



QUARTER 4 2018

Schedule B
Performance Obligations.

Iarnród Éireann & National Transport
Authority

1. PUNCTUALITY PERFORMANCE 2018

	Measure	Target	Quarter 4 Actual	v Target	YTD Actual	v Target
INTERCITY	10 mins	90%	95.0%	+ 5.0%	96.6%	+ 6.6%
Heuston / Cork	10 mins	90%	86.8%	- 3.2%	92.1%	+ 2.1%
Heuston / Limerick	10 mins	90%	96.5%	+ 6.5%	98.1%	+ 8.1%
Heuston / Tralee	10 mins	90%	95.3%	+ 5.3%	97.1%	+ 7.1%
Heuston / Galway	10 mins	90%	92.6%	+ 2.6%	95.9%	+ 5.9%
Heuston / Westport	10 mins	90%	94.2%	+ 4.2%	96.6%	+ 6.6%
Connolly / Belfast	10 mins	90%	98.3%	+ 8.3%	98.5%	+ 8.5%
Connolly / Sligo	10 mins	90%	96.3%	+ 6.3%	97.1%	+ 7.1%
Connolly / Rosslare	10 mins	90%	98.2%	+ 8.2%	96.5%	+ 6.5%
Heuston / Waterford	10 mins	90%	97.0%	+ 7.0%	97.5%	+ 7.5%
REGIONAL	10 mins	90%	96.2%	+ 6.2%	98.2%	+ 8.2%
Limerick / Ballybrophy	10 mins	90%	98.6%	+ 8.6%	99.4%	+ 9.4%
Limerick / Limerick Jctn.	10 mins	90%	93.9%	+ 3.9%	96.9%	+ 6.9%
Limerick / Galway	10 mins	90%	97.0%	+ 7.0%	98.6%	+ 8.6%
Limerick Jctn. / Waterford	10 mins	90%	95.2%	+ 5.2%	98.0%	+ 8.0%
DART		90%	97.1%	+ 7.1%	96.9%	+ 6.9%
AM Peak	10 mins	92%	98.2%	+ 6.2%	98.5%	+ 6.5%
PM Peak	10 mins	92%	97.6%	+ 5.6%	97.5%	+ 5.5%
Off Peak	5 mins	87%	95.4%	+ 8.4%	94.7%	+ 7.7%
MAYNOOTH COMMUTER		90%	96.6%	+ 6.6%	97.6%	+ 7.6%
AM Peak	10 mins	92%	98.6%	+ 6.6%	99.4%	+ 7.4%
PM Peak	10 mins	92%	97.3%	+ 5.3%	98.4%	+ 6.4%
Off Peak	5 mins	87%	93.9%	+ 6.9%	95.0%	+ 8.0%
NORTHERN COMMUTER		90%	96.2%	+ 6.2%	96.9%	+ 6.9%
AM Peak	10 mins	92%	96.9%	+ 4.9%	98.0%	+ 6.0%
PM Peak	10 mins	92%	96.7%	+ 4.7%	97.4%	+ 5.4%
Off Peak	5 mins	87%	95.0%	+ 8.0%	95.4%	+ 8.4%
HEUSTON COMMUTER		90%	95.1%	+ 5.1%	96.9%	+ 6.9%
AM Peak	10 mins	92%	97.1%	+ 5.1%	98.5%	+ 6.5%
PM Peak	10 mins	92%	95.2%	+ 3.2%	97.3%	+ 5.3%
Off Peak	5 mins	87%	92.9%	+ 5.9%	94.9%	+ 7.9%
PHOENIX PARK TUNNEL		92%	97.4%	+ 5.4%	98.4%	+ 6.4%
AM Peak	10 mins	92%	96.2%	+ 4.2%	97.9%	+ 5.9%
PM Peak	10 mins	92%	97.4%	+ 5.4%	98.5%	+ 6.5%
CORK AREA						
COBH	10 mins	90%	99.1%	+ 9.1%	99.2%	+ 9.2%
MIDLETON	10 mins	90%	99.4%	+ 9.4%	99.5%	+ 9.5%
MALLOW	10 mins	90%	97.7%	+ 7.7%	98.9%	+ 8.9%


2. PASSENGER SERVICE TRAIN KMs		QUARTER 4			2018 YTD		
	Target	KMs Operated (# Thousands)	Service Percent	v Quarter	KMs Operated (# Thousands)	Service Percent	v YTD
INTERCITY							
Heuston / Cork	98%	745.1	99.7%	1.7%	2,416.1	99.4%	1.4%
Heuston / Limerick	98%	144.6	100.0%	2.0%	467.9	99.6%	1.6%
Heuston / Tralee	98%	171.6	99.6%	1.6%	556.8	99.4%	1.4%
Heuston / Galway	98%	175.4	100.0%	2.0%	565.2	99.2%	1.2%
Heuston / Westport	98%	160.0	100.0%	2.0%	517.6	99.5%	1.5%
Connolly / Belfast	98%	371.6	99.8%	1.8%	1,206.0	99.7%	1.7%
Connolly / Sligo	98%	332.3	100.0%	2.0%	1,077.1	99.7%	1.7%
Connolly / Rosslare	98%	153.7	99.9%	1.9%	497.0	99.4%	1.4%
Heuston / Waterford	98%	187.7	100.0%	2.0%	607.1	99.5%	1.5%
REGIONAL							
Limerick / Ballybrophy	98%	38.2	95.5%	-2.5%	124.0	95.4%	-2.6%
Limerick / Limerick Jctn.	<i>included in Heuston / Limerick</i>						
Limerick / Galway	98%	153.5	99.7%	1.7%	497.2	99.4%	1.4%
Limerick Jctn. / Waterford	98%	60.5	98.3%	0.3%	192.1	96.1%	-1.9%
COMMUTER							
DART	98%	795.5	99.4%	1.4%	2,588.6	99.6%	1.6%
Maynooth	98%	276.7	99.9%	1.9%	895.4	99.5%	1.5%
Northern	<i>included in Connolly / Belfast</i>						
Heuston	98%	808.8	99.9%	1.9%	2,624.4	99.8%	1.8%
Athlone	98%	153.8	100.0%	2.0%	500.0	100.0%	2.0%
Phoenix Park Tunnel	98%	98.5	100.0%	2.0%	320.0	100.0%	2.0%
CORK AREA							
Cobh & Midleton	98%	170.2	98.8%	0.8%	551.9	98.6%	0.6%
Mallow	<i>included in Heuston / Cork</i>						
TOTAL KMs OPERATED	98%	4,997.8	99.7%	1.7%	16,204.6	99.5%	1.5%
PSO TRAIN KMs TARGET		5,012.3		+ 14,551	16,290.0		+ 85,370

3. SCHEDULED SERVICES OPERATED		QUARTER 4			2018 YTD		
Service Type	Target	Actual	Service Percent	v Quarter	YTD	Service Percent	v YTD
InterCity	99%		99.8%	0.8%		99.6%	0.6%
Regional	99%		99.2%	0.2%		98.9%	-0.1%
DART	99%		98.8%	-0.2%		99.2%	0.2%
Commuter	99%		99.3%	0.3%		99.3%	0.3%
TOTAL ALL SERVICES	99%		99.3%	0.3%		99.2%	0.2%

4. CUSTOMER FEEDBACK

Quarter 4

2018 YTD
Average

Category	Feedback per 100k Journeys			YTD Average
Website	3.0	7.0%		3.6
Service Disruption	12.0	27.9%		10.2
Fares & Ticketing	8.0	18.6%		8.4
Onboard Issues	9.0	20.9%		8.2
Station Issues	4.0	9.3%		4.0
Anti-Social Behaviour	1.0	2.3%		1.1
Staff Issues	1.0	2.3%		1.0
Timetabling	5.0	11.6%		2.1
TOTAL FEEDBACK	43.0	100%		38.6

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

Quarter 4

5th Dec: 18:00 Heuston/Cork MKIV Loco Failure (Shut Down) near Limerick Jctn. = 655 mins
 5th Dec: 07:00 Heuston/Cork MKIV Loco Deadman Fault at Kishogue = 202 mins
 14th Dec: 09:30 Connolly/Belfast Loco Failed (Lost All Power) at Laytown = 185 mins
 17th Dec: 16:02 Drogheda/Pearse Cat A SPAD at Connolly during PM Peak = 401 mins
 21st Dec: 15:20 Mallow/Tralee Cat A SPAD at Mallow = 364 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 99.83% of the time in Quarter 4 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

- 100% of trains perceived as being clean.
- 92% of stations perceived as being clean.
- 88% of station toilets perceived as being clean.
- 81% 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

- 94% of stations have TT posters on display.
- 79% of stations have TT leaflets available.
- 99.83% timetable website access was available throughout Qtr 4.

LCD displays:

Station

- 88% 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

- 88% of trains had PA announcements prior to each stop.
- 16% 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 82% 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.
- 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 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 Q4 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.