

QUARTER 4 2013

**Schedule B  
Performance Obligations.**

**Iarnród Éireann & National Transport  
Authority**

**TABLE 1**  
**Punctuality Performance 2013**

| Route                         | Measure   | Quarter 4    |            |             | Rolling Average | YTD Variance |
|-------------------------------|-----------|--------------|------------|-------------|-----------------|--------------|
|                               |           | Actual       | Target     | Variance    |                 |              |
| Drogheda-am peak              | 0-10 mins | 95%          | 92%        | 2.9%        | 97.6%           | 5.6%         |
| Drogheda-pm peak              | 0-10 mins | 97%          | 92%        | 5.4%        | 98.6%           | 6.6%         |
| Drogheda-off peak             | 0-5 Mins  | 95%          | 87%        | 8.2%        | 97.2%           | 10.2%        |
| Maynooth/M3 Parkway-am peak   | 0-10 mins | 99%          | 92%        | 7.3%        | 98.6%           | 6.6%         |
| Maynooth/M3 Parkway-pm peak   | 0-10 mins | 99%          | 92%        | 6.6%        | 98.7%           | 6.6%         |
| Maynooth/M3 Parkway-off peak  | 0-5 Mins  | 94%          | 87%        | 6.9%        | 95.6%           | 8.6%         |
| Kildare-am peak               | 0-10 mins | 98%          | 92%        | 6.4%        | 98.9%           | 6.9%         |
| Kildare-pm peak               | 0-10 mins | 96%          | 92%        | 4.0%        | 97.1%           | 5.1%         |
| Kildare-off peak              | 0-5 Mins  | 91%          | 87%        | 4.2%        | 94.6%           | 7.6%         |
| DART-am peak                  | 0-10 mins | 93%          | 92%        | 1.2%        | 97.3%           | 5.3%         |
| DART-pm peak                  | 0-10 mins | 96%          | 92%        | 4.0%        | 97.7%           | 5.7%         |
| DART-off peak                 | 0-5 mins  | 91%          | 87%        | 4.4%        | 94.4%           | 7.4%         |
| Cork Commuter-am peak         | 0-10 mins | 97%          | 92%        | 5.3%        | 98.9%           | 6.9%         |
| Cork Commuter-pm peak         | 0-10 mins | 99%          | 92%        | 7.1%        | 99.1%           | 7.1%         |
| Cork Commuter-off peak        | 0-5 mins  | 95%          | 87%        | 8.0%        | 97.1%           | 10.1%        |
| Limerick-Galway               | 0-10 mins | 90%          | TBD        | #           | 90.4%           | #            |
| Limerick-Waterford            | 0-10 mins | 95%          | TBD        | #           | 98.0%           | #            |
| Limerick-Ballybrophy          | 0-10 mins | 97%          | TBD        | #           | 97.8%           | #            |
| Dublin-Belfast                | 0-10 mins | 97.3%        | 90%        | 7.3%        | 97.7%           | 7.9%         |
| Dublin-Galway                 | 0-10 mins | 93.5%        | 90%        | 3.5%        | 93.9%           | 3.8%         |
| Dublin-Rosslare               | 0-10 mins | 94.0%        | 90%        | 4.0%        | 96.5%           | 8.0%         |
| Dublin-Cork                   | 0-10 mins | 91.5%        | 90%        | 1.5%        | 94.9%           | 6.8%         |
| Dublin-Westport/Ballina       | 0-10 mins | 91.6%        | 90%        | 1.6%        | 95.7%           | 7.6%         |
| Dublin-Sligo                  | 0-10 mins | 95.7%        | 90%        | 5.7%        | 97.1%           | 7.1%         |
| Dublin-Limerick               | 0-10 mins | 94.1%        | 90%        | 4.1%        | 96.6%           | 7.7%         |
| Dublin-Tralee                 | 0-10 mins | 92.5%        | 90%        | 2.5%        | 95.4%           | 8.2%         |
| Dublin-Waterford              | 0-10 mins | 96.0%        | 90%        | 6.0%        | 96.9%           | 7.6%         |
| <b>Total Intercity Routes</b> |           | <b>94.0%</b> | <b>90%</b> | <b>4.0%</b> | <b>96.1%</b>    | <b>7.2%</b>  |

**TABLE 2**

**Passenger Service Annual Train Kilometres #000s**

| Sections          | Route                               | Qtr 4 Kms Operated | Service Percent | YTD Train Kms Position | Overall Annual Percentage |
|-------------------|-------------------------------------|--------------------|-----------------|------------------------|---------------------------|
| DART              | Malahide/Howth-Greystones           | 799.8              | 100.0%          | 2,599.7                | 100.0%                    |
| Commuter          | Connolly/Docklands-Enfield          | 276.9              | 100.0%          | 899.4                  | 99.8%                     |
|                   | Cork - Cobh/Midleton                | 172.3              | 100.0%          | 559.9                  | 100.0%                    |
| Dublin - Cork     | Dublin - Portlaoise                 | 809.2              | 100.0%          | 2,629.9                | 100.0%                    |
|                   | Portlaoise - Cork                   | 747.4              | 100.0%          | 2,429.5                | 100.0%                    |
| Malahide - Border | Malahide - Border                   | 372.3              | 100.0%          | 1,209.9                | 100.0%                    |
| Radial Intercity  | Enfield - Sligo                     | 332.3              | 100.0%          | 1,079.9                | 100.0%                    |
|                   | Portarlington - Athlone             | 153.8              | 100.0%          | 500.0                  | 100.0%                    |
|                   | Athlone - Galway                    | 175.4              | 100.0%          | 570.0                  | 99.9%                     |
|                   | Athlone - Westport/Ballina          | 160.0              | 100.0%          | 520.0                  | 99.9%                     |
|                   | Limerick Junction - Limerick        | 144.6              | 100.0%          | 470.0                  | 99.9%                     |
|                   | Limerick - Ennis (Athenry)          | 153.8              | 100.0%          | 500.0                  | 100.0%                    |
|                   | Mallow - Tralee                     | 171.5              | 99.5%           | 559.1                  | 99.8%                     |
|                   | Cherryville Junction - Waterford    | 187.7              | 100.0%          | 610.1                  | 100.0%                    |
|                   | Greystones - Rosslare               | 153.8              | 100.0%          | 500.0                  | 100.0%                    |
| Other Services    | Limerick Junction - Rosslare Strand | 61.5               | 100.0%          | 200.1                  | 99.6%                     |
|                   | Ballybrophy - Limerick              | 40.0               | 99.9%           | 130.0                  | 99.4%                     |
|                   | <b>IE Actual Kms Operated</b>       | <b>4,912.3</b>     | <b>100.0%</b>   | <b>15,967.5</b>        | <b>99.9%</b>              |
|                   | <b>PSO Train Kms Target</b>         | <b>4,815.6</b>     | <b>98.0%</b>    | <b>15,650.6</b>        | <b>98.0%</b>              |
|                   | <b>Variance</b>                     | <b>96.7</b>        | <b>2.0%</b>     | <b>316.9</b>           | <b>1.9%</b>               |

**TABLE 3**

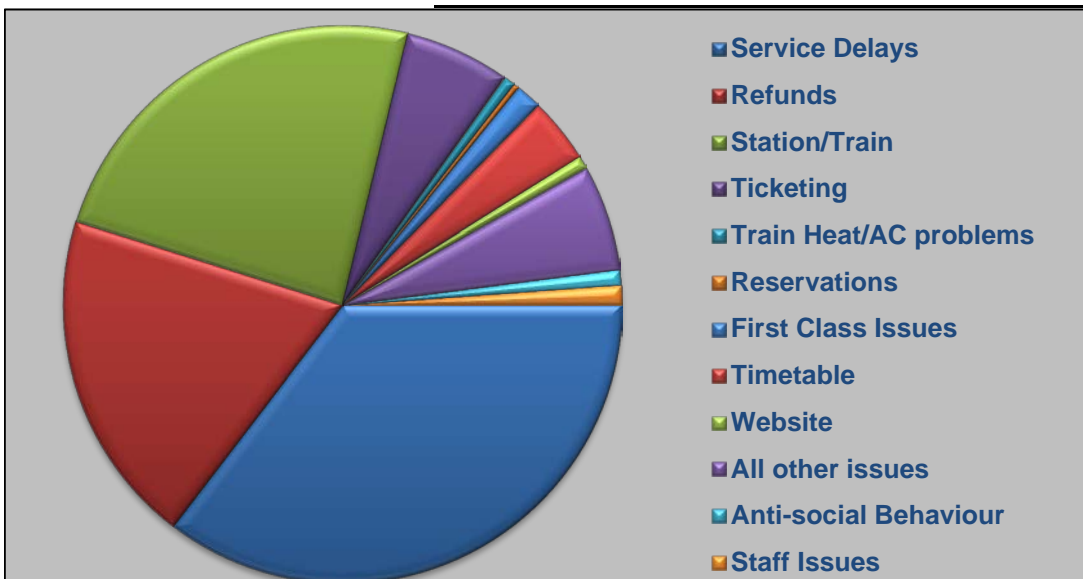
**Percentage of Scheduled Services Operated 2013**

| Routes Operated                | Quarter 4     | YTD          |
|--------------------------------|---------------|--------------|
| Intercity                      | 100.0%        | 100.0%       |
| Commuter                       | 100.0%        | 99.8%        |
| Regional Services              | 100.0%        | 99.7%        |
| DART                           | 100.0%        | 100.0%       |
| <b>Total Services Operated</b> | <b>100.0%</b> | <b>99.9%</b> |
| <b>Target</b>                  | <b>99%</b>    | <b>99%</b>   |
| <b>Variance</b>                | <b>1.0%</b>   | <b>0.9%</b>  |

**TABLE 4**

**Customer Feedback Received 2013**

| Category               | Qtr 4 Feedback per 100k Journeys | YTD       | QTR Percentage of Total Feedback |
|------------------------|----------------------------------|-----------|----------------------------------|
| Service Delays         | 10                               | 33        | 39%                              |
| Refunds                | 2                                | 18        | 10%                              |
| Station/Train          | 8                                | 22        | 31%                              |
| Ticketing              | 2                                | 6         | 7%                               |
| Train Heat/AC problems | 0                                | 1         | 1%                               |
| Reservations           | 0                                | 0         | 0%                               |
| First Class Issues     | 1                                | 1         | 3%                               |
| Timetable              | 0                                | 4         | 2%                               |
| Website                | 0                                | 1         | 1%                               |
| All other issues       | 1                                | 6         | 3%                               |
| Anti-social Behaviour  | 0                                | 1         | 2%                               |
| <b>Sub Total</b>       | <b>24</b>                        | <b>93</b> | <b>98%</b>                       |
| Staff Issues           | 1                                | 1         | 2%                               |
| <b>Total Feedback</b>  | <b>25</b>                        | <b>94</b> | <b>100%</b>                      |



## 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 4 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

- 97% of trains perceived as being clean.
- 100% of stations perceived as being clean.
- 95% of station toilets perceived as being clean.
- 87% of on board toilets perceived as being clean.

## STAFF

### Onboard

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

### At Station

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

## CUSTOMER INFORMATION

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

### Timetable Information:

#### Result

- 97of stations have TT posters on display.
- 89% of stations have TT leaflets available.
- 100% timetable website access was available throughout Qtr 4

### LCD displays:

#### Station

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

#### On Board

- Available in 88% of trains covered.
- 100% of announcements deemed to be clear.
- 100% of announcements deemed to be accurate.

### PA announcements:

#### Station

- 100% perceived as being clear.
- 100% perceived as being accurate.

#### On board

- 97% of trains had PA announcements prior to each stop.
- 0% of trains arrived later than 10 minutes

### Route punctuality:

- 88% of stations had punctuality posters on display.

### Call answering:

- Target 90% within 60 seconds.
- Achieved 72% within 60 seconds.

## TICKETING:

- 75% of Booking Offices have opening hours on display.
- 96% of customers at Booking Offices served within 7 minutes at peak.
- 100% 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   |

- All premium first class tickets can be reserved via the website or by telephone

## 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 4 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](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.