

QUARTER 4 2012

**Schedule B
Performance Obligations.**

**Iarnród Éireann & National Transport
Authority**

TABLE 1
Punctuality Performance 2012

Route	Measure	Quarter 4			Rolling 13 P Avg	YTD Variance
		Actual	Target	Variance		
Drogheda-am peak	0-10 mins	96.3%	92%	4.3%	96.9%	4.9%
Drogheda-pm peak	0-10 mins	99.6%	92%	7.6%	99.1%	7.1%
Drogheda-off peak	0-5 Mins	96.6%	87%	9.6%	96.7%	9.7%
Maynooth/M3 Parkway-am peak	0-10 mins	99.0%	92%	7.0%	99.1%	7.1%
Maynooth/M3 Parkway-pm peak	0-10 mins	98.4%	92%	6.4%	98.4%	6.4%
Maynooth/M3 Parkway-off peak	0-5 Mins	95.1%	87%	8.1%	95.6%	8.6%
Kildare-am peak	0-10 mins	98.1%	92%	6.1%	98.1%	6.1%
Kildare-pm peak	0-10 mins	98.6%	92%	6.6%	99.3%	7.3%
Kildare-off peak	0-5 Mins	98.2%	87%	11.2%	98.5%	11.5%
DART-am peak	0-10 mins	97.7%	92%	5.7%	98.0%	6.0%
DART-pm peak	0-10 mins	98.8%	92%	6.8%	98.3%	6.3%
DART-off peak	0-5 mins	93.9%	87%	6.9%	94.8%	7.8%
Cork Commuter-am peak	0-10 mins	93.2%	92%	1.2%	97.8%	5.8%
Cork Commuter-pm peak	0-10 mins	98.6%	92%	6.6%	99.4%	7.4%
Cork Commuter-off peak	0-5 mins	97.4%	87%	10.4%	98.6%	11.6%
Limerick-Galway	0-10 mins	66.1%	TBD	#	83.4%	#
Limerick-Waterford	0-10 mins	96.6%	TBD	#	96.9%	#
Limerick-Ballybrophy	0-10 mins	91.6%	TBD	#	93.9%	#
Dublin-Belfast	0-10 mins	96.6%	90%	6.6%	97.6%	
Dublin-Galway	0-10 mins	98.3%	90%	8.3%	97.0%	
Dublin-Rosslare	0-10 mins	96.0%	90%	6.0%	98.6%	
Dublin-Cork	0-10 mins	96.3%	90%	6.3%	96.6%	
Dublin-Westport/Ballina	0-10 mins	98.6%	90%	8.6%	97.4%	
Dublin-Sligo	0-10 mins	97.8%	90%	7.8%	98.2%	
Dublin-Limerick	0-10 mins	96.2%	90%	6.2%	97.7%	
Dublin-Traleee	0-10 mins	96.8%	90%	6.8%	97.5%	
Dublin-Waterford	0-10 mins	98.7%	90%	8.7%	96.4%	
Total Intercity Routes		97.2%	90%	7.2%	97%	

TABLE 2

Passenger Service Annual Train Kilometres #000s

Sections	Route	Qtr 4 Kms Operated	Service Percent	YTD Train Kms Position	Overall Annual Percentage
DART	Malahide/Howth-Greystones	799.83	99.98%	2,598.43	99.94%
Commuter	Connolly/Docklands-Enfield	276.90	99.99%	899.56	99.95%
	Cork - Cobh/Midleton	172.31	100.00%	560.00	100.00%
Dublin - Cork	Dublin - Portlaoise	809.15	99.99%	2,629.51	99.98%
	Portlaoise - Cork	747.43	99.96%	2,429.74	99.99%
Malahide - Border	Malahide - Border	372.18	99.97%	1,209.26	99.94%
Radial Intercity	Enfield - Sligo	332.31	100.00%	1,079.63	99.96%
	Portarlington - Athlone	153.85	100.00%	500.00	100.00%
	Athlone - Galway	175.30	99.95%	569.57	99.92%
	Athlone - Westport/Ballina	160.00	100.00%	520.00	100.00%
	Limerick Junction - Limerick	144.62	100.00%	469.94	99.98%
	Limerick - Ennis (Athenry)	153.85	100.00%	500.00	100.00%
	Mallow - Tralee	172.21	99.94%	559.04	99.82%
	Cherryville Junction - Waterford	187.69	100.00%	609.82	99.97%
	Greystones - Rosslare	153.85	100.00%	500.00	100.00%
	Other Services	Limerick Junction - Rosslare Strand	61.15	99.38%	199.31
Ballybrophy - Limerick		40.00	100.00%	129.36	99.46%
	IE Actual Kms Operated	4912.63	99.95%	15,963.17	99.92%
	PSO Train Kms Target	4815.57	98.00%	15,650.58	98.00%
	Variance	97.06	1.95%	312.59	1.92%

TABLE 3

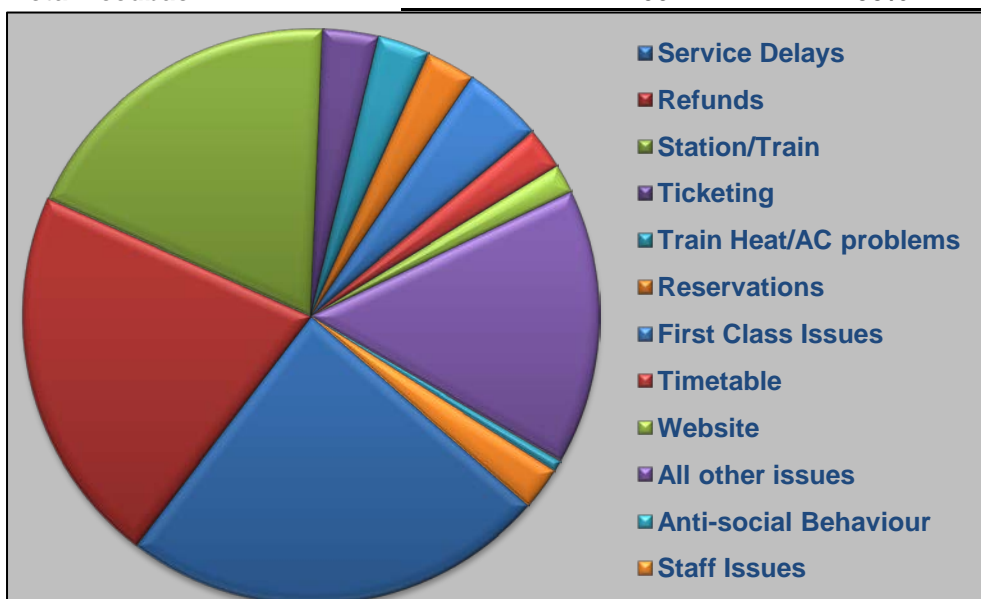
Percentage of Scheduled Services Operated 2012

Routes Operated	Quarter 4	YTD
Intercity	99.96%	99.95%
Commuter	99.97%	99.93%
Regional Services	99.79%	99.80%
DART	99.96%	99.91%
Total Services Operated	99.92%	99.89%
Target	99.00%	99.00%
Variance	0.92%	0.89%

TABLE 4

Customer Feedback Received 2012

Category	Qtr 4 Feedback per 100k Journeys	YTD	QTR as Percentage of Total Feedback
Service Delays	4	13	16%
Refunds	4	14	19%
Station/Train	3	12	24%
Ticketing	1	3	5%
Train Heat/AC problems	0	1	3%
Reservations	0	3	6%
First Class Issues	1	3	3%
Timetable	0	2	1%
Website	0	2	3%
All other issues	3	11	17%
Anti-social Behaviour	0	0	1%
Sub Total	17	64	97%
Staff Issues	0	2	3%
Total Feedback	17	66	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 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

- 94% of trains perceived as being clean.
- 88% of stations perceived as being clean.
- 78% of station toilets perceived as being clean.
- 88% of on board toilets perceived as being clean.

STAFF

Onboard

- 87% In full uniform
- 87% Neatly groomed
- 94% Polite

At Station

- 94% In full uniform
- 94% 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

- 91% of stations have TT posters on display.
- 89% of stations have TT leaflets available.
- 100% timetable website access was available throughout Qtr4

LCD displays:

Station

- 78% available in stations covered.
- Where available, 100% were accurate.

On Board

- Available in 91% of trains covered.
- 97% of announcements deemed to be clear.
- 100% of announcements deemed to be accurate.

PA announcements:

Station

- 92% perceived as being clear.
- 100% perceived as being accurate.

On board

- 94% of trains had PA announcements prior to each stop.
- 6% of trains arrived later than 10 minutes

Route punctuality:

- 84% of stations had punctuality posters on display.

Call answering:

- Target 90% within 60 seconds.
- Achieved 80% within 60 seconds.

TICKETING:

- 78% of Booking Offices have opening hours on display.
- 100% of customers at Booking Offices served within 7 minutes at peak.
- 89% 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 4 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.