



QUARTER 1 2019

**Schedule B  
Performance Obligations.**

**Iarnród Éireann & National Transport  
Authority**

**1. PUNCTUALITY PERFORMANCE 2019**

|                            | Measure | Target | Quarter 1 Actual | v Target | YTD Actual    | v Target |
|----------------------------|---------|--------|------------------|----------|---------------|----------|
| <b>INTERCITY</b>           | 10 mins | 90%    | <b>96.4%</b>     | + 6.4%   | <b>96.4%</b>  | + 6.4%   |
| Heuston / Cork             | 10 mins | 90%    | <b>90.3%</b>     | + 0.3%   | <b>90.3%</b>  | + 0.3%   |
| Heuston / Limerick         | 10 mins | 90%    | <b>97.5%</b>     | + 7.5%   | <b>97.5%</b>  | + 7.5%   |
| Heuston / Tralee           | 10 mins | 90%    | <b>96.7%</b>     | + 6.7%   | <b>96.7%</b>  | + 6.7%   |
| Heuston / Galway           | 10 mins | 90%    | <b>95.3%</b>     | + 5.3%   | <b>95.3%</b>  | + 5.3%   |
| Heuston / Westport         | 10 mins | 90%    | <b>95.6%</b>     | + 5.6%   | <b>95.6%</b>  | + 5.6%   |
| Connolly / Belfast         | 10 mins | 90%    | <b>98.2%</b>     | + 8.2%   | <b>98.2%</b>  | + 8.2%   |
| Connolly / Sligo           | 10 mins | 90%    | <b>98.0%</b>     | + 8.0%   | <b>98.0%</b>  | + 8.0%   |
| Connolly / Rosslare        | 10 mins | 90%    | <b>98.6%</b>     | + 8.6%   | <b>98.6%</b>  | + 8.6%   |
| Heuston / Waterford        | 10 mins | 90%    | <b>97.2%</b>     | + 7.2%   | <b>97.2%</b>  | + 7.2%   |
| <b>REGIONAL</b>            | 10 mins | 90%    | <b>97.5%</b>     | + 7.5%   | <b>97.5%</b>  | + 7.5%   |
| Limerick / Ballybrophy     | 10 mins | 90%    | <b>98.6%</b>     | + 8.6%   | <b>98.6%</b>  | + 8.6%   |
| Limerick / Limerick Jctn.  | 10 mins | 90%    | <b>96.7%</b>     | + 6.7%   | <b>96.7%</b>  | + 6.7%   |
| Limerick / Galway          | 10 mins | 90%    | <b>97.7%</b>     | + 7.7%   | <b>97.7%</b>  | + 7.7%   |
| Limerick Jctn. / Waterford | 10 mins | 90%    | <b>97.1%</b>     | + 7.1%   | <b>97.1%</b>  | + 7.1%   |
| <b>DART</b>                |         | 90%    | <b>98.0%</b>     | + 8.0%   | <b>98.0%</b>  | + 8.0%   |
| AM Peak                    | 10 mins | 92%    | <b>98.8%</b>     | + 6.8%   | <b>98.8%</b>  | + 6.8%   |
| PM Peak                    | 10 mins | 92%    | <b>98.8%</b>     | + 6.8%   | <b>98.8%</b>  | + 6.8%   |
| Off Peak                   | 5 mins  | 87%    | <b>96.4%</b>     | + 9.4%   | <b>96.4%</b>  | + 9.4%   |
| <b>MAYNOOTH COMMUTER</b>   |         | 90%    | <b>97.6%</b>     | + 7.6%   | <b>97.6%</b>  | + 7.6%   |
| AM Peak                    | 10 mins | 92%    | <b>100.0%</b>    | + 8.0%   | <b>100.0%</b> | + 8.0%   |
| PM Peak                    | 10 mins | 92%    | <b>97.9%</b>     | + 5.9%   | <b>97.9%</b>  | + 5.9%   |
| Off Peak                   | 5 mins  | 87%    | <b>94.8%</b>     | + 7.8%   | <b>94.8%</b>  | + 7.8%   |
| <b>NORTHERN COMMUTER</b>   |         | 90%    | <b>97.2%</b>     | + 7.2%   | <b>97.2%</b>  | + 7.2%   |
| AM Peak                    | 10 mins | 92%    | <b>97.9%</b>     | + 5.9%   | <b>97.9%</b>  | + 5.9%   |
| PM Peak                    | 10 mins | 92%    | <b>97.9%</b>     | + 5.9%   | <b>97.9%</b>  | + 5.9%   |
| Off Peak                   | 5 mins  | 87%    | <b>95.7%</b>     | + 8.7%   | <b>95.7%</b>  | + 8.7%   |
| <b>HEUSTON COMMUTER</b>    |         | 90%    | <b>95.8%</b>     | + 5.8%   | <b>95.8%</b>  | + 5.8%   |
| AM Peak                    | 10 mins | 92%    | <b>96.7%</b>     | + 4.7%   | <b>96.7%</b>  | + 4.7%   |
| PM Peak                    | 10 mins | 92%    | <b>96.7%</b>     | + 4.7%   | <b>96.7%</b>  | + 4.7%   |
| Off Peak                   | 5 mins  | 87%    | <b>93.9%</b>     | + 6.9%   | <b>93.9%</b>  | + 6.9%   |
| <b>PHOENIX PARK TUNNEL</b> |         | 92%    | <b>98.8%</b>     | + 6.8%   | <b>98.8%</b>  | + 6.8%   |
| AM Peak                    | 10 mins | 92%    | <b>97.9%</b>     | + 5.9%   | <b>97.9%</b>  | + 5.9%   |
| PM Peak                    | 10 mins | 92%    | <b>98.8%</b>     | + 6.8%   | <b>98.8%</b>  | + 6.8%   |
| Off Peak                   | 5 mins  | 87%    | <b>99.6%</b>     | + 12.6%  | <b>99.6%</b>  | + 12.6%  |
| <b>CORK AREA</b>           |         |        |                  |          |               |          |
| <b>COBH</b>                | 10 mins | 90%    | <b>99.4%</b>     | + 9.4%   | <b>99.4%</b>  | + 9.4%   |
| <b>MIDLETON</b>            | 10 mins | 90%    | <b>99.6%</b>     | + 9.6%   | <b>99.6%</b>  | + 9.6%   |
| <b>MALLOW</b>              | 10 mins | 90%    | <b>99.1%</b>     | + 9.1%   | <b>99.1%</b>  | + 9.1%   |

| 2. PASSENGER SERVICE TRAIN KMs |        | QUARTER 1                     |                    |           | 2019 YTD                      |                    |         |
|--------------------------------|--------|-------------------------------|--------------------|-----------|-------------------------------|--------------------|---------|
|                                | Target | KMs Operated<br>(# Thousands) | Service<br>Percent | v Quarter | KMs Operated<br>(# Thousands) | Service<br>Percent | v YTD   |
| <b>INTERCITY</b>               |        |                               |                    |           |                               |                    |         |
| Heuston / Cork                 | 98%    | 613.2                         | 99.9%              | 1.9%      | 613.2                         | 99.9%              | 1.9%    |
| Heuston / Limerick             | 98%    | 133.4                         | 100.0%             | 2.0%      | 133.4                         | 100.0%             | 2.0%    |
| Heuston / Tralee               | 98%    | 178.5                         | 99.9%              | 1.9%      | 178.5                         | 99.9%              | 1.9%    |
| Heuston / Galway               | 98%    | 334.6                         | 100.0%             | 2.0%      | 334.6                         | 100.0%             | 2.0%    |
| Heuston / Westport             | 98%    | 164.9                         | 100.0%             | 2.0%      | 164.9                         | 100.0%             | 2.0%    |
| Connolly / Belfast             | 98%    | 230.3                         | 100.0%             | 2.0%      | 230.3                         | 100.0%             | 2.0%    |
| Connolly / Sligo               | 98%    | 277.5                         | 100.0%             | 2.0%      | 277.5                         | 100.0%             | 2.0%    |
| Connolly / Rosslare            | 98%    | 123.7                         | 100.0%             | 2.0%      | 123.7                         | 100.0%             | 2.0%    |
| Heuston / Waterford            | 98%    | 196.4                         | 100.0%             | 2.0%      | 196.4                         | 100.0%             | 2.0%    |
| <b>REGIONAL</b>                |        |                               |                    |           |                               |                    |         |
| Limerick / Ballybrophy         | 98%    | 31.5                          | 98.9%              | 0.9%      | 31.5                          | 98.9%              | 0.9%    |
| Limerick / Limerick Jctn.      | 98%    | 62.4                          | 99.8%              | 1.8%      | 62.4                          | 99.8%              | 1.8%    |
| Limerick / Galway              | 98%    | 184.0                         | 100.0%             | 2.0%      | 184.0                         | 100.0%             | 2.0%    |
| Limerick Jctn. / Waterford     | 98%    | 25.6                          | 100.0%             | 2.0%      | 25.6                          | 100.0%             | 2.0%    |
| <b>COMMUTER</b>                |        |                               |                    |           |                               |                    |         |
| DART                           | 98%    | 531.7                         | 99.6%              | 1.6%      | 531.7                         | 99.6%              | 1.6%    |
| Maynooth                       | 98%    | 209.5                         | 99.9%              | 1.9%      | 209.5                         | 99.9%              | 1.9%    |
| Northern                       | 98%    | 261.9                         | 100.0%             | 2.0%      | 261.9                         | 100.0%             | 2.0%    |
| Heuston                        | 98%    | 249.6                         | 99.8%              | 1.8%      | 249.6                         | 99.8%              | 1.8%    |
| Phoenix Park Tunnel            | 98%    | 142.2                         | 99.9%              | 1.9%      | 142.2                         | 99.9%              | 1.9%    |
| <b>CORK AREA</b>               |        |                               |                    |           |                               |                    |         |
| Cobh & Middleton               | 98%    | 126.8                         | 99.7%              | 1.7%      | 126.8                         | 99.7%              | 1.7%    |
| Mallow                         | 98%    | 36.3                          | 99.8%              | 1.8%      | 36.3                          | 99.8%              | 1.8%    |
| <b>TOTAL KMs OPERATED</b>      | 98%    | 4,077.8                       | 99.9%              | 1.9%      | 4,077.8                       | 99.9%              | 1.9%    |
| <b>PSO TRAIN KMs TARGET</b>    |        | 4,082.6                       |                    | + 4,814   | 4,082.6                       |                    | + 4,814 |

| 3. SCHEDULED SERVICES OPERATED |        | QUARTER 1 |           |         | 2019 YTD |  |  |
|--------------------------------|--------|-----------|-----------|---------|----------|--|--|
| Service Type                   | Target | Actual    | v Quarter | YTD     | v YTD    |  |  |
| InterCity                      | 99%    | 100.0 %   | 1.0%      | 100.0 % | 1.0%     |  |  |
| Regional                       | 99%    | 99.8 %    | 0.8%      | 99.8 %  | 0.8%     |  |  |
| DART                           | 99%    | 99.6 %    | 0.6%      | 99.6 %  | 0.6%     |  |  |
| Commuter                       | 99%    | 99.9 %    | 0.9%      | 99.9 %  | 0.9%     |  |  |
| <b>TOTAL ALL SERVICES</b>      | 99%    | 99.8%     | 0.8%      | 99.8%   | 0.8%     |  |  |

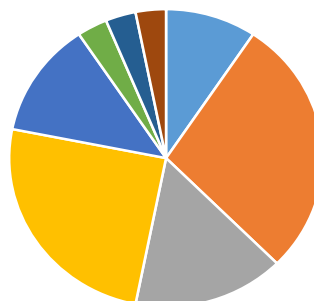
### 4. CUSTOMER FEEDBACK

Quarter 1

2019 YTD

| Category              | Feedback per 100k Journeys |               | YTD       |
|-----------------------|----------------------------|---------------|-----------|
| Website               | 3                          | 9.4%          | 3         |
| Service Disruption    | 9                          | 28.1%         | 9         |
| Fares & Ticketing     | 5                          | 15.6%         | 5         |
| Onboard Issues        | 8                          | 25.0%         | 8         |
| Station Issues        | 4                          | 12.5%         | 4         |
| Anti-Social Behaviour | 1                          | 3.1%          | 1         |
| Staff Issues          | 1                          | 3.1%          | 1         |
| Timetabling           | 1                          | 3.1%          | 1         |
| <b>TOTAL FEEDBACK</b> | <b>32</b>                  | <b>100.0%</b> | <b>32</b> |

■ Website  
■ Fares & Ticketing  
■ Station Issues  
■ Staff Issues  
■ Service Disruption  
■ Onboard Issues  
■ Anti-Social Behaviour  
■ Timetabling



#### Quarter 1

- 12th Feb: 11:35 Bray/Howth Struck a Person (Self-Harm; Fatality) at Harmonstown = 2,567 mins
- 21st Feb: Bridge Strike between Pearse & Grand Canal Dock during PM Peak = 1,500 mins
- 25th Feb: 05:55 Ety. Heuston/Kildare ICR Failed (Brakes) near Newbridge = 1,381 mins
- 28th Feb: Major Power Failure in Limerick Junction Interlocking for 2 Hours = 1,136 mins
- 12th Feb: Track Fault Portarlinton/Portlaoise; Temp. Block Working Operated = 1,042 mins

## 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 99.78% of the time in Quarter 1 2019.

## 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.
- 94% of stations perceived as being clean.
- 82% of station toilets perceived as being clean.
- 96% 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

- 97% of stations have TT posters on display.
- 54% of stations have TT leaflets available.
- 99.78% timetable website access was available throughout Qtr 1.

### LCD displays:

#### Station

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

#### On Board

- Available in 94% of trains covered.
- 100% of announcements deemed to be clear.
- 93% of announcements deemed to be accurate.

### PA announcements:

#### Station

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

#### On board

- 91% of trains had PA announcements prior to each stop.
- 41% of trains arrived later than 10 minutes

### Route punctuality:

- 84% of stations had punctuality posters on display.

### Call answering:

- Target 80% within 20 seconds.
- Achieved 83% within 20 seconds.

## **TICKETING:**

- 100% 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.
- 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 since 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 2019.

- **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](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.