



Schedule B

Performance Obligations

Report to National Transport Authority

Quarter 2 2013

Covering Note by the National Transport Authority

Due to a two day company-wide strike by Bus Éireann employees scheduled bus services did not operate for 2 days this quarter [Sunday May 12th and Monday May 13th 2013].

The National Transport Authority deducted a sum of money from payments ordinarily due to Bus Éireann under Schedule A of Public Services Contract for the non-provision of the services.

This report excludes the two non-operational days and measures the performance of the services provided on the operational days only.

Schedule B
Q2 2013

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

Performance obligation	Reporting Arrangement	Compliance test	Quarterly Result	YTD Result	Performance Related Payment
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%	*
Saturday Vehicles in Service – Limerick City Services 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%	*
Sunday Vehicles in Service – Limerick City Services 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%	*
Weekday Morning Peak Vehicles in Service – Waterford City Services 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%	99%	*
Weekday Evening Peak Vehicles in Service – Waterford City Services 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%	99%	*
Saturday Vehicles in Service – Waterford City Services 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%	*
Sunday Vehicles in Service – Waterford City Services 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%	*
Weekday Morning Peak Vehicles in Service – Dublin Commuter Services BÉ will operate at least 98% of morning peak vehicle requirement	Quarterly Report to include year to date position	Minimum of 98%	100%	100%	*
Weekday Evening Peak Vehicles in Service – Dublin Commuter Services BÉ will operate at least 98% of evening peak vehicle requirement	Quarterly Report to include year to date position	Minimum of 98%	100%	100%	*
Saturday Vehicles in Service – Dublin Commuter Services 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%	*
Sunday Vehicles in Service – Dublin Commuter Services 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%	*
Drivers Duties Operated – Stage Carriage 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%	*
Drivers Duties Operated – Cork City Services 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%	99%	99%	*
Drivers Duties Operated – Galway City Services					

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

Performance obligation	Reporting Arrangement	Compliance test	Quarterly Result	YTD Result	Performance Related Payment
BÉ will operate at least 95% of scheduled services.	Quarterly Report by City to include year to date position	Minimum of 95%	100%	100%	*
Services cancelled – Dublin Commuter Services BÉ will operate at least 98% of scheduled services.	Quarterly Report to include year to date position	Minimum of 98%	100%	100%	*
Punctuality - Stage Carriage Services 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%	97%	97%	*
Punctuality - City Services 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%	96%	97%	*
87% of Limerick, Galway and 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%	91%	94%	*
Punctuality - Dublin Commuter Services 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%	*
Timetable Information 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	See attached		
Complaint Reporting BÉ will report to the NTA the number of complaints, by specified category.	Quarterly Report to include year to date position		See attached		
Fares Information 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 5 working days in advance of the change taking place.	Quarterly Report	Availability of information and minimum 5 working days notice re changes	See attached		
Revenue Protection Report on measures taken to ensure revenue protection.	Quarterly Report	Percentage of Compliance	See attached		
Network Changes on Website 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 5 working days in advance of the change taking place.	Quarterly Report	Availability of information and minimum 5 working days notice re changes	See attached		
Cleanliness Buses Where facilities exist: - Each bus operated in service will be vacuumed internally and washed externally each day. - Heating, ventilation and lighting on board all vehicles is working and set to a comfortable level.	Quarterly Report	Percentage of Compliance	Data is confirmed by Chief Operations Officer and Chief Mechanical Engineer		

Performance obligation	Reporting Arrangement	Compliance test	Quarterly Result	YTD Result	Performance Related Payment
<ul style="list-style-type: none"> - Each bus will receive daily attention to include the removal of rubbish, emptying of bins and attending to visible or identifiable soiling. - 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. - Drivers will be well presented, friendly, helpful and courteous at all times. <p>Stations Bus Éireann will provide the following facilities at main Bus Stations:</p> <ul style="list-style-type: none"> - A waiting area that is clean and free from litter and offers protection from the weather. - Up to date information on services. - A public phone, clock, and use of a toilet. - Well-presented, friendly, helpful, and courteous staff to customers at all times. - Ease of access to timetables information and ticket sales channels 					
<p>Integrated Ticketing 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		
<p>Cost and Efficiency Review Implementation of the Cost and Efficiency Review findings.</p>	Quarterly Report	Implemented as planned	Confirmed		

Schedule B
Q2 2013

Performance obligation	Reporting Arrangement	Compliance test	6 Monthly Result	YTD Result	Performance Related Payment
Bus Destination Scrolls BÉ aim to have the route numbers and destinations for buses in normal service correctly displayed on at least 98% of buses.	6 Monthly Report	Minimum of 98%	100%	100%	
Customer Telephone Information 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.	6 Monthly Report	Minimum of 85% of calls answered within 60 seconds	87%	90%	
24 Hour Service Information BÉ will make a comprehensive range of up to date information available by website subject to routine maintenance downtime and service provider availability.	6 Monthly Report	Confirmation of availability	100%	100%	

Timetables

Q2 2013

Timetable Information

The Company can confirm that comprehensive and up-to-date timetables have been published on BÉ's website and that this is supported by the production of appropriate local timetable information and media advertising.

Complaint Reporting

Bus Eireann received the following complaints during Quarter 2 2013

Category	%	Per 100,000 Passengers
Punctuality	32.00	
Driver	40.30	
Bus / Fleet Issues	7.60	
Station	3.60	
Timetable Information	3.60	
Staff	1.60	
Refunds	3.40	
Fares and Tickets	2.90	
Lost Luggage	1.80	
Web issues	0.40	
Accessibility/Equality	0.70	
Customer/passenger	0.20	
Anti-social behaviour	0.40	
Other	1.50	
Total	100.0	5.10

The total complaints should be viewed in the context of the 10.851 million customer journeys made in this quarter.

Fares Information - Minimum 5 working days in advance

The Company confirms that up-to-date fares information for all fare categories and all services are available on the BÉ website.

The Company confirms that fare changes will be announced on the website as early as possible and not less than 5 working days in advance of the change taking place.

Network Changes on Website - Minimum 5 working days in advance

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 5 working days in advance of the change taking place.

Revenue Protection Q2 2013

Background

Revenue loss as a result of fare evasion is a feature of public transport for all service providers and is an issue that Bus Éireann takes very seriously. The company devotes considerable resources to ensuring that revenue is correctly received from customers and that valid travel documentation - whether in the form of a purchased ticket or travel pass- is produced to support each journey.

The company currently employs sixty- seven Inspectors on its Road Passenger Services. All of these inspectors have revenue protection activities as a key part of their role profile. As part of its commitment to revenue protection four of the sixty- seven road inspectors are exclusively dedicated to the revenue protection unit. The sole function of this unit is to detect and prevent fraud in respect of the company's revenue. It is also important to note the role of the Bus Éireann drivers in relation to revenue protection as every customer must interact with a driver at the commencement of their journey. Drivers play a vital role in the on-going monitoring, protection and control of revenue within the company.

The company's objective is to ensure that all aspects of fare evasion are addressed in an efficient and effective manner. The company must also have regard to the costs associated with the implementation of revenue protection measures and ensure that the cost / benefit ratio is correctly balanced.

Current Challenges

The current economic environment is presenting the company with particular challenges in the area of revenue protection. The Exchequer pressure associated with the recession impacts on both Bus Éireann and the State's financial position and requires that revenue loss arising from fraudulent use of any travel pass is minimised.

Current challenges which are being addressed by the company include:

- Financial pressures on customers have led to a higher propensity to fare evasion.
- Methods of fare evasion are becoming increasingly sophisticated and the quality of fraudulent travel passes is making them more difficult to detect on "flash inspections".
- The environment in which the Inspectors operate has also become more challenging in recent times.

- The company will also have to implement new methods of revenue protection with the roll out of ITS. The company is linking with BAC and Irish Rail in relation to their experience to date in relation to ITS.

Bus Éireann's Revenue Protection Strategy

There are a number of components to the revenue protection strategy adopted by Bus Éireann. These include:

Visual Inspection of Travel Documentation

A visual inspection of travel document is conducted by the driver as each passenger boards the bus. This resulted in a "flash inspection" of over 78 million travel documents during 2012. This control is intended to ensure that only passengers with valid documentation may board the bus for travel. It is recognised that this inspection is limited in nature as the driver must also be conscious of dwell time at bus stops and safety issues regarding the boarding of vehicles. The typical driver inspection check would highlight issues such as the use of a poorly photocopied pass but would not necessarily detect the misuse of a genuine pass on a service where photo ID is not required.

Dedicated Inspector Checks

These checks are a critical element of the revenue protection strategy. Approximately 30,000 detailed inspections were carried out on Bus Éireann road passenger services during 2012.

Stance Inspections

These are inspections which are conducted at bus stations around the country. These checks occur after the passengers have boarded the vehicle and the subsequent inspection would focus on DSP documents and discounted ticket types, eg child or student.

Prosecutions

The company involves the Gardai in cases, where appropriate, both during and after an inspection and prosecutions are made under The Criminal Justice (Theft & Fraud Offences) Act 2001.

Publicity for Convictions

The company attempts to ensure that a successful outcome of any prosecution receives as much publicity as possible, particularly in the local area involved, and therefore acts as a deterrent to others.

Future Actions -Revenue Protection Strategy

A review of the Revenue Protection strategy for Bus Éireann was conducted during 2012. This review considered the current economic climate, advances in technology, the current inspection regime as well as improved use of resources in this key area. The company would hope that implementation of the recommendations suggested by this review would improve the revenue protection environment for all revenue streams.

Bus Éireann are also planning to increase the level of checks significantly during 2013. A number of "blitz" type inspections are also planned for 2013. The current target is to have 4/5 blitz inspections per month.

Results of 2013 Inspections: Q2 to date

Arising from these inspections during 2013 approximately 670 misused or false DSP documents were confiscated and returned to the Department of Social Protection.

Indicator	Flash Inspection	Detailed Inspections	Stance Inspections	Documents Confiscated
2012 Tickets Checked	50.0m	17,000	5,500	670
2013 Planned Ticket Checks	78.0m	30,000	10,000	