

QUARTER 3 2011

**Schedule B
Performance Obligations.**

**Iarnród Éireann & National Transport
Authority**

TABLE 1
Punctuality Performance 2011

Route	Measure	Target	Quarter 3	Q3 Variance	YTD	YTD Variance
Drogheda-am peak	0-10 mins	92%	99.5%	7.5%	97.1%	5.1%
Drogheda-pm peak	0-10 mins	92%	99.6%	7.6%	98.4%	6.4%
Drogheda-off peak	0-5 Mins	87%	97.8%	10.8%	96.6%	9.6%
Maynooth/M3 Parkway-am peak	0-10 mins	92%	99.4%	7.4%	98.3%	6.3%
Maynooth/M3 Parkway-pm peak	0-10 mins	92%	98.8%	6.8%	98.0%	6.0%
Maynooth/M3 Parkway-off peak	0-5 Mins	87%	94.4%	7.4%	93.3%	6.3%
Kildare-am peak	0-10 mins	92%	98.9%	6.9%	98.2%	6.2%
Kildare-pm peak	0-10 mins	92%	99.0%	7.0%	98.7%	6.7%
Kildare-off peak	0-5 Mins	87%	97.8%	10.8%	96.5%	9.5%
DART-am peak	0-10 mins	92%	98.7%	6.7%	97.3%	5.3%
DART-pm peak	0-10 mins	92%	98.2%	6.2%	97.9%	5.9%
DART-off peak	0-5 mins	87%	93.7%	6.7%	93.5%	6.5%
Cork Commuter-am peak	0-10 mins	92%	99.4%	7.4%	99.2%	7.2%
Cork Commuter-pm peak	0-10 mins	92%	99.7%	7.7%	99.3%	7.3%
Cork Commuter-off peak	0-5 mins	87%	97.6%	10.6%	97.9%	10.9%
Limerick-Galway	0-10 mins	TBD	96.0%	#	95.4%	#
Limerick-Waterford	0-10 mins	TBD	97.4%	#	88.0%	#
Limerick-Ballybrophy	0-10 mins	TBD	99.3%	#	93.9%	#
Total Intercity Routes	0-10 mins	90%	96%	6%	95%	5%
Dublin-Belfast	0-10 mins	TBD	94.2%	#	91.5%	#
Dublin-Galway	0-10 mins	TBD	98.0%	#	97.5%	#
Dublin-Rosslare	0-10 mins	TBD	96.7%	#	96.3%	#
Dublin-Cork	0-10 mins	TBD	96.8%	#	95.2%	#
Dublin-Westport/Ballina	0-10 mins	TBD	93.6%	#	94.0%	#
Dublin-Sligo	0-10 mins	TBD	94.4%	#	94.0%	#
Dublin-Limerick	0-10 mins	TBD	98.4%	#	96.2%	#
Dublin-Tralee	0-10 mins	TBD	95.2%	#	96.1%	#
Dublin-Waterford	0-10 mins	TBD	96.5%	#	97.1%	#

TABLE 2
Passenger Service Annual Train Kilometres #000s

Sections	Route	Qtr 3 Kms Operated	Service Percent	YTD Train Kms Position	Overall Annual Percentage	
DART	Malahide/Howth-Greystones	599.40	99.90%	1,799.16	99.95%	
Commuter	Connolly/Docklands-Enfield	207.61	99.96%	622.61	99.92%	
	Cork - Cobh/Midleton	129.23	100.00%	387.69	100.00%	
Dublin - Cork	Dublin - Portlaoise	606.92	100.00%	1,818.50	99.88%	
	Portlaoise - Cork	559.97	99.86%	1,680.80	99.91%	
Malahide - Border	Malahide - Border	279.07	99.94%	837.20	99.94%	
Radial Intercity	Enfield - Sligo	249.11	99.95%	747.57	99.98%	
	Portarlington - Athlone	115.38	100.00%	346.15	100.00%	
	Athlone - Galway	131.41	99.90%	394.24	99.90%	
	Athlone - Westport/Ballina	120.00	100.00%	360.00	100.00%	
	Limerick Junction - Limerick	107.86	99.45%	323.64	99.46%	
	Limerick - Ennis (Athenry)	115.38	100.00%	346.15	100.00%	
	Mallow - Tralee	129.23	100.00%	387.59	99.97%	
	Cherryville Junction - Waterford	140.77	100.00%	422.31	100.00%	
	Greystones - Rosslare	115.31	99.94%	345.90	99.93%	
	Other Services	Limerick Junction - Rosslare Strand	46.15	100.00%	138.46	100.00%
		Ballybrophy - Limerick	29.82	99.39%	89.41	99.34%
	PSO Train Kms Target	3611.67	98.00%	10,835.01	98.00%	
	IE Actual Kms Operated	3682.63	99.93%	11,047.38	99.89%	
	Variance	70.96	1.93%	212.37	1.89%	

TABLE 3

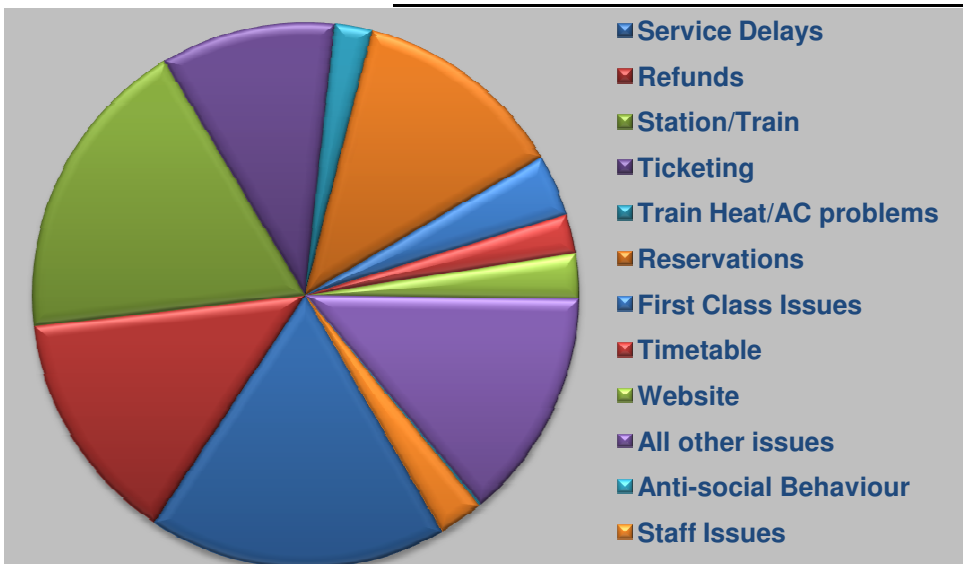
Percentage of Scheduled Services Operated 2011

Routes Operated	Quarter 3	YTD
Intercity	99.87%	99.90%
Commuter	99.94%	99.65%
Regional Services	99.55%	99.70%
DART	99.86%	99.90%
Target	99.00%	99.00%
Total Services Operated	99.81%	99.79%
Variance	0.81%	0.79%

TABLE 4

Customer Feedback Received 2011

Category	Qtr 3 Feedback per 100k Journeys	YTD	QTR as Percentage of Total Feedback
Service Delays	4	23	18%
Refunds	3	12	14%
Station/Train	5	12	18%
Ticketing	3	7	10%
Train Heat/AC problems	1	4	2%
Reservations	3	6	13%
First Class Issues	1	5	4%
Timetable	1	3	2%
Website	1	2	3%
All other issues	3	11	14%
Anti-social Behaviour	0	0	0%
Sub Total	24	84	97%
Staff Issues	1	1	3%
Total Feedback	25	85	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 Qtr3 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

- 78% of trains perceived as being clean.
- 90% of stations perceived as being clean.
- 76% of station toilets perceived as being clean.
- 71% of on board toilets perceived as being clean.

STAFF

Onboard

- 100% In full uniform
- 92% Neatly groomed
- 92% Polite

At Station

- 88% In full uniform
- 97% Neatly groomed
- 91% Polite

CUSTOMER INFORMATION

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

Timetable Information:

Result

- 97% of stations have TT posters on display.
- 66% of stations have TT leaflets available.
- 100% timetable website access was available throughout Qtr3

LCD displays:

Station

- 69% available in stations covered.
- Where available, 100% were accurate.

On Board

- Available in 88% of trains covered.
- 96% of announcements deemed to be clear.
- 96% of announcements deemed to be accurate.

PA announcements:

Station

- 95% perceived as being clear.
- 95% perceived as being accurate.

On board

- 81% of trains had PA announcements prior to each stop.
- 0% of trains arrived later than 10 minutes.

Route punctuality:

- 97% of stations had punctuality posters on display.

Call answering:

- Target 90% within 60 seconds.
- Achieved 98% within 60 seconds.

Talking timetable:

- Operated 24 hrs.
- 91% understood 1st time.
- 100% 1st or 2nd time.

TICKETING:

- 78% 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.
- 92% 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.

FARES INFORMATION

- **Notifications of Fares Changes**

There were no changes made to standard fares in Quarter 3 2011.

- **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.