

# Proposal to Directly Award a Public Bus Services Contract to Bus Éireann in 2014

4. Performance Report on Current  
Bus Éireann Direct Award Contract

September 2013



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## Executive Summary

### *Direct Award Contract*

In December 2009, under the provisions of the Dublin Transport Authority Act 2008 as amended, the National Transport Authority [“the NTA”] entered into a direct award contract<sup>1</sup> [“the Contract”] with Bus Éireann for the provision of public service obligation [“PSO”] bus services nationally for a period of 5 years.

The Contract is due to expire on 30<sup>th</sup> November 2014 and the NTA intends to enter into a subsequent direct award contract with Bus Éireann. The Act specifies that before a subsequent direct award can be entered into, the NTA must prepare and publish a report detailing the operation of the public bus services under the current direct award contract. This report therefore considers the operation of the Contract and the services provided to the NTA between the period of Q1/2010 and Q1/2013, a total of 13 no. quarter [3 monthly] periods.

### *Services Provided*

During the period of this Report Bus Éireann provided, under the Contract, a national network of City [Cork, Galway, Limerick and Waterford], Dublin Commuter and stage carriage<sup>2</sup> services. In return for the provision of the services, the NTA compensated Bus Éireann with monies received from Exchequer funding.

Table 1 below provides an overview of the bus services provided during this period.

Year	Total Vehicle Km <sup>3</sup> Operated [Millions]	Seat Km <sup>4</sup> Operated [Millions]	Passengers Carried [Million]	Revenue Collected [€Million]	Compensation Paid [€Million]
2010	38.08	2,298,231	29,129	€66,894	€46.16
2011	37.34	2,260,442	28,476	€65,183	€43.41
2012	37.34	2,255,420	28,632	€68,180	€36.90
2013 <sup>5</sup>	8.09	488,386	6,740	€6,329	€8.0

**Table 1**      **Overview of Bus Service Operations**

<sup>1</sup> A contract directly awarded to an Operator that is not subject to a competitive tendering process.

<sup>2</sup> Local and regional stopping services

<sup>3</sup> Total Vehicle KMs operated – PSO routes only

<sup>4</sup> Total PSO passenger capacity provided

<sup>5</sup> Figures for Q1 2013

## ***Performance Obligations***

The Contract sets out 20 no. performance obligations within the following categories which Bus Éireann must comply with when providing the services:

1. Reliability and Punctuality Obligations [46 no.]
2. Customer Information Obligations [7 no.]
3. Customer Experience Obligations [4 no.]
4. Efficiency Obligations [2 no.]

Propose to delete see 3.6 below

Within the Contract the Reliability and Punctuality performance obligations have incentivised payment mechanisms. Ten per cent of the total compensation due is retained by the NTA on a quarterly basis and is only released on demonstrating compliance with these particular performance obligations. Bus Éireann is required to measure and report their compliance with the performance obligations at intervals specified in the Contract to the NTA. The NTA and Bus Éireann meet on a quarterly basis to review the performance obligation results and other reporting required under the Contract.

The NTA also reviews on a regular basis the performance obligation with the objective of continuously improving the delivery of the services. Since the beginning of the Contract, performance obligation targets have either been revised upwards or reporting frequencies improved where it was considered appropriate to do so. The strengthening of performance obligation targets and other revisions over the period of the contract to date is summarised in Chapter 2 [Table 3] of this Report.

## ***Bus Éireann Performance Results***

Overall, Bus Éireann achieved a very high level of compliance with the required performance obligations for this reporting period. Chapter 3 of this Report sets out a summary under each performance obligation category a summary of the performance results and any non-compliances reported. A summary of the performance obligations and the current running average results is set out in Table 2.

Approximately 99 per cent of the results reported complied with the specified performance obligations. Bus Éireann demonstrated particularly high compliance levels within the Punctuality and Reliability category, with 1 non-compliance out of 457 results reported, and which was attributed to adverse weather conditions in Q4/2010. The current running averages<sup>6</sup> of the results to date (with the exception of the performance obligation “Customer Telephone”) exceed those targets specified within the performance obligations, indicating that the required service levels have been met or exceeded under the Contract for this period.

## ***Changes Approved to the PSO services***

The Contract provides that any changes to the PSO services must be subject to the approval of the NTA. During the course of the Contract to date, the NTA has approved a series of alterations to the

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<sup>6</sup> The average of all results reported over the relevant reporting periods.

services, many of which initially related to the implementation of the Cost Recovery Plan. This project arose out of a Cost and Efficiency review of BusÉireann's operations commissioned by the Department of Transport in 2008. Amongst other recommendations, this Review recommended the rationalisation of poorly performing PSO services. More recent changes to services have arisen from recommendations made in a series of public transport reviews undertaken by the NTA across the state.

In addition, the NTA constantly reviews with Bus Éireann the PSO services to ensure the delivery of an efficient, cost-effective and integrated public transport service. Both of these processes have delivered improved efficiencies for Bus Éireann and improved public transport services for the public during the period of the Contract. Further details are given in Chapter 3 of this Report.

### ***Fares***

The Contract provides that Bus Éireann retains the fares revenue. It also provides that the NTA must approve any fare alterations. Bus Éireann has complied with all the process requirements in relation to the approval of fares and the subsequent implementation of approved fares.

### ***Capital Grants***

The Contract provides for the granting of capital funds to Bus Éireann for the purchase of public transport infrastructure, primarily new vehicles, but also for the refurbishment of older vehicles, provision of accessibility measures in vehicles and integrated transport measures such as Real Time Passenger Information. During the period covered by this Report, several capital grants have been awarded as set out in Chapter 3 of this Report and Bus Éireann have fully complied with the terms of these grants.

### ***Auditing the Contract***

Each year the NTA has commissioned independent audits of Bus Éireann's financial systems, controls and processes to ensure:

- that Bus Éireann correctly allocates its costs and revenue between PSO and commercial activities.
- that any reasonable profit claimed for delivering PSO services had been calculated on an appropriate basis and that the operating costs incurred are consistent with those of a 'well run' transport operator
- that any financial flows between the CIE companies do not provide a cross-subsidy between the CIE companies.

The 2010 audit was "satisfactory" in relation to the conduct of the contract. The results of the 2011 and 2012 audit are, at the time of writing, currently close to completion.

## **1.0 Introduction**

### **1.1 Background**

In 2007 EU Regulation 1370/2007 – on public passenger transport services by rail and by road was adopted by the European Union. The Regulation sets out how Member States are to provide public passenger transport services that are the subject of a public service obligation [‘PSO’] in a transparent manner.

A PSO exists where there is an economic requirement to provide transport services that are financially unviable to operate without the payment of compensation to an Operator for the services.

In order to implement the Regulation into Irish law, the National Transport Authority [‘NTA’] was established by the Dublin Transport Authority Act 2008 and its powers extended by the Public Transport Regulation Act 2009 [‘the Acts’].

The Acts provide that where the Authority determines that a PSO exists in relation to the provision of public passenger transport services, the Authority is responsible for securing the provision of these services by means of public service contracts. Under a public service contract, the Authority compensates the Operator with monies received from the Oireachtas in return for the provision of specified public passenger transport services.

The Acts required the Authority to enter into a direct award contract with Bus Éireann for the provision of national public bus transport services for a period of 5 years commencing from 1<sup>st</sup> December 2009. This contract is due to expire on 30<sup>th</sup> November 2014 and in accordance with the provisions of the Acts, the Authority now intends to enter into a subsequent direct award contract with Bus Éireann.

Before a subsequent direct award can be placed with Bus Éireann, the Acts set out various requirements that the Authority must comply with, one of which is the preparation and publication of a report setting out the operation of the public bus passenger services under the present direct award contract<sup>7</sup>.

The purpose of this Report therefore is to fulfil this requirement. It provides an account of the operation of the public bus services provided by Bus Éireann under the Contract between the periods January 2010 and March 2013 – a total of thirteen quarterly [3 month] periods.

Chapter 2 of this report provides an overview of the provisions of the Contract. Chapter 3 provides an account of the operation of the public bus services provided during this period.

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<sup>7</sup> Section 52 (6) (e) of the 2008 Act

## 1.2 Bus Éireann

Bus Éireann is a wholly owned subsidiary of Córas Iompar Éireann [CIE], a commercial state body which provides bus and rail public transport services. The Company was established in 1987 under the Transport [Re-organisation of CIE Act] 1986 and is the largest nation-wide provider of PSO bus services outside of the Greater Dublin Area.

The Company currently employs in the region of 2,700 people and operates from 11 no. depots nationwide. The PSO services comprise City, Stage Carriage and Dublin Commuter services. The City services are, at the time of writing of this Report, operated by a fleet of 128 no. single and 18 double deck buses while the Stage Carriage and Commuter service are operated by a fleet of 244 no single deck, 21 double deck buses and 32 double deck coaches, a total of 443 vehicles. The average age of the fleet at the end of 2012 was 5.7 years old.

Under the Contract, Bus Éireann is responsible for the provision of bus depot and stabling facilities, supply and maintenance of bus fleet and ancillary facilities (such as ticket machines, automatic vehicle location equipment and CCTV equipment) and associated communications, storage, analysis and reporting systems. They are also responsible for the provision of staff and staff facilities and marketing.

In addition to, and financially separate from the PSO services provision, the Company also operates commercial activities such as express services and private hire services. It also provides schools transport services and administers the Schools Transport Scheme for the Department of Education and Skills.

In 2008 the Department of Transport commissioned Deloitte & Touche to carry out a Cost and Efficiency Review of the operations of both Bus Éireann and Dublin Bus. Amongst other recommendations, the Review recommended the rationalisation of poorly performing routes and the development of high quality bus routes to serve gateway cities. Bus Éireann took forward the recommendations of this Review as their Cost Recovery Plan and are required under the terms of the Contract to implement the recommendations. This has now been superseded by the implementation of recommendations arising from a series of public transport reviews undertaken by the NTA.

## **2.0 The Direct Award Contract with Bus Éireann**

### **2.1 The Contract**

The Contract between Bus Éireann and the NTA was signed on the 1<sup>st</sup> December 2009 for a period of 5 years. The main provisions of the Contract are set out in the following paragraphs.

### **2.2 The scope of the PSO included in the Contract**

The Contract defines the scope of the PSO as including not only the transport services to be provided but also the wider attributes of an efficient and functional public transport network such as the provision of passenger information, ticketing, transport interchanges, participation in wider Integration projects such as integrated Ticketing [LEAP], Real time Passenger Information [RTPI] and website development [Journey Planning etc].

### **2.3 The PSO services to be provided**

Schedule A to the Contract provides a listing schedule of the PSO services to be provided by Bus Éireann as follows:

As of August 2013, Bus Éireann operate 215 bus services under contract to the National Transport Authority as follows

#### **Regional cities**

Cork (20 routes), Limerick (6 routes), Galway (8 routes), Waterford (5 routes). Services generally operate at regular frequencies throughout the day from Monday to Saturday. Sunday services are less frequent and in some cases they do not operate.

#### **Regional towns**

Six towns are served (Dundalk, Drogheda, Navan, Balbriggan, Athlone, and Sligo). Services generally operate at regular frequencies throughout the day from Monday to Saturday. Sunday services are less frequent and in some cases they do not operate.

#### **Dublin commuter belt**

36 services operate from the commuter belt outside Dublin, generally as radial services to Dublin city. Some local and orbital services also operate between destinations within the commuter belt. Radial services to Dublin generally operate at regular frequencies throughout the day. Local services tend to operate at significantly lower frequencies.



### **Stage carriage services**

There are 134 Stage carriage services, generally linking a series of settlements of various sizes in a particular region. Routes vary significantly in length and frequency from several times a day to once a week.

In order to ensure that the specified services provide adequate passenger capacity Schedule A also specifies both the number of vehicles to be deployed at peak periods [peak vehicle requirement – ‘pvr’] and the frequency at which they are to operate.

## **2.4 Changes to the PSO Services**

The Contract provides that any changes to the PSO services are subject to the approval of the NTA.

## **2.5 Performance Obligations**

The Contract also sets out, in Schedule B, minimum performance requirements that must be met by Bus Éireann when providing the PSO services. These comprise a series of performance obligations within 5 categories that measure Bus Éireann’s performance in providing the services. The categories are as follows:

- 1. Reliability and Punctuality Obligations** – 45 no. obligations to ensure that the bus services operate reliably and punctually with sufficient capacity, frequency and provide adequate coverage of the network to cater for customer demand. The Contract incentivises the Reliability and Punctuality performance obligations. Ten per cent of the total annual Compensation due is retained by the NTA on a quarterly basis and is paid to Dublin Bus when it is demonstrated that the performance obligations have been achieved for that Quarter. Failure to meet any of the performance obligation targets will result in the deduction by the NTA of an equivalent proportion of the retained compensation due.
- 2. Customer Information Obligations** – 7 no. obligations to ensure that sufficient information is made available to the customer in order to use the services;
- 3. Customer Experience Obligations** – 4 no. obligations to ensure that the customer experience when using the services is satisfactory;
- 4. Efficiency Targets**- 2 no. obligations to ensure that efficiencies are delivered by Bus Éireann in relation to the implementation of the Cost and Efficiency Reviews and Revenue Protection;
- 5. Environmental Obligation** - Compliance with vehicle emission and noise targets and reporting on the progress achieved on use of bio-fuels.

The NTA conducts an annual review of the performance obligation results with the objective of continuous improvement of the delivery and efficiencies of the PSO services. Based on an

analysis of the 2010 returns and performance levels, the Authority revised certain targets for 2011 either by setting some targets higher or increasing the frequency of reporting to provide greater oversight on performance, in addition to requiring separate reporting for the cities of Cork, Galway, Limerick and Waterford. This disaggregation will provide information to the NTA on how individual sectors are performing and thereby improve future performance. The current performance obligations are set out in Table 3, which also includes a summary of the strengthening of performance obligations and any other revisions made since 2009.

Performance obligation		Description	Current Compliance Test	Current Reporting Frequency	Major Amendments since 2010
1. Reliability Obligations					
Vehicles in Service, Stage Carriage					
1.1	Weekdays	Specified % of pvr’s to be in service at specified time periods	Minimum 98%	Quarterly	
1.2	Saturdays		Minimum 98%	Quarterly	
1.3	Sundays		Minimum 98%	Quarterly	
Vehicles in Service, City, Cork					
1.4	AM Peak	Specified % of pvr’s to be in service at specified time periods	Minimum 98%	Quarterly	2011- Obligation disaggregated into individual City targets
1.5	PM Peak		Minimum 98%	Quarterly	
1.6	Saturday		Minimum 98%	Quarterly	
1.7	Sunday		Minimum 98%	Quarterly	
Vehicles in Service, City, Galway					
1.8	AM Peak	Specified % of pvr’s to be in service at specified time periods	Minimum 98%	Quarterly	2011- Obligation disaggregated into individual City targets
1.9	PM Peak		Minimum 98%	Quarterly	
1.10	Saturday		Minimum 98%	Quarterly	
1.11	Sunday		Minimum 98%	Quarterly	
Vehicles in Service, City, Limerick					
1.12	AM Peak	Specified % of pvr’s to be in service at specified time periods	Minimum 98%	Quarterly	2011- Obligation disaggregated into individual City targets
1.13	PM Peak		Minimum 98%	Quarterly	
1.14	Saturday		Minimum 98%	Quarterly	
1.15	Sunday		Minimum 98%	Quarterly	
Vehicles in Service, City, Waterford					
1.16	AM Peak	Specified % of pvr’s to be in service at specified time periods	Minimum 98%	Quarterly	2011- Obligation disaggregated into individual City targets
1.17	PM Peak		Minimum 98%	Quarterly	
1.18	Saturday		Minimum 98%	Quarterly	
1.19	Sunday		Minimum 98%	Quarterly	
Vehicles in Service, Dublin Commuter					
1.20	AM Peak	Specified % of pvr’s to be in service at specified time periods	Minimum 98%	Quarterly	
1.21	PM Peak		Minimum 98%	Quarterly	
1.22	Saturday		Minimum 98%	Quarterly	
1.23	Sunday		Minimum 98%	Quarterly	
2 Drivers’ Duties					
2.1	Stage Carriage	Specified percentage of drivers’ duties to be performed	Minimum 98%	Quarterly	2011-Disaggregated into Stage Carriage, individual City and Dublin Commuter obligations.
2.2	City, Cork		Minimum 98%	Quarterly	
2.3	City, Galway		Minimum 98%	Quarterly	
2.4	City, Limerick		Minimum 98%	Quarterly	
2.5	City, Waterford		Minimum 98%	Quarterly	
2.6	Dublin Commuter		Minimum 98%	Quarterly	

Performance obligation		Description	Current Compliance Test	Current Reporting Frequency	Major Amendments since 2010
3 Schedule Km Operated					
3.1	Stage Carriage	Specified percentage of scheduled Km operated	Minimum 98%	Quarterly	2011- Disaggregated into individual City obligations and target raised from 92%.
3.2	City, Cork		Minimum 95%	Quarterly	
3.3	City, Galway		Minimum 95%	Quarterly	
3.4	City, Limerick		Minimum 95%	Quarterly	
3.5	City, Waterford		Minimum 95%	Quarterly	
3.6	Dublin Commuter		Minimum 98%	Quarterly	
4 Services Operated					
4.1	Stage Carriage	Specified percentage of services operated	Minimum 98%	Quarterly	2011- Disaggregated into individual City obligations and target raised from 92%.
4.2	City, Cork		Minimum 95%	Quarterly	
4.3	City, Galway		Minimum 95%	Quarterly	
4.4	City, Limerick		Minimum 95%	Quarterly	
4.5	City, Waterford		Minimum 95%	Quarterly	
4.6	Dublin Commuter		Minimum 98%	Quarterly	
5. Punctuality					
5.1	Stage Carriage	Specified percentage of services to operate no later than 10 minutes after scheduled time	Minimum 95%	Quarterly	
5.2	City, Cork	Specified percentage of services to operate from the terminus no later than 5 minutes after scheduled time	Minimum 90%	Quarterly	2011-Disaggregated into two City targets for Cork and combined Galway/Limerick/Waterford. Targets raised from 85%.
5.3	City, Galway, Limerick and Waterford	Specified percentage of services to operate from the terminus no later than 5 minutes after scheduled time	Minimum 87%	Quarterly	As above
5.4	Dublin Commuter	Specified percentage of services to operate no later than 10 minutes after scheduled time	Minimum 95%	Quarterly	

Performance obligation		Description	Current Compliance Test	Current Reporting Frequency	Major Amendments since 2010
Provision of Customer information Obligations					
6.0	Timetable Information	Availability of comprehensive and up to date timetable information on website	Confirmation of Availability	Quarterly	2011-Reporting frequency increased from Annual.
7.0	Bus Destination Scrolls	Percentage of vehicles displaying correct route number and destination information	Minimum 98%	Quarterly	2011-Target increased from 95%, reporting frequency increased to 6 monthly.  2012-Reporting frequency increased to Quarterly.
8.0	Customer Telephone Information	Opening hours of telephone information and percentage of calls answered in specified period	Minimum 90% calls answered in 60 seconds	Quarterly	2011-Target increased from 85%, reporting increased to 6 monthly.  2012-Reporting frequency increased to Quarterly.
9.0	24 Service Information	Availability of information on 24 hour basis by web or by text.	Confirmation of availability	Quarterly	2011- Reporting frequency increased from Annual to 6 monthly.  2012- Reporting frequency increased to Quarterly.
10.0	Complaint Recording	Recording of complaints received by category	Quarterly Report	Quarterly	
11.0	Fares Information	Up to date information available on website, any changes to be published not less than 5 working days in advance	Availability of Information and minimum 5 working days re changes	Quarterly	2011- New Obligation
12.0	Network Changes on Website	Comprehensive and up to date information available on website, any changes to be published not less than 5 working days in advance	Confirmation of Availability and minimum 5 working days re changes	Quarterly	

Performance obligation		Description	Current Compliance Test	Current Reporting Frequency	Major Amendments since 2010
Customer Experience Obligations					
13.0	Cleanliness	Cleanliness of vehicles and stations. Friendly, helpful and courteous staff.	Percentage of Compliance	Quarterly	
14.0	Accessibility	All new vehicles to be low floor and wheel chair accessible	All new buses	Annual	
15.0	Fleet Bus Age	Report on the fleet age	Report Bus Fleet Age	Annual	
Efficiency Obligations					
16.0	Cost and Efficiency Review	Implement the findings of the cost and Efficiency Review	Implemented as planned	Quarterly	No longer required as superseded by Network Review implementation
17.0	Revenue Protection	Report on measures taken to ensure revenue protection		Quarterly	2011- Added as new Obligation.
Environmental Obligations					
18.0	Emissions Statement	Compliance with noise and emission standards and report progress on bio-fuel use.		Annual	
Other Amendments					
	Customers Carried Forecast				Removed in 2010
	Annual Timetable Book	Publication of comprehensive timetable book			Removed in 2010 and replaced by Timetable Obligation
	Integrated Ticketing	Participation in Integrated Ticketing Agreement			Removed in 2012 as substantially completed

**Table 2**      **Summary of Performance Obligations**

## 2.7 Measuring the Performance Obligations

Bus Éireann increasingly is measuring the reliability and punctuality of its operations using a combination of AVL and Microbus systems. AVL refers to Automatic Vehicle Location and Control system which is a GPS system fitted to each Bus Éireann that constantly records and transmits to a control centre the position of the vehicle enabling the service to be managed and controlled. The system is now fitted to all Bus Éireann vehicles and was installed with

the aid of Exchequer capital funding. The system is also used to provide Real Time Passenger Information [RTPI] to passengers. Microbus is a management tool for the scheduling of drivers, vehicles and services.

In reporting on its performance obligations, and as agreed with the NTA, Bus Éireann employs 'mystery shoppers' market research firms to provide verification that the performance obligations are being met. The results of this research are provided to the NTA at the same time as to Bus Éireann.

## **2.8 Reporting Requirements**

Schedule C of the Contract imposes reporting obligations in relation to the provision of information in relation to the operation of the PSO network. Additional information required to be reported is as follows:

1. Passenger Journeys
2. Payments Received
3. Costs Incurred
4. Capital Expenditure
5. Staff numbers
6. Network Operations

## **2.9 Monitoring the Contract**

Quarterly Review meetings are held between NTA and Bus Éireann to review the Schedule B and Schedule C. The NTA publishes the Schedule B performance obligation report on [www.nationaltransport.ie](http://www.nationaltransport.ie) on a quarterly basis. The Schedule C reporting is not published as it contains commercially sensitive information.

In addition the NTA has commissioned independent audits of Bus Éireann financial allocation systems and processes in relation to the operation of the Contract on an annual basis.

## **2.10 Fares**

The Contract is a 'net cost contract' - under which Bus Éireann collects and retains the passenger fares. The Contract provides that Bus Éireann must obtain approval from the NTA in relation to any proposed change in fares.

## **2.11 Capital Grants**

The Authority, subject to certain conditions may award capital grant funding to Bus Éireann. Such grants may cover the acquisition of new public service vehicles.

## **2.12 Revisions to the Contract**

In addition to the regular review and amendment of the Performance Obligations, the NTA made significant amendments to the Contract in 2012 to strengthen certain provisions and clarify additional approvals required from the NTA in several areas. Amongst other provisions, the amendments facilitated increased over-sight of the integration of promotional fares with general fares, and on the cost front, introduced financial control mechanisms and approval of marketing relating expenditure.

A new form of Framework Agreement for the allocation of capital grants was introduced and obligations in relation to the participation in NTA led integrated projects such as LEAP card, Real time Passenger Information, the National Journey Database and the development of a single public transport brand were clarified. A summary of the amendments is provided in Appendix A to this Report.

## 3.0 Operation of the Public Bus Services

### 3.1 Overview

Year	Total Vehicle Km <sup>8</sup>  Operated [Millions]	Seat Km <sup>9</sup>  Operated [Millions]	Passengers  Carried [Million]	Revenue  Collected [€Million]	Compensation  Paid [€Million]
2010	38.08	2,298,231	29,129	€66,894	€46.16
2011	37.34	2,260,442	28,476	€65,183	€43.41
2012	37.34	2,255,420	28,632	€68,180	€36.90
2013 <sup>10</sup>	8.09	488,386	6,740	€6,329	€14.7

**Table 4** *Bus Operations Over-view*

### 3.2 Reliability and Punctuality Results

Performance obligation		Compliance Test	2010 Average	2011 Average	2012 Average	Running Average	No. of non-compliances reported	See Table No
Vehicles in Service-Stage Carriage								
1.1	Weekdays	98%	100%	100%	100%	100%	0/13	Table B1
1.2	Saturdays	98%	100%	100%	100%	100%	0/13	
1.3	Sundays	98%	100%	100%	100%	100%	0/13	
Vehicles in Service – Cork City								
1.4	AM Peak	98%	Not reported separately by City in 2010	100%	100%	100%	0/9	
1.5	PM Peak	98%		100%	100%	100%	0/9	
1.6	Saturday	98%		100%	100%	100%	0/9	
1.7	Sunday	98%		100%	100%	100%	0/9	
Vehicles in Service-Galway City								
1.8	AM Peak	98%	Not reported separately by City in 2010	100%	100%	100%	0/9	
1.9	PM Peak	98%		100%	100%	100%	0/9	
1.10	Saturday	98%		100%	100%	100%	0/9	
1.11	Sunday	98%		100%	100%	100%	0/9	
Vehicles in Service-Limerick City								
1.12	AM Peak	98%	Not reported separately by City in	100%	100%	100%	0/9	
1.13	PM Peak	98%		100%	100%	100%	0/9	
1.14	Saturday	98%		100%	100%	100%	0/9	

<sup>8</sup> Total Vehicle KMs operated – PSO routes only

<sup>9</sup> Total PSO passenger capacity provided

<sup>10</sup> Figures for Q1 2013



Performance obligation		Compliance Test	2010 Average	2011 Average	2012 Average	Running Average	No. of non-compliances reported	See Table No
1.15	Sunday	98%	2010	100%	100%	100%	0/9	
Vehicles in Service-Waterford City								
1.16	AM Peak	98%	Not reported separately by City in 2010	100%	100%	99.8%	0/9	
1.17	PM Peak	98%		100%	100%	99.8%	0/9	
1.18	Saturday	98%		100%	100%	100%	0/9	
1.19	Sunday	98%		100%	100%	100%	0/9	
Vehicles in Service-Dublin Commuter								
1.20	AM Peak	98%	99.5%	99.5%	99.75%	99.6%	0/13	
1.21	PM Peak	98%	99.5%	99.5%	99.75%	99.6%	0/13	
1.22	Saturday	98%	100%	100%	100%	100%	0/13	
1.23	Sunday	98%	100%	100%	100%	100%	0/13	
Drivers’ Duties Operated								
2.1	Stage Carriage	98%	Not reported separately in 2010	100%	100%	100%	0/9	B2
2.2	City, Cork	98%	Not reported separately in 2010	100%	100%	100%	0/9	
2.3	City, Galway	98%	Not reported separately in 2010	100%	100%	100%	0/9	
2.4	City, Limerick	98%	Not reported separately in 2010	100%	100%	100%	0/9	
2.5	City, Waterford	98%	Not reported separately in 2010	100%	100%	100%	0/9	
2.6	Dublin Commuter	98%	Not reported separately in 2010	100%	100%	100%	0/9	
Schedule Km Operated								
3.1	Stage Carriage	98%	99.5%	100%	100%	99.85%	0/13	B3
3.2	City, Cork	95%	Not reported separately in 2010	99%	99.5%	99.33%	0/9	
3.3	City, Galway	95%	Not reported separately in 2010	99.5%	99%	99.33%	0/9	
3.4	City, Limerick	95%	Not reported separately in 2010	98%	97.75%	98.00%	0/9	
3.5	City, Waterford	95%	Not reported separately in 2010	100%	100%	100%	0/9	
3.6	Dublin Commuter	98%	99%	100%	100%	99.69%	0/13	

Performance obligation		Compliance Test	2010 Average	2011 Average	2012 Average	Running Average	No. of non-compliances reported	See Table No
Services Operated								
4.1	Stage Carriage	98%	100%	100%	100%	100%	0/13	B4
4.2	City, Cork	95%	Not reported separately by City in 2010	98.75%	99.5%	99.11%	0/9	
4.3	City, Galway	95%	Not reported separately by City in 2010	99.25%	99%	99.22%	0/9	
4.4	City, Limerick	95%	Not reported separately by City in 2010	98%	97.75%	98%	0/9	
4.5	City, Waterford	95%	Not reported separately by City in 2010	100%	100%	100%	0/9	
4.6	Dublin Commuter	98%	99.25%	100%	100%	99.77%	0/13	
Punctuality								
5.1	Stage Carriage	95%	96.25%	96%	97%	96.46%	0/13	B5
5.2	City, Cork	90%	Not reported separately by City in 2010	94%	95.5%	95.11%	0/9	
5.3	City, Galway, Limerick and Waterford	87%	Not reported separately by City in 2010	91.25%	92.5%	92.22%	0/9	
5.4	Dublin Commuter	95%	93.5%	96.25%	96.5%	95.46%	1/13	
Total							1/457	

Bus Éireann achieved a very high level of compliance in this category – only one non-compliance was reported in “Punctuality - Dublin Commuter” in Q4/2010 due to adverse weather conditions.

### 3.3 Customer Information Results

Performance obligation		Compliance Test	2010 Average	2011 Average	2012 Average	Running Average	No. of non-compliances reported	Refer to Table
6.0	Timetable Information	Confirmation of Availability	100%	100%	100%	100%	0/10	B6
7.0	Bus Destination Scrolls	98%	98%	99.9%	99.75%	99.22%	0/8	B7
8.0	Customer Telephone Information	90%	82%	79%	75%	78%	6/8	B8
9.0	24 Service Information	Confirmation of Availability	100%	100%	100%	100%	0/8	B9
10.0	Complaint Recording	n/a	n/a	n/a	n/a	n/a	0/13	B10
11.0	Fares Information	Availability of information	n/a	Confirmed	Confirmed	n/a	0/9	B11
12.0	Network Changes on Website	Confirmation of availability	Confirmed	1 no. non-compliance	Confirmed	n/a	1 /13	B12
Total							7/69	

Within this category, a total of 7 non-compliances were reported.

Customer Telephone Information: high level of non-compliances occurred arising from an increased volume of customer queries following the large number of service changes.

Network changes on Website – 1 non-compliance was reported in Q1/2011 that was attributed to exceptional circumstances resulting in changes to Waterford services being published 4 days in advance. This was supplemented by local advertising.

### 3.4 Customer Experience Results

Performance obligation		Compliance Test	2010 Average	2011 Average	2012 Average	Running Average	No. of non-compliances reported	Refer to Table
13.0	Cleanliness of Vehicles and Stations	Report % of compliance	100%	100%	100%	100%	0/13	A13
14.0	Accessibility	All new Vehicles purchased	No Vehicles purchased.	100%	100%	100%	0/3	A14

Performance obligation		Compliance Test	2010 Average	2011 Average	2012 Average	Running Average	No. of non-compliances reported	Refer to Table
15.0	Fleet Bus Age	Report Bus Fleet Age	4.8 years	City – 6.4 years Service <sup>11</sup> Fleet- 5.5 years	City -5.6 years Service- 5.4 years	City fleet -6 years Service Fleet – 5.4 years  [note average over 2011-2012 only]	0/3	A15
Total							0/19	

### 3.5 Efficiency Targets Results

Performance obligation		Compliance Test	2010 Average	2011 Average	2012 Average	Running Average	No. of non-compliances reported	Refer to Table
16.0	Cost and Efficiency Review		Provided	Provided	Not required	n/a	0/8	A16
17.0	Revenue Protection		n/a	n/a	n/a	Provided on all occasions	0/9	A17
Total							0/17	

Reporting on the implementation of the Cost and Efficiency Review was not required after 2011 as this was superseded by the Public Transport Network Reviews undertaken across the state by the NTA. The recommendations arising from these reviews are in the process of implementation.

<sup>11</sup> Service Fleet includes Stage Carriage, Dublin Commuter and Expressway vehicles

### 3.6 Environmental Target Results –

No.	Performance Obligation	Running Average	No. non-Compliance Recorded in relevant Reporting Period	Results in Table No.
18.0	Emissions and Noise Compliance & Biofuel use target	All new vehicles purchased are compliant with relevant standards.	0/3	A18

There were no non-compliances reported in this category for this reporting period. The requirement to report progress made in achieving bio-fuel targets was waived by the Authority in 2010 and 2011 pending further consideration of this target.

### 3.8 Changes to Services Approved

During 2010 the NTA considered **319** proposals for changes to services, many of which part of the operator's Cost Recovery Plan which had been developed following the publication, in January 2009, of the Deloitte Cost and Efficiency Review of Bus Éireann and Dublin Bus.

In 2011 the NTA considered 121 proposals for changes to funded bus services operated under the Public Service Contract by Bus Éireann. Major changes to services approved by the Authority included changes to route 109 including the operation of services from Cavan, Virginia and Kells via the M3 motorway and the extension of some peak hour journeys to the South East business quadrant in Dublin city.

In 2012 the Authority considered 90 proposals, 83 of which were approved, 1 part approved and 6 were declined for changes to the network. Major approvals included the implementation of revised networks of city services in Galway and Limerick and the partial implementation of revised city network in Cork. These changes emanated from the recommendations set out in the relevant Public Transport Reviews undertaken by the NTA.

### 3.9 Fare Increases Approved

The Authority approved fares increases requested by Bus Éireann. The appropriate information was provided by Bus Éireann and the approvals were fully implemented.

### 3.10 Capital Grants Awarded

In 2011 funding of €17.8 million was provided to Bus Éireann for the purchase of new buses for the operation of subsidised bus routes. In total 60 new buses were purchased and delivered by year end comprising 10 double-deck buses, 25 single-deck city buses and 25 single-deck coaches. All are Wi-Fi enabled, wheelchair accessible and meet modern EU emission standards.

In addition, €5.2 million was invested by the Authority in the period 2011-2012 for bus refurbishment, bus shelter provision at various locations on bus routes, safety measures, automatic vehicle location system, customer displays and Wi-Fi.

### **3.11 Audits**

The annual audit commissioned by the NTA examines the financial systems, controls and processes used in relation to:

- Calculation and Process of Payments - to ensure that PSO payments are paid correctly to CIE by the Authority and received correctly by Bus Éireann from CIE
- Contractual Compliance – to ensure that Bus Éireann reported correctly to NTA on performance and service obligations, that they have met or exceeded the performance obligations and can be substantiated by information at operational level.
- Costs of providing the PSO services by Bus Éireann – to ensure that Bus Éireann correctly allocates its costs and revenue between PSO and commercial activities.
- Calculation of PSO payments- to ensure that any reasonable profit claimed for delivering PSO services had been calculated on an appropriate basis and that the operating costs incurred are consistent with those of a ‘well run’ transport operator
- Cross-subsidy between Operators – to ensure that any financial flows between the CIE companies do not provide a cross-subsidy between the CIE companies.
- Duplication of Funding-to ensure PSO funding to Dublin Bus, Bus Éireann and Iarnród Éireann is not duplicated for the provision of the same route by more than one operator

Based on the audit work, an assurance rating of satisfactory was deemed appropriate for the conduct of the contract in 2010. At the time of writing, the 2011 and 2012 audits are close to completion.

## **Appendix A: Contractual Changes made in December 2012**

A series of amendments were made to the Contract by the NTA in December 2012. The amendments were made to strengthen contractual and financial provisions and clarify Bus Éireann's obligation in relation to certain provisions. The amendments are summarised below:

### **1. *Participation in Integration Projects***

Obligations were clarified in relation to Bus Éireann's participation in the Authority's Integration projects such as the implementation of LEAP card, Real Time Passenger Information, the National Journey Planner and the promotion of a single public transport brand were clarified. New requirements were inserted requiring Bus Éireann to inform the Authority of any new proposals for website or mobile applications.

### **2. *Promotional Fares Policy***

A new requirement was inserted to obtain approval from the NTA for any promotional fares to be implemented. In addition a requirement to give the public 10 working days' notice of any changes to regular Fares was inserted.

### **3. *Marketing Plan Submissions***

A new requirement was inserted to obtain advance approval from the NTA for quarterly Marketing Plans including any proposed associated budgets and limits on related expenditure changes were specified.

### **4. *Financial Control Mechanisms***

A new provision was inserted to facilitate the financial management of agreed changes to the Contract. Should an agreed change to the services result in an increase or decrease of greater than €70,000 the NTA may either compensate or deduct that amount from the Compensation due under the Contract.

A new Schedule D was inserted to provide a financial control overview mechanism whereby Bus Éireann is now required to make a detailed submission to the NTA on 1<sup>st</sup> July each year setting out anticipated expenditure on capital, operating and other costs, any positive financial effects, anticipated reasonable profit, and any proposed changes to the Fare structure or services provided to the Authority.

Following a review by the NTA of this financial submission, a determination is made according to a formula of the Net Financial Effect for the contractual year in question. The NTA may increase or decrease the amount of Compensation due to the Operator as appropriate on foot of this determination.

### **5. *Capital Grants***

A new Schedule E was inserted that contained an Agreement for the payment of capital grants to Bus Éireann for new fleet. The Agreement conditions the payment of capital grant monies so that, in circumstances where the service obligations of Bus Éireann are reduced, the NTA can avail of the grant-aided fleet.



## **Appendix B: Performance Obligation Results**

### Reliability & Punctuality Performance Results

No	Performance Obligation		2010				2011				2012				2013	Running Average
		Target	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
<b>Vehicles in Service – Stage Carriage</b>																
1.1	Weekdays	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.2	Saturdays	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.3	Sundays	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Vehicles in Service – City Services</b>																
	AM Peak	98%	100%	100%	100%	100%	<i>Reported by City from 2011 onwards</i>									
	PM Peak	98%	100%	100%	100%	100%										
	Saturday	98%	100%	100%	100%	100%										
	Sunday	98%	100%	100%	100%	100%										
<b>Vehicles in Service – City Services – Cork</b>																
1.4	AM Peak,	98%	<i>Not reported by City in 2010</i>				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.5	PM Peak,	98%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.6	Saturday,	98%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.7	Sunday,	98%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Vehicles in Service – City Services – Galway</b>																
1.8	AM Peak,	98%	<i>Not reported by City in 2010</i>				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.9	PM Peak	98%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.10	Saturday	98%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.11	Sunday,	98%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Vehicles in Service – City Services – Limerick</b>																

No	Performance Obligation		2010				2011				2012				2013	Running Average	
		Target	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1		
1.12	AM Peak,	98%	Not reported by City in 2010				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
1.13	PM Peak,	98%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
1.14	Saturday,	98%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
1.15	Sunday,	98%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Vehicles in Service – City Services – Waterford																	
1.16	AM Peak,	98%	Not reported by City in 2010				100%	100%	100%	100%	100%	100%	100%	100%	98%	99.8%	
1.17	PM Peak,	98%					100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	99.8%
1.18	Saturday,	98%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
1. 19	Sunday,	98%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Vehicles in Service – Dublin Commuter																	
1.20	AM Peak	98%	99%	100%	100%	99%	99%	100%	100%	99%	100%	100%	100%	99%	100%	99.6%	
1.21	PM Peak	98%	99%	100%	100%	99%	99%	100%	100%	99%	100%	100%	100%	99%	100%	99.6%	
1.22	Saturday	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
1.23	Sunday	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Table B1- Vehicle in Service Results

No	Performance Obligation		2010				2011				2012				2013	Running Average
		Target	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Drivers Duties – Stage Carriage																
2.1		98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Drivers Duties - City Services																
		98%	100%	100%	100%	100%	Reported by City from 2011 onwards									
Drivers Duties– City Services – Cork																
2.2		98%	Not reported by City in 2010				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Drivers Duties – City Services – Galway																
2.3		98%	Not reported by City in 2010				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Drivers Duties – City Services – Limerick																
2.4		98%	Not reported by City in 2010				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Drivers Duties– City Services – Waterford																
2.5		98%	Not reported by City in 2010				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Drivers Duties – Dublin Commuter																
2.6		98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table B2 – Drivers Duties

No	Performance Obligation		2010				2011				2012				2013	Running Average
		Target	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Schedule Km Operated– Stage Carriage																
3.1		98%	99%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.85%
Schedule Km Operated - City Services																
		95%	99.00%	99.00%	99.00%	98.00%	Reported by City from 2011 onwards									
Schedule Km Operated– City Services – Cork																
3.2		95%	Not reported by City in 2010				99%	99%	99%	99.%	100.%	100%	99	99%	100%	99.33%
Schedule Km Operated – City Services – Galway																
3.3		95%	Not reported by City in 2010				100%	100%	99%	99%	99%	99%	99%	99%	100%	99.33%
Schedule Km Operated – City Services – Limerick																
3.4		95%	Not reported by City in 2010				98%	98%	98%	985	99%	98%	97%	97%	99%	98%
Schedule Km Operated– City Services – Waterford																
3.5		95%	Not reported by City in 2010				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Schedule Km Operated – Dublin Commuter																
3.6		98%	99%	100%	100%	97%*	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.69%
Table B3    Schedule Km operated																

No	Performance Obligation		2010				2011				2012				2013	Running Average
		Target	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Services Operated – Stage Carriage																
4.1		98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
Services Operated - City Services																
		92%	99%	99.00%	98.00%	98.00%	Reported by City from 2011 onwards									
Services Operated– City Services – Cork																
4.2		95%	Not reported by City in 2010				99%	99%	99%	98%	100%	100%	99%	99%	99%	99.11%
Services Operated – City Services – Galway																
4.3		95%	Not reported by City in 2010				99%	100%	99%	99%	99%	99%	99%	99%	100%	99.22%
Services Operated – City Services – Limerick																
4.4		95%	Not reported by City in 2010				98%	98%	98%	98%	99%	99%	97%	96%	99%	98%
Services Operated– City Services – Waterford																
4.5		95%	Not reported by City in 2010				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Services Operated – Dublin Commuter																
4.6		98%	99%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.75%

Table B4 – Services Operated

No	Performance Obligation		2010				2011				2012				2013	Running Average
		Target	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Punctuality– Stage Carriage																
		95%	95%	97%	98%	95%	95%	97%	96%	96%	97%	97%	97%	97%	97%	96.46%
Punctuality - City Services																
		85%	85.00%	96.00%	97.00%	91.00%	Reported by City from 2011 onwards									
Punctuality– City Services – Cork																
		90%	Not required to be reported in 2010				94%	95%	94%	93%	95%	97%	950%	95%	98%	95.11%
Punctuality – City Services – Galway, Limerick, Waterford																
		87%	Not required to be reported in 2010				92%	93%	89%	91%	92%	92%	92%	94%	95%	92.22%
Punctuality-Dublin Commuter																
		95%	90%	97%	96%	91%	97%	96%	96%	96%	97%	95%	97%	97%	96%	95.46%

Table B5 - Punctuality

### Customer Information Provision Performance Results

Year	Target	Q1	Q2	Q3	Q4
2010	<i>Comprehensive and up to date timetable will be published on BE website</i>	n/req'd	n/req'd	n/req'd	Confirmed
2011	<i>Comprehensive and up to date timetable will be published on BE website</i>	Confirmed	Confirmed	Confirmed	Confirmed
2012	<i>Comprehensive and up to date timetable will be published on BE website</i>	Confirmed	Confirmed	Confirmed	Confirmed
2013	<i>Comprehensive and up to date timetable will be published on BE website</i>	Confirmed			

Table B6 - Timetable Information

Year	Target	Q1	Q2	Q3	Q4	Year Average
2010	95%	n/req'd	n/req'd	n/req'd	98.00%	98%
2011	98%	n/req'd	99.80%	n/req'd	100.00%	99.9%
2012	98%	100%	99%	100%	100%	99.75%
2013	98%	100%				

Table B7 - Bus Destination Scrolls Display

Year	Target	Q1	Q2	Q3	Q4	Year Average
2010 <sup>15</sup>	<i>85% of calls answered in 60 seconds</i>	n/req'd	n/req'd	n/req'd	82%	82%
2011	<i>90% of calls answered in 60 seconds</i>	n/req'd	72%	n/req'd	86%	79%
2012	<i>90% of calls answered in 60 seconds</i>	79%	90%	60%	71%	75%
2013	<i>90% of calls answered in 60 seconds</i>	93%				90%

Table B8 - Customer Telephone Information

Year	Target	Q1	Q2	Q3	Q4	Year Average
2010 <sup>12</sup>		n/reqd	n/reqd	n/reqd	Confirmed	
2011		n/reqd	Confirmed	n/reqd	Confirmed	
2012		n/reqd	n/rep	n/reqd	Confirmed	
2013		n/reqd				

Table B9 - 24 Hour Service Information

<sup>12</sup> 6 monthly reporting obligation in 2010



Complaint	2010				2011				2012				2013	Running Average
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
	Per 100,000 Passengers	Per 100,000 Passengers	Per 100,000 Passengers	Per 100,000 Passengers	Per 100,000 Passengers	Per 100,000 Passengers	Per 100,000 Passengers	Per 100,000 Passengers	Per 100,000 Passengers	Per 100,000 Passengers	Per 100,000 Passengers	Per 100,000 Passengers	Per 100,000 Passengers	Per 100,000 Passengers
Accessibility /Equality	0.75	0.8	0.6	0.60	0.2	1.4	0.9	0.6	0.5	1.0	0.5	0.70	0.60	0.70
Antisocial Behaviour	Not reported	Not reported	Not reported	Not reported	0.0	0.3	0.7	1.1	1.1	0.5	1.1	0.90	0.20	0.66
Bus / Fleet Issues	3.74	7.7	6.8	4.90	5.0	5.5	7.2	5.9	6.9	7.9	6.9	6.60	5.40	6.19
Customers/ Passenger	0.25	0.5	0.4	0.30	0.0	31.1	0.9	0.8	0.7	0.7	0.7	0.50	0.60	2.88
Driver	35.74	39.6	30.2	22.40	30.0	2.9	33.0	35.7	36.1	36.2	36.1	28.30	35.10	30.87
Fares and Tickets	5.11	3.6	4.6	4.40	2.7	1.7	7.2	3.6	5.1	3.1	5.1	2.60	1.90	3.90
Lost Luggage	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	1.80	1.80
Advertising	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	0.20	0.20
Other	4.23	4.1	2.2	1.50	1.6	33	1.8	1.4	1.6	1.2	1.6	0.50	0.60	4.26
Punctuality	29.64	29.0	37.8	43.10	37.5	14.4	31.5	34.5	32.5	31.9	32.5	47.70	42.50	34.20
Refunds	0.00	1.9	4	14.70	16.1	1.9	6.3	8.4	5.4	4.7	5.4	2.30	2.00	5.62
Service Suggestions	11.71	0.0	0.0	0.0	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	Not reported	N/A
Staff	2.99	3.3	3.3	3.50	1.9	1.9	3.5	1.5	0.8	2.6	0.8	3.20	2.20	2.42
Station	1.87	3.6	5.2	1.80	3.0	3.5	3.8	3.9	7.0	6.9	7.0	2.60	3.20	4.11
Timetable Information	0.62	0.8	2.5	1.20	0.4	1.7	1.3	1.5	1.5	2.4	1.5	3.10	2.60	1.62
Web Issues	3.36	5.2	2.4	1.60	1.6	2.1	1.9	1.1	0.8	0.9	0.8	1.00	1.10	1.84
<b>Total Figure Achieved</b>	<b>9.46</b>	<b>4.20</b>	<b>10.01</b>	<b>10.21</b>	<b>12.30</b>	<b>7.37</b>	<b>10.41</b>	<b>9.69</b>	<b>7.3</b>	<b>5.4</b>	<b>7.0</b>	<b>10.62</b>	<b>6.45</b>	<b>8.49</b>

Table B10 Complaint Recording

Year	Target	Q1	Q2	Q3	Q4	Year Average
2010	<i>Changes to be published not less than 5 days in advance</i>	Not req'd	Not req'd	Not req'd	Not req'd	
2011	<i>Changes to be published not less than 5 days in advance</i>	Confirmed	Confirmed	Confirmed	Confirmed	
2012	<i>Changes to be published not less than 5 days in advance</i>	Confirmed	Confirmed	Confirmed	Confirmed	
2013	<i>Changes to be published not less than 5 days in advance</i>	Confirmed				

Table B11 Fares Information

Year	Target	Q1	Q2	Q3	Q4	Year Average
2010	<i>Changes to be published not less than 5 days in advance</i>	Confirmed	Confirmed	Confirmed	Confirmed	
2011	<i>Changes to be published not less than 5 days in advance</i>	Confirmed	1 no. non-compliance	Confirmed	Confirmed	
2012	<i>Changes to be published not less than 5 days in advance</i>	Confirmed	Confirmed	Confirmed	Confirmed	
2013	<i>Changes to be published not less than 5 days in advance</i>	Confirmed				

Table B12 Network Changes on Website

Q2/2011 – non-compliance attributed to exceptional circumstances resulting in changes to Waterford services published 4 working days in advance.

## Customer Experience Performance Results (From Customer Surveys)

Year	Target	Q1	Q2	Q3	Q4
2010	<i>Where facilities exist each bus operated in service will be vacuumed internally.</i>	94%	85%	81%	84%
2011	<i>Where facilities exist each bus operated in service will be vacuumed internally.</i>	79%	84%	84%	87%
2012	<i>Where facilities exist each bus operated in service will be vacuumed internally.</i>	87%	86%	93%	96%
2013	<i>Where facilities exist each bus operated in service will be vacuumed internally.</i>	90%			

Year	Target	Q1	Q2	Q3	Q4
2010	<i>Where facilities exist each bus operated in service will be washed externally each day.</i>	82%	77%	87%	80%
2011	<i>Where facilities exist each bus operated in service will be washed externally each day.</i>	77%	84%	87%	86%
2012	<i>Where facilities exist each bus operated in service will be washed externally each day.</i>	86%	88%	96%	96%
2013	<i>Where facilities exist each bus operated in service will be washed externally each day.</i>	92%			

Table A13 - Cleanliness

Year	Target		Year Average
2010	<i>All buses purchased by Bus Éireann will be low floor, wheelchair accessible vehicles.</i>	No vehicles purchased	n/a
2011	<i>All buses purchased by Bus Éireann will be low floor, wheelchair accessible vehicles.</i>	Confirmed	n/a
2012	<i>All buses purchased by Bus Éireann will be low floor, wheelchair accessible vehicles.</i>	Confirmed	n/a

Table A14-Accessibility

Year	Target	Age
2010	<i>BE will report on the average age of the bus fleet</i> <sup>13</sup>	4.8 years
2011	<i>BE will report on the average age of the bus fleet</i>	City -6.4 years Service – 5.5 years
2012	<i>BE will report on the average age of the bus fleet</i>	City-5.6 years Service- 5.4 years

Table A15 – Bus Fleet Age

Year	Target	Q1	Q2	Q3	Q4
2010	<i>Implementation of Cost and Efficiency Review</i>	Provided	Provided	Provided	Provided
2011	<i>Implementation of Cost and Efficiency Review</i>	Provided	Provided	Provided	Provided

Table A16-Cost and Efficiency Review (superseded by Network Review process)

Year	Target	Q1	Q2	Q3	Q4
2010	<i>Report on measures taken to ensure revenue protection</i>	Not req'd	Not req'd	Not req'd	Not req'd
2011	<i>Report on measures taken to ensure revenue protection</i>	Provided	Provided	Provided	Provided
2012	<i>Report on measures taken to ensure revenue protection</i>	Provided	Provided	Provided	Provided
2013	<i>Report on measures taken to ensure revenue protection</i>	Provided			

Table A17-Revenue Protection

<sup>13</sup> Annual reporting obligation