

Service Quality Report 2019



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1 Company Information

Iarnród Éireann provides passenger and freight rail services as well as operating Rosslare Europort.

Intercity rail passenger services operate between Dublin and Belfast, Sligo, Ballina, Westport, Galway, Limerick, Ennis, Tralee, Cork, Waterford and Rosslare Europort and Iarnród Éireann jointly operates the Dublin to Belfast Enterprise service with Northern Ireland Railways.

Regional services include the Limerick to Galway line, Cork commuter network including the Cork-Midleton line, Limerick Junction to Waterford, and Limerick to Ballybrophy (via Nenagh) services.

In addition to the DART service, which operates between Greystones and Howth/Malahide, we also run the commuter service in the Dublin area between Gorey, Drogheda, the M3 Parkway line and Maynooth, as well as the commuter service to Kildare.

2 Information and Tickets

Our People

Iarnród Éireann has customer service, telephone sales and disability assistance staff available to assist customers with any queries they may have on (01) 8366 222 (Mon-Fri 08.30-18.00). In December, 2019 new opening hours are from 07.00-19.00 Monday-Friday and 08.00-18.00hrs Saturday, Sundays and Bank holidays. We also have staff on hand at our main stations to help customers. We expect our staff to be helpful, courteous and professional at all times.

Customer Information

We are committed to providing customers with clear, comprehensive and accurate information before travelling with us and during your journey.

We offer this information in a range of formats and media:

- Customer Information, including Passenger Assistance, Phone Line, (01)8366 222 or +353 1 8366 222 from outside the Republic of Ireland
- Our website www.irishrail.ie
- Station staff
- Twitter - @IrishRail
- Iarnród Éireann (Irish Rail) Facebook page - www.facebook.com/iarnrodeireann
- Iarnród Éireann (Irish Rail) apps: iOS and Android
- Printed timetables – available at 18 main stations and PDF versions are available at www.irishrail.ie

The **Enterprise Passenger's Charter** for the Dublin/Belfast cross border service sets out standards for this line in more detail. Copies of this charter are available at stations on the route and online at:

www.translink.co.uk/Documents/Services/enterprise/Enterprise%20Charter%2020120514.pdf

Buying your ticket or Smart Card

There are several ways customers can buy a ticket to travel with us.

The lowest intercity fares are available online by booking in advance at www.irishrail.ie . Customers can also reserve premium, first class and standard class tickets online. Phone bookings, using a credit or debit card can be made between 08.30 and 18.00hrs Monday to Friday, excluding public holidays, at (01) 8366 222; (or +353 1 8366 222 from outside the Republic of Ireland). In December, 2019 new

opening hours are from 07.00-19.00 Monday-Friday and 08.00-18.00hrs Saturday, Sundays and Bank holidays.

Commuters can avail of great savings with Tax saver tickets available through participating employers on a personalized Leap Card. See www.taxsaver.ie for further details.

Customers in the Dublin and Cork city areas are advised to purchase a Leap Card giving savings of up to a 25% on single fares for adults, students and children between 4 and up to their 19th birthday. Leap Cards are available from Ticket Vending Machines (TVM) in all relevant stations. You can top up your Leap Card using cash or credit/debit card at any TVM or online at www.leapcard.ie.

Customers can buy train ticket in a number of ways:

- Online at www.irishrail.ie, for Intercity rail travel
- At a ticket office. Check station opening hours on <http://www.irishrail.ie/travel-information/your-travel>
- At a ticket vending machine at the station
- By phone at (01) 8366 222 Monday to Friday 08.30hrs to 1800hrs (8.30am to 6.00pm).
- In December, 2019 new opening hours are from 07.00-19.00 Monday-Friday and 08.00-18.00hrs Saturday, Sundays and Bank holidays.

Leap cards may be purchased from:

- www.leapcard.ie
- Ticket vending machines in DART and Dublin commuter stations
- Leap Card agent shops. For an up to date list, visit www.payzone.ie
- Child Leap Card 16-18 can only be purchased online. See www.leapcard.ie/en/NavigationPages/CardPurchase.aspx for details.

At Stations with Staffed Ticket Offices

Our staff will help customers choose the most appropriate ticket for their journey. Outside our busy peak hours, we aim to serve customers within three minutes. During peak hours, it might take longer, but we still aim to serve customers within seven minutes. This excludes exceptional circumstances. E.g. football matches, events etc.

At Unstaffed Stations with Station Ticket Vending Machines

Customers can buy a range of tickets from the ticket vending machines (TVM) that are in most stations. When buying a ticket from a TVM, customers must make their outward journey on the same day as you buy this type of ticket.

3 Assistance Provided to Customers with Disabilities

We welcome passengers with special needs, and we are committed to providing a service that everyone can use. Many of our stations and trains are accessible for passengers with special needs. We provide designated wheelchair spaces on our Intercity fleet.

We provide on-board changing facilities for parents travelling with babies and small children (except on DART services).

Full details of facilities in each station are in our 'Guide for Rail Passengers with Disabilities', which is available free online at: www.irishrail.ie/travel-information/disabled-access

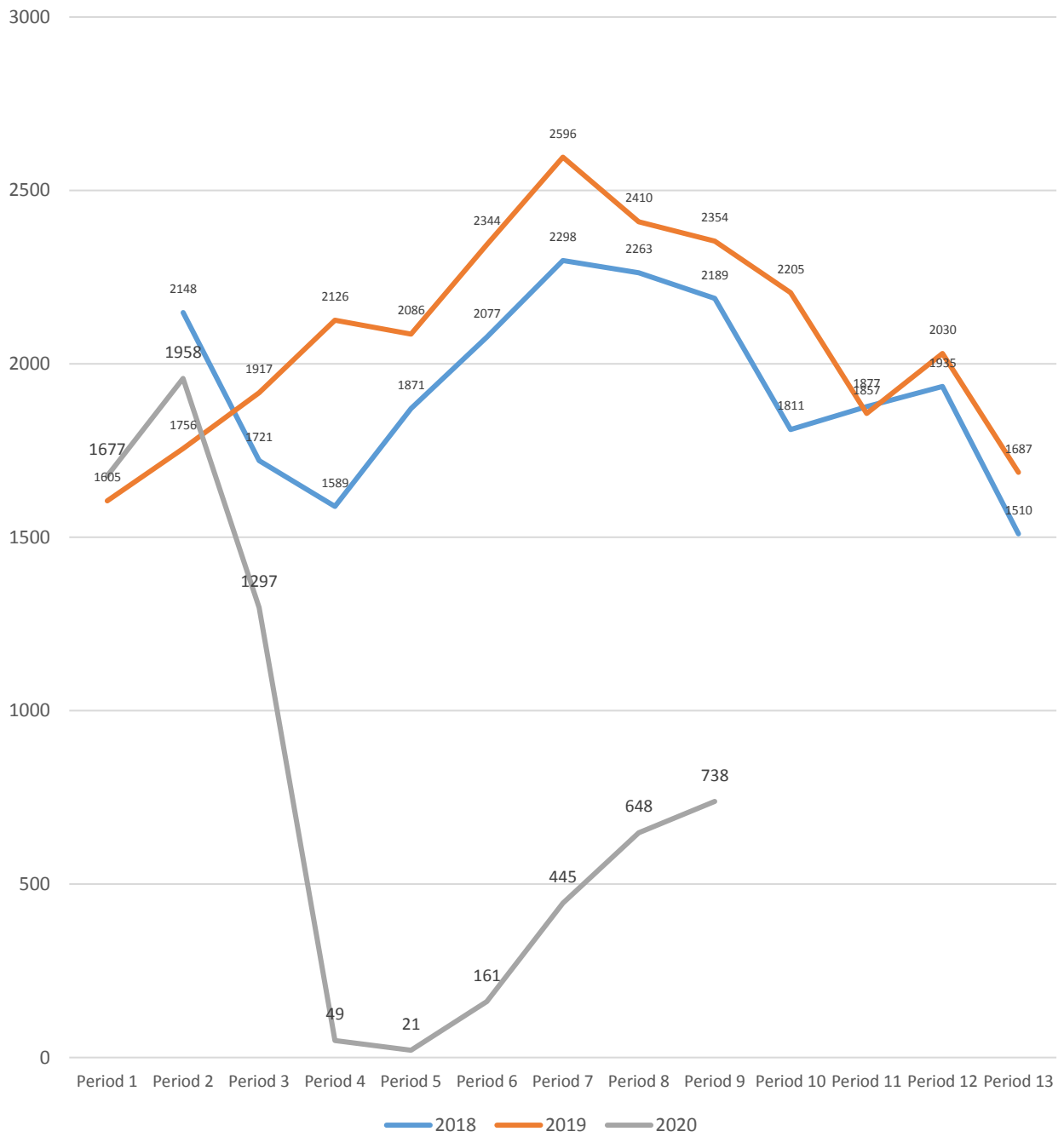
We can accommodate wheelchairs or powered scooters up to 700mm in width and 1200mm long (including footplates) height 1375mm including occupant a maximum weight of 300kg including occupant.

To help customers make their journey go as smoothly as possible, we now offer a facility where customers can arrange assistance at any station by contacting our Call Centre on 01 8366 222 (+353 1 8366 222 from outside Ireland), Monday to Friday 0830 to 18.00hrs (excluding public holidays). We try to give assistance at all times, but we would ask for 24 hours' notice on intercity journeys and 4 hours notice on DART and commuter services to allow us make any special arrangements necessary.

Equality and diversity

We are committed to treating all customers equally and making sure that your rights under the Equal Status Act 2000 are fully respected. The Equal Status Act covers issues including: disability, age, gender, marital status, family status, sexual orientation, religious belief, race and membership of the Traveller Community.

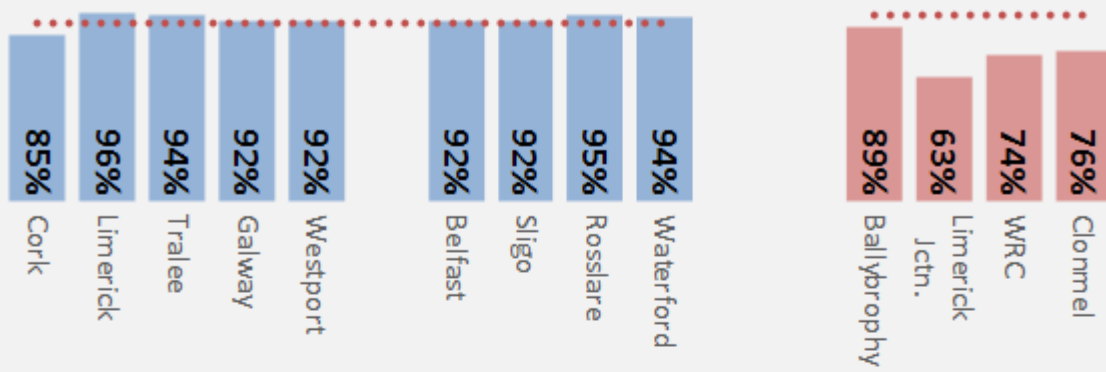
Disability Assists 2018/ 2019/2020



4 Train Punctuality

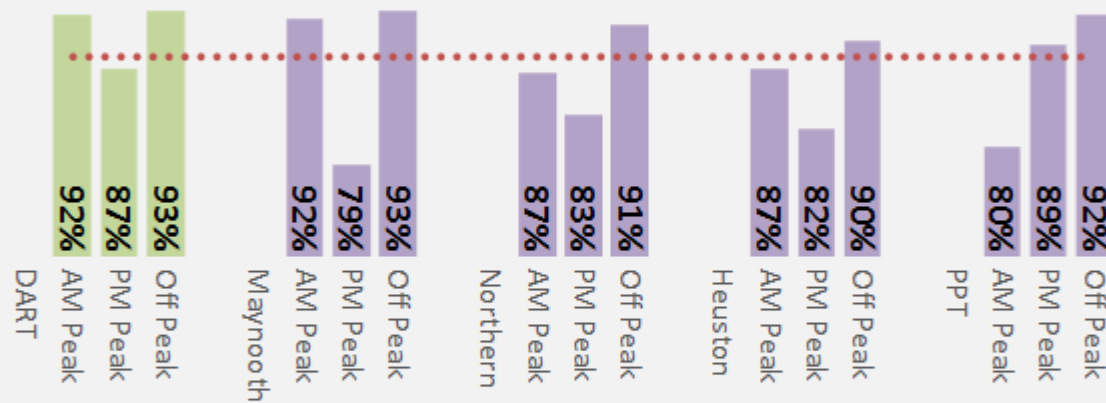
- Punctuality = a measurement of timekeeping.
- For InterCity and Commuter, it is on time or within 10 minutes of time.
- For DART, it is on time or within 5 minutes of time.
- Reliability = whether the train operates or not.
- All performance figures are independently verified by the National Transport Authority.
- Punctuality figures include delays outside of Iarnród Éireann's control.

INTERCITY & REGIONAL (10 Mins)



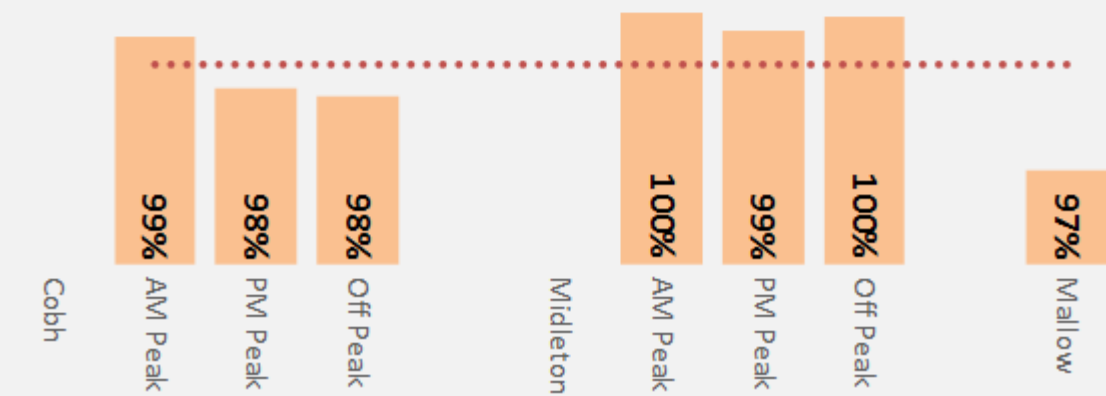
InterCity Target: 91%, Regional Target: 94.6%

DART & DUBLIN COMMUTER (5 Mins)



DART & Dublin Commuter Target: 88.4%

CORK COMMUTER (5 Mins)



Cork Commuter Target: 98.7%

5 Customer Satisfaction Surveys

Iarnród Éireann undertakes various types of research in order to ascertain customer satisfaction.

Iarnrod Éireann Intercity satisfaction 91% in 2019.

Iarnrod Éireann DART/Commuter satisfaction 96% in 2019.

Customer Satisfaction Monitor

The largest piece of research is the bi-annual customer satisfaction monitor carried out in spring and late summer each year. During the course of this research over 17,000 customers are surveyed. The research is spilt into two categories, intercity routes and commuter routes.

The primary objective of the research is establish customer expectations and measures perceptions of the quality of the service provided at each stage of the customer journey. . This research also determines customer views on the relative importance of the main aspects of the service including;

- Frequency
- Capacity
- Cleanliness
- On-board facilities
- The provision of information
- Ticketing
- Value for money
- Station facilities

Overall satisfaction and individual route satisfaction is monitored. The likelihood to recommend (NPS) is also determined on a biannual basis by route. This research has been carried out over a number of years and this enable comparative analysis with previous years' results. This research was undertaken at stations and on-board services.

Focus Groups

From time to time, depending on the business requirement focus groups are undertaken to build on and develop further in-depth insights into customer and non-customer attitudes and opinions.

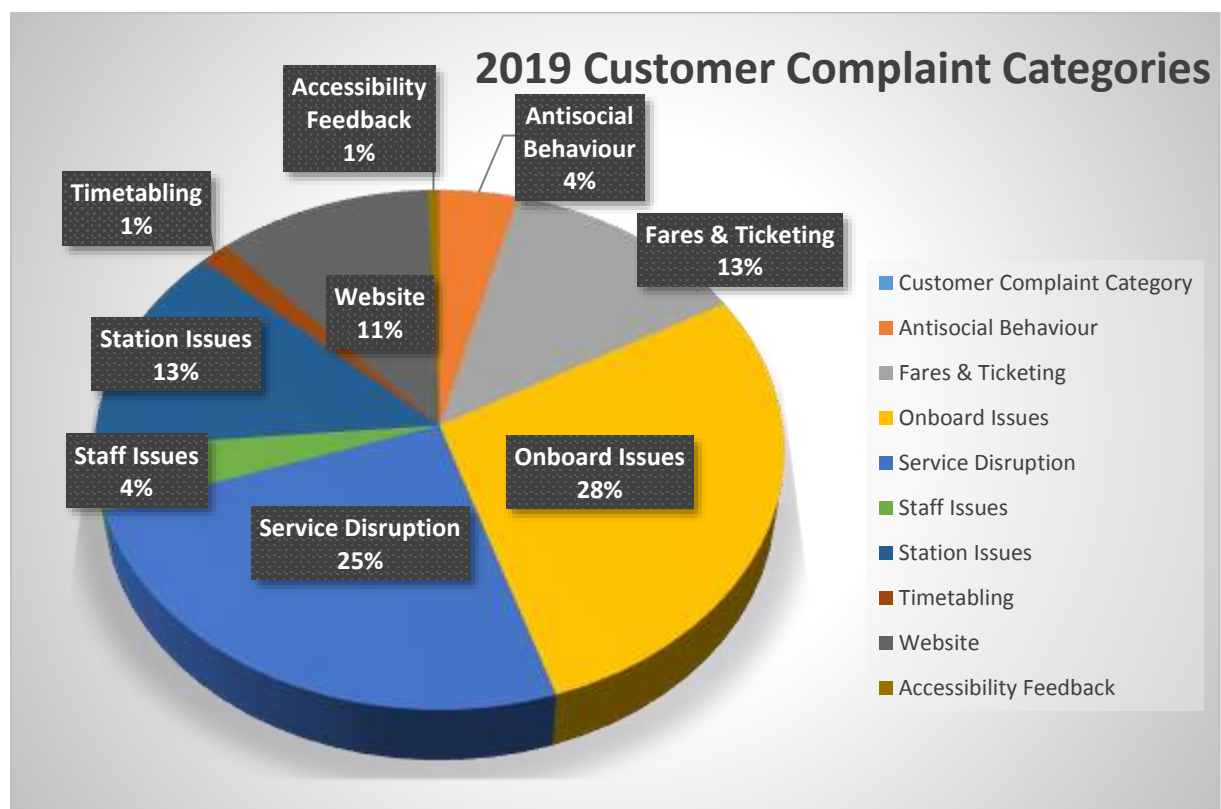
The above research is undertaken by external research companies.

Internal and online customer

Ad hoc quantitative research is carried out as required, using the internal database of customers. This database is used when the information is required rapidly. Also it is used to bridge the gaps in the areas not covered by the customer satisfaction monitor or to address them in more depth.

6 Customer Experience

Iarnród Éireann put the customer at the heart of the business and our customers are central to everything that we do and our objective is to provide them with the best possible service at all times.



Compensation Payments

Discounts if you are delayed

If, you are more than 60 minutes late arriving at your destination station, we will offer you discount vouchers to use when you buy future tickets or, issue cash compensation under EC Regulation 1371.

The value of the vouchers, or cash compensation*, is based on the length of delay and the fare paid for the single journey affected, as follows:

Delay	Compensation
If you're delayed by 60 to 120 minutes	50% of the value of the single journey in vouchers or 25% in cash.
If you're delayed by 120 minutes or more	100% of the value of the single journey in vouchers or 50% in cash

* We will not pay cash compensation for amounts under €4.

[Charter Refund Form.pdf](#)

Discounts if we fail to give you the service you pay for.

If a customers booked seat is not available, and there is no other available seat of the same standard on the same train, we will refund customers the fare of their single journey back to the card on which the booking was made.

Cancellation of your train, delay before you started your journey or during it.

If a customer's train is cancelled, or 60 minutes or more late, then we offer customers the choice between the following options:

- Customer may abandon their journey before starting it and receive a full refund of your fare or apply for a refund if your ticket was booked online or via our telephone sales line.
- Customer may discontinue a journey they have already started and receive a refund for the part of the journey not made
- If the journey customer began has become pointless, they may return immediately to the starting point of their journey by train and receive a full refund of the fare or apply for a refund if your ticket was booked online or via our telephone sales line.