

**Schedule B – Performance Obligations Bus Éireann 2011**

<b>Performance obligation</b>	<b>Reporting arrangement</b>	<b>Compliance test</b>	<b>Performance related payment</b>
<p><b>Weekday Vehicles in Service – Stage Carriage</b></p> <p>BÉ will operate at least <b>98%</b> of the weekday vehicle requirement.</p>	<p>Quarterly Report to include year to date position</p>	<p>Minimum of 98%</p>	<p align="center">*</p>
<p><b>Saturday Vehicles in Service – Stage Carriage</b></p> <p>BÉ will operate at least <b>98%</b> of the Saturday vehicle requirement.</p>	<p>Quarterly Report to include year to date position</p>	<p>Minimum of 98%</p>	<p align="center">*</p>
<p><b>Sunday Vehicles in Service – Stage Carriage</b></p> <p>BÉ will operate at least <b>98%</b> of the Sunday vehicle requirement.</p>	<p>Quarterly Report to include year to date position</p>	<p>Minimum of 98%</p>	<p align="center">*</p>
<p><b>Weekday Morning Peak Vehicles in Service – City Services</b></p> <p>BÉ will operate at least <b>98%</b> of the morning peak vehicle requirement.</p>	<p>Quarterly Report by City to include year to date position</p>	<p>Minimum of 98%</p>	<p align="center">*</p>

<p><b>Weekday Evening Peak Vehicles in Service – City Services</b></p> <p>BÉ will operate at least <b>98%</b> of the evening peak vehicle requirement.</p>	<p>Quarterly Report by City to include year to date position</p>	<p>Minimum of 98%</p>	<p>*</p>
<p><b>Saturday Vehicles in Service – City Services</b></p> <p>BÉ will operate at least <b>98%</b> of buses for the Saturday vehicle requirement.</p>	<p>Quarterly Report by City to include year to date position</p>	<p>Minimum of 98%</p>	<p>*</p>
<p><b>Sunday Vehicles in Service – City Services</b></p> <p>BÉ will operate at least <b>98%</b> of buses for the Sunday vehicle requirement.</p>	<p>Quarterly Report by City to include year to date position</p>	<p>Minimum of 98%</p>	<p>*</p>
<p><b>Weekday Morning Peak Vehicles in Service – Dublin Commuter Services</b></p> <p>BÉ will operate at least <b>98%</b> of morning peak vehicle requirement.</p>	<p>Quarterly Report to include year to date position</p>	<p>Minimum of 98%</p>	<p>*</p>
<p><b>Weekday Evening Peak Vehicles in Service – Dublin Commuter Services</b></p> <p>BÉ will operate at least <b>98%</b> of evening peak vehicle requirement.</p>	<p>Quarterly Report to include year to date position</p>	<p>Minimum of 98%</p>	<p>*</p>

<p><b>Saturday Vehicles in Service – Dublin Commuter Services</b></p> <p>BÉ will operate at least <b>98%</b> of buses for the Saturday vehicle requirement.</p>	<p>Quarterly Report to include year to date position</p>	<p>Minimum of 98%</p>	<p>*</p>
<p><b>Sunday Vehicles in Service – Dublin Commuter Services</b></p> <p>BÉ will operate at least <b>98%</b> of buses for the Sunday vehicle requirement.</p>	<p>Quarterly Report to include year to date position</p>	<p>Minimum of 98%</p>	<p>*</p>
<p><b>Drivers Duties Operated – Stage Carriage</b></p> <p>BÉ will operate at least <b>98%</b> of scheduled duties in the period of this agreement.</p>	<p>Quarterly Report to include year to date position</p>	<p>Minimum of 98%</p>	<p>*</p>
<p><b>Drivers Duties Operated – City Services</b></p> <p>BÉ will operate at least <b>98%</b> of scheduled duties in the period of this agreement.</p>	<p>Quarterly Report by City to include year to date position</p>	<p>Minimum of 98%</p>	<p>*</p>
<p><b>Drivers Duties Operated – Dublin Commuter Services</b></p> <p>BÉ will operate at least <b>98%</b> of scheduled duties in the period of this agreement.</p>	<p>Quarterly Report to include year to date position</p>	<p>Minimum of 98%</p>	<p>*</p>

<b>Schedule kms operated – Stage Carriage</b> BÉ will operate at least <b>98%</b> of schedule kms.	Quarterly Report to include year to date position	Minimum of 98%	*
<b>Schedule kms operated – City Services</b> BÉ will operate at least <b>95%</b> of schedule kms.	Quarterly Report by City to include year to date position	Minimum of 95%	*
<b>Schedule kms operated – Dublin Commuter Services</b> BÉ will operate at least <b>98%</b> of schedule kms.	Quarterly Report to include year to date position	Minimum of 98%	*
<b>Services cancelled – Stage Carriage Services</b> BÉ will operate at least <b>98%</b> of scheduled services.	Quarterly Report to include year to date position	Minimum of 98%	*
<b>Services cancelled – City Services</b> BÉ will operate at least <b>95%</b> of scheduled services.	Quarterly Report by City to include year to date position	Minimum of 95%	*
<b>Services cancelled – Dublin Commuter Services</b> BÉ will operate at least <b>98%</b> of scheduled services.	Quarterly Report to include year to date position	Minimum of 98%	*

<p><b>Punctuality - Stage Carriage Services</b></p> <p>95% of services will operate no later than 10 minutes after the timetabled departure time.</p>	<p>Quarterly Report to include year to date position</p>	<p>Minimum of 95%</p>	<p>*</p>
<p><b>Punctuality - City Services</b></p> <p>90% of Cork city service departures from the terminus will operate no later than 5 minutes after the timetabled departure time.</p> <p>87% of Limerick, Galway and Waterford city service departures from the terminus will operate no later than 5 minutes after the timetabled departure time.</p>	<p>Quarterly Report to include year to date position</p>	<p>Minimum of 90%</p> <p>Minimum of 87%</p>	<p>*</p>
<p><b>Punctuality - Dublin Commuter Services</b></p> <p>95% of services will operate no later than 10 minutes after the timetabled departure time.</p>	<p>Quarterly Report to include year to date position</p>	<p>Minimum of 95%</p>	<p>*</p>
<p><b>Timetable Information</b></p> <p>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.</p>	<p>Quarterly Report</p>	<p>Confirmation of availability</p>	
<p><b>Bus Destination Scrolls</b></p> <p>BÉ aim to have the route numbers and destinations for buses in normal service correctly displayed on at least 98% of buses.</p>	<p>6-Monthly Report</p>	<p>Minimum of 98%</p>	

<p><b>Customer Telephone Information</b></p> <p>Will be available 08:30-17:30 Monday to Saturday (excluding PH's), and at least <b>90%</b> of calls will be answered within 60 seconds.</p>	6-Monthly Report	Minimum of 90% of calls answered within 60 seconds	
<p><b>24 Hour Service Information</b></p> <p>BÉ will make a comprehensive range of up to date information available by website subject to routine maintenance downtime and service provider availability.</p>	6-Monthly Report	Confirmation of Availability	
<p><b>Complaint Reporting</b></p> <p>BÉ will report to the NTA the number of complaints, by specified category.</p>	Quarterly Report to include year to date position		
<p><b>Fares Information</b></p> <p>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.</p>	Quarterly Report	Availability of information and minimum 5 working days notice re changes	
<p><b>Revenue Protection</b></p> <p>Report on measures taken to ensure revenue protection.</p>	Quarterly Report	Percentage of Compliance	

<p><b>Network Changes on Website</b></p> <p>Comprehensive and up-to-date information on all BÉ services under the Contract to be available on the Company website. Introduction of 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.</p>	<p>Quarterly Report</p>	<p>Availability of information and minimum 5 working days notice re changes</p>	
<p><b>Cleanliness</b></p> <p><b>Buses</b></p> <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>Quarterly Report</p>	<p>Percentage of Compliance</p>	

<p><b>Stations</b></p> <p>BÉ 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>	<p>Quarterly Report</p>	<p>Percentage of Compliance</p>	
<p><b>Accessibility</b></p> <p>All buses and coaches purchased by BÉ will be low floor, wheelchair accessible vehicles. BÉ 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.</p>	<p>Annual Report</p>	<p>All buses</p>	
<p><b>Fleet Bus Age</b></p> <p>BÉ to report the average age of the bus fleet.</p>	<p>Annual Report</p>	<p>Full Fleet</p>	



<p><b>Integrated Ticketing</b></p> <p>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>	<p>Quarterly Report</p>	<p>Implemented as planned</p>	
<p><b>Cost and Efficiency Review</b></p> <p>Implementation of the Cost and Efficiency Review findings.</p>	<p>Quarterly Report</p>	<p>Implemented as planned</p>	

Having regard to section 48(3)(p) of the Act of 2008, an Operator shall ensure its compliance with any or all emission standards for pollutants and noise in respect of the Operator's provision of public bus transport services and any associated activities of the Operator, and/or its subcontractor(s), as may be applicable under Irish or EU law. In keeping with the target set out by EU Directive 2003/30/EC, Bus Éireann will report regularly on the progress made during 2011 towards the achievement of the target of replacing 5.75% of all fuel requirements with biofuel alternatives.