

Record #1 – Response to IE FOI 041

- 1) The total number of complaints issued to Irish Rail from the 1st of January 2013 to the 31st of December 2015.

Total: 2013-2015 incl. 31203

- 2) The individual # of complaints issued to Irish Rail in each calendar years from 2013-2015

Total number of complaints 2013 8252

Total number of complaints 2014 8431

Total number of complaints 2015 14520 * (This figure includes feedback on issues such as refunds, lost property etc. which was not included in previous years)

- 3) The number of complaints in each particular category listed on Irish Rail's feedback form issued to IE in 2015

See attached spreadsheet – Record #2

- 4) The % of IE services that ran on time from 1/1/15 - 31/12/15

Details for overall timekeeping in 2015 are set out below:

- 10 Minute Intercity = 93.4%
- 10 Minute Commuter = 97.8%
- 5 Minute DART = 91.9%

Intercity and Commuter services are measured to within 10 minutes of scheduled arrival.
DART is measured to within 5 minutes of scheduled arrival.