



QUARTER 4 2017

**Schedule B
Performance Obligations.**

**Iarnród Éireann & National Transport
Authority**

Note: the report excludes the impact of work stoppages which took place on 1st of November (P11) & 7th November (P12)

1. PUNCTUALITY PERFORMANCE 2017

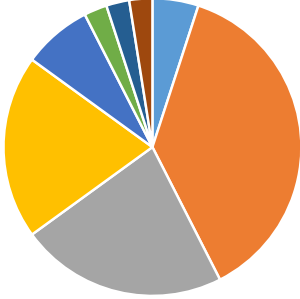
	Measure	Target	Quarter 4 Actual	v Target	YTD Actual	v Target
INTERCITY	10 mins	90%	94.8%	+ 4.8%	96.9%	+ 6.9%
Heuston / Cork	10 mins	90%	90.9%	+ 0.9%	95.6%	+ 5.6%
Heuston / Limerick	10 mins	90%	96.2%	+ 6.2%	98.0%	+ 8.0%
Heuston / Tralee	10 mins	90%	94.4%	+ 4.4%	97.2%	+ 7.2%
Heuston / Galway	10 mins	90%	95.3%	+ 5.3%	97.1%	+ 7.1%
Heuston / Westport	10 mins	90%	95.2%	+ 5.2%	96.4%	+ 6.4%
Connolly / Belfast	10 mins	90%	97.8%	+ 7.8%	98.3%	+ 8.3%
Connolly / Sligo	10 mins	90%	92.3%	+ 2.3%	96.0%	+ 6.0%
Connolly / Rosslare	10 mins	90%	94.5%	+ 4.5%	95.6%	+ 5.6%
Heuston / Waterford	10 mins	90%	96.3%	+ 6.3%	98.1%	+ 8.1%
REGIONAL	10 mins	90%	96.4%	+ 6.4%	97.9%	+ 7.9%
Limerick / Ballybrophy	10 mins	90%	97.2%	+ 7.2%	98.0%	+ 8.0%
Limerick / Limerick Jctn.	10 mins	90%	97.1%	+ 7.1%	98.5%	+ 8.5%
Limerick / Galway	10 mins	90%	95.2%	+ 5.2%	97.5%	+ 7.5%
Limerick Jctn. / Waterford	10 mins	90%	96.2%	+ 6.2%	97.7%	+ 7.7%
DART		90%	94.6%	+ 4.6%	96.2%	+ 6.2%
AM Peak	10 mins	92%	96.7%	+ 4.7%	98.1%	+ 6.1%
PM Peak	10 mins	92%	95.7%	+ 3.7%	97.3%	+ 5.3%
Off Peak	5 mins	87%	91.3%	+ 4.3%	93.1%	+ 6.1%
MAYNOOTH COMMUTER		90%	94.8%	+ 4.8%	96.5%	+ 6.5%
AM Peak	10 mins	92%	98.5%	+ 6.5%	98.9%	+ 6.9%
PM Peak	10 mins	92%	94.7%	+ 2.7%	97.1%	+ 5.1%
Off Peak	5 mins	87%	91.1%	+ 4.1%	93.4%	+ 6.4%
NORTHERN COMMUTER		90%	94.7%	+ 4.7%	96.3%	+ 6.3%
AM Peak	10 mins	92%	95.6%	+ 3.6%	96.7%	+ 4.7%
PM Peak	10 mins	92%	96.6%	+ 4.6%	97.7%	+ 5.7%
Off Peak	5 mins	87%	92.0%	+ 5.0%	94.5%	+ 7.5%
HEUSTON COMMUTER		90%	94.9%	+ 4.9%	97.3%	+ 7.3%
AM Peak	10 mins	92%	95.9%	+ 3.9%	98.2%	+ 6.2%
PM Peak	10 mins	92%	97.9%	+ 5.9%	98.9%	+ 6.9%
Off Peak	5 mins	87%	91.0%	+ 4.0%	94.9%	+ 7.9%
PHOENIX PARK TUNNEL		92%	98.2%	+ 6.2%	98.8%	+ 6.8%
AM Peak	10 mins	92%	97.6%	+ 5.6%	98.8%	+ 6.8%
PM Peak	10 mins	92%	98.6%	+ 6.6%	99.0%	+ 7.0%
CORK AREA						
COBH	10 mins	90%	99.5%	+ 9.5%	99.5%	+ 9.5%
MIDDLETON	10 mins	90%	99.7%	+ 9.7%	99.7%	+ 9.7%
MALLOW	10 mins	90%	99.7%	+ 9.7%	99.7%	+ 9.7%

2. PASSENGER SERVICE TRAIN KMs		QUARTER 4			2017 YTD		
	Target	KMs Operated (# Thousands)	Service Percent	v Quarter	KMs Operated (# Thousands)	Service Percent	v YTD
INTERCITY							
Heuston / Cork	98%	686.9	98.9%	0.9%	2,242.6	99.4%	1.4%
Heuston / Limerick	98%	132.7	98.8%	0.8%	431.5	98.9%	0.9%
Heuston / Tralee	98%	158.0	98.7%	0.7%	515.2	99.1%	1.1%
Heuston / Galway	98%	159.6	98.0%	0.0%	522.5	98.7%	0.7%
Heuston / Westport	98%	146.7	98.8%	0.8%	480.0	99.4%	1.4%
Connolly / Belfast	98%	342.9	99.2%	1.2%	1,120.3	99.7%	1.7%
Connolly / Sligo	98%	307.0	99.5%	1.5%	999.1	99.6%	1.6%
Connolly / Rosslare	98%	142.2	99.5%	1.5%	463.0	99.7%	1.7%
Heuston / Waterford	98%	172.7	99.1%	1.1%	562.1	99.2%	1.2%
REGIONAL							
Limerick / Ballybrophy	98%	35.8	96.4%	-1.6%	118.4	98.1%	0.1%
Limerick / Limerick Jctn.	<i>included in Heuston / Limerick</i>						
Limerick / Galway	98%	140.8	98.6%	0.6%	459.2	98.9%	0.9%
Limerick Jctn. / Waterford	98%	54.3	95.0%	-3.0%	178.4	96.1%	-1.9%
COMMUTER							
DART	98%	738.6	97.9%	-0.1%	2,408.0	99.7%	1.7%
Maynooth	98%	255.0	99.2%	1.2%	831.8	99.5%	1.5%
Northern	<i>included in Connolly / Belfast</i>						
Heuston	98%	749.3	99.7%	1.7%	2,438.3	99.8%	1.8%
Athlone	98%	142.9	100.0%	2.0%	464.3	100.0%	2.0%
Phoenix Park Tunnel	98%	91.4	100.0%	2.0%	297.1	100.0%	2.0%
CORK AREA							
Cobh & Midleton	98%	156.9	98.1%	0.1%	513.8	98.8%	0.8%
Mallow	<i>included in Heuston / Cork</i>						
TOTAL KMs OPERATED	98%	4,613.8	99.1%	1.1%	15,045.4	99.5%	1.5%
PSO TRAIN KMs TARGET		4,654.3		+ 40,516	15,126.4		+ 81,050
3. SCHEDULED SERVICES OPERATED		QUARTER 4			2017 YTD		
Service Type	Target		Actual	v Quarter		YTD	v YTD
InterCity	99%		99.29 %	0.3%		99.54 %	0.5%
Regional	99%		98.21 %	-0.8%		98.53 %	-0.5%
DART	99%		99.21 %	0.2%		99.62 %	0.6%
Commuter	99%		99.22 %	0.2%		99.60 %	0.6%
TOTAL ALL SERVICES	99%		98.98 %	0.0%		99.32 %	0.3%

4. CUSTOMER FEEDBACK

Quarter 4

2017 YTD

Category	Feedback per 100k Journeys			YTD
Website	2	5 %		14
Service Disruption	15	38 %		41
Fares & Ticketing	9	23 %		30
Onboard Issues	8	20 %		24
Station Issues	3	8 %		22
Anti-Social Behaviour	1	3 %		12
Staff Issues	1	3 %		5
Timetabling	1	3 %		9
TOTAL FEEDBACK	40			157

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 99.92% of the time in Quarter 4 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

- 97% of trains perceived as being clean.
- 100% of stations perceived as being clean.
- 93% of station toilets perceived as being clean.
- 74% 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
- 91% Polite

CUSTOMER INFORMATION

The Iarnród Éireann customer information bureaux operated within the minimum requirement from 9am to 6pm Monday to Friday.

Timetable Information:

Result

- 97% of stations have TT posters on display.
- 85% of stations have TT leaflets available.
- 99.92% timetable website access was available throughout Qtr 4

LCD displays:

Station

- 72% available in stations covered.
- Where available, 91% 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

- 96% perceived as being clear.
- 100% perceived as being accurate.

On board

- 100% of trains had PA announcements prior to each stop.
- 12% 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 86% within 60 seconds.

TICKETING:

- 83% of Booking Offices have opening hours on display.
- 90% 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**

Annual fares revision as determined by the Authority was implemented on December 1st with usual Customer communication process coordinated by the Authority.

- **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.