

QUARTER 4 2014

**Schedule B
Performance Obligations.**

**Iarnród Éireann & National Transport
Authority**

TABLE 1
Punctuality Performance 2014

Route	Measure	Quarter 4			YTD	YTD Variance
		Actual	Target	Variance		
Drogheda-am peak	0-10 mins	97.7%	92%	5.7%	97.6%	5.6%
Drogheda-pm peak	0-10 mins	95.2%	92%	3.2%	97.7%	5.7%
Drogheda-off peak	0-5 Mins	95.9%	87%	8.9%	97.0%	10.0%
Maynooth/M3 Parkway-am peak	0-10 mins	99.2%	92%	7.2%	99.2%	7.2%
Maynooth/M3 Parkway-pm peak	0-10 mins	96.9%	92%	4.9%	98.4%	6.4%
Maynooth/M3 Parkway-off peak	0-5 Mins	94.2%	87%	7.2%	96.1%	9.1%
Kildare-am peak	0-10 mins	98.8%	92%	6.8%	99.1%	7.1%
Kildare-pm peak	0-10 mins	97.3%	92%	5.3%	98.4%	6.4%
Kildare-off peak	0-5 Mins	93.9%	87%	6.9%	95.5%	8.5%
DART-am peak	0-10 mins	98.3%	92%	6.3%	98.6%	6.6%
DART-pm peak	0-10 mins	96.7%	92%	4.7%	97.8%	5.8%
DART-off peak	0-5 mins	94.9%	87%	7.9%	96.3%	9.3%
Cork Commuter-am peak	0-10 mins	94.9%	92%	2.9%	97.9%	5.9%
Cork Commuter-pm peak	0-10 mins	98.7%	92%	6.7%	99.4%	7.4%
Cork Commuter-off peak	0-5 mins	95.4%	87%	8.4%	97.8%	10.8%
Limerick-Galway	0-10 mins	92.8%	TBD	#	92.3%	#
Limerick-Waterford	0-10 mins	98.6%	TBD	#	98.7%	#
Limerick-Ballybrophy	0-10 mins	95.9%	TBD	#	97.5%	#
Dublin-Belfast	0-10 mins	96.9%	90%	6.9%	97.8%	7.8%
Dublin-Galway	0-10 mins	95.3%	90%	5.3%	96.4%	6.4%
Dublin-Rosslare	0-10 mins	92.3%	90%	2.3%	95.5%	5.5%
Dublin-Cork	0-10 mins	96.4%	90%	6.4%	97.2%	7.2%
Dublin-Westport/Ballina	0-10 mins	95.1%	90%	5.1%	95.7%	5.7%
Dublin-Sligo	0-10 mins	97.6%	90%	7.6%	98.4%	8.4%
Dublin-Limerick	0-10 mins	97.2%	90%	7.2%	97.7%	7.7%
Dublin-Tralee	0-10 mins	97.7%	90%	7.7%	96.7%	6.7%
Dublin-Waterford	0-10 mins	99.5%	90%	9.5%	99.0%	9.0%
Total Intercity Routes		96.5%	90%	6.4%	97.2%	7.2%

TABLE 2
Passenger Service Annual Train Kilometres #000s

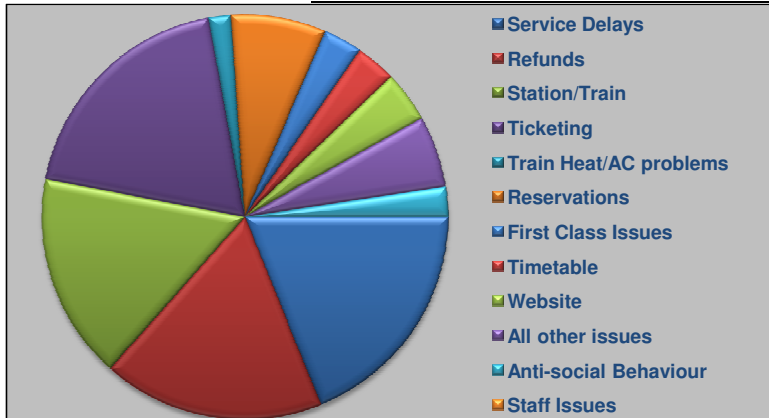
Sections	Route	Qtr 4 Kms Operated	Service Percent	YTD Train Kms Position	Overall Annual Percentage
DART	Malahide/Howth-Greystones	799.7	100.0%	2,599.6	100.0%
Commuter	Connolly/Docklands-Enfield	276.8	100.0%	899.7	100.0%
	Cork - Cobh/Midleton	172.3	100.0%	560.0	100.0%
Dublin - Cork	Dublin - Portlaoise	809.1	100.0%	2,629.0	100.0%
	Portlaoise - Cork	747.7	100.0%	2,430.0	100.0%
Malahide - Border	Malahide - Border	372.1	99.9%	1,209.7	100.0%
Radial Intercity	Enfield - Sligo	332.3	100.0%	1,080.0	100.0%
	Portarlinton - Athlone	153.8	100.0%	500.0	100.0%
	Athlone - Galway	175.3	100.0%	570.0	100.0%
	Athlone - Westport/Ballina	159.7	99.8%	519.7	100.0%
	Limerick Junction - Limerick	144.5	99.9%	469.9	99.9%
	Limerick - Ennis (Athenry)	153.7	99.9%	499.8	100.0%
	Mallow - Tralee	172.3	100.0%	560.0	99.9%
	Cherryville Junction - Waterford	187.7	100.0%	609.9	100.0%
	Greystones - Rosslare	153.8	100.0%	500.0	100.0%
	Other Services	Limerick Junction - Rosslare Strand	61.3	99.6%	198.8
Ballybrophy - Limerick		40.0	99.9%	129.5	99.6%
	IE Actual Kms Operated	4,912.3	99.9%	15,965.7	99.95%
	PSO Train Kms Target	4,815.6	98.0%	15,650.6	98.0%
	Variance	96.7	1.9%	315.1	1.9%

TABLE 3
Percentage of Scheduled Services Operated 2014

Routes Operated	Quarter 4	YTD
Intercity	100.0%	100.0%
Commuter	99.9%	99.9%
Regional Services	99.8%	99.8%
DART	99.8%	99.8%
Total Services Operated	99.9%	99.9%
Target	99%	99%
Variance	0.9%	0.9%

TABLE 4
Customer Feedback Received 2014

Category	Qtr 4	YTD	QTR Percentage of Total Feedback
	Feedback per 100k Journeys		
Service Delays	5	15	14%
Refunds	5	24	20%
Station/Train	5	31	41%
Ticketing	6	12	13%
Train Heat/AC problems	1	1	0%
Reservations	2	3	0%
First Class Issues	1	1	0%
Timetable	1	2	2%
Website	1	3	3%
All other issues	2	2	0%
Anti-social Behaviour	1	2	3%
Sub Total	29	96	96%
Staff Issues	0	3	4%
Total Feedback	29	99	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 4 2014.

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

- 91% of trains perceived as being clean.
- 88% of stations perceived as being clean.
- 91% of station toilets perceived as being clean.
- 93% of on board toilets perceived as being clean.

STAFF

Onboard

- 94% In full uniform
- 100% Neatly groomed
- 94% Polite

At Station

- 84% In full uniform
- 91% Neatly groomed
- 87% Polite

CUSTOMER INFORMATION

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

Timetable Information:

Result

- 94% of stations have TT posters on display.
- 82% of stations have TT leaflets available.
- 100% timetable website access was available throughout Qtr 4

LCD displays:

Station

- 84% available in stations covered.
- Where available, 100% were accurate.

On Board

- Available in 94% of trains covered.
- 94% of announcements deemed to be clear.
- 94% of announcements deemed to be accurate.

PA announcements:

Station

- 94% perceived as being clear.
- 100% perceived as being accurate.

On board

- 94% of trains had PA announcements prior to each stop.
- 0% of trains arrived later than 10 minutes

Route punctuality:

- 84% of stations had punctuality posters on display.

Call answering:

- Target 90% within 60 seconds.
- Achieved 93% within 60 seconds.

TICKETING:

- 78% of Booking Offices have opening hours on display.
- 100% of customers at Booking Offices served within 7 minutes at peak.
- 90% of customers at Booking Offices served within 3 minutes at off peak.
- 83% of customers at TVM served within 7 minutes at peak.
- 95% 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 changes made to standard fares in Quarter 4 2014.

- **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.