

QUARTER 4 2010

**Schedule B
Performance Obligations.**

**Iarnród Éireann & National Transport
Authority**

TABLE 1
Punctuality Performance 2010

Route	Measure	Target	12 Months to Qtr 4	Variance
Drogheda-am peak	0-10 mins	90%	92.2%	2.2%
Drogheda-pm peak	0-10 mins	90%	98.6%	8.6%
Maynooth-am peak	0-10 mins	90%	97.9%	7.9%
Maynooth-pm peak	0-10 mins	90%	96.8%	6.8%
Kildare-am peak	0-10 mins	90%	97.3%	7.3%
Kildare-pm peak	0-10 mins	90%	97.2%	7.2%
DART-am peak	0-10 mins	90%	95.1%	5.1%
DART-pm peak	0-10 mins	90%	97.4%	7.4%
DART-off peak	0-5 mins	87%	91.1%	4.1%
Total Intercity Routes	0-10 mins	90%	93.5%	3.5%

TABLE 2
Passenger Service Annual Train Kilometres

Sections	Route	Qtr 4 Kms Operated #000's	Service Percent	YTD Train Kms Position #000's	Overall Annual Percentage
DART	Malahide/Howth-Greystones	799.15	99.89%	2,598.08	99.93%
Commuter	Connolly/Docklands-Enfield	276.38	99.80%	898.19	99.80%
	Cork - Cobh/Midleton	172.31	100.00%	560.00	100.00%
Dublin - Cork	Dublin - Portlaoise	807.25	99.76%	2,624.71	99.80%
	Portlaoise - Cork	746.16	99.79%	2,428.19	99.94%
Malahide - Border	Malahide - Border	371.83	99.87%	1,208.54	99.88%
Radial Intercity	Enfield - Sligo	331.93	99.89%	1,079.25	99.93%
	Portarlington - Athlone	153.85	100.00%	499.20	99.83%
	Athlone - Galway	175.38	100.00%	568.52	99.72%
	Athlone - Westport/Ballina	159.74	99.84%	519.54	99.92%
	Limerick Junction - Limerick	144.55	99.95%	469.66	99.93%
	Limerick - Ennis (Athenry)	153.85	100.00%	499.79	99.96%
	Mallow - Tralee	172.11	99.88%	559.37	99.89%
	Cherryville Junction - Waterford	187.51	99.90%	609.73	99.96%
	Greystones - Rosslare	153.59	99.83%	499.46	99.90%
	Other Services	Limerick Junction - Rosslare Strand	61.54	100.00%	200.00
Ballybrophy - Limerick		40.00	100.00%	130.00	100.00%
	PSO Train Kms Target	4815.57	98.00%	15,650.61	98.00%
	IE Actual Kms Operated	4907.12	99.86%	15,954.09	99.89%
	Variance	91.55	1.86%	303.48	1.89%

TABLE 3

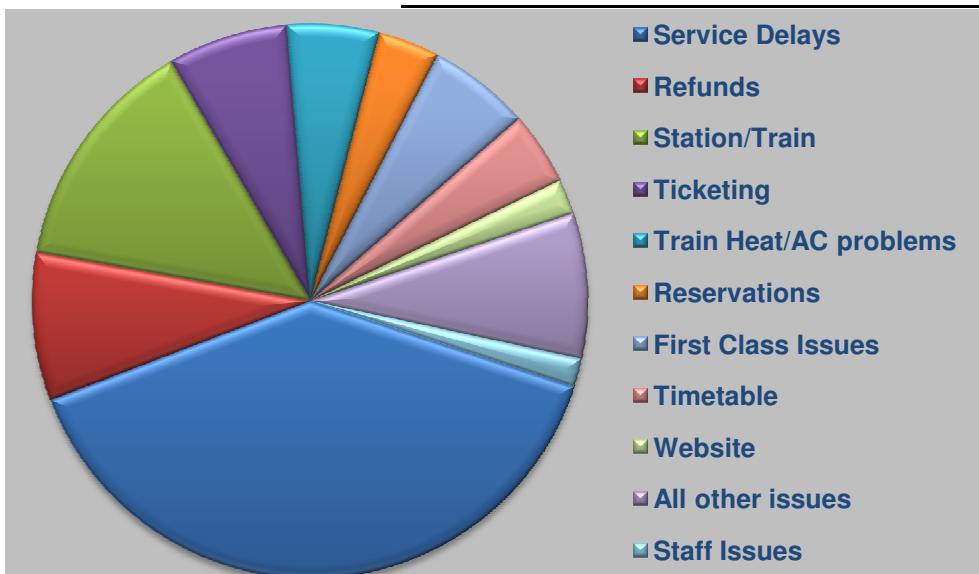
Percentage of Scheduled Services Operated 2010

Routes Operated	Quarter 4	YTD
Intercity	99.91%	99.93%
Commuter	99.43%	99.53%
Regional Services	100.00%	99.87%
DART	99.81%	99.87%
Target	99.00%	99.00%
Total Services Operated	99.79%	99.80%
Variance	0.79%	0.80%

TABLE 4

Customer Feedback Received 2010

Category	Qtr 4 Feedback per 100k Journeys	YTD	QTR as Percentage of Total Feedback
Service Delays	11	52	39%
Refunds	2	13	9%
Station/Train	4	12	14%
Ticketing	2	9	7%
Train Heat/AC problems	1	3	5%
Reservations	1	4	4%
First Class Issues	2	4	6%
Timetable	1	5	4%
Website	1	3	2%
All other issues	2	11	8%
Sub Total	27	116	98%
Staff Issues	0	1	2%
Total Feedback	27	117	100%



24HR SERVICE INFORMATION / WEBSITE AVAILABILITY

Iarnród Éireann's website was accessible 100% of the time in Qtr3 & Qtr4 2010.

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	93%
On website travel alert page	93%

CLEANLINESS

- 86% of trains perceived as being clean.
- 86% of stations perceived as being clean.
- 89% of station toilets perceived as being clean.
- 87% of on board toilets perceived as being clean.

STAFF

Onboard

- 95% In full uniform
- 93% Neatly groomed
- 92% Polite
- 89% Had a satisfactory attitude

At Station

- 93% In full uniform
- 91% Neatly groomed
- 92% Polite

CUSTOMER INFORMATION

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

Timetable Information:

Result

- 92% of stations have TT posters on display.
- 85% of stations have TT leaflets available.
- 100% timetable website access was available throughout Qtr3 & Qtr 4

LCD displays:

Station

- 65% available in stations covered.
- Where available, 97% were accurate.

On Board

- Available in 82% of trains covered.
- 97% of announcements deemed to be clear.
- 97% of announcements deemed to be accurate.

PA announcements:

Station

- 91% perceived as being clear.
- 96% perceived as being accurate.

On board

- 88% of trains had PA announcements prior to each stop.
- Only 22 trains in quarter 4 arrived later than 10 minutes with no announcements.

Route punctuality:

- 69% of stations had punctuality posters on display.

Call answering:

- Target 90% within 60 seconds.
- Achieved 94% within 60 seconds.

Talking timetable:

- Operated 24 hrs.
- 61% understood 1st time.
- 89% 1st or 2nd time.

TICKETING:

- 73% of Booking Offices have opening hours on display.
- 94% of customers at Booking Offices served within 7 minutes at peak.
- 94% of customers at Booking Offices served within 3 minutes at off peak.
- 100% of customers at TVM served within 7 minutes at peak.
- 99% of customers at TVM served within 3 minutes at off peak.
- 97% of premium seats were available through telesales.
- 98% 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

ANNUAL TIMETABLE INFORMATION

- A comprehensive timetable for Irish Rail services was published on Iarnród Éireann's company website and was supported by hard copy route leaflets.

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 2010.
- 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.