

QUARTER 1 2010

**Schedule B
Performance Obligations.**

**Iarnród Éireann & National Transport
Authority**

Network Changes on Website

Iarnrod Eireann confirms comprehensive and up-to-date information on all Irish Rail services has been made available on the company website. Major timetable changes have been announced on the website as early as possible and not less than 5 working days in advance of the change taking place.

TABLE 1
Punctuality Performance 2010

Route	Measure	Target	Quarter 1	Variance	YTD Overall
Drogheda-am peak	0-10 mins	90%	92.6%	2.6%	92.6%
Drogheda-pm peak	0-10 mins	90%	99.6%	9.6%	99.6%
Maynooth-am peak	0-10 mins	90%	97.7%	7.7%	97.7%
Maynooth-pm peak	0-10 mins	90%	96.1%	6.1%	96.1%
Kildare-am peak	0-10 mins	90%	96.1%	6.1%	96.1%
Kildare-pm peak	0-10 mins	90%	96.2%	6.2%	96.2%
DART-am peak	0-10 mins	90%	94.8%	4.8%	94.8%
DART-pm peak	0-10 mins	90%	97.9%	7.9%	97.9%
DART-off peak	0-5 mins	87%	94.9%	7.9%	94.9%
Total Intercity Routes	0-10 mins	90%	92.1%	2.1%	92.1%

TABLE 2
Passenger Service Annual Train Kilometres

Sections	Route	Qtr 1 Kms Operated #000's	Service Percent	YTD Train Kms Position #000's	Overall Annual Percentage
DART	Malahide/Howth-Greystones	599.61	99.94%	599.61	99.94%
Commuter	Connolly/Docklands-Enfield	206.98	99.66%	206.98	99.66%
	Cork - Cobh/Midleton	129.23	100.00%	129.23	100.00%
Dublin - Cork	Dublin - Portlaoise	605.31	99.73%	605.31	99.73%
	Portlaoise - Cork	560.49	99.95%	560.49	99.95%
Malahide - Border	Malahide - Border	278.54	99.75%	278.54	99.75%
Radial Intercity	Enfield - Sligo	248.98	99.90%	248.98	99.90%
	Portarlington - Athlone	114.71	99.42%	114.71	99.42%
	Athlone - Galway	130.63	99.31%	130.63	99.31%
	Athlone - Westport/Ballina	120.00	100.00%	120.00	100.00%
	Limerick Junction - Limerick	108.46	100.00%	108.46	100.00%
	Limerick - Ennis (Athenry)	115.18	99.82%	115.18	99.82%
	Mallow - Tralee	128.80	99.67%	128.80	99.67%
	Cherryville Junction - Waterford	140.77	100.00%	140.77	100.00%
	Greystones - Rosslare	115.38	100.00%	115.38	100.00%
	Other Services	Limerick Junction - Rosslare Strand	46.15	100.00%	46.15
Ballybrophy - Limerick		30.00	100.00%	30.00	100.00%
	PSO Train Kms Target	3611.68	98.00%	3,611.68	98.00%
	IE Actual Kms Operated	3679.24	99.83%	3,679.24	99.83%
	Variance	67.56	1.83%	67.56	1.83%

TABLE 3

Percentage of Scheduled Services Operated 2010

Routes Operated	Quarter 1	YTD
Intercity	99.89%	99.89%
Commuter	99.40%	99.40%
Regional Services	100.0%	100.00%
DART	99.88%	99.88%
Target	99.00%	99.00%
Total Services Operated	99.79%	99.79%
Variance	0.79%	0.79%

TABLE 4

Customer Feedback Received 2010

Category	Complaints per 100k Journeys	YTD	QTR as Percentage of YTD
Service Delays	12	12	39%
Refunds	3	3	11%
Station/Train	3	3	9%
Ticketing	2	2	6%
Train Heat/AC problems	1	1	4%
Reservations	1	1	4%
First Class Issues	1	1	3%
Timetable	2	2	6%
Website	1	1	2%
All other issues	5	5	15%
Sub Total	31	31	98%
Staff Issues	1	1	2%
Total Feedback	32	32	100%

