

QUARTER 4 2011

**Schedule B
Performance Obligations.**

**Iarnród Éireann & National Transport
Authority**

TABLE 1
Punctuality Performance 2011

Route	Measure	Target	12 Months to Qtr 4	YTD Variance
Drogheda-am peak	0-10 mins	92%	96.7%	4.7%
Drogheda-pm peak	0-10 mins	92%	98.4%	6.4%
Drogheda-off peak	0-5 Mins	87%	96.0%	9.0%
Maynooth/M3 Parkway-am peak	0-10 mins	92%	97.5%	5.5%
Maynooth/M3 Parkway-pm peak	0-10 mins	92%	97.4%	5.4%
Maynooth/M3 Parkway-off peak	0-5 Mins	87%	93.0%	6.0%
Kildare-am peak	0-10 mins	92%	97.8%	5.8%
Kildare-pm peak	0-10 mins	92%	98.6%	6.6%
Kildare-off peak	0-5 Mins	87%	96.3%	9.3%
DART-am peak	0-10 mins	92%	97.0%	5.0%
DART-pm peak	0-10 mins	92%	97.7%	5.7%
DART-off peak	0-5 mins	87%	93.2%	6.2%
Cork Commuter-am peak	0-10 mins	92%	98.8%	6.8%
Cork Commuter-pm peak	0-10 mins	92%	99.4%	7.4%
Cork Commuter-off peak	0-5 mins	87%	97.6%	10.6%
Limerick-Galway	0-10 mins	TBD	93.7%	#
Limerick-Waterford	0-10 mins	TBD	89.1%	#
Limerick-Ballybrophy	0-10 mins	TBD	94.9%	#
Total Intercity Routes	0-10 mins	90%	95.5%	5.5%
Dublin-Belfast	0-10 mins	TBD	92.5%	#
Dublin-Galway	0-10 mins	TBD	97.9%	#
Dublin-Rosslare	0-10 mins	TBD	95.7%	#
Dublin-Cork	0-10 mins	TBD	95.6%	#
Dublin-Westport/Ballina	0-10 mins	TBD	94.5%	#
Dublin-Sligo	0-10 mins	TBD	93.1%	#
Dublin-Limerick	0-10 mins	TBD	96.8%	#
Dublin-Tralee	0-10 mins	TBD	95.1%	#
Dublin-Waterford	0-10 mins	TBD	97.5%	#

TABLE 2

Passenger Service Annual Train Kilometres #000s

Sections	Route	Qtr 4 Kms Operated #000's	Service Percent	YTD Train Kms Position	Overall Annual Percentage
DART	Malahide/Howth-Greystones	799.63	99.95%	2,598.79	99.95%
Commuter	Connolly/Docklands-Enfield	276.65	99.90%	899.25	99.92%
	Cork - Cobh/Midleton	172.31	100.00%	560.00	100.00%
Dublin - Cork	Dublin - Portlaoise	809.00	99.97%	2,627.50	99.90%
	Portlaoise - Cork	747.43	99.96%	2,428.23	99.92%
Malahide - Border	Malahide - Border	372.17	99.96%	1,209.37	99.95%
Radial Intercity	Enfield - Sligo	332.31	100.00%	1,079.88	99.99%
	Portarlinton - Athlone	153.85	100.00%	500.00	100.00%
	Athlone - Galway	175.18	99.88%	569.42	99.90%
	Athlone - Westport/Ballina	160.00	100.00%	520.00	100.00%
	Limerick Junction - Limerick	144.62	100.00%	468.25	99.60%
	Limerick - Ennis (Athenry)	153.85	100.00%	500.00	100.00%
	Mallow - Tralee	172.17	99.92%	559.76	99.96%
	Cherryville Junction - Waterford	187.69	100.00%	610.00	100.00%
	Greystones - Rosslare	153.46	99.75%	499.36	99.88%
	Other Services	Limerick Junction - Rosslare Strand	61.46	99.87%	199.92
Ballybrophy - Limerick		40.00	100.00%	129.41	99.50%
	PSO Train Kms Target	4815.57	98.00%	15,650.58	98.00%
	IE Actual Kms Operated	4911.76	99.94%	15,959.14	99.91%
	Variance	96.19	1.94%	308.56	1.91%

TABLE 3

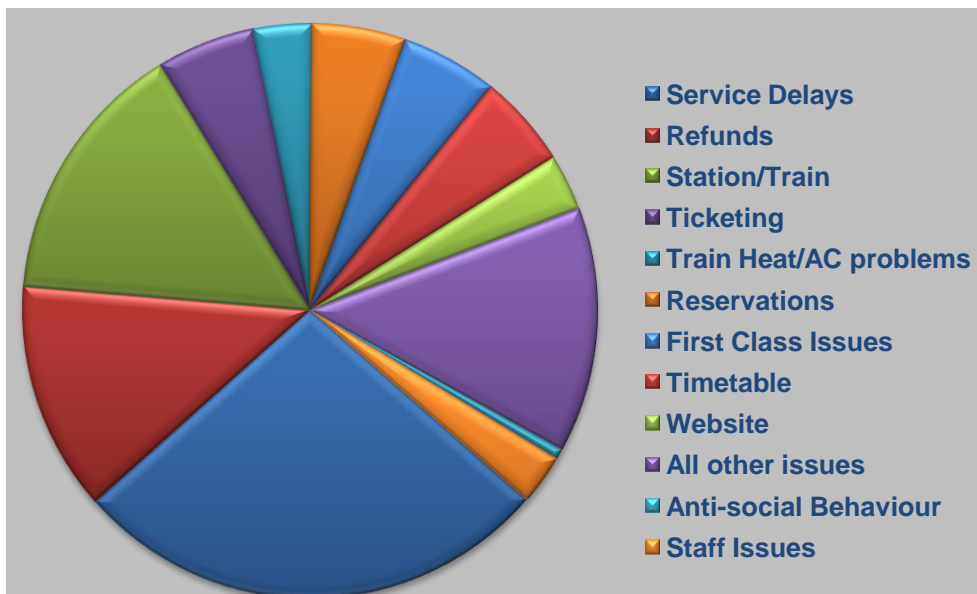
Percentage of Scheduled Services Operated 2011

Routes Operated	Quarter 4	YTD
Intercity	99.93%	99.91%
Commuter	99.89%	99.71%
Regional Services	99.95%	99.76%
DART	99.91%	99.91%
Target	99.00%	99.00%
Total Services Operated	99.92%	99.82%
Variance	0.92%	0.82%

TABLE 4

Customer Feedback Received 2011

Category	Qtr 4 Feedback per 100k Journeys	YTD	QTR as Percentage of Total Feedback
Service Delays	6	28	18%
Refunds	3	14	14%
Station/Train	3	16	18%
Ticketing	1	8	10%
Train Heat/AC problems	1	5	2%
Reservations	1	7	13%
First Class Issues	1	6	4%
Timetable	1	4	2%
Website	1	2	3%
All other issues	3	14	14%
Anti-social Behaviour	0	0	0%
Sub Total	21	105	97%
Staff Issues	1	2	3%
Total Feedback	21	107	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 Qtr4 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

- 94% of trains perceived as being clean.
- 97% of stations perceived as being clean.
- 86% of station toilets perceived as being clean.
- 86% of on board toilets perceived as being clean.

STAFF

Onboard

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

At Station

- 100% In full uniform
- 97% Neatly groomed
- 96% 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.
- 57% of stations have TT leaflets available.
- 100% timetable website access was available throughout Qtr4

LCD displays:

Station

- 66% available in stations covered.
- Where available, 95% were accurate.

On Board

- Available in 78% of trains covered.
- 100% 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

- 78% of trains had PA announcements prior to each stop.
- 0% of trains arrived later than 10 minutes.

Route punctuality:

- 96% of stations had punctuality posters on display.

Call answering:

- Target 90% within 60 seconds.
- Achieved 100% within 60 seconds.

Talking timetable:

- Operated 24 hrs.
- 69% understood 1st time.
- 97% 1st or 2nd time.

TICKETING:

- 44% of Booking Offices have opening hours on display.
- 100% of customers at Booking Offices served within 7 minutes at peak.
- 95% 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.
- 94% 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.

FARES INFORMATION

- **Notifications of Fares Changes**

There were no changes made to standard fares in Quarter 4 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.