

QUARTER 3 2017

**Schedule B
Performance Obligations.**

**Iarnród Éireann & National Transport
Authority**



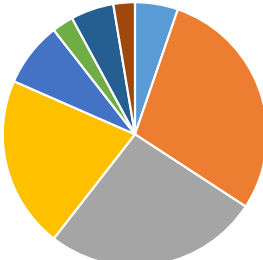
1. PUNCTUALITY PERFORMANCE 2017

	Measure	Target	Quarter 3 Actual	v Target	YTD Actual	v Target
INTERCITY	10 mins	90%	97.8%	+ 7.8%	97.9%	+ 7.9%
Heuston / Cork	10 mins	90%	96.5%	+ 6.5%	97.6%	+ 7.6%
Heuston / Limerick	10 mins	90%	99.5%	+ 9.5%	98.8%	+ 8.8%
Heuston / Tralee	10 mins	90%	98.2%	+ 8.2%	98.4%	+ 8.4%
Heuston / Galway	10 mins	90%	97.5%	+ 7.5%	97.8%	+ 7.8%
Heuston / Westport	10 mins	90%	96.2%	+ 6.2%	97.0%	+ 7.0%
Connolly / Belfast	10 mins	90%	98.8%	+ 8.8%	98.6%	+ 8.6%
Connolly / Sligo	10 mins	90%	98.5%	+ 8.5%	97.6%	+ 7.6%
Connolly / Rosslare	10 mins	90%	95.9%	+ 5.9%	96.0%	+ 6.0%
Heuston / Waterford	10 mins	90%	99.1%	+ 9.1%	98.9%	+ 8.9%
REGIONAL	10 mins	90%	98.6%	+ 8.6%	98.6%	+ 8.6%
Limerick / Ballybrophy	10 mins	90%	98.3%	+ 8.3%	98.4%	+ 8.4%
Limerick / Limerick Jctn.	10 mins	90%	98.9%	+ 8.9%	99.1%	+ 9.1%
Limerick / Galway	10 mins	90%	98.1%	+ 8.1%	98.4%	+ 8.4%
Limerick Jctn. / Waterford	10 mins	90%	98.9%	+ 8.9%	98.3%	+ 8.3%
DART		90%	97.4%	+ 7.4%	96.9%	+ 6.9%
AM Peak	10 mins	92%	99.2%	+ 7.2%	98.7%	+ 6.7%
PM Peak	10 mins	92%	98.4%	+ 6.4%	98.1%	+ 6.1%
Off Peak	5 mins	87%	94.7%	+ 7.7%	93.9%	+ 6.9%
MAYNOOTH COMMUTER		90%	98.0%	+ 8.0%	97.2%	+ 7.2%
AM Peak	10 mins	92%	99.4%	+ 7.4%	99.0%	+ 7.0%
PM Peak	10 mins	92%	99.2%	+ 7.2%	98.2%	+ 6.2%
Off Peak	5 mins	87%	95.4%	+ 8.4%	94.5%	+ 7.5%
NORTHERN COMMUTER		90%	97.9%	+ 7.9%	97.0%	+ 7.0%
AM Peak	10 mins	92%	98.4%	+ 6.4%	97.2%	+ 5.2%
PM Peak	10 mins	92%	98.7%	+ 6.7%	98.2%	+ 6.2%
Off Peak	5 mins	87%	96.5%	+ 9.5%	95.6%	+ 8.6%
HEUSTON COMMUTER		90%	98.5%	+ 8.5%	98.4%	+ 8.4%
AM Peak	10 mins	92%	99.7%	+ 7.7%	99.3%	+ 7.3%
PM Peak	10 mins	92%	99.6%	+ 7.6%	99.4%	+ 7.4%
Off Peak	5 mins	87%	96.0%	+ 9.0%	96.6%	+ 9.6%
PHOENIX PARK TUNNEL		90%	99.8%	+ 9.8%	99.1%	+ 9.1%
AM Peak	10 mins	92%	99.7%	+ 7.7%	99.3%	+ 7.3%
PM Peak	10 mins	92%	100.0%	+ 8.0%	99.2%	+ 7.2%
CORK AREA						
COBH	10 mins	90%	99.7%	+ 9.7%	99.5%	+ 9.5%
MIDLETON	10 mins	90%	99.8%	+ 9.8%	99.7%	+ 9.7%
MALLOW	10 mins	90%	99.6%	+ 9.6%	99.7%	+ 9.7%

2. PASSENGER SERVICE TRAIN KMS		QUARTER 3			2017 YTD		
	Target	KMs Operated (# Thousands)	Service Percent	v Period	KMs Operated (# Thousands)	Service Percent	v YTD
INTERCITY							
Heuston / Cork	98%	560.4	99.9%	1.9%	1,675.5	99.6%	1.6%
Heuston / Limerick	98%	108.4	99.9%	1.9%	322.0	99.0%	1.0%
Heuston / Tralee	98%	128.8	99.7%	1.7%	384.7	99.2%	1.2%
Heuston / Galway	98%	131.5	99.9%	1.9%	391.1	99.1%	1.1%
Heuston / Westport	98%	120.0	100.0%	2.0%	359.0	99.7%	1.7%
Connolly / Belfast	98%	279.2	100.0%	2.0%	837.0	99.9%	1.9%
Connolly / Sligo	98%	249.2	100.0%	2.0%	745.5	99.7%	1.7%
Connolly / Rosslare	98%	115.4	100.0%	2.0%	345.3	99.8%	1.8%
Heuston / Waterford	98%	140.8	100.0%	2.0%	419.3	99.3%	1.3%
REGIONAL							
Limerick / Ballybrophy	98%	30.0	100.0%	2.0%	89.0	98.9%	0.9%
Limerick / Limerick Jctn.	<i>included in Heuston / Limerick</i>						
Limerick / Galway	98%	115.1	99.8%	1.8%	343.1	99.1%	1.1%
Limerick Jctn. / Waterford	98%	43.9	95.2%	-2.8%	133.0	96.1%	-1.9%
COMMUTER							
DART	98%	599.9	100.0%	2.0%	1,797.9	99.9%	1.9%
Maynooth	98%	207.6	100.0%	2.0%	621.4	99.7%	1.7%
Northern	<i>included in Connolly / Belfast</i>						
Heuston	98%	606.9	100.0%	2.0%	1,819.0	99.9%	1.9%
Athlone	98%	115.4	100.0%	2.0%	346.2	100.0%	2.0%
Phoenix Park Tunnel	98%	73.8	100.0%	2.0%	221.5	100.0%	2.0%
CORK AREA							
Cobh & Midleton	98%	127.5	98.6%	0.6%	384.5	99.2%	1.2%
Mallow	<i>included in Heuston / Cork</i>						
TOTAL KMs OPERATED	98%	3,753.9	99.9%	1.9%	11,234.9	99.6%	1.6%
PSO TRAIN KMs TARGET		3,759.2		+ 5,327	11,277.7		+ 42,759

3. SCHEDULED SERVICES OPERATED		QUARTER 3			2017 YTD		
Service Type	Target		Actual	v Period		YTD	v YTD
InterCity	99%		99.9 %	0.9%		99.6 %	0.6%
Regional	99%		99.1 %	0.1%		98.7 %	-0.3%
DART	99%		100.0 %	1.0%		99.8 %	0.8%
Commuter	99%		100.0 %	1.0%		99.8 %	0.8%
TOTAL ALL SERVICES	99%		99.7%	0.7%		99.5%	0.5%

4. CUSTOMER FEEDBACK
Quarter 3
2017 YTD

Category	Feedback per 100k Journeys				YTD
Website	2	5 %	■ Website	■ Service Disruption	12
Service Disruption	11	29 %	■ Fares & Ticketing	■ Onboard Issues	13
Fares & Ticketing	10	26 %	■ Station Issues	■ Anti-Social Behaviour	19
Onboard Issues	8	21 %	■ Staff Issues	■ Timetabling	10
Station Issues	3	8 %			28
Anti-Social Behaviour	1	3 %			16
Staff Issues	2	5 %			5
Timetabling	1	3 %			14
TOTAL FEEDBACK	38				117

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 Quarter 3 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

- 98% of trains perceived as being clean.
- 100% of stations perceived as being clean.
- 92% of station toilets perceived as being clean.
- 90% 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

- 100% of stations have TT posters on display.
- 89% of stations have TT leaflets available.
- 99.63% timetable website access was available throughout Qtr 3

LCD displays:

Station

- 84% available in stations covered.
- Where available, 100% were accurate.

On Board

- Available in 94% of trains covered.
- 100% of announcements deemed to be clear.
- 90% 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:

- 97% of stations had punctuality posters on display.

Call answering:

- Target 90% within 60 seconds.
- Achieved 86% within 60 seconds.

TICKETING:

- 77% of Booking Offices have opening hours on display.
- 93% 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 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

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.