



**Schedule B**

**Performance Obligations**

**Report to National Transport Authority**

**Quarter 3 2012**

**Schedule B**  
**Q3 2012**

<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>Weekday Evening Peak Vehicles in Service – Limerick City Services</b>					

<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>
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%	100%	*
<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%	100%	*
<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>Drivers Duties Operated – Cork City Services</b>					

<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>
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%	100%	*
<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 cancelled – 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 cancelled – 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 cancelled – 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 cancelled – Limerick City Services</b>					

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%	97%	98%	*
<b>Services cancelled – 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%	*
<b>Services cancelled – Dublin Commuter 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>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%	97%	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%	95%	96%	*
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%	92%	92%	*
<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%	97%	97%	*
<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	See attached		
<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 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		
<b>Revenue Protection</b> Report on measures taken to ensure revenue protection.	Quarterly Report	Percentage of Compliance	See attached		
<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 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		
<b>Cleanliness</b>  <b>Buses</b>	Quarterly Report	Percentage of Compliance	Data is confirmed by Chief		

Performance obligation	Reporting Arrangement	Compliance test	Quarterly Result	YTD Result	Performance Related Payment
<p>Where facilities exist:</p> <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><b>Stations</b>  Bus Éireann will provide the following facilities at main Bus Stations:</p> <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>			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		
<p><b>Cost and Efficiency Review</b>  Implementation of the Cost and Efficiency Review findings.</p>	Quarterly Report	Implemented as planned	See attached		

## Timetables

### Q3 2012

#### 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 3 2012.

Category	%	Per 100,000 Passengers
Accessibility/Equality	0.5	
Anti-social behaviour	1.1	
Bus / Fleet Issues	6.9	
Customers/Passenger	0.7	
Driver	36.1	
Fares and Tickets	5.1	
Other	1.6	
Punctuality	32.5	
Refunds	5.4	
Staff	0.8	
Station	7.0	
Timetable Information	1.5	
Web Issues	0.8	
<b>Total</b>	<b>100.0</b>	<b>7.03</b>

The total complaints should be viewed in the context of the 8.707 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**

### **Q3 2012**

Bus Éireann provides a national, integrated transport service selling tickets through a variety of channels. Ticket sales via the internet and ticket vending machines have increased over the last two years while the use of prepaid tickets such as Tax saver products has also increased. Much of the company's business still involves cash sales and revenue protection remains an important aspect of the business.

Revenue protection aims to ensure that the correct value is received and taken to account in respect of the associated passenger journey. This involves checking instances where passengers may attempt to travel without a valid ticket but also includes attempts to override the length of journey permitted by the ticket as well as potential inappropriate use of certain products, such as Daysaver tickets.

Mobile revenue protection inspectors check individual vehicles and also co-ordinate with central staff to ensure best use of resources. These inspectors travel on a number of services and check for a wide variety of revenue protection issues. A comprehensive report is produced each month by each inspector and the findings are co-ordinated by Operations Support to ensure that all issues are highlighted and appropriate steps taken.