



QUARTER 1 2018

**Schedule B
Performance Obligations.**

**Iarnród Éireann & National Transport
Authority**

1. PUNCTUALITY PERFORMANCE 2018

	Measure	Target	Quarter 1 Actual	v Target	YTD Actual	v Target
INTERCITY	10 mins	90%	98.3%	+ 8.3%	98.3%	+ 8.3%
Heuston / Cork	10 mins	90%	95.8%	+ 5.8%	95.8%	+ 5.8%
Heuston / Limerick	10 mins	90%	99.5%	+ 9.5%	99.5%	+ 9.5%
Heuston / Tralee	10 mins	90%	98.6%	+ 8.6%	98.6%	+ 8.6%
Heuston / Galway	10 mins	90%	97.7%	+ 7.7%	97.7%	+ 7.7%
Heuston / Westport	10 mins	90%	98.6%	+ 8.6%	98.6%	+ 8.6%
Connolly / Belfast	10 mins	90%	98.5%	+ 8.5%	98.5%	+ 8.5%
Connolly / Sligo	10 mins	90%	98.4%	+ 8.4%	98.4%	+ 8.4%
Connolly / Rosslare	10 mins	90%	98.8%	+ 8.8%	98.8%	+ 8.8%
Heuston / Waterford	10 mins	90%	98.5%	+ 8.5%	98.5%	+ 8.5%
REGIONAL	10 mins	90%	99.5%	+ 9.5%	99.5%	+ 9.5%
Limerick / Ballybrophy	10 mins	90%	100.0%	+ 10.0%	100.0%	+ 10.0%
Limerick / Limerick Jctn.	10 mins	90%	98.9%	+ 8.9%	98.9%	+ 8.9%
Limerick / Galway	10 mins	90%	99.3%	+ 9.3%	99.3%	+ 9.3%
Limerick Jctn. / Waterford	10 mins	90%	100.0%	+ 10.0%	100.0%	+ 10.0%
DART		90%	97.0%	+ 7.0%	97.0%	+ 7.0%
AM Peak	10 mins	92%	98.7%	+ 6.7%	98.7%	+ 6.7%
PM Peak	10 mins	92%	97.7%	+ 5.7%	97.7%	+ 5.7%
Off Peak	5 mins	87%	94.8%	+ 7.8%	94.8%	+ 7.8%
MAYNOOTH COMMUTER		90%	98.2%	+ 8.2%	98.2%	+ 8.2%
AM Peak	10 mins	92%	99.8%	+ 7.8%	99.8%	+ 7.8%
PM Peak	10 mins	92%	99.0%	+ 7.0%	99.0%	+ 7.0%
Off Peak	5 mins	87%	95.9%	+ 8.9%	95.9%	+ 8.9%
NORTHERN COMMUTER		90%	96.9%	+ 6.9%	96.9%	+ 6.9%
AM Peak	10 mins	92%	98.2%	+ 6.2%	98.2%	+ 6.2%
PM Peak	10 mins	92%	96.1%	+ 4.1%	96.1%	+ 4.1%
Off Peak	5 mins	87%	96.3%	+ 9.3%	96.3%	+ 9.3%
HEUSTON COMMUTER		90%	98.4%	+ 8.4%	98.4%	+ 8.4%
AM Peak	10 mins	92%	98.9%	+ 6.9%	98.9%	+ 6.9%
PM Peak	10 mins	92%	99.3%	+ 7.3%	99.3%	+ 7.3%
Off Peak	5 mins	87%	96.9%	+ 9.9%	96.9%	+ 9.9%
PHOENIX PARK TUNNEL		92%	98.8%	+ 6.8%	98.8%	+ 6.8%
AM Peak	10 mins	92%	98.2%	+ 6.2%	98.2%	+ 6.2%
PM Peak	10 mins	92%	99.2%	+ 7.2%	99.2%	+ 7.2%
CORK AREA						
COBH	10 mins	90%	99.0%	+ 9.0%	99.0%	+ 9.0%
MIDDLETON	10 mins	90%	99.4%	+ 9.4%	99.4%	+ 9.4%
MALLOW	10 mins	90%	99.7%	+ 9.7%	99.7%	+ 9.7%

2. PASSENGER SERVICE TRAIN KMs		QUARTER 1			2018 YTD		
	Target	KMs Operated (# Thousands)	Service Percent	v Quarter	KMs Operated (# Thousands)	Service Percent	v YTD
INTERCITY							
Heuston / Cork	98%	551.3	98.3%	0.3%	551.3	98.3%	0.3%
Heuston / Limerick	98%	106.6	98.3%	0.3%	106.6	98.3%	0.3%
Heuston / Tralee	98%	127.2	98.5%	0.5%	127.2	98.5%	0.5%
Heuston / Galway	98%	131.1	99.7%	1.7%	131.1	99.7%	1.7%
Heuston / Westport	98%	117.6	98.0%	0.0%	117.6	98.0%	0.0%
Connolly / Belfast	98%	276.4	99.0%	1.0%	276.4	99.0%	1.0%
Connolly / Sligo	98%	246.6	98.9%	0.9%	246.6	98.9%	0.9%
Connolly / Rosslare	98%	112.6	97.6%	-0.4%	112.6	97.6%	-0.4%
Heuston / Waterford	98%	137.9	98.0%	0.0%	137.9	98.0%	0.0%
REGIONAL							
Limerick / Ballybrophy	98%	29.6	98.7%	0.7%	29.6	98.7%	0.7%
Limerick / Limerick Jctn.	<i>included in Heuston / Limerick</i>						
Limerick / Galway	98%	114.7	99.4%	1.4%	114.7	99.4%	1.4%
Limerick Jctn. / Waterford	98%	43.4	93.9%	-4.1%	43.4	93.9%	-4.1%
COMMUTER							
DART	98%	594.2	99.0%	1.0%	594.2	99.0%	1.0%
Maynooth	98%	204.0	98.2%	0.2%	204.0	98.2%	0.2%
Northern	<i>included in Connolly / Belfast</i>						
Heuston	98%	602.1	99.2%	1.2%	602.1	99.2%	1.2%
Athlone	98%	115.4	100.0%	2.0%	115.4	100.0%	2.0%
Phoenix Park Tunnel	98%	73.8	100.0%	2.0%	73.8	100.0%	2.0%
CORK AREA							
Cobh & Midleton	98%	127.2	98.4%	0.4%	127.2	98.4%	0.4%
Mallow	<i>included in Heuston / Cork</i>						
TOTAL KMs OPERATED	98%	3,711.8	98.7%	0.7%	3,711.8	98.7%	0.7%
PSO TRAIN KMs TARGET		3,759.2		+ 47,431	3,759.2		+ 47,431

3. SCHEDULED SERVICES OPERATED		QUARTER 1			2018 YTD		
Service Type	Target		Actual	v Quarter		YTD	v YTD
InterCity	99%		98.7 %	-0.3%		98.7 %	-0.3%
Regional	99%		98.1 %	-0.9%		98.1 %	-0.9%
DART	99%		98.6 %	-0.4%		98.6 %	-0.4%
Commuter	99%		98.1 %	-0.9%		98.1 %	-0.9%
TOTAL ALL SERVICES	99%		98.4%	-0.6%		98.4%	-0.6%

4. CUSTOMER FEEDBACK
Quarter 1
2018 YTD

Category	Feedback per 100k Journeys			YTD
Website	4	9 %		4
Service Disruption	15	35 %		15
Fares & Ticketing	9	21 %		9
Onboard Issues	8	19 %		8
Station Issues	4	9 %		4
Anti-Social Behaviour	1	2 %		1
Staff Issues	1	2 %		1
Timetabling	1	2 %		1
TOTAL FEEDBACK	43			43

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 99.95% of the time in Quarter 1 2018.

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.
- 89% of station toilets perceived as being clean.
- 100% of on board toilets perceived as being clean.

STAFF

Onboard

- 93% In full uniform
- 93% 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.
- 70% of stations have TT leaflets available.
- 99.95% timetable website access was available throughout Qtr 1

LCD displays:

Station

- 82% available in stations covered.
- Where available, 100% were accurate.

On Board

- Available in 94% 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.
- 0% of trains arrived later than 10 minutes

Route punctuality:

- 79% of stations had punctuality posters on display.

Call answering:

- Target 90% within 60 seconds.
- Achieved 64% within 60 seconds.

TICKETING:

- 55% of Booking Offices have opening hours on display.
- 100% 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.
- 94% 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 in Q1 2018.

- **Provision of Fares Information**

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

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.