

Customer Notice

Disruption to Commuter Services Week Ending Friday 2nd December 2005

Dear Passenger,

Please accept my sincerest apologies for the disruption to your services last week.

The primary cause of the disruption has been the reliability of some of our older commuting trains, which has led to cancellations and the late running of services. We have reviewed the cause of these reliability problems and have agreed with our mechanical engineers an enhanced maintenance regime for these trains to restore the necessary levels of reliability.

It will take some weeks to see the full benefits of this enhanced maintenance. However, please be assured that we will be taking all possible measures to manage the service reliability in the meantime.

I will also be available, along with my colleagues on Tuesday evening 6th December, on the main concourse in Heuston Station between 16:30hrs and 18:30hrs to clarify any question you may have.

Steve Murphy,
General Manager, Southern & Western,
Heuston Station