



QUARTER 3 2018

Schedule B
Performance Obligations.

Iarnród Éireann & National Transport
Authority

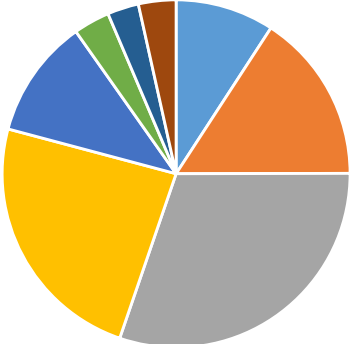
1. PUNCTUALITY PERFORMANCE 2018

	Measure	Target	Quarter 3 Actual	v Target	YTD Actual	v Target
INTERCITY	10 mins	90%	96.8%	+ 6.8%	97.3%	+ 7.3%
Heuston / Cork	10 mins	90%	93.5%	+ 3.5%	94.4%	+ 4.4%
Heuston / Limerick	10 mins	90%	98.7%	+ 8.7%	98.8%	+ 8.8%
Heuston / Tralee	10 mins	90%	96.8%	+ 6.8%	97.9%	+ 7.9%
Heuston / Galway	10 mins	90%	97.7%	+ 7.7%	97.4%	+ 7.4%
Heuston / Westport	10 mins	90%	97.1%	+ 7.1%	97.7%	+ 7.7%
Connolly / Belfast	10 mins	90%	98.7%	+ 8.7%	98.5%	+ 8.5%
Connolly / Sligo	10 mins	90%	96.4%	+ 6.4%	97.5%	+ 7.5%
Connolly / Rosslare	10 mins	90%	95.4%	+ 5.4%	95.7%	+ 5.7%
Heuston / Waterford	10 mins	90%	97.0%	+ 7.0%	97.6%	+ 7.6%
REGIONAL	10 mins	90%	98.9%	+ 8.9%	99.1%	+ 9.1%
Limerick / Ballybrophy	10 mins	90%	100.0%	+ 10.0%	99.7%	+ 9.7%
Limerick / Limerick Jctn.	10 mins	90%	97.5%	+ 7.5%	98.2%	+ 8.2%
Limerick / Galway	10 mins	90%	99.4%	+ 9.4%	99.3%	+ 9.3%
Limerick Jctn. / Waterford	10 mins	90%	98.8%	+ 8.8%	99.2%	+ 9.2%
DART		90%	97.1%	+ 7.1%	96.8%	+ 6.8%
AM Peak	10 mins	92%	99.1%	+ 7.1%	98.6%	+ 6.6%
PM Peak	10 mins	92%	97.0%	+ 5.0%	97.5%	+ 5.5%
Off Peak	5 mins	87%	95.2%	+ 8.2%	94.5%	+ 7.5%
MAYNOOTH COMMUTER		90%	97.9%	+ 7.9%	98.0%	+ 8.0%
AM Peak	10 mins	92%	99.9%	+ 7.9%	99.7%	+ 7.7%
PM Peak	10 mins	92%	98.6%	+ 6.6%	98.9%	+ 6.9%
Off Peak	5 mins	87%	95.1%	+ 8.1%	95.4%	+ 8.4%
NORTHERN COMMUTER		90%	97.7%	+ 7.7%	97.3%	+ 7.3%
AM Peak	10 mins	92%	99.5%	+ 7.5%	98.4%	+ 6.4%
PM Peak	10 mins	92%	98.2%	+ 6.2%	97.8%	+ 5.8%
Off Peak	5 mins	87%	95.4%	+ 8.4%	95.6%	+ 8.6%
HEUSTON COMMUTER		90%	97.7%	+ 7.7%	97.7%	+ 7.7%
AM Peak	10 mins	92%	99.5%	+ 7.5%	99.2%	+ 7.2%
PM Peak	10 mins	92%	98.1%	+ 6.1%	98.2%	+ 6.2%
Off Peak	5 mins	87%	95.5%	+ 8.5%	95.8%	+ 8.8%
PHOENIX PARK TUNNEL		92%	99.0%	+ 7.0%	98.9%	+ 6.9%
AM Peak	10 mins	92%	99.2%	+ 7.2%	98.6%	+ 6.6%
PM Peak	10 mins	92%	98.5%	+ 6.5%	99.0%	+ 7.0%
CORK AREA						
COBH	10 mins	90%	99.1%	+ 9.1%	99.3%	+ 9.3%
MIDLETON	10 mins	90%	99.6%	+ 9.6%	99.6%	+ 9.6%
MALLOW	10 mins	90%	99.3%	+ 9.3%	99.5%	+ 9.5%

2. PASSENGER SERVICE TRAIN KMs		QUARTER 3			2018 YTD		
	Target	KMs Operated (# Thousands)	Service Percent	v Quarter	KMs Operated (# Thousands)	Service Percent	v YTD
INTERCITY							
Heuston / Cork	98%	560.0	99.9%	1.9%	1,671.1	99.3%	1.3%
Heuston / Limerick	98%	108.4	100.0%	2.0%	323.3	99.4%	1.4%
Heuston / Tralee	98%	128.7	99.6%	1.6%	385.2	99.3%	1.3%
Heuston / Galway	98%	131.5	100.0%	2.0%	394.2	99.9%	1.9%
Heuston / Westport	98%	120.0	100.0%	2.0%	357.6	99.3%	1.3%
Connolly / Belfast	98%	279.1	100.0%	2.0%	834.5	99.6%	1.6%
Connolly / Sligo	98%	249.2	100.0%	2.0%	744.8	99.6%	1.6%
Connolly / Rosslare	98%	115.4	100.0%	2.0%	343.3	99.2%	1.2%
Heuston / Waterford	98%	140.8	100.0%	2.0%	419.5	99.3%	1.3%
REGIONAL							
Limerick / Ballybrophy	98%	26.6	88.6%	-9.4%	86.0	95.5%	-2.5%
Limerick / Limerick Jctn.	<i>included in Heuston / Limerick</i>						
Limerick / Galway	98%	115.2	99.9%	1.9%	345.0	99.7%	1.7%
Limerick Jctn. / Waterford	98%	42.6	92.3%	-5.7%	131.6	95.0%	-3.0%
COMMUTER							
DART	98%	599.8	100.0%	2.0%	1,793.1	99.6%	1.6%
Maynooth	98%	207.3	99.8%	1.8%	618.7	99.3%	1.3%
Northern	<i>included in Connolly / Belfast</i>						
Heuston	98%	606.8	100.0%	2.0%	1,815.6	99.7%	1.7%
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%	125.9	97.4%	-0.6%	381.7	98.4%	0.4%
Mallow	<i>included in Heuston / Cork</i>						
TOTAL KMs OPERATED	98%	3,746.5	99.7%	1.7%	11,212.7	99.4%	1.4%
PSO TRAIN KMs TARGET		3,759.2		+ 12,731	11,277.7		+ 65,014

3. SCHEDULED SERVICES OPERATED		QUARTER 3			2018 YTD		
Service Type	Target	Actual	Service Percent	v Quarter	YTD	Service Percent	v YTD
InterCity	99%		99.9%	0.9%		99.5%	0.5%
Regional	99%		97.4%	-1.6%		98.7%	-0.3%
DART	99%		100.0%	1.0%		99.4%	0.4%
Commuter	99%		99.9%	0.9%		99.3%	0.3%
TOTAL ALL SERVICES	99%		99.3%	0.3%		99.2%	0.2%

4. CUSTOMER FEEDBACK	Quarter 3	2018 YTD Average
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Category	Feedback per 100k Journeys			YTD Average
Website	3.4	9.2%	 <ul style="list-style-type: none"> ■ Website ■ Service Disruption ■ Fares & Ticketing ■ Onboard Issues ■ Station Issues ■ Anti-Social Behaviour 	3.8
Service Disruption	5.8	15.8%		9.6
Fares & Ticketing	11.2	30.3%		9.4
Onboard Issues	8.8	23.9%		7.9
Station Issues	4.1	11.1%		4.0
Anti-Social Behaviour	1.2	3.4%		1.1
Staff Issues	1.1	2.9%		1.0
Timetabling	1.3	3.5%		1.1
TOTAL FEEDBACK	37.0	100%		38.0

Quarter 1

5th January: 09:30 Galway/Heuston Struck Female at Sallins (Fatality) = 1,900 mins
 22nd January: 12:30 Pearse/Drogheda Struck a Person at Harmonstown (Fatality) = 1,311 mins
 16th February: 17:00 Heuston/Cork MKIV Loco Failed (Lost Air Pressure) at Charleville = 1,334 mins
 28th February to 4th March: Extreme weather conditions "Beast from the East" = 19,000 mins

Quarter 2

29th March: ICR Failed near Newbridge = 1,177 mins
 12th May: Major Disruption to Heuston Services; Vandalism at Kishogue = 1,597 mins
 30th April: Explosives Found Under Driver's Shed in Connolly; Station Evacuated = 992 mins
 19th & 20th May: Fire in Bray Relay Room Previous Night; Services Suspended Dalkey/Greystones = 991 mins

Quarter 3

28th June: 15:25 Heuston/Galway Struck 8 Cows at Farmer's Crossing near Geashill = 834 mins
 11th July: 15:25 Bray/Howth +41 ex Booterstown; Ambulance for Ill Passenger = 647 mins
 26th July: All Axle Counters Failed at Newbridge (Lightning Strike) during PM Peak = 1,648 mins
 26th July: 18:55 Bray/Malahide Struck a Person (Fatality) at Portmarnock = 154 mins
 17th Aug: 08:15 Ballina/North Wall IWT Liner Struck Van at XM220 near Claremorris = 303 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 99.90% of the time in Quarter 3 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

- 94% of trains perceived as being clean.
- 100% of stations perceived as being clean.
- 92% of station toilets perceived as being clean.
- 93% 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.
- 79% of stations have TT leaflets available.
- 99.90% timetable website access was available throughout Qtr 3.

LCD displays:

Station

- 78% available in stations covered.
- Where available, 100% were accurate.

On Board

- Available in 91% 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

- 88% of trains had PA announcements prior to each stop.
- 0% of trains arrived later than 10 minutes

Route punctuality:

- 78% of stations had punctuality posters on display.

Call answering:

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

TICKETING:

- 94% of customers at Booking Offices served within 7 minutes at peak.
- 87% 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 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 cooperate 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 Q3 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.