

QUARTER 1 2012

**Schedule B  
Performance Obligations.**

**Iarnród Éireann & National Transport  
Authority**

**TABLE 1**  
**Punctuality Performance 2012**

| Route                         | Measure          | Quarter 1    |            |             | YTD        | YTD       |
|-------------------------------|------------------|--------------|------------|-------------|------------|-----------|
|                               |                  | Actual       | Target     | Variance    | Actual     | Actual    |
| Drogheda-am peak              | 0-10 mins        | 98.0%        | 92%        | 6.0%        | 98.0%      | 6.0%      |
| Drogheda-pm peak              | 0-10 mins        | 99.1%        | 92%        | 7.1%        | 99.1%      | 7.1%      |
| Drogheda-off peak             | 0-5 Mins         | 97.1%        | 87%        | 10.1%       | 97.1%      | 10.1%     |
| Maynooth/M3 Parkway-am peak   | 0-10 mins        | 99.4%        | 92%        | 7.4%        | 99.4%      | 7.4%      |
| Maynooth/M3 Parkway-pm peak   | 0-10 mins        | 99.0%        | 92%        | 7.0%        | 99.0%      | 7.0%      |
| Maynooth/M3 Parkway-off peak  | 0-5 Mins         | 95.9%        | 87%        | 8.9%        | 95.9%      | 8.9%      |
| Kildare-am peak               | 0-10 mins        | 98.4%        | 92%        | 6.4%        | 98.4%      | 6.4%      |
| Kildare-pm peak               | 0-10 mins        | 100.0%       | 92%        | 8.0%        | 100.0%     | 8.0%      |
| Kildare-off peak              | 0-5 Mins         | 98.7%        | 87%        | 11.7%       | 98.7%      | 11.7%     |
| DART-am peak                  | 0-10 mins        | 98.1%        | 92%        | 6.1%        | 98.1%      | 6.1%      |
| DART-pm peak                  | 0-10 mins        | 99.1%        | 92%        | 7.1%        | 99.1%      | 7.1%      |
| DART-off peak                 | 0-5 mins         | 94.9%        | 87%        | 7.9%        | 94.9%      | 7.9%      |
| Cork Commuter-am peak         | 0-10 mins        | 99.2%        | 92%        | 7.2%        | 99.2%      | 7.2%      |
| Cork Commuter-pm peak         | 0-10 mins        | 99.7%        | 92%        | 7.7%        | 99.7%      | 7.7%      |
| Cork Commuter-off peak        | 0-5 mins         | 98.9%        | 87%        | 11.9%       | 98.9%      | 11.9%     |
| Limerick-Galway               | 0-10 mins        | 96.8%        | TBD        | #           | 96.8%      | #         |
| Limerick-Waterford            | 0-10 mins        | 97.1%        | TBD        | #           | 97.1%      | #         |
| Limerick-Ballybrophy          | 0-10 mins        | 97.4%        | TBD        | #           | 97.4%      | #         |
| <b>Total Commuter Routes</b>  | <b>0-10 mins</b> | <b>98.2%</b> | <b>90%</b> | <b>8%</b>   | <b>98%</b> | <b>8%</b> |
| Dublin-Belfast                | 0-10 mins        | 98.2%        | TBD        | #           | 98.2%      | #         |
| Dublin-Galway                 | 0-10 mins        | 98.8%        | TBD        | #           | 98.8%      | #         |
| Dublin-Rosslare               | 0-10 mins        | 96.4%        | TBD        | #           | 96.4%      | #         |
| Dublin-Cork                   | 0-10 mins        | 98.7%        | TBD        | #           | 98.7%      | #         |
| Dublin-Westport/Ballina       | 0-10 mins        | 98.1%        | TBD        | #           | 98.1%      | #         |
| Dublin-Sligo                  | 0-10 mins        | 97.9%        | TBD        | #           | 97.9%      | #         |
| Dublin-Limerick               | 0-10 mins        | 98.2%        | TBD        | #           | 98.2%      | #         |
| Dublin-Tralee                 | 0-10 mins        | 97.4%        | TBD        | #           | 97.4%      | #         |
| Dublin-Waterford              | 0-10 mins        | 98.5%        | TBD        | #           | 98.5%      | #         |
| <b>Total Intercity Routes</b> | <b>0-10 mins</b> | <b>98.0%</b> | <b>0%</b>  | <b>0.0%</b> | <b>98%</b> | <b>0%</b> |

**TABLE 2**

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

| Sections               | Route                            | Qtr 1 Kms Operated                  | Service Percent | YTD Train Kms Position | Overall Annual Percentage |
|------------------------|----------------------------------|-------------------------------------|-----------------|------------------------|---------------------------|
| DART                   | Malahide/Howth-Greystones        | 599.94                              | 99.99%          | 599.94                 | 99.99%                    |
| Commuter               | Connolly/Docklands-Enfield       | 207.64                              | 99.97%          | 207.64                 | 99.97%                    |
|                        | Cork - Cobh/Midleton             | 129.23                              | 100.00%         | 129.23                 | 100.00%                   |
| Dublin - Cork          | Dublin - Portlaoise              | 606.80                              | 99.98%          | 606.80                 | 99.98%                    |
|                        | Portlaoise - Cork                | 560.77                              | 100.00%         | 560.77                 | 100.00%                   |
| Malahide - Border      | Malahide - Border                | 279.23                              | 100.00%         | 279.23                 | 100.00%                   |
| Radial Intercity       | Enfield - Sligo                  | 249.11                              | 99.95%          | 249.11                 | 99.95%                    |
|                        | Portarlington - Athlone          | 115.38                              | 100.00%         | 115.38                 | 100.00%                   |
|                        | Athlone - Galway                 | 131.44                              | 99.92%          | 131.44                 | 99.92%                    |
|                        | 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)       | 115.38                              | 100.00%         | 115.38                 | 100.00%                   |
|                        | Mallow - Tralee                  | 129.23                              | 100.00%         | 129.23                 | 100.00%                   |
|                        | 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 | 45.95           | 99.56%                 | 45.95                     |
| Ballybrophy - Limerick |                                  | 29.72                               | 99.08%          | 29.72                  | 99.08%                    |
|                        | <b>IE Actual Kms Operated</b>    | <b>3684.44</b>                      | <b>99.91%</b>   | <b>3,684.44</b>        | <b>99.91%</b>             |
|                        | <b>PSO Train Kms Target</b>      | <b>3611.67</b>                      | <b>98.00%</b>   | <b>3,611.67</b>        | <b>98.00%</b>             |
|                        | <b>Variance</b>                  | <b>72.77</b>                        | <b>1.91%</b>    | <b>72.77</b>           | <b>1.91%</b>              |

**TABLE 3**

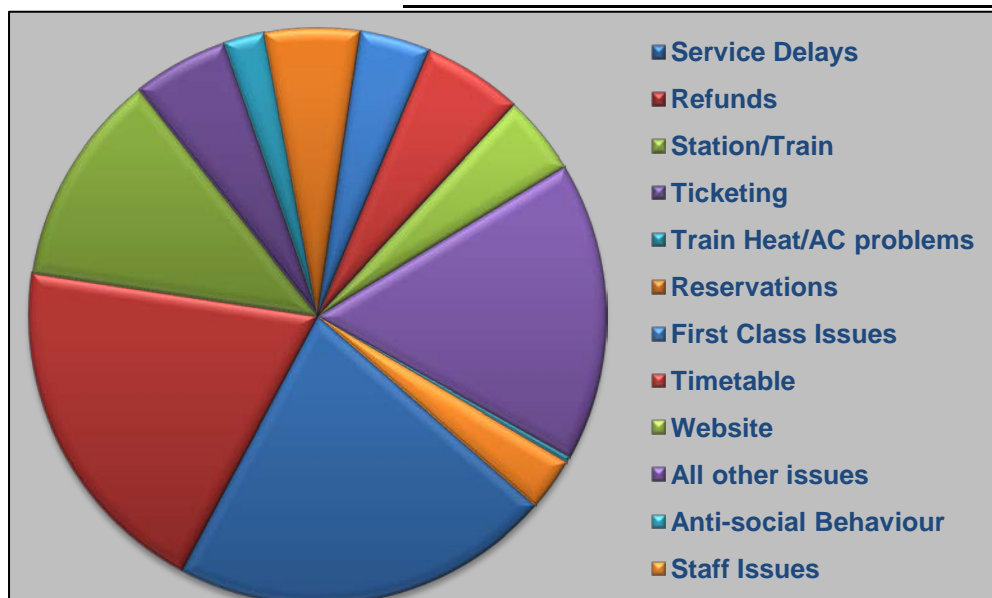
**Percentage of Scheduled Services Operated 2012**

| Routes Operated                | Quarter 1     | YTD           |
|--------------------------------|---------------|---------------|
| Intercity                      | 99.98%        | 99.98%        |
| Commuter                       | 99.98%        | 99.98%        |
| Regional Services              | 99.8%         | 99.78%        |
| DART                           | 99.97%        | 99.97%        |
| <b>Total Services Operated</b> | <b>99.93%</b> | <b>99.93%</b> |
| <b>Target</b>                  | <b>99.00%</b> | <b>99.00%</b> |
| <b>Variance</b>                | <b>0.93%</b>  | <b>0.93%</b>  |

**TABLE 4**

**Customer Feedback Received 2012**

| Category               | Qtr 1 Feedback per 100k Journeys | YTD       | QTR as Percentage of Total Feedback |
|------------------------|----------------------------------|-----------|-------------------------------------|
| Service Delays         | 3.2                              | 3.2       | 21%                                 |
| Refunds                | 2.9                              | 2.9       | 20%                                 |
| Station/Train          | 1.8                              | 1.8       | 12%                                 |
| Ticketing              | 0.8                              | 0.8       | 5%                                  |
| Train Heat/AC problems | 0.3                              | 0.3       | 2%                                  |
| Reservations           | 0.8                              | 0.8       | 5%                                  |
| First Class Issues     | 0.6                              | 0.6       | 4%                                  |
| Timetable              | 0.8                              | 0.8       | 6%                                  |
| Website                | 0.7                              | 0.7       | 4%                                  |
| All other issues       | 2.5                              | 2.5       | 17%                                 |
| Anti-social Behaviour  | 0.0                              | 0.0       | 0%                                  |
| <b>Sub Total</b>       | <b>14</b>                        | <b>14</b> | <b>97%</b>                          |
| Staff Issues           | 0.4                              | 0.4       | 3%                                  |
| <b>Total Feedback</b>  | <b>15</b>                        | <b>15</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 Qtr1 2012.

## 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.

### **% Compliance within the 5 days notice of changes**

|                              |      |
|------------------------------|------|
| On journey planner           | 100% |
| On website travel alert page | 100% |

## CLEANLINESS

- 100% of trains perceived as being clean.
- 100% of stations perceived as being clean.
- 89% of station toilets perceived as being clean.
- 100% 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
- 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

- 94% of stations have TT posters on display.
- 43% of stations have TT leaflets available.
- 100% timetable website access was available throughout Qtr1

### LCD displays:

#### Station

- 81% 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

- 91% 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 91% within 60 seconds.

Talking timetable:

- Operated 24 hrs.
- 97% understood 1<sup>st</sup> time.
- 100% 1<sup>st</sup> or 2<sup>nd</sup> time.

**TICKETING:**

- 78% of Booking Offices have opening hours on display.
- 100% of customers at Booking Offices served within 7 minutes at peak.
- 99% 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.
- 100% of premium seats were available through telesales.
- 88% of premium seats were available online.
- All routes listed had some seats in standard bookable in advance.

|                |                 |                 |
|----------------|-----------------|-----------------|
| Dublin-Belfast | Dublin-Galway   | Dublin-Limerick |
| Dublin-Cork    | Dublin-Westport | Dublin-Tralee   |

**FARES INFORMATION**

- **Notifications of Fares Changes**

Iarnród Éireann confirms comprehensive and up-to-date information on all Irish Rail fare changes had been made available on the company website. All fare changes were announced within 5 working days of the change taking place.

- **Provision of Fares Information**

The fares page on the IE website contains a list of our fares.

<http://www.irishrail.ie/faresandtickets>