



**Schedule B**

**Performance Obligations**

**Report to National Transport Authority**

**Quarter 3 2010**

**Schedule B**  
**Q3 2010**

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

Performance obligation	Compliance test	Result	Performance Related Payment
<b>Schedule kms operated –Stage Carriage</b> Bus Éireann will operate at least <b>98% of</b> schedule kms.	Minimum of 98%	100%	
<b>Schedule kms operated –City Services</b> Bus Éireann will operate at least <b>92% of</b> schedule kms.	Minimum of 92%	99%	
<b>Schedule kms operated –Dublin Commuter</b> Bus Éireann will operate at least <b>98% of</b> schedule kms.	Minimum of 98%	100%	
<b>Services cancelled –city services</b> BE will operate at least at least <b>92% of</b> service kms.	Minimum of 92%	98%	
<b>Services cancelled –Dublin Commuter services</b> BE will operate at least at least <b>98% of</b> service kms.	Minimum of 98%	100%	
<b>Services cancelled –Stage Carriage services</b> BE will operate at least at least <b>98% of</b> service kms.	Minimum of 98%	100%	
<b>Customers Carried 2010</b> Bus Éireann forecast to carry 31 million customers in total in 2010.	Specified Customer Number	Q3: 6.75 million	
<b>Punctuality Commuter</b> 90 % of departures from the terminus will operate no later than 10 minutes after the timetabled departure time	90% punctuality	96%	*
<b>Punctuality City</b> 85 % of departures from the terminus will operate no later than 5 minutes after the timetabled departure time	85% punctuality	97%	*
<b>Punctuality Stage Carriage</b> 95 % of departures from the terminus will operate no later than 10 minutes after the timetabled departure time	95% punctuality	98%	*
<b>Complaint Reporting</b> 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	
<b>Network Changes on Website</b> 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	
<b>Cleanliness</b>  <b>Buses</b> 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><b>Stations</b>  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><b>Cost and Efficiency Review</b>  Implementation of the Cost and Efficiency Review findings</p>	Ongoing participation		

## Timetables

### Q3 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 3 2010.

Category	%	Per 100,000 Passengers
Accessibility/Equality	0.6	
Bus / Fleet Issues	6.8	
Customers/Passenger	0.4	
Driver	30.2	
Fares and Tickets	4.6	
Other	2.2	
Punctuality	37.8	
Refunds	4	
Staff	3.3	
Station	5.2	
Timetable Information	2.5	
Web Issues	2.4	
<b>Total</b>	<b>100.0</b>	<b>10.01</b>

The total complaints should be viewed in the context of the 6.75 million customer journeys made in this quarter.



## **Bus Éireann Deloitte Implementation Plan Update Q3 2010**

**Presented to the NTA as part of Public service contract Q3 2010 report**

## **1 - Overview**

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

- **Local Integrated Transport Projects (Synergies).**
- **Integrated Local Transport service developments**
- **Real Time Passenger Information Display project**
- **Integrated Ticketing Scheme**
- **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 Pobal/RTP, the HSE, the Irish Wheelchair Association and the Departments of Education and Transport to develop a coordinated the Local Integrated Transport Services (LITS) solution for rural areas in Ireland. In September 2010, MVA Consultancy completed its evaluation of the LITS pilot projects. The recommendations of the report were being assessed by the Department of Transport.

## **3 - Integrated Local Transport service developments**

In Q3 2010, Bus Éireann implemented an integrated bus and coach based local transport plan for South Wexford, which involved an expansion in the coverage and frequency of existing BE services in the area and to Waterford, Wexford and New Ross. The changes implemented relate to an integrated network plan for Route 370 and the revised one day a week services Routes 371, 372, 373, 374 and 375. The new service was supported by timetable/flyer drops to urban and rural locations in South Wexford at WIT and Regional Hospital in Waterford, and online information support and web/facebook promotions.

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 with its route 111 service.

## **4 - Real Time Passenger Information Display Project**

In line with the Deloitte recommendations, Bus Éireann continued to work in partnership with other stakeholders to implement a Real Time Passenger Information (RTPI) service in the GDA and in Cork. The project is led by Dublin City Council, and it is hoped that nearly 600 RTPI signs will be erected in the GDA/Cork by

the end of 2011. The NTA has also decided to further expand the RTP1 project to the Gateway cities of Limerick, Galway and Waterford.

## **5 - Integrated Ticketing Scheme**

Bus Éireann continued 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 a joint business case submitted for CATS by Cork City and County Councils and Bus Éireann.

## **6 – Fleet Replacement Programme and use of Higher Capacity Vehicles**

In line with the Deloitte report recommendations, Bus Éireann submitted a fleet replacement plan to the NTA. The Deloitte report 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.*