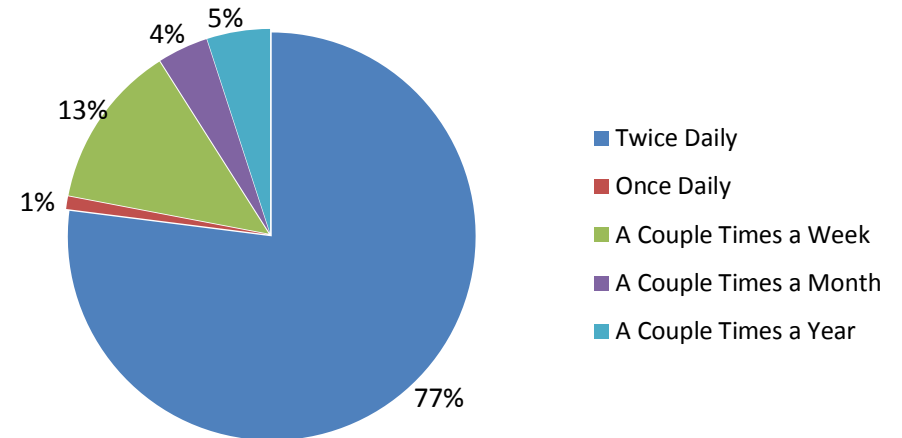


DART SURVEY: Responses

How often do you use the DART?



Survey of Dun Laoghaire- Rathdown DART Users

Conducted by Fine Gael TD for Dun Laoghaire, Mary Mitchell O'Connor

October 2013

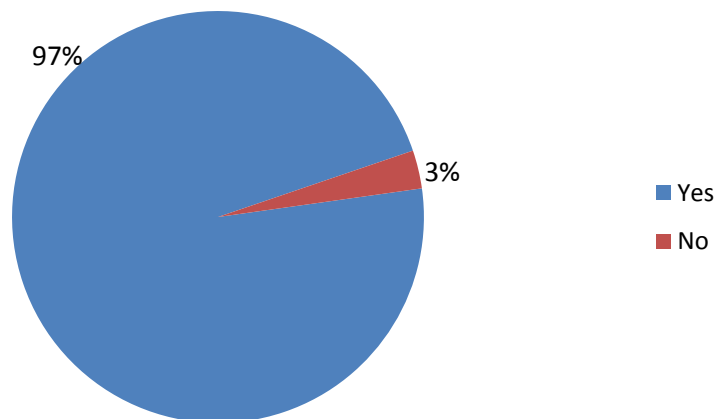
Most respondents use the DART twice on a daily basis.

"This is crazy, I travel on the dart every day and it isn't a cheap form of transport. The trains have been so packed recently people are struggling to get on and off them"

"The DART has disimproved hugely over the last 4 years. It used to be a pleasure to use now it's an ordeal. Nowhere near enough capacity and it's always overcrowded and no seats."

"I have been getting the DART every day for approximately 9 years. Prices keep going up and their services keep coming down in level of quality. I will not be renewing my yearly ticket for 2014. I would rather walk but will get the bus or Drive from the end of the year onwards."

At peak times have you ever travelled on a DART that consisted of six carriages or fewer?



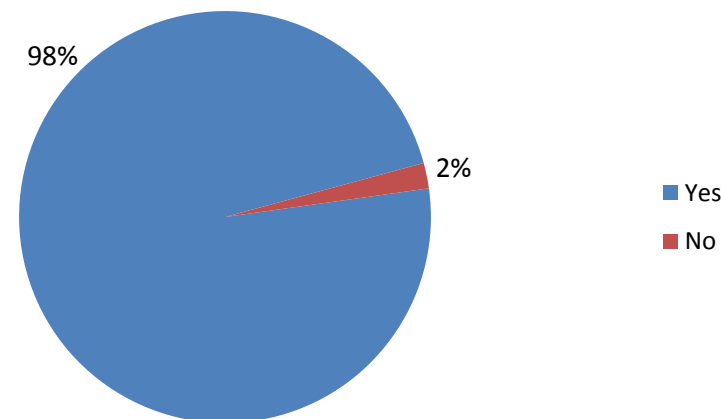
97% of respondents reported taking darts of four carriages or less at peak travel hours.

“Reduced service causes hardship for those using DART services and forces commuters to make alternative travel arrangements.”

“Irish rail promised 'peak times' would not be affected yet I have travelled on Darts at 8am & 5.30pm that were only 4 carriages (or less) and felt uncomfortably overcrowded. I agree with cost cutting measures outside of peak times but Irish rail have gone against exactly what they promised they wouldn't do.”

“They were good value for money before they reduced the carriages. Now I almost always stand in cramped conditions. I have seen elderly people struggling since the changes.”

Have you ever travelled on a DART you felt was overcrowded?

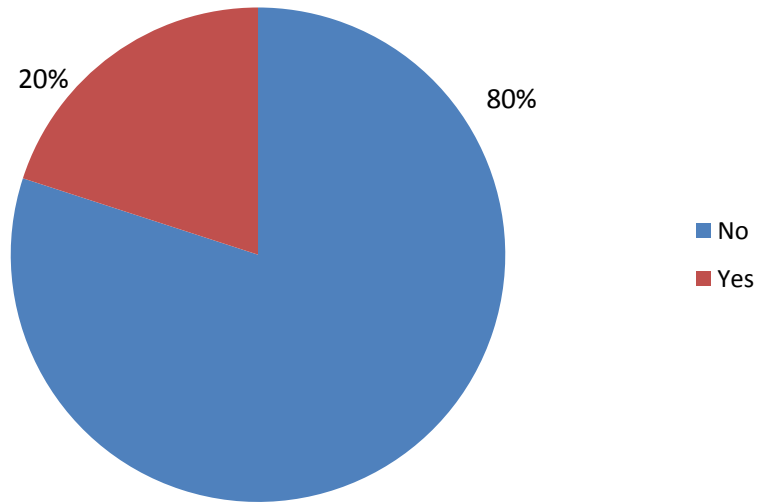


98% of respondents have felt dangerously overcrowded on the DART.

“It's fine to reduce carriages at off peak but I've been left on the platform a few times unable to fit on dart at peak times. They say full loading is normal for urban transport but dart isn't designed like London tube with handles hanging from roof, when we're packed in there's nothing to hold on to so people are losing balance, falling and stepping on each other's feet.”

“The reduced carriages at peak times are not only ridiculous but pure dangerous and extremely uncomfortable for everyone using the service.”

Do you feel that the DART offers you good value for money?



80% of Dun Laoghaire- Rathdown DART users surveyed do not believe they are receiving good value for their money.

“For the money a monthly pass costs, I think the service is totally unacceptable.”

“My feeling is that the bulk of the cost cutting measures and increased penalize the customer base. I don't think that Irish Rail was quite as zealous when looking at cutting internal costs.”

“We pay a lot of money to use the dart but it seems more like a cattle truck at times.”