

QUARTER 2 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 31st March at varying hours on various routes across the network)**



**1. PUNCTUALITY PERFORMANCE 2017**

1. PUNCTUALITY PERFORMANCE 2017							5 MINUTE (Excludes Force Majeure)				
	Measure	Target	Quarter 2 Actual	v Target	YTD Actual	v Target	Target	Quarter 2 Actual	v Target	YTD Actual	v Target
<b>INTERCITY</b>	10 mins	90%	<b>98.1%</b>	+ 8.1%	<b>97.9%</b>	+ 7.9%	90%	<b>91.1%</b>	+ 1.1%	<b>90.8%</b>	+ 0.8%
Heuston / Cork	10 mins	90%	<b>97.9%</b>	+ 7.9%	<b>98.2%</b>	+ 8.2%	90%	<b>93.4%</b>	+ 3.4%	<b>93.8%</b>	+ 3.8%
Heuston / Limerick	10 mins	90%	<b>99.0%</b>	+ 9.0%	<b>98.5%</b>	+ 8.5%	90%	<b>96.6%</b>	+ 6.6%	<b>96.2%</b>	+ 6.2%
Heuston / Tralee	10 mins	90%	<b>98.4%</b>	+ 8.4%	<b>98.5%</b>	+ 8.5%	90%	<b>92.9%</b>	+ 2.9%	<b>94.0%</b>	+ 4.0%
Heuston / Galway	10 mins	90%	<b>97.7%</b>	+ 7.7%	<b>98.0%</b>	+ 8.0%	90%	<b>92.7%</b>	+ 2.7%	<b>91.8%</b>	+ 1.8%
Heuston / Westport	10 mins	90%	<b>97.2%</b>	+ 7.2%	<b>97.4%</b>	+ 7.4%	90%	<b>91.5%</b>	+ 1.5%	<b>91.3%</b>	+ 1.3%
Connolly / Belfast	10 mins	90%	<b>98.6%</b>	+ 8.6%	<b>98.4%</b>	+ 8.4%	90%	<b>85.7%</b>	- 4.3%	<b>84.5%</b>	- 5.5%
Connolly / Sligo	10 mins	90%	<b>97.5%</b>	+ 7.5%	<b>97.1%</b>	+ 7.1%	90%	<b>86.9%</b>	- 3.1%	<b>86.9%</b>	- 3.1%
Connolly / Rosslare	10 mins	90%	<b>97.4%</b>	+ 7.4%	<b>96.1%</b>	+ 6.1%	90%	<b>86.4%</b>	- 3.6%	<b>83.8%</b>	- 6.2%
Heuston / Waterford	10 mins	90%	<b>98.8%</b>	+ 8.8%	<b>98.8%</b>	+ 8.8%	90%	<b>94.1%</b>	+ 4.1%	<b>94.5%</b>	+ 4.5%
<b>REGIONAL</b>	10 mins	90%	<b>98.7%</b>	+ 8.7%	<b>98.6%</b>	+ 8.6%	90%	<b>95.1%</b>	+ 5.1%	<b>94.6%</b>	+ 4.6%
Limerick / Ballybrophy	10 mins	90%	<b>98.6%</b>	+ 8.6%	<b>98.4%</b>	+ 8.4%	90%	<b>96.5%</b>	+ 6.5%	<b>97.0%</b>	+ 7.0%
Limerick / Limerick Jctn.	10 mins	90%	<b>99.2%</b>	+ 9.2%	<b>99.2%</b>	+ 9.2%	90%	<b>96.4%</b>	+ 6.4%	<b>96.3%</b>	+ 6.3%
Limerick / Galway	10 mins	90%	<b>98.6%</b>	+ 8.6%	<b>98.6%</b>	+ 8.6%	90%	<b>94.6%</b>	+ 4.6%	<b>93.6%</b>	+ 3.6%
Limerick Jctn. / Waterford	10 mins	90%	<b>98.4%</b>	+ 8.4%	<b>98.1%</b>	+ 8.1%	90%	<b>92.8%</b>	+ 2.8%	<b>91.6%</b>	+ 1.6%
<b>DART</b>		90%	<b>97.8%</b>	+ 7.8%	<b>96.6%</b>	+ 6.6%	90%	<b>89.2%</b>	- 0.8%	<b>87.3%</b>	- 2.7%
AM Peak	10 mins	92%	<b>99.4%</b>	+ 7.4%	<b>98.5%</b>	+ 6.5%	90%	<b>90.0%</b>	+ 0.0%	<b>86.3%</b>	- 3.7%
PM Peak	10 mins	92%	<b>99.3%</b>	+ 7.3%	<b>97.9%</b>	+ 5.9%	90%	<b>79.3%</b>	- 10.7%	<b>76.3%</b>	- 13.7%
Off Peak	5 mins	87%	<b>94.6%</b>	+ 7.6%	<b>93.6%</b>	+ 6.6%	87%	<b>91.6%</b>	+ 4.6%	<b>90.4%</b>	+ 3.4%
<b>MAYNOOTH COMMUTER</b>		90%	<b>97.7%</b>	+ 7.7%	<b>96.8%</b>	+ 6.8%	90%	<b>91.6%</b>	+ 1.6%	<b>90.0%</b>	- 0.0%
AM Peak	10 mins	92%	<b>99.3%</b>	+ 7.3%	<b>98.8%</b>	+ 6.8%	90%	<b>96.4%</b>	+ 6.4%	<b>94.6%</b>	+ 4.6%
PM Peak	10 mins	92%	<b>98.8%</b>	+ 6.8%	<b>97.7%</b>	+ 5.7%	90%	<b>80.4%</b>	- 9.6%	<b>75.7%</b>	- 14.3%
Off Peak	5 mins	87%	<b>95.0%</b>	+ 8.0%	<b>94.0%</b>	+ 7.0%	87%	<b>92.6%</b>	+ 5.6%	<b>91.5%</b>	+ 4.5%
<b>NORTHERN COMMUTER</b>		90%	<b>97.9%</b>	+ 7.9%	<b>96.5%</b>	+ 6.5%	90%	<b>91.5%</b>	+ 1.5%	<b>89.8%</b>	- 0.2%
AM Peak	10 mins	92%	<b>98.2%</b>	+ 6.2%	<b>96.5%</b>	+ 4.5%	90%	<b>84.6%</b>	- 5.4%	<b>80.9%</b>	- 9.1%
PM Peak	10 mins	92%	<b>99.2%</b>	+ 7.2%	<b>97.9%</b>	+ 5.9%	90%	<b>87.9%</b>	- 2.1%	<b>85.0%</b>	- 5.0%
Off Peak	5 mins	87%	<b>96.2%</b>	+ 9.2%	<b>95.1%</b>	+ 8.1%	87%	<b>93.7%</b>	+ 6.7%	<b>92.6%</b>	+ 5.6%
<b>HEUSTON COMMUTER</b>		90%	<b>98.7%</b>	+ 8.7%	<b>98.4%</b>	+ 8.4%	90%	<b>95.9%</b>	+ 5.9%	<b>95.5%</b>	+ 5.5%
AM Peak	10 mins	92%	<b>99.7%</b>	+ 7.7%	<b>99.1%</b>	+ 7.1%	90%	<b>95.7%</b>	+ 5.7%	<b>95.6%</b>	+ 5.6%
PM Peak	10 mins	92%	<b>99.2%</b>	+ 7.2%	<b>99.2%</b>	+ 7.2%	90%	<b>98.1%</b>	+ 8.1%	<b>95.0%</b>	+ 5.0%
Off Peak	5 mins	87%	<b>97.2%</b>	+ 10.2%	<b>96.9%</b>	+ 9.9%	87%	<b>95.8%</b>	+ 8.8%	<b>95.6%</b>	+ 8.6%
<b>PHOENIX PARK TUNNEL</b>		90%	<b>99.4%</b>	+ 9.4%	<b>98.8%</b>	+ 8.8%	90%	<b>94.9%</b>	+ 4.9%	<b>93.3%</b>	+ 3.3%
AM Peak	10 mins	92%	<b>99.7%</b>	+ 7.7%	<b>99.1%</b>	+ 7.1%	90%	<b>98.7%</b>	+ 8.7%	<b>95.6%</b>	+ 5.6%
PM Peak	10 mins	92%	<b>99.5%</b>	+ 7.5%	<b>98.7%</b>	+ 6.7%	90%	<b>98.2%</b>	+ 8.2%	<b>96.7%</b>	+ 6.7%
<b>CORK AREA</b>											
<b>COBH</b>	10 mins	90%	<b>99.5%</b>	+ 9.5%	<b>99.5%</b>	+ 9.5%	90%	<b>99.0%</b>	+ 9.0%	<b>99.2%</b>	+ 9.2%
<b>MIDLETON</b>	10 mins	90%	<b>99.8%</b>	+ 9.8%	<b>99.7%</b>	+ 9.7%	90%	<b>99.7%</b>	+ 9.7%	<b>99.6%</b>	+ 9.6%
<b>MALLOW</b>	10 mins	90%	<b>99.7%</b>	+ 9.7%	<b>99.7%</b>	+ 9.7%	92%	<b>98.9%</b>	+ 6.9%	<b>99.0%</b>	+ 7.0%

2. PASSENGER SERVICE TRAIN KMs		QUARTER 2			2017 YTD		
	Target	KMs Operated (# Thousands)	Service Percent	v Period	KMs Operated (# Thousands)	Service Percent	v YTD
<b>INTERCITY</b>							
Heuston / Cork	98%	558.1	99.5%	1.5%	1,115.2	99.4%	1.4%
Heuston / Limerick	98%	107.6	99.2%	1.2%	213.6	98.5%	0.5%
Heuston / Tralee	98%	127.9	99.0%	1.0%	255.9	99.0%	1.0%
Heuston / Galway	98%	130.4	99.1%	1.1%	259.7	98.7%	0.7%
Heuston / Westport	98%	119.0	99.1%	1.1%	239.0	99.6%	1.6%
Connolly / Belfast	98%	278.8	99.9%	1.9%	557.8	99.9%	1.9%
Connolly / Sligo	98%	248.6	99.7%	1.7%	496.3	99.6%	1.6%
Connolly / Rosslare	98%	115.4	100.0%	2.0%	229.9	99.6%	1.6%
Heuston / Waterford	98%	139.7	99.2%	1.2%	278.5	98.9%	0.9%
<b>REGIONAL</b>							
Limerick / Ballybrophy	98%	29.8	99.2%	1.2%	59.0	98.3%	0.3%
Limerick / Limerick Jctn.	<i>included in Heuston / Limerick</i>						
Limerick / Galway	98%	114.5	99.2%	1.2%	227.9	98.8%	0.8%
Limerick Jctn. / Waterford	98%	45.1	97.7%	-0.3%	89.1	96.5%	-1.5%
<b>COMMUTER</b>							
DART	98%	598.2	99.7%	1.7%	1,197.9	99.8%	1.8%
Maynooth	98%	206.6	99.5%	1.5%	413.8	99.6%	1.6%
Northern	<i>included in Connolly / Belfast</i>						
Heuston	98%	605.5	99.8%	1.8%	1,212.1	99.9%	1.9%
Athlone	98%	115.4	100.0%	2.0%	230.8	100.0%	2.0%
Phoenix Park Tunnel	98%	73.8	100.0%	2.0%	147.7	100.0%	2.0%
<b>CORK AREA</b>							
Cobh & Middleton	98%	128.4	99.4%	1.4%	257.0	99.4%	1.4%
Mallow	<i>included in Heuston / Cork</i>						
<b>TOTAL KMs OPERATED</b>	<b>98%</b>	<b>3,742.7</b>	<b>99.6%</b>	<b>1.6%</b>	<b>7,481.0</b>	<b>99.5%</b>	<b>1.5%</b>
<b>PSO TRAIN KMs TARGET</b>		<b>3,759.2</b>		<b>+ 16,528</b>	<b>7,518.5</b>		<b>+ 37,432</b>

3. SCHEDULED SERVICES OPERATED		QUARTER 2			2017 YTD		
Service Type	Target		Actual	v Period		YTD	v YTD
InterCity	99%		99.6%	0.6%		99.5%	0.5%
Regional	99%		99.1%	0.1%		98.4%	-0.6%
DART	99%		99.5%	0.5%		99.7%	0.7%
Commuter	99%		99.6%	0.6%		99.7%	0.7%
<b>TOTAL ALL SERVICES</b>	<b>99%</b>		<b>99.4%</b>	<b>0.4%</b>		<b>99.3%</b>	<b>0.3%</b>

4. CUSTOMER FEEDBACK		Quarter 2		2017 YTD	
Category	Feedback per 100k Journeys				YTD
Website	7	18%			10
Service Disruption	1	3%			2
Fares & Ticketing	4	10%			9
Onboard Issues	1	3%			2
Station Issues	11	28%			25
Anti-Social Behaviour	8	21%			15
Staff Issues	1	3%			3
Timetabling	6	15%			13
<b>TOTAL FEEDBACK</b>	<b>39</b>				<b>79</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 99.63% of the time in Quarter 2 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

- 100% of trains perceived as being clean.
- 97% of stations perceived as being clean.
- 88% of station toilets perceived as being clean.
- 85% 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
- 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

- 100% of stations have TT posters on display.
- 79% of stations have TT leaflets available.
- 99.63% timetable website access was available throughout Qtr 2

### LCD displays:

#### Station

- 81% available in stations covered.
- Where available, 100% were accurate.

#### On Board

- Available in 88% of trains covered.
- 100% of announcements deemed to be clear.
- 96% of announcements deemed to be accurate.

### PA announcements:

#### Station

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

#### On board

- 94% of trains had PA announcements prior to each stop.
- 3% 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 85% within 60 seconds.

- Call answering was impacted by Bus Éireann Industrial action which also caused Iarnród Éireann work stoppages and also the launch of Customer First systems which introduced new customer web front end and product offering.

## **TICKETING:**

- 76% of Booking Offices have opening hours on display.
- 93% of customers at Booking Offices served within 7 minutes at peak.
- 89% 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.