



QUARTER 3 2019

**Schedule B**  
**Performance Obligations.**

**Iarnród Éireann & National Transport  
Authority**

## 1. PUNCTUALITY PERFORMANCE 2019

	Measure	Target	Quarter 3 Actual	v Target	YTD Actual	v Target
<b>INTERCITY</b>	10 mins	90%	95.3%	+ 5.3%	95.9%	+ 5.9%
Heuston / Cork	10 mins	90%	88.7%	- 1.3%	90.1%	+ 0.1%
Heuston / Limerick	10 mins	90%	96.8%	+ 6.8%	97.5%	+ 7.5%
Heuston / Tralee	10 mins	90%	96.2%	+ 6.2%	96.6%	+ 6.6%
Heuston / Galway	10 mins	90%	95.3%	+ 5.3%	95.4%	+ 5.4%
Heuston / Westport	10 mins	90%	94.4%	+ 4.4%	95.6%	+ 5.6%
Connolly / Belfast	10 mins	90%	97.8%	+ 7.8%	98.1%	+ 8.1%
Connolly / Sligo	10 mins	90%	96.0%	+ 6.0%	96.2%	+ 6.2%
Connolly / Rosslare	10 mins	90%	96.2%	+ 6.2%	97.0%	+ 7.0%
Heuston / Waterford	10 mins	90%	96.1%	+ 6.1%	96.6%	+ 6.6%
<b>REGIONAL</b>	10 mins	90%	97.9%	+ 7.9%	97.8%	+ 7.8%
Limerick / Ballybrophy	10 mins	90%	98.3%	+ 8.3%	98.8%	+ 8.8%
Limerick / Limerick Jctn.	10 mins	90%	95.5%	+ 5.5%	96.5%	+ 6.5%
Limerick / Galway	10 mins	90%	98.6%	+ 8.6%	98.3%	+ 8.3%
Limerick Jctn. / Waterford	10 mins	90%	99.1%	+ 9.1%	97.8%	+ 7.8%
<b>DART</b>		90%	98.4%	+ 8.4%	98.2%	+ 8.2%
AM Peak	10 mins	92%	99.6%	+ 7.6%	99.3%	+ 7.3%
PM Peak	10 mins	92%	98.9%	+ 6.9%	98.8%	+ 6.8%
Off Peak	5 mins	87%	96.5%	+ 9.5%	96.6%	+ 9.6%
<b>MAYNOOTH COMMUTER</b>		90%	97.7%	+ 7.7%	97.7%	+ 7.7%
AM Peak	10 mins	92%	99.8%	+ 7.8%	99.7%	+ 7.7%
PM Peak	10 mins	92%	97.9%	+ 5.9%	98.1%	+ 6.1%
Off Peak	5 mins	87%	95.4%	+ 8.4%	95.2%	+ 8.2%
<b>NORTHERN COMMUTER</b>		90%	97.9%	+ 7.9%	97.6%	+ 7.6%
AM Peak	10 mins	92%	99.3%	+ 7.3%	98.6%	+ 6.6%
PM Peak	10 mins	92%	99.1%	+ 7.1%	98.6%	+ 6.6%
Off Peak	5 mins	87%	95.4%	+ 8.4%	95.7%	+ 8.7%
<b>HEUSTON COMMUTER</b>		90%	94.2%	+ 4.2%	95.7%	+ 5.7%
AM Peak	10 mins	92%	97.4%	+ 5.4%	97.5%	+ 5.5%
PM Peak	10 mins	92%	94.4%	+ 2.4%	96.4%	+ 4.4%
Off Peak	5 mins	87%	90.8%	+ 3.8%	93.1%	+ 6.1%
<b>PHOENIX PARK TUNNEL</b>		92%	98.3%	+ 6.3%	98.4%	+ 6.4%
AM Peak	10 mins	92%	98.6%	+ 6.6%	98.2%	+ 6.2%
PM Peak	10 mins	92%	98.0%	+ 6.0%	98.1%	+ 6.1%
Off Peak	5 mins	87%	98.1%	+ 11.1%	99.0%	+ 12.0%
<b>CORK AREA</b>						
<b>COBH</b>	10 mins	90%	98.3%	+ 8.3%	99.1%	+ 9.1%
<b>MIDLETON</b>	10 mins	90%	100.0%	+ 10.0%	99.8%	+ 9.8%
<b>MALLOW</b>	10 mins	90%	99.7%	+ 9.7%	99.5%	+ 9.5%

2. PASSENGER SERVICE TRAIN KMs		QUARTER 3		
	Target	KMs Operated (# Thousands)	Service Percent	v Quarter
<b>INTERCITY</b>				
Heuston / Cork	98%	613.5	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%	277.3	99.9%	1.9%
Connolly / Rosslare	98%	123.5	99.9%	1.9%
Heuston / Waterford	98%	196.4	100.0%	2.0%
<b>REGIONAL</b>				
Limerick / Ballybrophy	98%	31.0	97.6%	-0.4%
Limerick / Limerick Jctn.	98%	62.5	99.9%	1.9%
Limerick / Galway	98%	183.9	99.9%	1.9%
Limerick Jctn. / Waterford	98%	25.6	100.0%	2.0%
<b>COMMUTER</b>				
DART	98%	531.0	99.4%	1.4%
Maynooth	98%	209.3	99.8%	1.8%
Northern	98%	261.9	100.0%	2.0%
Heuston	98%	248.8	99.5%	1.5%
Phoenix Park Tunnel	98%	141.5	99.4%	1.4%
<b>CORK AREA</b>				
Cobh & Midleton	98%	124.3	97.7%	-0.3%
Mallow	98%	35.8	98.3%	0.3%
<b>TOTAL KMs OPERATED</b>	<b>98%</b>	<b>4,072.1</b>	<b>99.7%</b>	<b>1.7%</b>
<b>PSO TRAIN KMs TARGET</b>		<b>4,082.6</b>		<b>+ 10,513</b>

2019 YTD		
KMs Operated (# Thousands)	Service Percent	v YTD
1,840.5	100.0%	2.0%
400.2	100.0%	2.0%
535.3	99.9%	1.9%
1,003.9	100.0%	2.0%
494.6	100.0%	2.0%
691.0	100.0%	2.0%
832.3	100.0%	2.0%
370.9	100.0%	2.0%
589.1	100.0%	2.0%
94.0	98.5%	0.5%
187.3	99.9%	1.9%
551.9	100.0%	2.0%
76.6	99.6%	1.6%
1,594.6	99.5%	1.5%
628.4	99.9%	1.9%
785.6	100.0%	2.0%
747.3	99.6%	1.6%
425.9	99.7%	1.7%
377.8	99.0%	1.0%
108.3	99.3%	1.3%
12,227.5	99.8%	1.8%
<b>12,247.8</b>		<b>+ 20,331</b>

3. SCHEDULED SERVICES OPERATED		QUARTER 3	
Service Type	Target	Actual	v Quarter
InterCity	99%	99.9 %	0.9%
Regional	99%	99.7 %	0.7%
DART	99%	99.4 %	0.4%
Commuter	99%	99.6 %	0.6%
<b>TOTAL ALL SERVICES</b>	<b>99%</b>	<b>99.6%</b>	<b>0.6%</b>

2019 YTD	
YTD	v YTD
99.9 %	0.9%
99.7 %	0.7%
99.5 %	0.5%
99.8 %	0.8%
<b>99.7%</b>	<b>0.7%</b>

### 4. CUSTOMER FEEDBACK Quarter 3 2019 YTD Average

Category	Feedback per 100k Journeys			YTD Average
Website	4.0	12.7%		2.7
Service Disruption	6.0	18.8%		5.8
Fares & Ticketing	4.6	14.5%		3.4
Onboard Issues	<b>10.3</b>	<b>32.4%</b>		<b>6.6</b>
Station Issues	3.8	12.1%		2.8
Anti-Social Behaviour	1.5	4.7%		1.0
Staff Issues	1.1	3.6%		0.8
Timetabling	0.3	1.1%		0.4
<b>TOTAL FEEDBACK</b>	<b>31.7</b>	100%		<b>31.3</b>

#### 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

#### Quarter 3

- 4th July: 11:00 Westport/Waterford Timber Loco Failed (Shut Down) at Clara = 888 mins
- 6th July: 17:30 Malahide/Bray EMU Failed (Burst Air Hose) at Glenageary = 583 mins
- 11th July: 11:10 Malahide/Bray EMU Failed at Harmonstown (Brakes) = 547 mins
- 18th July: 14:10 Maynooth/Pearse DMU Parking Brake Trouble at Tara Street = 248 mins
- 27th Aug: 18:05 Heuston/Portlaoise ICR Failed (Brakes) at Adamstown = 249 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 99.97% of the time in Quarter 3 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

- 100% of trains perceived as being clean.
- 89% of stations perceived as being clean.
- 88 of station toilets perceived as being clean.
- 96% of on board toilets perceived as being clean.

## STAFF

### Onboard

- 100% In full uniform
- 94% Neatly groomed
- 100% Polite

### At Station

- 100% In full uniform
- 96% 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

- 91% of stations have TT posters on display.
- 82% of stations have TT leaflets available.
- 99.97% timetable website access was available throughout Qtr 3.

### LCD displays:

#### Station

- 91% available in stations covered.
- Where available, 93% 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

- 89% perceived as being clear.
- 97% perceived as being accurate.

#### On board

- 97% of trains had PA announcements prior to each stop.
- 25% of trains arrived later than 10 minutes

### Route punctuality:

- 72% of stations had punctuality posters on display.

### Call answering:

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

## TICKETING:

- 85% of customers at Booking Offices served within 7 minutes at peak.
- 84% of customers at Booking Offices served within 3 minutes at off peak.
- 93% of customers at TVM served within 7 minutes at peak.
- 89% 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 Q3 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.