

Schedule B – Performance Obligations Iarnród Éireann 2011

Performance obligation	Reporting arrangement	Compliance test	Performance related payment
<p>Punctuality¹ – Intercity: (Dublin-Belfast, Dublin–Galway, Dublin–Rosslare, Dublin–Cork, Dublin–Westport/ Ballina, Dublin–Sligo, Dublin–Limerick, Dublin–Tralee, Dublin–Waterford): 90% of all InterCity services to arrive at their final destination on time or up to and including 10 minutes of their scheduled time.</p>	<p>Quarterly Report by line including year to date position</p>	<p>Minimum of 90%</p>	<p>*</p>
<p>Punctuality – DART: Morning Peak: Arrivals in City Centre Monday to Friday: 92% of all DART services due to arrive in Connolly Station between 07:00 and 10:00 to arrive on time or up to and including 10 minutes of their scheduled time. Evening Peak: Departures from City Centre Monday to Friday: 92% of all DART services due to depart Connolly Station between 16:00 and 19:00 to arrive at their final destination on time or up to and including 10 minutes of their scheduled time. Off Peak: 87% of <u>all</u> DART services to arrive at their final destination station on time or up to and including 5 minutes of their scheduled time.</p>	<p>Quarterly Report including year to date position</p>	<p>Minimum of 92%</p> <p>Minimum of 92%</p> <p>Minimum of 87%</p>	<p>*</p>

¹ All punctuality and reliability obligations are subject to Clause 17 Force Majeure and planned possessions

<p>Punctuality – Kildare Line:</p> <p>Morning Peak: Arrivals in City Centre Monday to Friday: 92% of all Kildare line commuter services due to arrive in Heuston Station between 07:00 and 10:00 to arrive on time or up to and including 10 minutes of their scheduled time.</p> <p>Evening Peak: Departures from City Centre Monday to Friday: 92% of all Kildare line commuter services due to depart Heuston Station between 16:00 and 19:00 to arrive at their final destination on time or up to and including 10 minutes of their scheduled time.</p> <p>Off Peak: 87% of services bar the above to arrive at their final destination on time or up to and including 5 minutes of their scheduled time.</p>	<p>Quarterly Report including year to date position</p>	<p>Minimum of 92%</p> <p>Minimum of 92%</p> <p>Minimum of 87%</p>	<p>*</p>
<p>Punctuality – Cork-Middleton and Cobh Lines:</p> <p>Morning Peak: Arrivals in Cork Monday to Friday: 92% of all Cork-Middleton and Cork-Cobh line commuter services due to arrive between 07:00 and 10:00 to arrive on time or up to and including 10 minutes of their scheduled time.</p> <p>Evening Peak: Departures from Cork Monday to Friday: 92% of all Cork-Middleton and Cork-Cobh line commuter services due to depart between 16:00 and 19:00 to arrive at their final destination on time or up to and including 10 minutes of their scheduled time.</p> <p>Off Peak: 87% of services bar the above to arrive at their final destination on time or up to and including 5 minutes of their scheduled time.</p>	<p>Quarterly Report by line including year to date position</p>	<p>Minimum of 92%</p> <p>Minimum of 92%</p> <p>Minimum of 87%</p>	<p>*</p>

<p>Punctuality –Other Lines: (Limerick–Galway, Limerick–Waterford, Limerick–Ballybrophy): Report on all the above services arriving at their final destination on time or up to and including 10 minutes of their scheduled time.</p>	<p>Quarterly Report by line including year to date position</p>		
<p>Train kms IÉ will operate at least 98% of scheduled train kms</p>	<p>Quarterly Report including year to date position</p>	<p>Minimum of 98%</p>	
<p>Cancellations IÉ will operate at least 99% of scheduled services</p>	<p>Quarterly Report including year to date position</p>	<p>Minimum of 99%</p>	<p>*</p>
<p>Timetable Information Comprehensive and up to date timetables for IÉ services will be published on IÉ's website. This will be supported by hard copy route leaflets and media advertising.</p>	<p>Quarterly Report</p>	<p>Confirmation of production</p>	
<p>24 Hour Service Information IÉ will make a comprehensive range of up to date information available by Website subject to routine maintenance downtime and service provider availability.</p>	<p>Quarterly Report</p>	<p>Confirmation of availability</p>	

<p>Complaint Reporting</p> <p>IÉ will report to the NTA complaints, by specified category.</p>	<p>Quarterly Report including year to date position</p>		
<p>Fares Information</p> <p>Up-to-date fares information for all fare categories and all services to be available on the IÉ website. Fare changes to be announced on the website as early as possible and not less than 5 working days in advance of the change taking place.</p>	<p>Quarterly Report</p>	<p>Availability of information and minimum 5 working days notice re changes</p>	
<p>Revenue Protection</p> <p>Report on measures taken to ensure revenue protection.</p>	<p>Quarterly Report</p>	<p>Percentage of Compliance</p>	
<p>Network Changes on Website</p> <p>Comprehensive and up-to-date information on all IÉ services to be available on the Company website. Timetable changes will be announced on the website as early as possible, and not less than 5 working days in advance of the change taking place.</p>	<p>Quarterly Report</p>	<p>Availability of information and minimum 5 working days notice re changes</p>	

<p>Cleanliness</p> <ul style="list-style-type: none"> ▪ All trains will be cleaned every 48 hours ▪ All manned stations will be cleaned every 24 hours ▪ Station and train toilets will be cleaned and presented to an acceptable standard (standard to be agreed between the NTA and IÉ) for customers ▪ IÉ to report on measures taken to ensure cleanliness of trains in or between services ▪ IÉ will endeavour to remove significant graffiti on trains and stations within 48 hours of it being observed or reported 	<p>Quarterly Report</p>	<p>Compliance with standards as agreed between NTA and IÉ</p>	
<p>Staff</p> <p>IÉ staff will be well presented, friendly, helpful and courteous at all times.</p>	<p>As per quarterly complaints report</p>		

<p>Accessibility</p> <p>The accessibility needs of passengers with mobility and sensory impairments will be taken fully into account in the design and construction of all building and service improvement projects and as stations are built or improved.</p> <p>Where train services are not accessible, taxis will be provided at IÉ's expense.</p> <p>IÉ undertakes that all new carriages will be fully accessible as per EU Rail Accessibility Regulations.</p> <p>IÉ will introduce, on a phased basis, a full audio-visual information service on all DART services. 100% of DART services will have audio-visual information services by the completion of the DART refurbishment programme.</p>	<p>6 monthly Report</p>		
<p>Integrated Ticketing</p> <p>In accordance with the ITS Participation agreement, IÉ shall continue to co-operate with and participate in the work of the Integrated Ticketing Project Board, established by the Minister and now reporting to the NTA.</p>	<p>Quarterly Report</p>	<p>Implemented as planned</p>	

<p>Customer Information</p> <p>Relevant timetable posters will be displayed and kept up to date at all rail stations and, where provided, automated customer information systems will give real time information.</p> <p>IE will endeavour to provide in-train audiovisual equipment, displaying destination/next station and other relevant passenger information in both audio and visual forms. (Systems are currently undergoing upgrading. On completion a target of 95% provision of accurate information will be set).</p> <p>IE aim to have the destinations information for trains displayed clearly in stations at least 90% of the time, where fitted.</p> <p>Where in-station and on train public address equipment is fitted, it will be used to provide accurate and timely information on all departures, delays or disruption to services.</p> <p>Where the delay to service is likely to exceed 10 minutes, special public address announcements will be made at regular intervals providing intending passengers with the most accurate information available as to the cause and duration of the delay and other relevant information. Similar regular and frequent announcements will be made on in-train public address equipment. "Regular" means at least</p>	<p>Quarterly Report</p>	<p>Compliance with standards as agreed between NTA and IE</p>	
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<p>once every 10 minutes for public address announcements and will include apologies for the inconvenience caused.</p> <p>Route punctuality information will be made available to customers on a quarterly basis.</p> <p>The IÉ customer information bureaux will operate at a minimum from 9am to 6pm Monday-Friday.</p> <p>At least 90% of calls made to IÉ Telephone Information Bureaux, during advertised hours of business, will be answered within 60 seconds.</p> <p>The Web Site and the Talking Timetable facility will be kept up to date and will be available on a 24-hour basis.</p>			
<p>Ticketing</p> <ul style="list-style-type: none"> ▪ Ticket office opening hours will be displayed at each station. ▪ Excluding exceptional circumstances, during advertised hours of business, customers should not have to wait for more than 7 minutes to buy a ticket. ▪ Outside busy peak periods, customers should be served within 3 minutes. ▪ Automatic Ticket Vending Machines, where provided, will be included in the above targets for service provision. ▪ All premium and first class seats can be reserved via the website or by telephone. ▪ All InterCity trains on the Dublin-Belfast, Dublin- 	<p>6 monthly Report</p>	<p>Percentage of Compliance</p>	

<p>Cork, Dublin-Limerick, Dublin-Galway, Dublin-Waterford, Dublin-Westport and Dublin-Tralee routes will have some standard class seats bookable in advance.</p>			
<p>Car Park Management</p> <p>Report on the quality of the performance of car park contractors (eg: number of ticket machine failures; time taken to resolve machine failures, number of customers clamped by reason (eg no ticket, outside authorized bays, etc.); response time to release clamped cars, number of appeals received by reason, number of appeals resulting in refund, number of customer complaints).</p>	<p>Quarterly Report</p>		