

QUARTER 3 2010

**Schedule B  
Performance Obligations.**

**Iarnród Éireann & National Transport  
Authority**

**TABLE 1**  
**Punctuality Performance 2010**

<b>Route</b>	<b>Measure</b>	<b>Target</b>	<b>Quarter 3</b>	<b>Variance</b>	<b>YTD Overall</b>
<b>Drogheda-am peak</b>	0-10 mins	90%	97.0%	7.0%	95.4%
<b>Drogheda-pm peak</b>	0-10 mins	90%	100.0%	10.0%	99.4%
<b>Maynooth-am peak</b>	0-10 mins	90%	98.1%	8.1%	98.1%
<b>Maynooth-pm peak</b>	0-10 mins	90%	99.1%	9.1%	97.1%
<b>Kildare-am peak</b>	0-10 mins	90%	99.0%	9.0%	97.9%
<b>Kildare-pm peak</b>	0-10 mins	90%	97.9%	7.9%	96.7%
<b>DART-am peak</b>	0-10 mins	90%	97.6%	7.6%	96.7%
<b>DART-pm peak</b>	0-10 mins	90%	98.9%	8.9%	98.2%
<b>DART-off peak</b>	0-5 mins	87%	93.1%	6.1%	93.4%
<b>Total Intercity Routes</b>	0-10 mins	90%	95.1%	5.1%	93.7%

**TABLE 2****Passenger Service Annual Train Kilometres**

<b>Sections</b>	<b>Route</b>	<b>Qtr 3 Kms Operated #000's</b>	<b>Service Percent</b>	<b>YTD Train Kms Position #000's</b>	<b>Overall Annual Percentage</b>
<b>DART</b>	<b>Malahide/Howth-Greystones</b>	599.86	99.98%	1,798.93	99.94%
<b>Commuter</b>	<b>Connolly/Docklands-Enfield</b>	207.61	99.96%	621.82	99.80%
	<b>Cork - Cobh/Midleton</b>	129.23	100.00%	387.69	100.00%
<b>Dublin - Cork</b>	<b>Dublin - Portlaoise</b>	606.12	99.87%	1,817.46	99.82%
	<b>Portlaoise - Cork</b>	560.77	100.00%	1,682.03	99.98%
<b>Malahide - Border</b>	<b>Malahide - Border</b>	279.04	99.93%	836.71	99.88%
<b>Radial Intercity</b>	<b>Enfield - Sligo</b>	249.23	100.00%	747.32	99.95%
	<b>Portarlington - Athlone</b>	115.38	100.00%	345.35	99.77%
	<b>Athlone - Galway</b>	131.46	99.94%	393.14	99.63%
	<b>Athlone - Westport/Ballina</b>	120.00	100.00%	359.81	99.95%
	<b>Limerick Junction - Limerick</b>	108.19	99.75%	325.12	99.92%
	<b>Limerick - Ennis (Athenry)</b>	115.38	100.00%	345.95	99.94%
	<b>Mallow - Tralee</b>	129.23	100.00%	387.26	99.89%
	<b>Cherryville Junction - Waterford</b>	140.77	100.00%	422.22	99.98%
	<b>Greystones - Rosslare</b>	115.10	99.75%	345.87	99.92%
	<b>Other Services</b>	<b>Limerick Junction - Rosslare Strand</b>	46.15	100.00%	138.46
<b>Ballybrophy - Limerick</b>		30.00	100.00%	90.00	100.00%
<b>PSO Train Kms Target</b>		<b>3611.68</b>	<b>98.00%</b>	<b>10,835.04</b>	<b>98.00%</b>
<b>IE Actual Kms Operated</b>		<b>3685.38</b>	<b>99.95%</b>	<b>11,046.97</b>	<b>99.90%</b>
<b>Variance</b>		<b>73.70</b>	<b>1.95%</b>	<b>211.93</b>	<b>1.90%</b>

**TABLE 3**

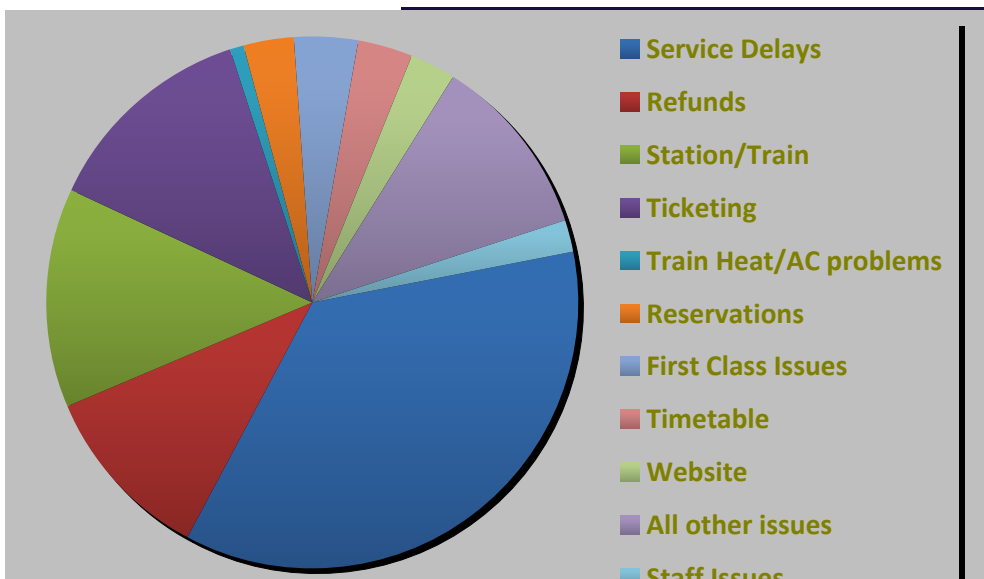
**Percentage of Scheduled Services Operated 2010**

<b>Routes Operated</b>	<b>Quarter 3</b>	<b>YTD</b>
Intercity	99.94%	99.93%
Commuter	99.61%	99.57%
Regional Services	99.48%	99.83%
DART	99.96%	99.89%
<b>Target</b>	99.00%	99.00%
<b>Total Services Operated</b>	99.75%	99.80%
<b>Variance</b>	0.75%	0.80%

**TABLE 4**

**Customer Feedback Received 2010**

<b>Category</b>	<b>Qtr 3 Feedback per 100k Journeys</b>	<b>YTD</b>	<b>QTR as Percentage of Total Feedback</b>
Service Delays	8	41	36%
Refunds	2	11	11%
Station/Train	3	8	13%
Ticketing	3	7	13%
Train Heat/AC problems	0	1	1%
Reservations	1	3	3%
First Class Issues	1	3	4%
Timetable	1	4	3%
Website	1	2	3%
All other issues	2	9	11%
<b>Sub Total</b>	<b>21</b>	<b>90</b>	<b>98%</b>
Staff Issues	0	1	2%
<b>Total Feedback</b>	<b>22</b>	<b>91</b>	<b>100%</b>



## **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	94.6%