

QUARTER 3 2013

**Schedule B
Performance Obligations.**

**Iarnród Éireann & National Transport
Authority**

TABLE 1
Punctuality Performance 2013

Route	Measure	Quarter 3			Rolling Period Average	YTD Variance
		Actual	Target	Variance		
Drogheda-am peak	0-10 mins	98.5%	92%	6.5%	98.5%	6.6%
Drogheda-pm peak	0-10 mins	98.6%	92%	6.6%	99.0%	7.3%
Drogheda-off peak	0-5 Mins	97.8%	87%	10.8%	97.9%	10.9%
Maynooth/M3 Parkway-am peak	0-10 mins	99.2%	92%	7.2%	98.3%	5.9%
Maynooth/M3 Parkway-pm peak	0-10 mins	98.5%	92%	6.5%	98.7%	6.8%
Maynooth/M3 Parkway-off peak	0-5 Mins	96.7%	87%	9.7%	96.2%	9.0%
Kildare-am peak	0-10 mins	100.0%	92%	8.0%	99.1%	6.7%
Kildare-pm peak	0-10 mins	96.9%	92%	4.9%	97.5%	5.8%
Kildare-off peak	0-5 Mins	96.1%	87%	9.1%	95.7%	8.5%
DART-am peak	0-10 mins	98.7%	92%	6.7%	98.6%	6.6%
DART-pm peak	0-10 mins	97.7%	92%	5.7%	98.3%	6.5%
DART-off peak	0-5 mins	94.9%	87%	7.9%	95.5%	8.8%
Cork Commuter-am peak	0-10 mins	99.5%	92%	7.5%	99.5%	7.5%
Cork Commuter-pm peak	0-10 mins	99.6%	92%	7.6%	99.1%	6.9%
Cork Commuter-off peak	0-5 mins	98.6%	87%	11.6%	97.8%	10.5%
Limerick-Galway	0-10 mins	93.8%	TBD	#	90.6%	#
Limerick-Waterford	0-10 mins	98.9%	TBD	#	99.0%	#
Limerick-Ballybrophy	0-10 mins	97.9%	TBD	#	98.0%	#
Dublin-Belfast	0-10 mins	97.8%	90%	7.8%	97.8%	7.9%
Dublin-Galway	0-10 mins	94.6%	90%	4.6%	94.1%	3.8%
Dublin-Rosslare	0-10 mins	96.1%	90%	6.1%	97.4%	8.0%
Dublin-Cork	0-10 mins	94.5%	90%	4.5%	96.0%	6.8%
Dublin-Westport/Ballina	0-10 mins	96.0%	90%	6.0%	97.1%	7.6%
Dublin-Sligo	0-10 mins	98.7%	90%	8.7%	97.6%	7.1%
Dublin-Limerick	0-10 mins	96.9%	90%	6.9%	97.4%	7.7%
Dublin-Tralee	0-10 mins	92.8%	90%	2.8%	96.4%	8.2%
Dublin-Waterford	0-10 mins	96.6%	90%	6.6%	97.2%	7.6%
Total Intercity Routes		96.0%	90%	6.0%	96.8%	7.2%

TABLE 2

Passenger Service Annual Train Kilometres #000s

Sections	Route	Qtr 3 Kms Operated	Service Percent	YTD Train Kms Position	Overall Annual Percentage
DART	Malahide/Howth-Greystones	600.0	100.0%	1,199.9	100.0%
Commuter	Connolly/Docklands-Enfield	207.7	99.8%	414.8	99.7%
	Cork - Cobh/Midleton	129.2	100.0%	258.4	100.0%
Dublin - Cork	Dublin - Portlaoise	606.9	99.9%	1,213.8	100.0%
	Portlaoise - Cork	560.8	99.9%	1,121.3	100.0%
Malahide - Border	Malahide - Border	279.2	99.9%	558.4	100.0%
Radial Intercity	Enfield - Sligo	249.2	100.0%	498.4	100.0%
	Portarlington - Athlone	115.4	100.0%	230.8	100.0%
	Athlone - Galway	131.6	99.8%	263.0	99.9%
	Athlone - Westport/Ballina	120.0	100.0%	240.0	99.9%
	Limerick Junction - Limerick	108.5	99.6%	216.9	99.9%
	Limerick - Ennis (Athenry)	115.4	100.0%	230.8	100.0%
	Mallow - Tralee	129.2	99.9%	258.4	99.9%
	Cherryville Junction - Waterford	140.8	99.9%	281.6	100.0%
	Greystones - Rosslare	115.5	100.0%	230.7	100.0%
Other Services	Limerick Junction - Rosslare Strand	46.2	98.6%	92.4	99.4%
	Ballybrophy - Limerick	30.0	97.7%	60.0	99.2%
	IE Actual Kms Operated	3,685.6	99.7%	11,055.2	99.9%
	PSO Train Kms Target	3,611.7	98.0%	10,835.0	98.0%
	Variance	7393.0%	1.7%	22016.7%	1.9%

TABLE 3

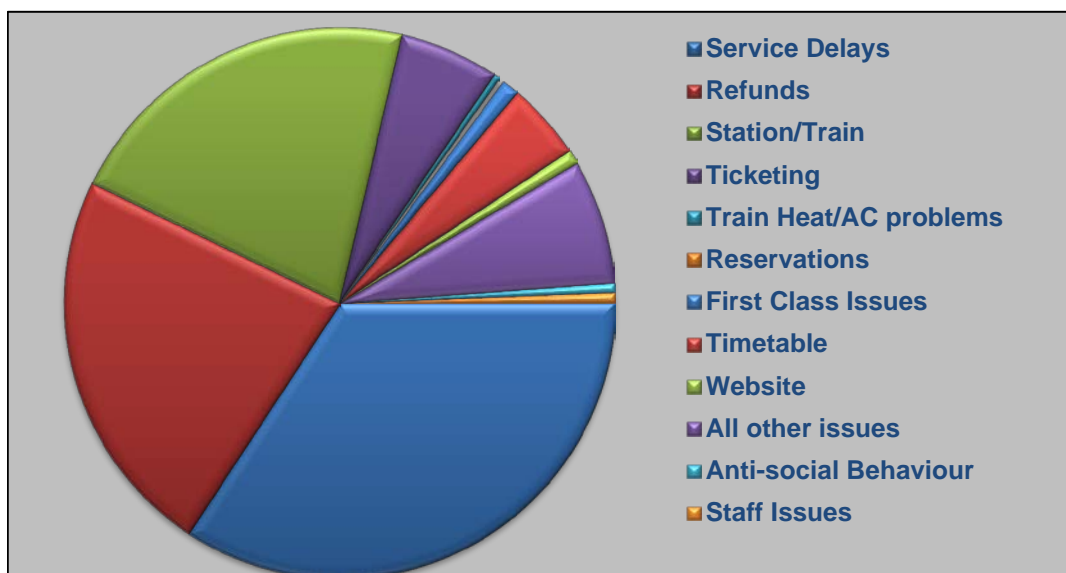
Percentage of Scheduled Services Operated 2013

Routes Operated	Quarter 3	YTD
Intercity	99.9%	100.0%
Commuter	99.8%	99.8%
Regional Services	99.1%	99.6%
DART	100.0%	100.0%
Total Services Operated	99.7%	99.8%
Target	99%	99%
Variance	0.7%	0.8%

TABLE 4

Customer Feedback Received 2013

Category	Qtr 3 Feedback per 100k Journeys	YTD	QTR as Percentage of Total Feedback
Service Delays	15	24	27%
Refunds	8	16	23%
Station/Train	5	15	31%
Ticketing	1	4	10%
Train Heat/AC problems	0	0	0%
Reservations	0	0	0%
First Class Issues	0	1	0%
Timetable	0	3	3%
Website	0	1	2%
All other issues	1	5	4%
Anti-social Behaviour	0	0	1%
Sub Total	30	69	100%
Staff Issues	0	0	0%
Total Feedback	30	69	100%



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 Qtr 3 2013.

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

- 94% of trains perceived as being clean.
- 94% of stations perceived as being clean.
- 92% of station toilets perceived as being clean.
- 86% of on board toilets perceived as being clean.

STAFF

Onboard

- 94% In full uniform
- 94% Neatly groomed
- 94% Polite

At Station

- 100% In full uniform
- 100% Neatly groomed
- 97% Polite

CUSTOMER INFORMATION

The Iarnród Éireann customer information bureaux operated within the minimum requirement from 9am to 6pm Monday to Friday.

Timetable Information:

Result

- 94of stations have TT posters on display.
- 86% of stations have TT leaflets available.
- 100% timetable website access was available throughout Qtr 3

LCD displays:

Station

- 75% available in stations covered.
- Where available, 100% were accurate.

On Board

- Available in 81% of trains covered.
- 92% of announcements deemed to be clear.
- 92% 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.
- 3% of trains arrived later than 10 minutes

Route punctuality:

- 81% of stations had punctuality posters on display.

Call answering:

- Target 90% within 60 seconds.
- Achieved 74% within 60 seconds.

TICKETING:

- 72% of Booking Offices have opening hours on display.
- 100% of customers at Booking Offices served within 7 minutes at peak.
- 87% 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

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 during 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 to standard fares in Quarter 3 2013.

- **Provision of Fares Information**

The fares page on the IE 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.