99.3%	92%	7.3%	99.3%	7.3%
Kildare-off peak	0-5 Mins	96.5%	87%	9.5%	96.5%	9.5%
DART-am peak	0-10 mins	97.5%	92%	5.5%	97.5%	5.5%
DART-pm peak	0-10 mins	96.5%	92%	4.5%	96.5%	4.5%
DART-off peak	0-5 mins	92.5%	87%	5.5%	92.5%	5.5%
Cork Commuter-am peak	0-10 mins	99.5%	92%	7.5%	99.5%	7.5%
Cork Commuter-pm peak	0-10 mins	99.6%	92%	7.6%	99.6%	7.6%
Cork Commuter-off peak	0-5 mins	99.6%	87%	12.6%	99.6%	12.6%
Limerick-Galway	0-10 mins	98.6%	TBD	#	98.6%	#
Limerick-Waterford	0-10 mins	97.7%	TBD	#	97.7%	#
Limerick-Ballybrophy	0-10 mins	98.3%	TBD	#	98.3%	#
Dublin-Belfast	0-10 mins	98.3%	90%	8.3%	98.3%	8.3%
Dublin-Galway	0-10 mins	98.2%	90%	8.2%	98.2%	8.2%
Dublin-Rosslare	0-10 mins	94.7%	90%	4.7%	94.7%	4.7%
Dublin-Cork	0-10 mins	98.4%	90%	8.4%	98.4%	8.4%
Dublin-Westport/Ballina	0-10 mins	97.6%	90%	7.6%	97.6%	7.6%
Dublin-Sligo	0-10 mins	96.7%	90%	6.7%	96.7%	6.7%
Dublin-Limerick	0-10 mins	98.0%	90%	8.0%	98.0%	8.0%
Dublin-Tralee	0-10 mins	98.5%	90%	8.5%	98.5%	8.5%
Dublin-Waterford	0-10 mins	98.9%	90%	8.9%	98.9%	8.9%
<b>Total Intercity Routes</b>		<b>97.9%</b>	<b>90%</b>	<b>7.9%</b>	<b>97.9%</b>	<b>7.9%</b>

**TABLE 2**

Passenger Service Annual Train Kilometres #000s

Sections	Route	Qtr 1 Kms Operated	Service Percent	YTD Train Kms Position	Overall Annual Percentage	
DART	Malahide/Howth-Greystones	599.8	100.0%	599.8	100.0%	
Commuter	Connolly/Docklands-Enfield	207.2	99.8%	207.2	99.8%	
	Cork - Cobh/Midleton	129.2	100.0%	129.2	100.0%	
Dublin - Cork	Dublin - Portlaoise	606.6	100.0%	606.6	100.0%	
	Portlaoise - Cork	557.5	99.4%	557.5	99.4%	
Malahide - Border	Malahide - Border	279.1	100.0%	279.1	100.0%	
Radial Intercity	Enfield - Sligo	247.9	99.5%	247.9	99.5%	
	Portarlinton - Athlone	114.1	98.9%	114.1	98.9%	
	Athlone - Galway	129.7	98.7%	129.7	98.7%	
	Athlone - Westport/Ballina	120.0	100.0%	120.0	100.0%	
	Limerick Junction - Limerick	107.5	99.2%	107.5	99.2%	
	Limerick - Ennis (Athenry)	115.1	99.8%	115.1	99.8%	
	Mallow - Tralee	127.9	99.0%	127.9	99.0%	
	Cherryville Junction - Waterford	139.0	98.8%	139.0	98.8%	
	Greystones - Rosslare	114.7	99.5%	114.7	99.5%	
	Other Services	Limerick Junction - Rosslare Strand	44.1	95.7%	44.1	95.7%
		Ballybrophy - Limerick	29.2	97.4%	29.2	97.4%
		<b>IE Actual Kms Operated</b>	<b>3668.6</b>	<b>99.16%</b>	<b>3,668.6</b>	<b>99.16%</b>
	<b>PSO Train Kms Target</b>	<b>3611.7</b>	<b>98.0%</b>	<b>3,611.7</b>	<b>98.0%</b>	
	<b>Variance</b>	<b>56.9</b>	<b>1.2%</b>	<b>56.9</b>	<b>1.2%</b>	

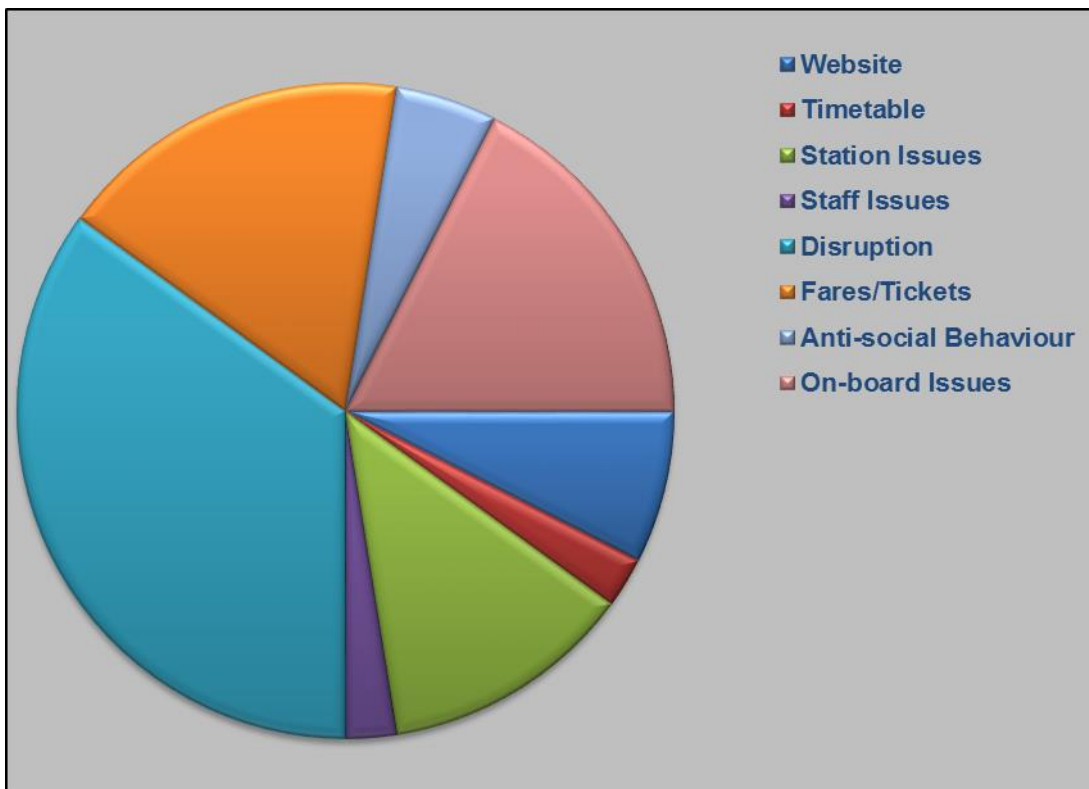
**TABLE 3**

Percentage of Scheduled Services Operated 2017

Routes Operated	Quarter 1	YTD
Intercity	99.4%	99.4%
Commuter	99.8%	99.8%
Regional Services	97.3%	97.3%
DART	99.9%	99.9%
<b>Total Services Operated</b>	<b>99.1%</b>	<b>99.1%</b>
<b>Target</b>	<b>99%</b>	<b>99%</b>
<b>Variance</b>	<b>0.1%</b>	<b>0.1%</b>

**TABLE 4****Customer Feedback Received 2017**

<b>Category</b>	<b>Qtr 1 Feedback per 100k Journeys</b>	<b>YTD</b>	<b>QTR Percentage of Total Feedback</b>
Website	3	3	8
Timetable	1	1	3
Station Issues	5	5	13
Staff Issues	1	1	3
Disruption	14	14	35
Fares/Tickets	7	7	18
Anti-social Behaviour	2	2	5
On-board Issues	7	7	18
<b>Total Feedback</b>	<b>40</b>	<b>40</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 99.93% of the time in Qtr 1 2017.

## 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.
- 98% of stations perceived as being clean.
- 87% of station toilets perceived as being clean.
- 92% of on board toilets perceived as being clean.

## STAFF

### Onboard

- 100% In full uniform
- 100% Neatly groomed
- 89% Polite

### At Station

- 100% In full uniform
- 100% Neatly groomed
- 90% 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 1

### LCD displays:

#### Station

- 81% available in stations covered.
- Where available, 92% were accurate.

#### On Board

- Available in 91% of trains covered.
- 100% of announcements deemed to be clear.
- 97% of announcements deemed to be accurate.

### PA announcements:

#### Station

- 92% perceived as being clear.
- 96% perceived as being accurate.

#### On board

- 88% of trains had PA announcements prior to each stop.
- 6% of trains arrived later than 10 minutes

### Route punctuality:

- 91% of stations had punctuality posters on display.

### Call answering:

- Target 90% within 60 seconds.
- Achieved 92% within 60 seconds.

## TICKETING:

- 78% of Booking Offices have opening hours on display.
- 92% of customers at Booking Offices served within 7 minutes at peak.
- 95% 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 1 2017.

- **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.