



**Schedule B**

**Performance Obligations**

**Report to National Transport Authority**

**Quarter 4 2016**

**Schedule B**  
**Quarter 4 2016**

<b>Performance obligation</b>	<b>Reporting Arrangement</b>	<b>Compliance test</b>	<b>Quarterly Result</b>	<b>YTD Result</b>	<b>Performance Related Payment</b>
<b>Weekday Vehicles in Service – Stage Carriage</b> BÉ will operate at least 98% of the weekday vehicle requirement	Quarterly Report to include year to date position	Minimum of 98%	100%	100%	*
<b>Saturday Vehicles in Service – Stage Carriage</b> BÉ will operate at least 98% of the Saturday vehicle requirement	Quarterly Report to include year to date	Minimum of 98%	100%	100%	*
<b>Sunday Vehicles in Service – Stage Carriage</b> BÉ will operate at least 98% of the Sunday vehicle requirement	Quarterly Report to include year to date position	Minimum of 98%	100%	100%	*
<b>Weekday Morning Peak Vehicles in Service – Cork City Services</b> BÉ will operate at least 98% of the morning peak vehicle requirement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Weekday Evening Peak Vehicles in Service – Cork City Services</b> BÉ will operate at least 98% of the evening peak vehicle requirement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Saturday Vehicles in Service – Cork City Services</b> BÉ will operate at least 98% of buses for the Saturday vehicle requirement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Sunday Vehicles in Service – Cork City Services</b> BÉ will operate at least 98% of buses for the Sunday vehicle requirement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Weekday Morning Peak Vehicles in Service – Galway City Services</b> BÉ will operate at least 98% of the morning peak vehicle requirement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Weekday Evening Peak Vehicles in Service – Galway City Services</b> BÉ will operate at least 98% of the evening peak vehicle requirement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Saturday Vehicles in Service – Galway City Services</b> BÉ will operate at least 98% of buses for the Saturday vehicle requirement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Sunday Vehicles in Service – Galway City Services</b> BÉ will operate at least 98% of buses for the Sunday vehicle requirement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Weekday Morning Peak Vehicles in Service – Limerick City Services</b> BÉ will operate at least 98% of the morning peak vehicle requirement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*

<b>Performance obligation</b>	<b>Reporting Arrangement</b>	<b>Compliance test</b>	<b>Quarterly Result</b>	<b>YTD Result</b>	<b>Performance Related Payment</b>
<b>Weekday Evening Peak Vehicles in Service – Limerick City Services</b> BÉ will operate at least 98% of the evening peak vehicle requirement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Saturday Vehicles in Service – Limerick City Services</b> BÉ will operate at least 98% of buses for the Saturday vehicle requirement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Sunday Vehicles in Service – Limerick City Services</b> BÉ will operate at least 98% of buses for the Sunday vehicle requirement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Weekday Morning Peak Vehicles in Service – Waterford City Services</b> BÉ will operate at least 98% of the morning peak vehicle requirement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Weekday Evening Peak Vehicles in Service – Waterford City Services</b> BÉ will operate at least 98% of the evening peak vehicle requirement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Saturday Vehicles in Service – Waterford City Services</b> BÉ will operate at least 98% of buses for the Saturday vehicle requirement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Sunday Vehicles in Service – Waterford City Services</b> BÉ will operate at least 98% of buses for the Sunday vehicle requirement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Weekday Morning Peak Vehicles in Service – Dublin Commuter Services</b> BÉ will operate at least 98% of morning peak vehicle requirement	Quarterly Report to include year to date position	Minimum of 98%	100%	99%	*
<b>Weekday Evening Peak Vehicles in Service – Dublin Commuter Services</b> BÉ will operate at least 98% of evening peak vehicle requirement	Quarterly Report to include year to date position	Minimum of 98%	100%	99%	*
<b>Saturday Vehicles in Service – Dublin Commuter Services</b> BÉ will operate at least 98% of buses for the Saturday vehicle requirement	Quarterly Report to include year to date position	Minimum of 98%	100%	100%	*
<b>Sunday Vehicles in Service – Dublin Commuter Services</b> BÉ will operate at least 98% of buses for the Sunday vehicle requirement	Quarterly Report to include year to date position	Minimum of 98%	100%	100%	*
<b>Drivers Duties Operated – Stage Carriage</b> BÉ will operate at least 98% of scheduled duties in the period of this agreement	Quarterly Report to include year to date position	Minimum of 98%	100%	100%	*

<b>Performance obligation</b>	<b>Reporting Arrangement</b>	<b>Compliance test</b>	<b>Quarterly Result</b>	<b>YTD Result</b>	<b>Performance Related Payment</b>
<b>Drivers Duties Operated – Cork City Services</b> BÉ will operate at least 98% of scheduled duties in the period of this agreement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Drivers Duties Operated – Galway City Services</b> BÉ will operate at least 98% of scheduled duties in the period of this agreement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Drivers Duties Operated – Limerick City Services</b> BÉ will operate at least 98% of scheduled duties in the period of this agreement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Drivers Duties Operated – Waterford City Services</b> BÉ will operate at least 98% of scheduled duties in the period of this agreement	Quarterly Report by City to include year to date position	Minimum of 98%	100%	100%	*
<b>Drivers Duties Operated – Dublin Commuter Services</b> BÉ will operate at least 98% of scheduled duties in the period of this agreement	Quarterly Report to include year to date position	Minimum of 98%	100%	100%	*
<b>Schedule kms operated – Stage Carriage</b> BÉ will operate at least 98% of schedule kms.	Quarterly Report to include year to date position	Minimum of 98%	100%	100%	*
<b>Schedule kms operated – Cork City Services</b> BÉ will operate at least 95% of schedule kms.	Quarterly Report by City to include year to date position	Minimum of 95%	99%	99%	*
<b>Schedule kms operated – Galway City Services</b> BÉ will operate at least 95% of schedule kms.	Quarterly Report by City to include year to date position	Minimum of 95%	99%	99%	*
<b>Schedule kms operated – Limerick City Services</b> BÉ will operate at least 95% of schedule kms.	Quarterly Report by City to include year to date position	Minimum of 95%	97%	98%	*
<b>Schedule kms operated – Waterford City Services</b> BÉ will operate at least 95% of schedule kms.	Quarterly Report by City to include year to date position	Minimum of 95%	100%	100%	*
<b>Schedule kms operated – Dublin Commuter Services</b> BÉ will operate at least 98% of schedule kms.	Quarterly Report to include year to date position	Minimum of 98%	100%	100%	*
<b>Services operated – Stage Carriage Services</b> BÉ will operate at least 98% of scheduled services.	Quarterly Report to include year to date position	Minimum of 98%	100%	100%	*
<b>Services operated – Cork City Services</b> BÉ will operate at least 95% of scheduled services.	Quarterly Report by City to include year to date position	Minimum of 95%	99%	99%	*
<b>Services operated – Galway City Services</b> BÉ will operate at least 95% of scheduled services.	Quarterly Report by City to include year to date position	Minimum of 95%	99%	99%	*
<b>Services operated – Limerick City Services</b> BÉ will operate at least 95% of scheduled services.	Quarterly Report by City to include year to date position	Minimum of 95%	96%	97%	*
<b>Services operated – Waterford City Services</b> BÉ will operate at least 95% of scheduled services.	Quarterly Report by City to include year to date position	Minimum of 95%	100%	100%	*

Performance obligation	Reporting Arrangement	Compliance test	Quarterly Result	YTD Result	Performance Related Payment
<b>Services operated – Dublin Commuter Services</b> BÉ will operate at least 98% of scheduled services.	Quarterly Report to include year to date position	Minimum of 98%	99%	100%	*
<b>Punctuality - Stage Carriage Services</b> 95% of services will operate no later than 10 minutes after the timetabled departure time.	Quarterly Report to include year to date position	Minimum of 95%	96%	97%	*
<b>Punctuality - City Services</b> 90% of Cork city service departures from the terminus will operate no later than 5 minutes after the timetabled departure time	Quarterly Report to include year to date position	Minimum of 90%	91%	94%	*
87% of Galway city service departures from the terminus will operate no later than 5 minutes after the timetabled departure time.	Quarterly Report to include year to date position	Minimum of 87%	93%	94%	*
87% of Limerick city service departures from the terminus will operate no later than 5 minutes after the timetabled departure time.	Quarterly Report to include year to date position	Minimum of 87%	89%	94%	*
87% of Waterford city service departures from the terminus will operate no later than 5 minutes after the timetabled departure time.	Quarterly Report to include year to date position	Minimum of 87%	93%	95%	*
<b>Punctuality - Dublin Commuter Services</b> 95% of services will operate no later than 10 minutes after the timetabled departure time.	Quarterly Report to include year to date position	Minimum of 95%	96%	96%	*
<b>Timetable Information</b> Comprehensive and up-to-date timetables will be published on BÉ's website. This will be supported by the production of appropriate local timetable information and media advertising.	Quarterly Report	Confirmation of availability	Confirmed		
<b>Complaint Reporting</b> BÉ will report to the NTA the number of complaints, by specified category.	Quarterly Report to include year to date position		See attached		
<b>Fares Information</b> Up-to-date fares information for all fare categories and all services to be available on the BÉ website. Fare changes to be announced on the website as early as possible and not less than 10 working days in advance of the change taking place.	Quarterly Report	Availability of information and minimum 10 working days notice re changes	Confirmed		
<b>Revenue Protection</b> Report on measures taken to ensure revenue protection.	Quarterly Report	Percentage of Compliance	See Report		

Performance obligation	Reporting Arrangement	Compliance test	Quarterly Result	YTD Result	Performance Related Payment
<p><b>Network Changes on Website</b> Comprehensive and up-to-date information on all BÉ services under the Contract to be available on the Company website. Introduction of major timetable changes will be announced on the website as early as possible, and not less than 10 working days in advance of the change taking place.</p>	Quarterly Report	Availability of information and minimum 10 working days notice re changes	Confirmed		
<p><b>Cleanliness</b></p> <p><b>Buses</b> Where facilities exist:  <ul style="list-style-type: none"> <li>- Each bus operated in service will be vacuumed internally and washed externally each day.</li> <li>- Heating, ventilation and lighting on board all vehicles is working and set to a comfortable level.</li> <li>- Each bus will receive daily attention to include the removal of rubbish, emptying of bins and attending to visible or identifiable soiling.</li> <li>- Each bus in service will be internally valeted on average every 5 weeks to include vacuuming all fabrics, applying cleaning agents to all other internal surfaces including windows, graffiti and stain removal.</li> <li>- Drivers will be well presented, friendly, helpful and courteous at all times.</li> </ul> </p> <p><b>Stations</b> Bus Éireann will provide the following facilities at main Bus Stations:  <ul style="list-style-type: none"> <li>- A waiting area that is clean and free from litter and offers protection from the weather.</li> <li>- Up to date information on services.</li> <li>- A public phone, clock, and use of a toilet.</li> <li>- Well-presented, friendly, helpful, and courteous staff to customers at all times.</li> <li>- Ease of access to timetables information and ticket sales channels</li> </ul> </p>	Quarterly Report	Percentage of Compliance	Data is confirmed by Chief Operations Officer and Chief Mechanical Engineer		
<p><b>Integrated Ticketing</b> In accordance with the ITS Participation agreement, BÉ shall continue to co-operate with and participate in the work of the Integrated Ticketing Project Board, established by the Minister and now reporting to NTA.</p>	Quarterly Report	Implemented as planned	Confirmed		

**Schedule B**  
**Quarter 4 2016**

<b>Performance obligation</b>	<b>Reporting Arrangement</b>	<b>Compliance test</b>	<b>Quarterly</b>	<b>YTD Result</b>	<b>Performance Related Payment</b>
<b>Bus Destination Scrolls</b> BÉ aim to have the route numbers and destinations for buses in normal service correctly displayed on at least 98% of buses.	Quarterly	Minimum of 98%	84%	82%	
<b>Customer Telephone Information</b> Will be available 08:30-17:30 Monday to Saturday (excluding PH's), and at least 90% of calls will be answered within 60 seconds.	Quarterly	Minimum of 85% of calls answered within 60 seconds	98%	98%	
<b>24 Hour Service Information</b> BÉ will make a comprehensive range of up to date information available by website subject to routine maintenance downtime and service provider availability.	Quarterly	Confirmation of availability	100%	100%	
<b>Accessibility</b> All buses and coaches purchased by BÉ will be lowfloor, wheelchair accessible vehicles. BÉ intends to implement fully the provisions of the Department of Transport Outline Action Plan for Accessible Public Transport insofar as those provisions pertain to the Company.	Annual Report	All buses	All vehicles purchased are wheelchair accessible	All vehicles purchased are wheelchair accessible	
<b>Fleet Bus Age</b> BÉ to report the average age of the bus fleet.	Annual Report	Full Fleet		City Fleet: 6.3 years; Commuter / Stage Carriage Fleet: 7.4 years	

Complaint Reporting - Q4, 2016

Bus Éireann received the following complaints during Quarter 4, 2016

Type of Service	Case Issue	Q4, 2016				Grand Total
		Period 10	Period 11	Period 12	Period 13	
<b>Bus Éireann City Services</b>						
	Apps	0	1	0	0	1
	Anti-social Behaviour	0	0	0	0	0
	Boarding and on Board	4	0	5	4	13
	Bus station, stop/shelter issues	1	2	3	5	11
	Customer Service	3	3	0	1	7
	Fares & Ticketing	5	6	3	5	19
	Information Provision	0	0	1	0	1
	Negative Interaction	4	6	6	12	28
	Service Experience	116	83	95	100	394
	Staff Issues	29	29	34	31	123
	Timetable/service changes	5	1	0	9	15
	Website	0	0	0	0	0
	<b>Subtotal</b>	167	131	147	167	612
<b>Bus Éireann Local Services</b>						
	Apps	1	0	1	0	2
	Anti-social Behaviour	0	0	0	3	3
	Boarding and on Board	11	5	13	9	38
	Bus station, stop/shelter issues	2	3	10	2	17
	Customer Service	2	6	2	2	12
	Environmental	0	0	0	0	0
	Fares & Ticketing	28	21	23	16	88
	Information Provision	2	2	1	1	6
	Negative Interaction	24	10	8	18	60
	Service Experience	413	305	353	280	1351
	Staff Issues	115	96	109	73	393
	Timetable/service changes	15	9	9	10	43
	Website	2	5	2	6	15
	<b>Subtotal</b>	615	462	531	420	2,028
<b>Grand Total</b>		782	593	678	587	2,640