



Schedule B

Performance Obligations

Report to National Transport Authority

Quarter 2 2010

Schedule B
Q2 2010

Performance obligation	Compliance test	Result	Performance Related Payment
Weekday Vehicles in Service – Stage Carriage On normal weekday mornings when [according to the standardised school term] schools are open, Bus Éireann will operate at least 98% of peak vehicle requirement.	Minimum of 98%	100%	*
Saturday Vehicles in Service – Stage Carriage Bus Éireann will operate at least 98% of buses for the Saturday peak vehicle requirement.	Minimum of 98%	100%	
Sunday Vehicles in Service – Stage Carriage Bus Éireann will operate at least 98% of buses for the Sunday peak vehicle requirement.	Minimum of 98%	100%	
Weekday AM Peak Vehicles in Service – City Services On normal weekday mornings when [according to the standardised school term] schools are open, Bus Éireann will operate at least 98% of morning peak vehicle requirement.	Minimum of 98%	100%	*
Weekday PM Peak Vehicles in Service – City Services On normal weekday evenings when schools are open, Bus Éireann will operate at least 98% of evening peak vehicle requirement.	Minimum of 98%	100%	*
Saturday Peak Vehicles in Service – City Services Bus Éireann will operate at least 98% of buses for the Saturday peak vehicle requirement	Minimum of 98%	100%	
Sunday Peak Vehicles in Service – City Services Bus Éireann will operate at least 98% of buses for the Sunday peak vehicle requirement.	Minimum of 98%	100%	
Weekday AM Peak Vehicles in Service – Dublin Commuter Services On normal weekday mornings when [according to the standardised school term] schools are open, Bus Éireann will operate at least 98% of morning peak vehicle requirement.	Minimum of 98%	100%	*
Weekday PM Peak Vehicles in Service – Dublin Commuter Services On normal weekday evenings when schools are open, Bus Éireann will operate at least 98% of evening peak vehicle requirement.	Minimum of 98%	100%	*
Saturday Peak Vehicles in Service – Dublin Commuter Services Bus Éireann will operate at least 98% of buses for the Saturday peak vehicle requirement	Minimum of 98%	100%	
Sunday Peak Vehicles in Service – Dublin Commuter Services Bus Éireann will operate at least 98% of buses for the Sunday peak vehicle requirement.	Minimum of 98%	100%	
Drivers Duties Operated Bus Éireann will operate at least 98% of scheduled duties in the period of this agreement.	Minimum of 98%	100%	

Performance obligation	Compliance test	Result	Performance Related Payment
Schedule kms operated –Stage Carriage Bus Éireann will operate at least 98% of schedule kms.	Minimum of 98%	100%	
Schedule kms operated –City Services Bus Éireann will operate at least 92% of schedule kms.	Minimum of 92%	99%	
Schedule kms operated –Dublin Commuter Bus Éireann will operate at least 98% of schedule kms.	Minimum of 98%	100%	
Services cancelled –city services BE will operate at least at least 92% of service kms.	Minimum of 92%	99%	
Services cancelled –Dublin Commuter services BE will operate at least at least 98% of service kms.	Minimum of 98%	100%	
Services cancelled –Stage Carriage services BE will operate at least at least 98% of service kms.	Minimum of 98%	100%	
Customers Carried 2010 Bus Éireann forecast to carry 31 million customers in total in 2010.	Specified Customer Number	Q2: 8.7 million	
Punctuality Commuter 90 % of departures from the terminus will operate no later than 10 minutes after the timetabled departure time	90% punctuality	97%	*
Punctuality City 85 % of departures from the terminus will operate no later than 5 minutes after the timetabled departure time	85% punctuality	96%	*
Punctuality Stage Carriage 95 % of departures from the terminus will operate no later than 10 minutes after the timetabled departure time	95% punctuality	97%	*
Complaint Reporting Bus Éireann will report to the Authority the number of complaints, by specified category, received by the Sales Department of Bus Éireann.	Number of Complaints	See attached	
Network Changes on Website Comprehensive and up-to-date information on all BÉ services provided by the contract is 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.	Minimum 5 Days Notice	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. 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.	Specified Number each day	Data is confirmed by Chief Operations Officer and Chief Mechanical Engineer.	

Performance obligation	Compliance test	Result	Performance Related Payment
<p>Stations Bus Éireann will provide the following facilities at main Bus Stations: 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 With the assistance of the relevant authorities, enforce laws in relation to smoking and the consumption of alcohol on Bus Éireann services.</p>			
<p>Cost and Efficiency Review Implementation of the Cost and Efficiency Review findings</p>	Ongoing participation		

Timetables

Q2 2010

Network Changes on Website - Minimum 5 working days in advance

The company aims to have up-to date national timetable information available on the company's website with appropriate local timetable information provided as required.

The company is committed to publicising alterations to its services on the website 7 days in advance of implementation. After some problems experienced as a result of first quarter volume of network changes, the company is now happy that changes to services are now being provided on the website on a timely basis.

Complaint Reporting

Bus Eireann received the following complaints during Quarter Two 2010.

Category	%	Per 100,000 Passengers
Accessibility/Equality	0.8	
Bus / Fleet Issues	7.7	
Customers/Passenger	0.5	
Driver	39.6	
Fares and Tickets	3.6	
Other	4.1	
Punctuality	29.0	
Refunds	1.9	
Staff	3.3	
Station	3.6	
Timetable Information	0.8	
Web Issues	5.2	
Total	100.0	4.20

The total complaints should be viewed in the context of the 8.7 million customer journeys made in this quarter. The unprecedented disruption of transport services experienced due to volcanic ash in April/May 2010 should also be noted.



Bus Éireann Deloitte Implementation Plan Update Q2 2010

Presented to the NTA as part of Public service contract Q2 2010 report

1 - Overview

Bus Éireann is continuing to make progress on the recommendations in the Deloitte report (2009) and, where relevant, has been working very closely with stakeholders to develop joint solutions. In quarter two of 2010, it made progress in relation to the following:

- **Local Integrated Transport Projects (Synergies).**
- **Integrated Local Transport for South Wexford**
- **Real Time Passenger Information Display projects**
- **Whensmybus.ie - SMS/Online real time information**
- **Integrated Ticketing Scheme**
- **Park and ride services – M3 Parkway**
- **Use of Higher Capacity Vehicles/Fleet Replacement Programme.**

Progress on implementing the Deloitte Cost and Efficiency recommendations are set out hereunder:

2 – Local Integrated Transport Services (LITS) Projects (Synergies)

Bus Éireann has been working closely with the RTP, the HSE, the Irish Wheelchair Association and the Departments of Education and Transport to coordinate on the Local Integrated Transport Services (LITS) which is investigating synergies between the partner groups. The renewed Programme for Government (2009) made a commitment to *“explore the provision of a full scale transport system in rural areas using the network expertise of Bus Éireann, the physical and personal (sic) resources of the school transport system and financial resources currently being spent on transport by the HSE and the Department of Education and Science”*. In this quarter, the following progress was made:

- **Independent evaluation:** The evaluation of the LITS by MVA Consulting has been completed and the report is being finalized for the Steering group.
- **Business Case for funding:** A separate summary business case which assesses the potential mainstreaming of LITS is being prepared for submission to the DoT, in line with capital appraisal guidelines.

3 - Integrated Local Transport in South Wexford

Following the NTA Board decision in relation to the Waterford Rosslare Rail service, Bus Éireann has implemented an integrated bus and coach based local transport plan for South Wexford. This involves an expansion in the coverage and frequency of existing BE services in the area and to Waterford, Wexford and New Ross. The services commenced on Monday 20 September following the suspension of the rail service. Bus Éireann worked closely with Irish Rail and with the rural transport programme to provide a coordinated and integrated local service. The service will build on the lessons learned in the LITS pilots.

4 - Real Time Passenger Information Display Project

In line with the Deloitte recommendations, Bus Éireann is participating in a Real Time Passenger Information (RTPI) Project, which is being lead by Dublin City Council, which will see 500 RTPI signs erected in the GDA in 2010. The proposed locations of the RTPI signage in the Dublin Commuter Area have been finalised. Priority will be given to corridors with high levels of usage, major transport nodes, public transport interchange points, QBC routes and bus lanes and city centre stops. The NTA has also decided to expand the RTPI project to the Gateway cities of Cork, Limerick, Galway and Waterford.

5 - Whensmybus.ie – SMS/Online Real Time Information

Bus Éireann has already developed a Text and online Real Time information service for its customers. Bus Stops and Poles will be attached with a stop code with which customers can identify the time of the next buses from that stop, even from remote locations. The “whensmybus” web/SMS service has been up and running since early 2010. Preliminary market research shows that 14% of the population is already aware of the service, and over 7% of the population has already used the service.

6 - Integrated Ticketing Scheme

Bus Éireann continues to make progress with the other stakeholders in relation to the Integrated Ticketing Scheme (ITS). Bus Éireann is still on target to begin the rollout of the ITS Smartcard on Bus Éireann services in the Eastern Region during Q2 2011. The possibility of extending the ITS card beyond the GDA Cork city is being investigated in line with business case submitted for CATS.

7 – Links to Dunboyne M3 Parkway (Park and Ride)

In line with the launch of the new Rail service between M3 parkway, Dunboyne and Docklands station in Dublin, Bus Éireann is now servicing the park and ride facilities at the Parkway. Bus Éireann also provides Park and Ride services in Cork city.

8 – Fleet Replacement Programme and use of Higher Capacity Vehicles

With the aid of funding under Transport 21, Bus Éireann procured 32 double deck coaches for use on commuter corridors in the East region. Furthermore, Bus Éireann has also expanded the use of double deck buses to Cork city, and these will be used to expand capacity on the East West corridor as a precursor to Bus Rapid Transit. Bus Éireann has submitted a fleet replacement plan to the NTA. The proposed replacement plan is in line with the recommendations of the Deloitte report, which recommended *“the retention of the fleet replacement programme to maintain the current average age of the fleet with consequential advantages for the environment, maintenance, reliability, and passenger comfort.*