



QUARTER 4 2019

Schedule B
Performance Obligations.

**Iarnród Éireann & National Transport
Authority**

1. PUNCTUALITY PERFORMANCE 2019

	Measure	Target	Quarter 4 Actual	v Target	YTD Actual	v Target
INTERCITY	10 mins	90%	94.1%	+ 4.1%	95.3%	+ 5.3%
Heuston / Cork	10 mins	90%	82.3%	- 7.7%	87.7%	- 2.3%
Heuston / Limerick	10 mins	90%	97.1%	+ 7.1%	97.4%	+ 7.4%
Heuston / Tralee	10 mins	90%	95.0%	+ 5.0%	96.1%	+ 6.1%
Heuston / Galway	10 mins	90%	93.0%	+ 3.0%	94.7%	+ 4.7%
Heuston / Westport	10 mins	90%	93.0%	+ 3.0%	94.8%	+ 4.8%
Connolly / Belfast	10 mins	90%	97.6%	+ 7.6%	98.0%	+ 8.0%
Connolly / Sligo	10 mins	90%	95.4%	+ 5.4%	96.0%	+ 6.0%
Connolly / Rosslare	10 mins	90%	97.2%	+ 7.2%	97.1%	+ 7.1%
Heuston / Waterford	10 mins	90%	95.8%	+ 5.8%	96.4%	+ 6.4%
REGIONAL	10 mins	90%	94.6%	+ 4.6%	96.8%	+ 6.8%
Limerick / Ballybrophy	10 mins	90%	95.7%	+ 5.7%	97.9%	+ 7.9%
Limerick / Limerick Jctn.	10 mins	90%	90.9%	+ 0.9%	94.8%	+ 4.8%
Limerick / Galway	10 mins	90%	96.6%	+ 6.6%	97.8%	+ 7.8%
Limerick Jctn. / Waterford	10 mins	90%	95.1%	+ 5.1%	97.0%	+ 7.0%
DART		90%	96.8%	+ 6.8%	97.8%	+ 7.8%
AM Peak	10 mins	92%	97.9%	+ 5.9%	98.9%	+ 6.9%
PM Peak	10 mins	92%	98.5%	+ 6.5%	98.7%	+ 6.7%
Off Peak	5 mins	87%	93.9%	+ 6.9%	95.7%	+ 8.7%
MAYNOOTH COMMUTER		90%	96.4%	+ 6.4%	97.3%	+ 7.3%
AM Peak	10 mins	92%	98.9%	+ 6.9%	99.4%	+ 7.4%
PM Peak	10 mins	92%	96.5%	+ 4.5%	97.6%	+ 5.6%
Off Peak	5 mins	87%	93.9%	+ 6.9%	94.8%	+ 7.8%
NORTHERN COMMUTER		90%	95.6%	+ 5.6%	97.0%	+ 7.0%
AM Peak	10 mins	92%	97.0%	+ 5.0%	98.1%	+ 6.1%
PM Peak	10 mins	92%	96.2%	+ 4.2%	97.8%	+ 5.8%
Off Peak	5 mins	87%	93.5%	+ 6.5%	95.0%	+ 8.0%
HEUSTON COMMUTER		90%	94.7%	+ 4.7%	95.4%	+ 5.4%
AM Peak	10 mins	92%	96.7%	+ 4.7%	97.2%	+ 5.2%
PM Peak	10 mins	92%	95.8%	+ 3.8%	96.2%	+ 4.2%
Off Peak	5 mins	87%	91.6%	+ 4.6%	92.6%	+ 5.6%
PHOENIX PARK TUNNEL		92%	97.9%	+ 5.9%	98.3%	+ 6.3%
AM Peak	10 mins	92%	96.4%	+ 4.4%	97.7%	+ 5.7%
PM Peak	10 mins	92%	98.1%	+ 6.1%	98.1%	+ 6.1%
Off Peak	5 mins	87%	99.0%	+ 12.0%	99.0%	+ 12.0%
CORK AREA						
COBH	10 mins	90%	99.3%	+ 9.3%	99.1%	+ 9.1%
MIDLETON	10 mins	90%	99.4%	+ 9.4%	99.7%	+ 9.7%
MALLOW	10 mins	90%	98.7%	+ 8.7%	99.2%	+ 9.2%

2. PASSENGER SERVICE TRAIN KMs		QUARTER 4			2019 YTD		
	Target	KMs Operated (# Thousands)	Service Percent	v Quarter	KMs Operated (# Thousands)	Service Percent	v YTD
INTERCITY							
Heuston / Cork	98%	818.1	100.0%	2.0%	2,658.5	100.0%	2.0%
Heuston / Limerick	98%	177.7	99.9%	1.9%	577.9	100.0%	2.0%
Heuston / Tralee	98%	237.9	99.9%	1.9%	773.2	99.9%	1.9%
Heuston / Galway	98%	446.2	100.0%	2.0%	1,450.0	100.0%	2.0%
Heuston / Westport	98%	219.8	100.0%	2.0%	714.4	100.0%	2.0%
Connolly / Belfast	98%	307.1	100.0%	2.0%	998.1	100.0%	2.0%
Connolly / Sligo	98%	370.0	100.0%	2.0%	1,202.3	100.0%	2.0%
Connolly / Rosslare	98%	164.9	100.0%	2.0%	535.8	100.0%	2.0%
Heuston / Waterford	98%	261.7	99.9%	1.9%	850.8	100.0%	2.0%
REGIONAL							
Limerick / Ballybrophy	98%	41.9	98.7%	0.7%	135.9	98.5%	0.5%
Limerick / Limerick Jctn.	98%	83.2	99.8%	1.8%	270.5	99.9%	1.9%
Limerick / Galway	98%	245.1	99.9%	1.9%	797.0	99.9%	1.9%
Limerick Jctn. / Waterford	98%	34.0	99.4%	1.4%	110.6	99.6%	1.6%
COMMUTER							
DART	98%	709.0	99.6%	1.6%	2,303.6	99.6%	1.6%
Maynooth	98%	279.4	99.9%	1.9%	907.8	99.9%	1.9%
Northern	98%	349.2	100.0%	2.0%	1,134.8	100.0%	2.0%
Heuston	98%	333.3	100.0%	2.0%	1,080.6	99.8%	1.8%
Phoenix Park Tunnel	98%	189.7	99.9%	1.9%	615.6	99.8%	1.8%
CORK AREA							
Cobh & Midleton	98%	168.7	99.5%	1.5%	546.5	99.1%	1.1%
Mallow	98%	48.1	99.1%	1.1%	156.4	99.2%	1.2%
TOTAL KMs OPERATED	98%	5,436.8	99.9%	1.9%	17,664.2	99.8%	1.8%
PSO TRAIN KMs TARGET		5,443.5		+ 6,715	17,691.3		+ 27,046

3. SCHEDULED SERVICES OPERATED		QUARTER 4			2019 YTD		
Service Type	Target	Actual		v Quarter	YTD		v YTD
InterCity	99%	99.9%		0.9%	99.9%		0.9%
Regional	99%	99.7%		0.7%	99.7%		0.7%
DART	99%	99.6%		0.6%	99.5%		0.5%
Commuter	99%	99.8%		0.8%	99.8%		0.8%
TOTAL ALL SERVICES	99%	99.8%		0.8%	99.7%		0.7%

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 100% of the time in Quarter 4 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.
- 87 of station toilets perceived as being clean.
- 86% of on board toilets perceived as being clean.

STAFF

Onboard

- 100% In full uniform
- 100% Neatly groomed
- 93% 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.
- 68% of stations have TT leaflets available.
- 100% timetable website access was available throughout Qtr 4.

LCD displays:

Station

- 88% available in stations covered.
- Where available, 96% 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

- 94% of trains had PA announcements prior to each stop.
- 0% of trains arrived later than 10 minutes

Route punctuality:

- 66% of stations had punctuality posters on display.

Call answering:

- Target 80% within 20 seconds.
- Achieved 87% within 20 seconds.

TICKETING:

- 86% of customers at Booking Offices served within 7 minutes at peak.
- 83% 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 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.