



QUARTER 2 2019

Schedule B
Performance Obligations.

**Iarnród Éireann & National Transport
Authority**

1. PUNCTUALITY PERFORMANCE 2019

	Measure	Target	Quarter 2 Actual	v Target	YTD Actual	v Target
INTERCITY	10 mins	90%	96.0%	+ 6.0%	96.2%	+ 6.2%
Heuston / Cork	10 mins	90%	91.2%	+ 1.2%	90.7%	+ 0.7%
Heuston / Limerick	10 mins	90%	98.2%	+ 8.2%	97.8%	+ 7.8%
Heuston / Tralee	10 mins	90%	96.8%	+ 6.8%	96.8%	+ 6.8%
Heuston / Galway	10 mins	90%	95.7%	+ 5.7%	95.5%	+ 5.5%
Heuston / Westport	10 mins	90%	96.6%	+ 6.6%	96.1%	+ 6.1%
Connolly / Belfast	10 mins	90%	98.4%	+ 8.4%	98.3%	+ 8.3%
Connolly / Sligo	10 mins	90%	94.7%	+ 4.7%	96.4%	+ 6.4%
Connolly / Rosslare	10 mins	90%	96.2%	+ 6.2%	97.4%	+ 7.4%
Heuston / Waterford	10 mins	90%	96.5%	+ 6.5%	96.9%	+ 6.9%
REGIONAL	10 mins	90%	98.1%	+ 8.1%	97.8%	+ 7.8%
Limerick / Ballybrophy	10 mins	90%	99.6%	+ 9.6%	99.1%	+ 9.1%
Limerick / Limerick Jctn.	10 mins	90%	97.3%	+ 7.3%	97.0%	+ 7.0%
Limerick / Galway	10 mins	90%	98.5%	+ 8.5%	98.1%	+ 8.1%
Limerick Jctn. / Waterford	10 mins	90%	97.1%	+ 7.1%	97.1%	+ 7.1%
DART		90%	98.3%	+ 8.3%	98.2%	+ 8.2%
AM Peak	10 mins	92%	99.5%	+ 7.5%	99.1%	+ 7.1%
PM Peak	10 mins	92%	98.7%	+ 6.7%	98.8%	+ 6.8%
Off Peak	5 mins	87%	96.8%	+ 9.8%	96.6%	+ 9.6%
MAYNOOTH COMMUTER		90%	97.8%	+ 7.8%	97.7%	+ 7.7%
AM Peak	10 mins	92%	99.2%	+ 7.2%	99.6%	+ 7.6%
PM Peak	10 mins	92%	98.6%	+ 6.6%	98.2%	+ 6.2%
Off Peak	5 mins	87%	95.5%	+ 8.5%	95.2%	+ 8.2%
NORTHERN COMMUTER		90%	97.7%	+ 7.7%	97.4%	+ 7.4%
AM Peak	10 mins	92%	98.6%	+ 6.6%	98.2%	+ 6.2%
PM Peak	10 mins	92%	98.7%	+ 6.7%	98.3%	+ 6.3%
Off Peak	5 mins	87%	95.8%	+ 8.8%	95.8%	+ 8.8%
HEUSTON COMMUTER		90%	97.0%	+ 7.0%	96.4%	+ 6.4%
AM Peak	10 mins	92%	98.3%	+ 6.3%	97.5%	+ 5.5%
PM Peak	10 mins	92%	98.1%	+ 6.1%	97.4%	+ 5.4%
Off Peak	5 mins	87%	94.7%	+ 7.7%	94.3%	+ 7.3%
PHOENIX PARK TUNNEL		92%	98.3%	+ 6.3%	98.5%	+ 6.5%
AM Peak	10 mins	92%	98.2%	+ 6.2%	98.1%	+ 6.1%
PM Peak	10 mins	92%	97.5%	+ 5.5%	98.1%	+ 6.1%
Off Peak	5 mins	87%	99.3%	+ 12.3%	99.4%	+ 12.4%
CORK AREA						
COBH	10 mins	90%	99.5%	+ 9.5%	99.5%	+ 9.5%
MIDLETON	10 mins	90%	99.9%	+ 9.9%	99.8%	+ 9.8%
MALLOW	10 mins	90%	99.7%	+ 9.7%	99.4%	+ 9.4%

2. PASSENGER SERVICE TRAIN KMs		QUARTER 2		
	Target	KMs Operated (# Thousands)	Service Percent	v Quarter
INTERCITY				
Heuston / Cork	98%	613.8	100.0%	2.0%
Heuston / Limerick	98%	133.4	100.0%	2.0%
Heuston / Tralee	98%	178.4	99.9%	1.9%
Heuston / Galway	98%	334.6	100.0%	2.0%
Heuston / Westport	98%	164.9	100.0%	2.0%
Connolly / Belfast	98%	230.3	100.0%	2.0%
Connolly / Sligo	98%	277.5	100.0%	2.0%
Connolly / Rosslare	98%	123.7	100.0%	2.0%
Heuston / Waterford	98%	196.4	100.0%	2.0%

2019 YTD		
KMs Operated (# Thousands)	Service Percent	v YTD
1,227.0	100.0%	2.0%
266.8	100.0%	2.0%
356.9	99.9%	1.9%
669.3	100.0%	2.0%
329.7	100.0%	2.0%
460.6	100.0%	2.0%
555.0	100.0%	2.0%
247.4	100.0%	2.0%
392.8	100.0%	2.0%

REGIONAL				
Limerick / Ballybrophy	98%	31.5	99.1%	1.1%
Limerick / Limerick Jctn.	98%	62.5	99.9%	1.9%
Limerick / Galway	98%	184.0	100.0%	2.0%
Limerick Jctn. / Waterford	98%	25.4	98.9%	0.9%

63.0	99.0%	1.0%
124.8	99.9%	1.9%
368.0	99.98%	2.0%
51.0	99.44%	1.4%

COMMUTER				
DART	98%	531.9	99.6%	1.6%
Maynooth	98%	209.6	99.9%	1.9%
Northern	98%	261.9	100.0%	2.0%
Heuston	98%	249.0	99.6%	1.6%
Phoenix Park Tunnel	98%	142.2	99.8%	1.8%

1,063.6	99.6%	1.6%
419.2	99.9%	1.9%
523.8	100.0%	2.0%
498.6	99.7%	1.7%
284.4	99.9%	1.9%

CORK AREA				
Cobh & Midleton	98%	126.7	99.6%	1.6%
Mallow	98%	36.2	99.7%	1.7%

253.5	99.6%	1.6%
72.5	99.7%	1.7%

TOTAL KMs OPERATED	98%	4,077.6	99.9%	1.9%
PSO TRAIN KMs TARGET		4,082.6		+ 5,004

8,155.4	99.9%	1.9%
8,165.2		+ 9,818

3. SCHEDULED SERVICES OPERATED		QUARTER 2		
Service Type	Target	Actual	v Quarter	
InterCity	99%	100.0 %	1.0%	
Regional	99%	99.7 %	0.7%	
DART	99%	99.5 %	0.5%	
Commuter	99%	99.9 %	0.9%	
TOTAL ALL SERVICES	99%	99.8%	0.8%	

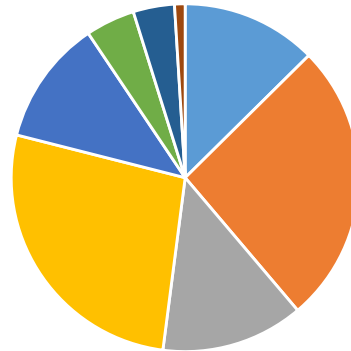
2019 YTD		
	YTD	v YTD
	100.0 %	1.0%
	99.8 %	0.8%
	99.5 %	0.5%
	99.9 %	0.9%
	99.8%	0.8%

4. CUSTOMER FEEDBACK

Quarter 4

2019 YTD
Average

Category	Feedback per 100k Journeys			YTD Average
Website	3.8	12.6%	■ Website	1.7
Service Disruption	8.0	26.2%	■ Fares & Ticketing	4.3
Fares & Ticketing	4.0	13.2%	■ Station Issues	2.3
Onboard Issues	8.2	26.9%	■ Service Disruption	4.1
Station Issues	3.6	11.6%	■ Onboard Issues	1.9
Anti-Social Behaviour	1.4	4.6%	■ Anti-Social Behaviour	0.6
Staff Issues	1.2	3.8%		0.5
Timetabling	0.3	1.0%		0.3
TOTAL FEEDBACK	30.5	100%		31.3



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

Quarter 2

- 1st April: 10:25 Cork/Heuston Struck a Person (Non Fatality) at Newbridge = 557 mins
- 16th May: Bridge Strike at South Lotts Road near Grand Canal Dock during PM Peak = 869 mins
- 28th May: Major Signal Fault (Mainline CTC Signalling Offline) during AM Peak = 2,313 mins
- 31st May: 13:45 Ety. Mullingar/Connolly Struck a Cow near Mullingar = 461 mins
- 5th June: Major Signal Fault (Mainline CTC Signalling Offline) during PM Peak = 489 mins
- 27th May: 07:10 Malahide/Bray EMU Failed (Block Pipe Struck Debris) in Kilbarrack = 445 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 99.91% of the time in Quarter 2 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.
- 97% of stations perceived as being clean.
- 93% 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
- 97% 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.
- 89% of stations have TT leaflets available.
- 99.91% timetable website access was available throughout Qtr 2.

LCD displays:

Station

- 91% available in stations covered.
- Where available, 100% were accurate.

On Board

- Available in 88% 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

- 91% of trains had PA announcements prior to each stop.
- 22% 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.
- 95% of customers at Booking Offices served within 3 minutes at off peak.
- 42% of customers at TVM served within 7 minutes at peak.
- 90% 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 Q2 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

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.