

1) Records of all incidents of trains not running on time in 2020 and 2021 where a train was delayed a) one to two hours and b) over two hours.

Please note below headline numbers of services delayed:

	2020	2021
1 Hour Late	131	106
2 Hour Late	17	11

To extract the finer level of detail from TOPS would take a days work - 1 person * 8 hours = €160

2) In cases of delayed trains, breakdown of how many refunds were given.

See below details of 2020 and 2021 cases/contacts Customer Care received regarding service disruptions that resulted in delayed trains and compensation payments processed.

The refund amount includes Refunds and Vouchers.

The system does not allow a report to be run to determine Vouchers only. The only way to get a figure for Vouchers only is to go into each case one by one and itemise if Vouchers were issued or not and what value/percentage was issued.

SERVICE DISRUPTIONS / REFUNDS ISSUED - 2020			
Case Type	Cases Received	No. of Refunds Issued	Refund Amount
Train Failure	437	338	████████
Timekeeping	307	58	████████
Incident on Line	53	36	██████
Signal Fault	42	29	██████
Track Fault	13	3	██████
Bridge Strike	6	2	██████
Weather Conditions	2	1	██████
Grand Total	860	467	€9,943.83

SERVICE DISRUPTIONS / REFUNDS ISSUED - 2021			
Case Type	Cases Received	No. of Refunds Issued	Refund Amount
Train Failure	279	226	████████
Timekeeping	146	62	████████
Incident on Line	33	26	████████
Signal Fault	28	19	████████
Track Fault	13	7	████████
Security Issue	12	7	████████
Bridge Strike	5	3	████████
Weather Conditions	1	1	████████
Grand Total	517	351	€6,785.59

3) For delays of 1-2 hours, details on how many vouchers of 50% of the fare were given.

4) In cases of delayed trains of over 2 hours, details of how many vouchers of 100% were given to customers.

In total there is a total of 818 cases where refunds were issued. It would take approx. 7 mins per case. Therefore it is estimated it would take approx. (818*7/60 =95.4 hours) 95.4 hrs for search and retrieval * €20 = €2908.66