



Schedule B

Performance Obligations

Report to National Transport Authority

Quarter 4 2010

Schedule B
Q4 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%	99%	*
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%	99%	*
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%	98%	
Schedule kms operated –Stage Carriage Bus Éireann will operate at least 98% of schedule kms.	Minimum of 98%	99%	
Schedule kms operated –City Services Bus Éireann will operate at least 92% of schedule kms.	Minimum of 92%	98%	
Schedule kms operated –Dublin Commuter Bus Éireann will operate at least 98% of schedule kms.	Minimum of 98%	97%	Note 1
Services cancelled –city services BE will operate at least at least 92% of service kms.	Minimum of 92%	98%	
Services cancelled –Dublin Commuter services BE will operate at least at least 98% of service kms.	Minimum of 98%	98%	
Services cancelled –Stage Carriage services BE will operate at least at least 98% of service kms.	Minimum of 98%	100%	
Customers Carried 2010	Specified Customer	Q4: 6.67 million	

Performance obligation	Compliance test	Result	Performance Related Payment
Bus Éireann forecast to carry 31 million customers in total in 2010.	Number		
Punctuality Commuter 90 % of departures from the terminus will operate no later than 10 minutes after the timetabled departure time	90% punctuality	91%	*
Punctuality City 85 % of departures from the terminus will operate no later than 5 minutes after the timetabled departure time	85% punctuality	91%	*
Punctuality Stage Carriage 95 % of departures from the terminus will operate no later than 10 minutes after the timetabled departure time	95% punctuality	95%	*
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. 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.	Specified Number each day	Data is confirmed by Chief Operations Officer and Chief Mechanical Engineer.	
Cost and Efficiency Review Implementation of the Cost and Efficiency Review findings	Ongoing participation		

Note 1

Force Majeur

Dublin Commuter Scheduled kilometres target was not achieved in Quarter 4 2010 due to extreme snow and ice during this period, particularly Saturday 27th November to Saturday 4th December and Monday 20th December to Sunday 26th December.

Timetables

Q4 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. The company can confirm that changes to services are being provided on the website on a timely basis.

Complaint Reporting

Bus Eireann received the following complaints during Quarter 4 2010.

Category	%	Per 100,000 Passengers
Accessibility/Equality	0.6	
Bus / Fleet Issues	4.9	
Customers/Passenger	0.3	
Driver	22.4	
Fares and Tickets	4.4	
Other	1.5	
Punctuality	43.1	
Refunds	14.7	
Staff	3.5	
Station	1.8	
Timetable Information	1.2	
Web Issues	1.6	
Total	100.0	10.21

The total complaints should be viewed in the context of the 6.67 million customer journeys made in this quarter.

Schedule B
Annual Obligations

Measure	Obligation	Compliance test	Result	Performance Related Payment
Timetables	Up-to-date national timetable on its website and appropriate local timetable information supported by media advertising as required and appropriate. Publicised alterations to services on its website 7 days in advance of implementation.	Confirmation of Production	Achieved	
Annual Timetable Book	A comprehensive timetable book for Bus Éireann services will be published each year.	Confirmation of Production	Achieved	
Bus Destination Scrolls	Bus Éireann aim to have the route numbers and destinations for buses in normal service correctly displayed on at least 95% of buses. Performance will be reported to the Authority on an annual basis.	95% of scrolls	98%	
Customer Telephone Information	Customer Telephone Information will be available 08:30-17:30 Monday to Saturday (excluding PH's), and at least 85% of calls will be answered within 60 seconds.	85% of calls answered within 60 seconds	82% within 45 seconds	
24 Hour Service Information	Bus Éireann will make a comprehensive range of up to date timetable information available by Website subject to routine maintenance downtime and service provider availability.		Achieved	
Accessibility	All buses and coaches purchased by Bus Éireann will be low floor, wheelchair accessible vehicles. Bus Éireann 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.	All Buses	No vehicles purchased in 2010	
Fleet Bus Age	Bus Éireann aims to ensure that the average fleet age will be less than 7 years.	Full Fleet	PSC Fleet (Buses and Coaches) at end 2010 = 4.8 years	
Integrated Ticketing	In accordance with the ITS Participation agreement, Bus Éireann shall continue to co-operate with and participate in the work of the Integrated Ticketing Project Board, established by the Minister.	On-going participation	Achieved	*



Deloitte Implementation Plan update – Q4 2010:

Bus Éireann

March 2011

Deloitte Report Implementation Plan – Q4 2010

This report refers to the progress that was made in Q4 2010 in relation to the Bus Éireann Deloitte Implementation plan. It does not refer to progress that has been made between January and March 2011.

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. Progress has been made 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:

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 in Q4 and a Stakeholder meeting had been arranged for late January.

Integrated Local Transport service developments in 2010

As mentioned in the previous section, Bus Éireann had to implement a range of service curtailments on poorly supported routes in 2010, in line with the Deloitte report conclusions. However, Bus Éireann also implemented some service improvements in the second half of 2010 in line with customer demand as follows:

- **Route 370 Rosslare Europort Waterford:** In line with the suspension of the rail service, Bus Éireann has 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.
- **Route 111 – Cavan Dublin:** 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. Bus Éireann introduced an enhanced timetable using

existing resources on route 111 Dublin/Trim/Athboy/Cavan effective from Sunday 14th November 2010. The improved timetable offers additional daily departures with some services now extended to/from South City Centre (Wilton Terrace) as well as providing greater connectivity between Cavan, Granard, Delvin and Athboy.

- **Route 343 ‘Shannonlink’ – Shannon Airport/Limerick city:** The Shannonlink service replaces the existing 343 service, and makes better use of resources to provide a network of services to Shannon Airport, Shannon town and Shannon Industrial Estate. It operates every half hour during morning and evening peak times and every hour outside of peak hours providing commuters, tourists and airport users with a better range of services to choose from. Shannonlink also enables them to make coach and train connections at Colbert Station, Limerick city. Shannonlink services from Limerick bus station start at 5am every day of the week. The rebranded service also serves Coonagh, Bunratty and Sixmilebridge.
- **Expressway Commercial Services:** Bus Éireann has also implemented a range of Expressway services during 2010 that make best use of the new motorway infrastructure and linking to the Airport network across the country where commercially feasible. Expressway Developments in 2010 include:
 - Route X51 – Galway Limerick
 - Route X20 – Galway Athlone Dublin.

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 by the end of 2011, and in Cork city in early 2012. The NTA has also decided to further expand the RTPI project to the Gateway cities of Limerick, Galway and Waterford.

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 and Cork city is being investigated in line with a joint business case submitted for CATS by Cork City and County Councils and Bus Éireann.

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 in 2010. 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.*