

2023 - 2024

Iarnród Éireann – PSO Services

Punctuality Report




Punctuality Overview

Punctuality is a KPI (Key performance indicator) of the performance of Iarnród Éireann as part of the terms of their PSO contract with the NTA.

A minimum percentage of train arrivals at specified timing points for each Route are required to operate to the On-Time Standard (as set out in the bullet points below) on a Moving Annual Average basis. These minimum performance standard percentages are set out in the data table overleaf, and they are defined as the “Punctuality Performance Standard” for that Route.

- For Intercity and Regional Services, the percentage of train arrivals meeting the On-Time Standard is calculated by comparing the actual observed train arrival times at each Timing Point, as specified in the contract, with the train arrival times set out in the Timetable. A train is regarded as meeting the Punctuality Performance Standard if it arrives at a specified Timing Point within ten minutes of the time specified in the timetable.
- For DART and Commuter services, the percentage of train arrivals meeting the On-Time Standard is calculated by comparing the actual observed train arrival times at each Timing Point, as specified in the contract, with the train arrival times set out in the Timetable. A train will be regarded as meeting the On-Time Standard if it arrives at a specified Timing Point within five minutes of the time specified in the timetable.

 Iarnród Éireann Irish Rail			P1 2023	P2 2023	P3 2023	P4 2023	P5 2023	P6 2023	P7 2023	P8 2023	P9 2023	P10 2023	P11 2023	P12 2023	P13 2023
2023	Measure	Target	5 & 10 MINUTE MAAs												
INTERCITY															
Heuston / Cork	10 mins	92.0 %	92.8 %	92.6 %	92.4 %	91.8 %	91.4 %	91.1 %	91.1 %	91.2 %	91.7 %	91.6 %	92.0 %	91.8 %	91.5 %
Heuston / Limerick	10 mins	92.0 %	96.6 %	96.5 %	96.5 %	96.2 %	96.1 %	95.8 %	95.9 %	95.8 %	96.0 %	96.2 %	96.8 %	96.5 %	96.8 %
Heuston / Tralee	10 mins	92.0 %	95.6 %	96.0 %	95.9 %	96.0 %	96.0 %	95.8 %	95.6 %	95.7 %	96.1 %	95.9 %	96.0 %	96.0 %	95.9 %
Heuston / Galway	10 mins	92.0 %	95.4 %	95.2 %	94.9 %	94.5 %	93.5 %	92.9 %	92.9 %	93.1 %	93.2 %	93.2 %	93.0 %	92.6 %	92.3 %
Heuston / Westport	10 mins	92.0 %	94.1 %	94.0 %	93.9 %	93.6 %	93.2 %	92.8 %	92.9 %	93.1 %	93.3 %	93.4 %	93.3 %	92.8 %	92.8 %
Connolly / Belfast	10 mins	92.0 %	87.6 %	87.6 %	87.2 %	87.3 %	87.1 %	86.3 %	86.1 %	86.8 %	86.2 %	84.6 %	82.8 %	80.8 %	80.6 %
Connolly / Sligo	10 mins	92.0 %	93.5 %	93.3 %	93.3 %	93.1 %	93.0 %	92.2 %	92.3 %	92.3 %	92.4 %	91.7 %	92.1 %	91.5 %	91.0 %
Connolly / Rosslare	10 mins	92.0 %	93.1 %	93.2 %	92.2 %	92.0 %	91.7 %	91.5 %	91.0 %	90.8 %	90.0 %	89.1 %	87.9 %	86.9 %	85.8 %
Heuston / Waterford	10 mins	92.0 %	96.2 %	95.9 %	95.8 %	95.6 %	95.6 %	95.3 %	95.2 %	95.1 %	94.8 %	94.6 %	94.8 %	94.9 %	94.8 %
REGIONAL															
Limerick / Ballybrophy	10 mins	95.0 %	96.6 %	97.0 %	96.7 %	96.7 %	96.7 %	96.5 %	96.5 %	96.1 %	96.0 %	95.4 %	95.3 %	94.9 %	94.6 %
Limerick / Limerick Junction	10 mins	95.0 %	93.9 %	93.9 %	93.5 %	93.5 %	93.6 %	93.2 %	92.9 %	92.8 %	92.9 %	92.5 %	92.4 %	92.5 %	92.3 %
Limerick / Galway	10 mins	95.0 %	97.6 %	97.4 %	97.3 %	97.0 %	96.8 %	96.2 %	96.1 %	96.1 %	96.2 %	96.2 %	96.2 %	96.2 %	96.4 %
Limerick Junction / Waterford	10 mins	95.0 %	95.3 %	95.2 %	95.2 %	95.1 %	95.5 %	95.6 %	95.4 %	95.5 %	95.3 %	94.9 %	95.1 %	96.0 %	96.0 %
DART															
AM Peak	5 mins	90.0 %	89.9 %	89.8 %	89.4 %	89.4 %	89.3 %	89.5 %	89.3 %	89.1 %	88.6 %	88.6 %	88.2 %	88.2 %	88.7 %
PM Peak	5 mins	90.0 %	84.2 %	84.3 %	84.0 %	83.5 %	83.5 %	82.5 %	82.1 %	82.0 %	81.3 %	80.2 %	78.8 %	78.6 %	78.4 %
Off Peak	5 mins	90.0 %	87.2 %	87.3 %	87.0 %	87.0 %	86.8 %	86.3 %	86.1 %	86.0 %	85.3 %	84.8 %	84.2 %	84.0 %	84.2 %
MAYNOOTH															
AM Peak	5 mins	90.0 %	93.0 %	92.9 %	92.7 %	92.6 %	92.1 %	92.2 %	92.0 %	92.3 %	92.3 %	92.0 %	92.9 %	93.2 %	93.6 %
PM Peak	5 mins	90.0 %	88.5 %	87.9 %	87.6 %	87.2 %	87.3 %	86.5 %	86.2 %	86.0 %	85.6 %	84.4 %	84.8 %	84.8 %	84.9 %
Off Peak	5 mins	90.0 %	94.8 %	94.8 %	94.7 %	94.6 %	94.5 %	94.2 %	94.0 %	94.0 %	94.0 %	93.7 %	94.1 %	94.2 %	94.1 %
NORTHERN															
AM Peak	5 mins	90.0 %	85.9 %	86.0 %	85.5 %	85.7 %	85.2 %	85.3 %	85.2 %	85.0 %	84.8 %	84.6 %	84.5 %	83.9 %	84.0 %
PM Peak	5 mins	90.0 %	82.0 %	81.4 %	80.8 %	79.9 %	79.6 %	79.1 %	78.3 %	78.6 %	78.1 %	76.1 %	75.4 %	74.7 %	74.6 %
Off Peak	5 mins	90.0 %	90.0 %	90.0 %	89.7 %	89.7 %	89.6 %	89.1 %	88.7 %	89.0 %	88.5 %	87.6 %	87.2 %	86.9 %	86.7 %
HEUSTON															
AM Peak	5 mins	90.0 %	89.5 %	88.5 %	88.0 %	87.4 %	87.0 %	87.2 %	87.7 %	88.3 %	89.5 %	90.0 %	90.3 %	89.3 %	89.7 %
PM Peak	5 mins	90.0 %	90.1 %	90.2 %	88.8 %	88.8 %	87.9 %	87.0 %	86.0 %	85.9 %	85.7 %	84.3 %	83.7 %	81.4 %	79.2 %
Off Peak	5 mins	90.0 %	89.1 %	88.8 %	88.4 %	87.9 %	87.8 %	87.6 %	88.1 %	88.8 %	89.5 %	89.8 %	90.5 %	90.3 %	89.5 %
PHOENIX PARK TUNNEL															
AM Peak	5 mins	90.0 %	87.1 %	86.4 %	85.7 %	85.2 %	84.1 %	84.2 %	84.3 %	84.4 %	84.7 %	84.3 %	84.6 %	84.0 %	84.6 %
PM Peak	5 mins	90.0 %	89.4 %	89.2 %	88.8 %	88.3 %	88.0 %	86.9 %	86.1 %	85.7 %	85.5 %	84.2 %	84.4 %	84.2 %	84.4 %
Off Peak	5 mins	90.0 %	93.0 %	92.9 %	92.8 %	92.5 %	92.5 %	92.0 %	91.8 %	91.8 %	91.6 %	91.4 %	91.4 %	91.1 %	90.9 %
COBH															
AM Peak	5 mins	98.7 %	99.2 %	99.4 %	99.4 %	99.4 %	99.5 %	99.5 %	99.5 %	99.4 %	99.4 %	99.4 %	99.3 %	99.3 %	99.1 %
PM Peak	5 mins	98.7 %	99.1 %	99.1 %	99.3 %	99.3 %	99.3 %	99.2 %	99.2 %	99.3 %	99.3 %	99.3 %	99.2 %	99.2 %	99.2 %
Off Peak	5 mins	98.7 %	99.0 %	99.1 %	99.1 %	99.2 %	99.2 %	99.3 %	99.3 %	99.4 %	99.4 %	99.5 %	99.2 %	99.1 %	99.2 %
MIDLETON															
AM Peak	5 mins	98.7 %	99.6 %	99.6 %	99.7 %	99.7 %	99.7 %	99.7 %	99.7 %	99.8 %	99.8 %	99.8 %	99.0 %	99.0 %	98.9 %
PM Peak	5 mins	98.7 %	99.4 %	99.3 %	99.4 %	99.6 %	99.5 %	99.5 %	99.6 %	99.7 %	99.7 %	99.7 %	99.6 %	99.8 %	99.6 %
Off Peak	5 mins	98.7 %	99.6 %	99.6 %	99.6 %	99.6 %	99.6 %	99.6 %	99.6 %	99.7 %	99.7 %	99.7 %	99.3 %	99.4 %	99.3 %
MALLOW															
	5 mins	98.7 %	96.3 %	96.5 %	96.4 %	96.3 %	96.2 %	96.0 %	96.0 %	95.9 %	96.0 %	95.7 %	96.0 %	95.7 %	95.6 %

 Iarnród Éireann Irish Rail			2024 5 & 10 Minute MAA's												
	Measure	Target	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
INTERCITY															
Heuston / Cork	10 mins	92.0%	91.2%	91.0%	90.8%	91.1%	91.0%	90.9%	91.2%	91.1%	90.8%	90.4%	89.8%	89.3%	88.9%
Heuston / Limerick	10 mins	92.0%	96.7%	96.7%	96.6%	96.9%	96.7%	96.8%	96.8%	96.6%	96.5%	96.0%	95.4%	94.6%	93.7%
Heuston / Tralee	10 mins	92.0%	95.7%	95.6%	95.3%	95.4%	95.3%	95.2%	95.5%	95.6%	95.5%	95.6%	95.2%	95.0%	94.8%
Heuston / Galway	10 mins	92.0%	92.2%	91.6%	91.3%	91.6%	91.8%	91.6%	91.4%	91.2%	90.8%	90.0%	89.5%	89.0%	88.6%
Heuston / Westport	10 mins	92.0%	92.7%	92.5%	92.2%	92.6%	92.3%	92.1%	92.3%	92.1%	92.1%	91.6%	91.4%	91.2%	91.0%
Connolly / Belfast	10 mins	92.0%	80.0%	79.5%	79.5%	79.5%	79.7%	80.4%	81.1%	81.2%	81.7%	83.0%	85.1%	87.2%	88.3%
Connolly / Sligo	10 mins	92.0%	90.8%	90.6%	90.7%	90.5%	90.1%	90.8%	90.8%	90.7%	90.2%	89.3%	88.3%	87.9%	87.7%
Connolly / Rosslare	10 mins	92.0%	84.7%	83.4%	82.4%	81.4%	81.0%	80.4%	80.9%	80.9%	81.0%	80.8%	80.7%	80.8%	80.4%
Heuston / Waterford	10 mins	92.0%	94.2%	94.1%	93.9%	94.1%	93.9%	94.0%	94.2%	94.5%	94.5%	94.4%	93.9%	93.4%	92.8%
REGIONAL															
Limerick / Ballybrophy	10 mins	95.0%	94.3%	94.4%	94.6%	94.8%	94.6%	94.7%	94.7%	94.8%	94.8%	95.0%	94.6%	93.8%	93.8%
Limerick / Limerick Junction	10 mins	95.0%	92.2%	92.2%	92.4%	92.8%	92.8%	93.1%	93.3%	93.5%	93.4%	93.5%	94.0%	93.8%	93.8%
Limerick / Galway	10 mins	95.0%	96.4%	96.3%	96.4%	96.6%	96.6%	96.9%	96.9%	97.1%	96.9%	96.8%	96.5%	96.2%	95.9%
Limerick Junction / Waterford	10 mins	95.0%	95.5%	95.3%	95.3%	95.6%	95.6%	95.7%	96.0%	95.9%	96.1%	96.4%	96.7%	97.0%	97.0%
DART															
AM Peak	5 mins	90.0%	88.7%	88.3%	88.2%	88.0%	88.0%	87.8%	88.1%	88.5%	88.6%	88.0%	87.1%	86.7%	86.2%
PM Peak	5 mins	90.0%	78.8%	78.8%	78.7%	78.8%	78.4%	79.2%	80.0%	80.3%	80.0%	79.2%	79.7%	79.2%	78.9%
Off Peak	5 mins	90.0%	84.7%	84.7%	84.7%	84.6%	84.5%	85.1%	85.6%	86.0%	86.4%	86.4%	86.4%	86.6%	86.6%
MAYNOOTH															
AM Peak	5 mins	90.0%	93.7%	93.5%	93.5%	93.0%	93.5%	93.4%	93.5%	93.6%	92.3%	90.3%	89.1%	88.3%	88.1%
PM Peak	5 mins	90.0%	85.4%	85.0%	84.8%	84.3%	83.6%	83.5%	83.9%	84.2%	82.7%	81.1%	78.9%	77.3%	76.2%
Off Peak	5 mins	90.0%	94.2%	94.0%	93.9%	93.8%	93.6%	93.8%	93.9%	94.0%	93.2%	92.4%	91.4%	90.7%	90.3%
NORTHERN															
AM Peak	5 mins	90.0%	84.3%	83.6%	83.4%	82.9%	83.3%	82.4%	82.8%	83.1%	82.3%	81.2%	80.1%	80.6%	81.2%
PM Peak	5 mins	90.0%	75.3%	75.3%	75.2%	75.8%	76.2%	77.0%	78.5%	78.3%	77.7%	78.7%	79.4%	79.5%	79.4%
Off Peak	5 mins	90.0%	85.1%	85.2%	85.0%	85.5%	85.4%	85.6%	86.7%	87.3%	87.7%	87.2%	87.2%	86.8%	86.6%
HEUSTON															
AM Peak	5 mins	90.0%	88.7%	89.0%	89.2%	89.5%	89.8%	89.1%	88.6%	88.2%	87.0%	85.4%	83.3%	82.5%	80.9%
PM Peak	5 mins	90.0%	77.4%	75.5%	73.3%	72.2%	72.4%	72.1%	72.2%	70.9%	70.0%	68.8%	68.3%	67.2%	66.7%
Off Peak	5 mins	90.0%	88.9%	88.6%	87.9%	88.0%	87.8%	87.8%	87.9%	87.5%	86.8%	85.6%	84.5%	83.4%	82.8%
PHOENIX PARK TUNNEL															
AM Peak	5 mins	90.0%	84.5%	84.4%	84.6%	83.5%	84.5%	83.9%	83.6%	83.9%	82.6%	80.3%	78.6%	77.2%	76.5%
PM Peak	5 mins	90.0%	85.4%	85.2%	85.1%	85.2%	85.7%	86.5%	87.8%	88.2%	87.9%	87.7%	87.1%	86.0%	85.3%
Off Peak	5 mins	90.0%	90.8%	90.6%	90.7%	90.6%	90.5%	91.0%	91.3%	91.4%	90.8%	89.7%	88.4%	87.3%	86.4%
COBH															
AM Peak	5 mins	98.7%	99.0%	98.8%	98.8%	98.9%	98.9%	98.8%	98.8%	98.9%	98.9%	98.9%	99.2%	99.1%	99.4%
PM Peak	5 mins	98.7%	99.3%	99.3%	99.2%	99.2%	99.2%	99.2%	99.2%	99.2%	99.1%	99.1%	99.3%	99.6%	99.7%
Off Peak	5 mins	98.7%	99.1%	99.2%	99.1%	99.1%	99.1%	99.1%	99.1%	99.0%	99.1%	99.1%	99.3%	99.4%	99.5%
MIDLETON															
AM Peak	5 mins	98.7%	98.7%	98.6%	98.6%	98.6%	98.6%	98.6%	98.6%	98.6%	98.6%	98.6%	99.5%	99.5%	99.5%
PM Peak	5 mins	98.7%	99.6%	99.7%	99.4%	99.4%	99.5%	99.5%	99.5%	99.5%	99.5%	99.5%	99.6%	99.6%	99.6%
Off Peak	5 mins	98.7%	99.3%	99.3%	99.2%	99.2%	99.2%	99.2%	99.2%	99.2%	99.2%	99.2%	99.6%	99.6%	99.6%
MALLOW															
	5 mins	98.7%	95.3%	95.0%	95.2%	95.1%	95.0%	95.0%	95.0%	95.1%	94.9%	95.5%	95.5%	95.6%	95.7%