

QUARTER 3 2012

**Schedule B
Performance Obligations.**

**Iarnród Éireann & National Transport
Authority**

TABLE 1
Punctuality Performance 2012

Route	Measure	Quarter 3			YTD Actual	YTD Variance
		Actual	Target	Variance		
Drogheda-am peak	0-10 mins	96.1%	92%	4.1%	97.4%	5.4%
Drogheda-pm peak	0-10 mins	98.0%	92%	6.0%	98.7%	6.7%
Drogheda-off peak	0-5 Mins	95.7%	87%	8.7%	96.6%	9.6%
Maynooth/M3 Parkway-am peak	0-10 mins	99.4%	92%	7.4%	99.1%	7.1%
Maynooth/M3 Parkway-pm peak	0-10 mins	97.6%	92%	5.6%	98.7%	6.7%
Maynooth/M3 Parkway-off peak	0-5 Mins	95.8%	87%	8.8%	95.8%	8.8%
Kildare-am peak	0-10 mins	98.2%	92%	6.2%	98.1%	6.1%
Kildare-pm peak	0-10 mins	99.0%	92%	7.0%	99.7%	7.7%
Kildare-off peak	0-5 Mins	98.5%	87%	11.5%	98.7%	11.7%
DART-am peak	0-10 mins	97.9%	92%	5.9%	98.1%	6.1%
DART-pm peak	0-10 mins	96.5%	92%	4.5%	98.1%	6.1%
DART-off peak	0-5 mins	94.4%	87%	7.4%	95.1%	8.1%
Cork Commuter-am peak	0-10 mins	100.0%	92%	8.0%	99.7%	7.7%
Cork Commuter-pm peak	0-10 mins	99.0%	92%	7.0%	99.5%	7.5%
Cork Commuter-off peak	0-5 mins	99.0%	87%	12.0%	99.0%	12.0%
Limerick-Galway	0-10 mins	76.0%	TBD	#	89.0%	#
Limerick-Waterford	0-10 mins	96.2%	TBD	#	97.0%	#
Limerick-Ballybrophy	0-10 mins	93.8%	TBD	#	95.0%	#
Dublin-Belfast	0-10 mins	96.2%	90%	6.2%	97.0%	7.0%
Dublin-Galway	0-10 mins	98.5%	90%	8.5%	98.7%	8.7%
Dublin-Rosslare	0-10 mins	96.9%	90%	6.9%	96.8%	6.8%
Dublin-Cork	0-10 mins	96.9%	90%	6.9%	97.9%	7.9%
Dublin-Westport/Ballina	0-10 mins	98.8%	90%	8.8%	98.0%	8.0%
Dublin-Sligo	0-10 mins	97.7%	90%	7.7%	97.7%	7.7%
Dublin-Limerick	0-10 mins	98.1%	90%	8.1%	98.1%	8.1%
Dublin-Tralee	0-10 mins	96.3%	90%	6.3%	96.3%	6.3%
Dublin-Waterford	0-10 mins	99.2%	90%	9.2%	98.8%	8.8%
Total Intercity Routes		97.6%	90.0%	7.6%	98%	8%

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	599.51	99.92%	1,798.60	99.92%
Commuter	Connolly/Docklands-Enfield	207.49	99.90%	622.66	99.93%
	Cork - Cobh/Midleton	129.23	100.00%	387.69	100.00%
Dublin - Cork	Dublin - Portlaoise	606.80	99.98%	1,820.36	99.98%
	Portlaoise - Cork	560.77	100.00%	1,682.31	100.00%
Malahide - Border	Malahide - Border	278.62	99.78%	837.08	99.93%
Radial Intercity	Enfield - Sligo	249.11	99.95%	747.32	99.95%
	Portarlington - Athlone	115.38	100.00%	346.15	100.00%
	Athlone - Galway	131.54	100.00%	394.27	99.91%
	Athlone - Westport/Ballina	120.00	100.00%	360.00	100.00%
	Limerick Junction - Limerick	108.43	99.97%	325.32	99.98%
	Limerick - Ennis (Athenry)	115.38	100.00%	346.15	100.00%
	Mallow - Tralee	128.73	99.61%	386.83	99.78%
	Cherryville Junction - Waterford	140.59	99.87%	422.13	99.96%
	Greystones - Rosslare	115.38	100.00%	346.15	100.00%
	Other Services	Limerick Junction - Rosslare Strand	46.06	99.81%	138.16
Ballybrophy - Limerick		29.63	98.78%	89.36	99.29%
	IE Actual Kms Operated	3682.67	99.86%	11,050.54	99.91%
	PSO Train Kms Target	3611.67	98.00%	10,835.01	98.00%
	Variance	71.00	1.86%	215.53	1.91%

TABLE 3

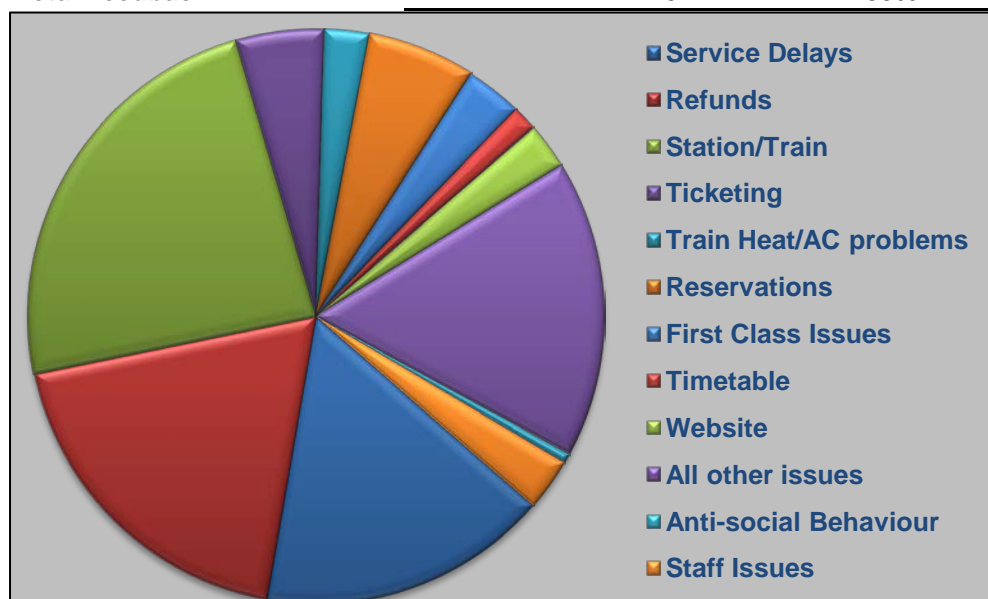
Percentage of Scheduled Services Operated 2012

Routes Operated	Quarter 3	YTD
Intercity	99.92%	99.94%
Commuter	99.87%	99.91%
Regional Services	99.76%	99.80%
DART	99.87%	99.89%
Total Services Operated	99.86%	99.89%
Target	99.00%	99.00%
Variance	0.85%	0.89%

TABLE 4

Customer Feedback Received 2012

Category	Qtr 3 Feedback per 100k Journeys	YTD	QTR as Percentage of Total Feedback
Service Delays	3	8	16%
Refunds	4	10	19%
Station/Train	5	9	24%
Ticketing	1	3	5%
Train Heat/AC problems	1	1	3%
Reservations	1	2	6%
First Class Issues	1	2	3%
Timetable	0	1	1%
Website	1	2	3%
All other issues	4	9	17%
Anti-social Behaviour	0	0	1%
Sub Total	20	48	97%
Staff Issues	1	1	3%
Total Feedback	21	49	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 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.

100% Compliance within the 5 days notice of changes

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

CLEANLINESS

- 97% of trains perceived as being clean.
- 94% of stations perceived as being clean.
- 82% of station toilets perceived as being clean.
- 86% 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
- 100% 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.
- 89% of stations have TT leaflets available.
- 100% timetable website access was available throughout Qtr3

LCD displays:

Station

- 84% available in stations covered.
- Where available, 100% were accurate.

On Board

- Available in 81% of trains covered.
- 100% of announcements deemed to be clear.
- 100% of announcements deemed to be accurate.

PA announcements:

Station

- 84% perceived as being clear.
- 100% perceived as being accurate.

On board

- 94% of trains had PA announcements prior to each stop.
- 3% of trains arrived later than 10 minutes

Route punctuality:

- 88% of stations had punctuality posters on display.

Call answering:

- Target 90% within 60 seconds.
- Achieved 73% within 60 seconds.

TICKETING:

- 81% of Booking Offices have opening hours on display.
- 94% 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 2011/2012.
- 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 2012.

- **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.