

QUARTER 2 2011

**Schedule B
Performance Obligations.**

**Iarnród Éireann & National Transport
Authority**

TABLE 1
Punctuality Performance 2011

Route	Measure	Target	Quarter 2	YTD	Variance
Drogheda-am peak	0-10 mins	92%	98.6%	95.8%	3.8%
Drogheda-pm peak	0-10 mins	92%	97.6%	97.8%	5.8%
Drogheda-off peak	0-5 Mins	87%	96.5%	95.9%	8.9%
Maynooth/M3 Parkway-am peak	0-10 mins	92%	98.8%	97.8%	5.8%
Maynooth/M3 Parkway-pm peak	0-10 mins	92%	99.8%	97.5%	5.5%
Maynooth/M3 Parkway-off peak	0-5 Mins	87%	95.2%	93.5%	6.5%
Kildare-am peak	0-10 mins	92%	98.2%	97.8%	5.8%
Kildare-pm peak	0-10 mins	92%	99.6%	98.6%	6.6%
Kildare-off peak	0-5 Mins	87%	96.6%	95.8%	8.8%
DART-am peak	0-10 mins	92%	98.1%	96.6%	4.6%
DART-pm peak	0-10 mins	92%	97.7%	97.7%	5.7%
DART-off peak	0-5 mins	87%	93.7%	93.4%	6.4%
Cork Commuter-am peak	0-10 mins	92%	99.2%	99.0%	7.0%
Cork Commuter-pm peak	0-10 mins	92%	100.0%	99.7%	7.7%
Cork Commuter-off peak	0-5 mins	87%	92.4%	94.8%	7.8%
Limerick-Galway	0-10 mins	TBD	95.3%	95.0%	#
Limerick-Waterford	0-10 mins	TBD	95.9%	83.1%	#
Limerick-Ballybrophy	0-10 mins	TBD	96.5%	91.2%	#
Total Intercity Routes	0-10 mins	90%	96%	95%	5.0%
Dublin-Belfast	0-10 mins	TBD	92.6%	90.1%	#
Dublin-Galway	0-10 mins	TBD	97.4%	97.3%	#
Dublin-Rosslare	0-10 mins	TBD	97.1%	96.2%	#
Dublin-Cork	0-10 mins	TBD	95.7%	94.4%	#
Dublin-Westport/Ballina	0-10 mins	TBD	95.2%	94.2%	#
Dublin-Sligo	0-10 mins	TBD	95.1%	93.9%	#
Dublin-Limerick	0-10 mins	TBD	95.6%	95.2%	#
Dublin-Tralee	0-10 mins	TBD	96.3%	96.6%	#
Dublin-Waterford	0-10 mins	TBD	97.7%	97.5%	#

TABLE 2

Passenger Service Annual Train Kilometres

Sections	Route	Qtr 2 Kms Operated	Service Percent	YTD Train Kms Position #000's	Overall Annual Percentage
DART	Malahide/Howth-Greystones	599.87	99.98%	1,199.76	99.98%
Commuter	Connolly/Docklands-Enfield	207.54	99.93%	415.00	99.91%
	Cork - Cobh/Midleton	129.23	100.00%	258.46	100.00%
Dublin - Cork	Dublin - Portlaoise	606.23	99.89%	1,211.58	99.81%
	Portlaoise - Cork	560.06	99.87%	1,120.83	99.94%
Malahide - Border	Malahide - Border	278.99	99.91%	558.13	99.94%
Radial Intercity	Enfield - Sligo	249.23	100.00%	498.46	100.00%
	Portarlington - Athlone	115.38	100.00%	230.77	100.00%
	Athlone - Galway	131.29	99.81%	262.83	99.90%
	Athlone - Westport/Ballina	120.00	100.00%	240.00	100.00%
	Limerick Junction - Limerick	107.31	98.94%	215.77	99.47%
	Limerick - Ennis (Athenry)	115.38	100.00%	230.77	100.00%
	Mallow - Tralee	129.23	100.00%	258.36	99.96%
	Cherryville Junction - Waterford	140.77	100.00%	281.54	100.00%
	Greystones - Rosslare	115.24	99.88%	230.59	99.92%
	Other Services	Limerick Junction - Rosslare Strand	46.15	100.00%	92.31
Ballybrophy - Limerick		29.59	98.63%	59.59	99.32%
	PSO Train Kms Target	3611.67	98.00%	7,223.34	98.00%
	IE Actual Kms Operated	3681.51	99.81%	7,364.75	99.88%
	Variance	69.84	1.81%	141.41	1.88%

TABLE 3

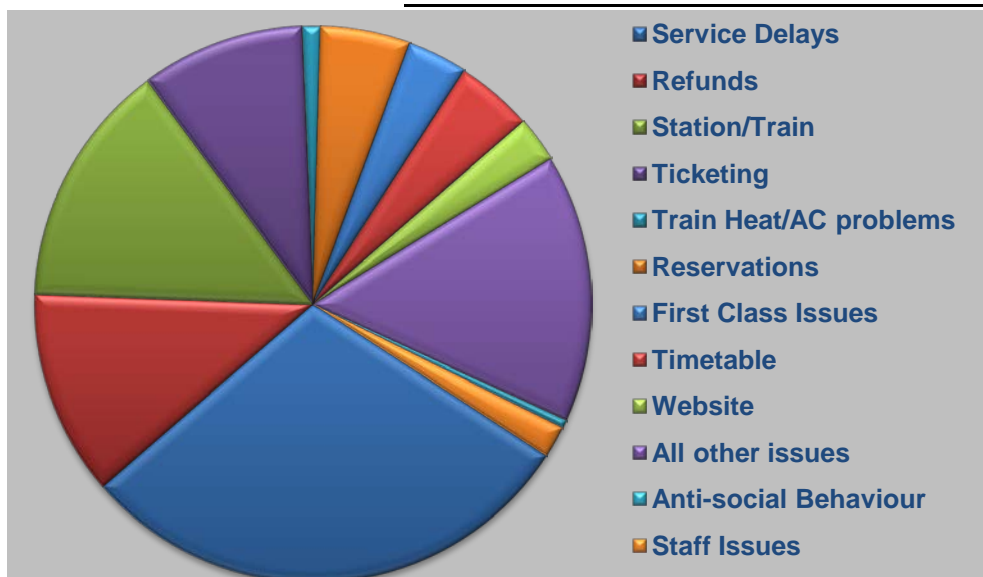
Percentage of Scheduled Services Operated 2011

Routes Operated	Quarter 2	YTD
Intercity	99.84%	99.91%
Commuter	99.72%	99.51%
Regional Services	99.6%	99.78%
DART	99.92%	99.93%
Target	99.00%	99.00%
Total Services Operated	99.76%	99.78%
Variance	0.76%	0.78%

TABLE 4

Customer Feedback Received 2011

Category	Qtr 2 Feedback per 100k Journeys	YTD	QTR as Percentage of Total Feedback
Service Delays	8	18	29%
Refunds	3	8	12%
Station/Train	4	8	14%
Ticketing	3	4	9%
Train Heat/AC problems	0	3	1%
Reservations	1	3	5%
First Class Issues	1	4	3%
Timetable	1	2	4%
Website	1	1	3%
All other issues	4	8	16%
Anti-social Behaviour	0	0	0%
Sub Total	26	60	98%
Staff Issues	0	1	2%
Total Feedback	26	61	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 Qtr1 & Qtr2 2011.

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.
- 94% of stations perceived as being clean.
- 94% of station toilets perceived as being clean.
- 81% of on board toilets perceived as being clean.

STAFF

Onboard

- 94% In full uniform
- 100% Neatly groomed
- 89% Polite
- 100% Had a satisfactory attitude

At Station

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

CUSTOMER INFORMATION

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

Timetable Information:

Result

- 88% of stations have TT posters on display.
- 56% of stations have TT leaflets available.
- 100% timetable website access was available throughout Qtr2

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

- 92% perceived as being clear.
- 92% 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:

- 81% of stations had punctuality posters on display.

Call answering:

- Target 90% within 60 seconds.
- Achieved 74% within 60 seconds.

Talking timetable:

- Operated 24 hrs.
- 81% understood 1st time.
- 94% 1st or 2nd time.

TICKETING:

- 88% of Booking Offices have opening hours on display.
- 100% 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.
- 100% of premium seats were available through telesales.
- 100% 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

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 2011.
- 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.