



Údarás Náisiúnta Iompair
National Transport Authority

Proposal to Directly Award a Public Bus Service Contract to Bus Éireann in 2019

2. Performance Report on Current Bus Éireann Direct Award Contract

October 2018



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Executive Summary

Direct Award Contract

In December 2014, under the provisions of the Dublin Transport Authority Act 2008 as amended, the National Transport Authority [“the NTA”] entered into a direct award contract¹ [“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 30th November 2019 and the NTA must decide whether 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 Q1/2015 and Q4/2017, a total of 12 quarters.

Performance Obligations

The Contract sets out performance obligations within the following categories which Bus Éireann must comply with when providing the services:

1. Reliability and Punctuality Obligations
2. Service Quality, Customer Information and Customer Experience Obligations

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. Since 2017 the NTA has commenced the measurement and reporting of certain performance obligations. The NTA and Bus Éireann meet on a 4 weekly basis and on a quarterly basis to review the performance obligation results and other reporting required under the Contract.

Contract performance monitoring and reporting requirements were significantly strengthened as part of the 2014-2019 direct award contract. These changes were phased in during 2017, with the performance requirements in the early stages of the contract broadly the same as in the previous direct award contract (2009-2014).

Details of contractual performance reporting requirements are set out in Section 2 of this report.

Services Provided, Compensation Paid and Performance Results

During the period 2015 to 2017 Bus Éireann provided, under the Contract, PSO services in Cork, Galway, Limerick and Waterford cities, Dublin Commuter area services, town services and local and

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

regional stopping services (“stage carriage services”). In return for the provision of the services, the NTA compensated Bus Éireann with monies received from Exchequer funding.

Over the period, vehicle kilometres operated increased by 6% and passenger numbers increased by 3%. The compensation paid by the NTA to subsidise the operation of the Bus Éireann PSO network has increased by €19.5m or 54% between 2015 and 2017.

Overall, Bus Éireann reported a generally good level of compliance with the required performance obligations in 2015 and 2016, however compliance declined in 2017.

PSO contract performance over the period 2015 to 2017 is set in more detail in Section 3 of this report.

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. To date the NTA has approved a number of alterations to services during each year of the contract. Those with cost implications are summarised in Section 4 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.

Purchase of buses and associated equipment and systems

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.

In 2017 the Authority revised the manner in which buses are provided to Bus Éireann, with vehicles now being purchased directly by the Authority before being provided for Bus Éireann to use on PSO services in this contract, under license.

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 2015 and 2016 audits were “satisfactory” in relation to the conduct of the contract. The 2017 audit was underway at the time of writing.

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 a requirement for Member States to provide public passenger transport services that are the subject of a public service obligation [‘PSO’] through a public service contract between a transport authority and a public transport operator.

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’].

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 1st December 2009. In 2013, the National Transport Authority decided to award a further direct award contract to Bus Éireann for a period of five years from December 2014.

The 2014 direct award contract included a provision to remove approximately 10% of services in the contract and competitively tender them during the lifetime of the contract. Two tender competitions took place for services included in the 2014 Direct Award contract. The first competition was for the operation of services in Waterford city and resulted in the award of a contract to Bus Éireann, which is due to commence in late 2018. The second competition was for the operation of Dublin Commuter services on the Kildare to Dublin corridor and resulted in the award of a contract to Go Ahead Dublin, which is due to commence in early 2019.

The 2014 direct award contract for the remainder of Bus Éireann PSO services is due to expire on 30th November 2019.

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 contract².

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 2015 and December 2017 – a total of twelve quarterly periods.

² Section 52 (6) (e) of the 2008 Dublin Transport Authority Act (as amended)

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

1.2 Bus Éireann

Bus Éireann is a wholly owned subsidiary of Córas Iompar Éireann (CIÉ), 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.

As of Q4 2017, the Company currently employs in the region of 2,445 people and operates from twelve main depots nationwide. The PSO services comprise City, Stage Carriage and Dublin Commuter services. The PSO services are, at the time of writing of this Report, operated by a total fleet of 542 vehicles. The average age of the PSO fleet at the end of 2017 was 6.3 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.

Company restructuring and optimisation of staff rosters implemented by Bus Éireann in 2017 is expected to result in a significant change in the cost base for PSO operations from 2018 onwards.

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 1st December 2014 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

The direct award Contract Service Specification provides a listing schedule of the PSO services to be provided by Bus Éireann. It sets out the stopping points and timetables or minimum service frequencies for each of the routes in the direct award contract. The Service Specification is available here: https://www.nationaltransport.ie/wp-content/uploads/2018/01/Bus_Eireann_Services_Specification.xlsx

As of December 2017, Bus Éireann operated 231 bus services under direct award contract with the National Transport Authority.

Regional cities

The direct award contract includes obligations for Bus Éireann to provide services in Cork city (21 routes), Limerick city (8 routes), Galway city (7 routes) and Waterford city (5 routes excluding Tramore services) up to the anticipated commencement of the new contract for Waterford city services in late 2018.

Bus 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 currently served (Dundalk, Drogheda, Navan, Balbriggan, Athlone, and Sligo) by a total of 11 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.

Dublin commuter belt

27 services operate from the commuter belt surrounding 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 152 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.

2.4 Changes to the PSO Services

The 2014 direct award contract provides that any changes to the PSO services are subject to the approval of the NTA. It also provides for the Authority to compensate Bus Éireann for changes in operating costs associated with service changes, at the rates set out in the contract.

2.5 Performance Obligations

The 2014 direct award contract included major revision of performance obligations and reporting requirements. The contract recognised that an interim period would need to apply while Bus Éireann updated its reporting requirements to meet contractual obligations. In the interim, the 2009 direct award contract performance obligations continued to apply.

The 2009 contract 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 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 Bus Éireann 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 obligations to ensure that sufficient information is made available to the customer in order to use the services;
3. **Customer Experience Obligations** – 4 obligations to ensure that the customer experience when using the services is satisfactory;
4. **Efficiency Targets**- 2 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 a quarterly review of the performance obligation results with the objective of continuous improvement of the delivery and efficiencies of the PSO services.

The performance obligations inherited from the 2009 contract and in place up to 2017 are set out in Table 1.

Performance obligation		Description	Compliance Test	Reporting Frequency	Major Amendments since 2014
Reliability Obligations					
Vehicles in Service, Stage Carriage					
1.1 1.2 1.3	Weekdays Saturdays Sundays	Specified % of Peak Vehicle Requirement to be in service at specified time periods	Minimum 98% Minimum 98% Minimum 98% Minimum 98%	Quarterly Quarterly Quarterly Quarterly	2017 – Replaced with scheduled kilometres operated by route from Automatic Vehicle Location data
Vehicles in Service, City, Cork					
1.4 1.5 1.6 1.7	AM Peak PM Peak Saturday Sunday	Specified % of Peak Vehicle Requirement to be in service at specified time periods	Minimum 98% Minimum 98% Minimum 98% Minimum 98%	Quarterly Quarterly Quarterly Quarterly	2017 – Replaced with scheduled kilometres operated by route from Automatic Vehicle Location data
Vehicles in Service, City, Galway					
1.8 1.9 1.10 1.11	AM Peak PM Peak Saturday Sunday	Specified % of Peak Vehicle Requirement to be in service at specified time periods	Minimum 98% Minimum 98% Minimum 98% Minimum 98%	Quarterly Quarterly Quarterly Quarterly	2017 – Replaced with scheduled kilometres operated by route from Automatic Vehicle Location data
Vehicles in Service, City, Limerick					
1.12 1.13 1.14 1.15	AM Peak PM Peak Saturday Sunday	Specified % of Peak Vehicle Requirement to be in service at specified time periods	Minimum 98% Minimum	Quarterly Quarterly	2017 – Replaced with scheduled kilometres operated by route from Automatic Vehicle Location data
Vehicles in Service, City, Waterford					
1.16 1.17 1.18 1.19	AM Peak PM Peak Saturday Sunday	Specified % of Peak Vehicle Requirement to be in service at specified time periods	Minimum 98%	Quarterly	2017 – Replaced with scheduled kilometres operated by route from Automatic Vehicle Location data

Performance obligation		Description	Compliance Test	Reporting Frequency	Major Amendments since 2014
Vehicles in Service, Dublin Commuter					
1.20 1.21 1.22 1.23	AM Peak PM Peak Saturday Sunday	Specified % of Peak Vehicle Requirement to be in service at specified time periods	Minimum 98%	Quarterly	2017 – Replaced with scheduled kilometres operated by route from Automatic Vehicle Location data
Drivers’ Duties					
2.1	Stage Carriage	Specified percentage of drivers’ duties to be performed	Minimum 98%	Quarterly	2017 – Replaced with scheduled kilometres operated by route from Automatic Vehicle Location data
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	
Schedule Km Operated					
3.1	Stage Carriage	Specified percentage of scheduled Km operated	Minimum 98%	Quarterly	2017- Criteria aggregated network-wide and % of scheduled kilometres operated (excluding third-party causes for non-operation) calculated utilising AVL data from P9. Overall interim target of 85%
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	
Services Operated					
4.1	Stage Carriage	Specified percentage of services operated	Minimum 98%	Quarterly	2017 – Obligation discontinued in P9.
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	

Performance obligation		Description	Compliance Test	Reporting Frequency	Major Amendments since 2014
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	2017 – Obligation discontinued upon activation of low-frequency punctuality obligation.
5.2	City, Cork	Specified percentage of services to operate from the terminus no later than 5 minutes after scheduled time	Minimum 90%	Quarterly	2017 – Obligation limited to high-frequency services upon activation of low-frequency punctuality obligation.
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	2017 – Obligation discontinued upon activation of low-frequency punctuality obligation.
Provision of Customer information Obligations					
6.0	Timetable Information	Availability of comprehensive and up to date timetable information on website	Confirmation of Availability	Quarterly	
7.0	Bus Destination Scrolls	Percentage of vehicles	Minimum 98%	Quarterly	

Performance obligation		Description	Compliance Test	Reporting Frequency	Major Amendments since 2014
		displaying correct route number and destination information			
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	
9.0	24 Service Information	Availability of information on 24 hour basis by web or by text.	Confirmation of availability	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	
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	
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	Fleet age monitored

Performance obligation		Description	Compliance Test	Reporting Frequency	Major Amendments since 2014
					quarterly in Schedule 18 Annex D from 2017
Efficiency Obligations					
16.0	Revenue Protection	Report on measures taken to ensure revenue protection		Quarterly	2011- Added as new Obligation.
Environmental Obligations					
17.0	Emissions Statement	Compliance with noise and emission standards and report progress on bio-fuel use.		Annual	
Other Amendments					

Table 1: Summary of Performance Obligations (taken from 2009 contract and applied to 2014 contract on interim basis up to 2017/2018)

The performance obligations set out in the 2014 contract and applicable from 2017/2018 to expiry date of the 2014 contract are set out in Table 2.

Performance obligation		Description	Current Compliance Test	Current Reporting Frequency and Method	Major Amendments since 2014
1. Reliability Obligations					
1.1	Scheduled KMs Operated	Evidence that target percentage of scheduled revenue earning Km operated	Minimum 85%, increasing to 95% from start 2018	Periodic reporting from DMS	2017- % of scheduled kilometres operated (excluding third-party causes for non-operation) calculated utilising AVL data supplemented by ticketing data from P9. Overall interim target of 85% increasing to 95% from start 2018
2. Punctuality					
2.1	Low-Frequency Services	Percentage of low frequency services departing any bus stop on route within -1 to +6 minutes of timetabled time.	Target varies seasonally and will increase year-on-year	Periodic reporting from DMS	2017 – active since Period 5
2.2	City, Cork	Specified percentage of services to operate from the terminus no later than 5 minutes after scheduled time	Minimum 90%	Quarterly reporting from Operator	2017 – reporting requirement limited to high-frequency services following activation of low-frequency punctuality obligation (2.1).
2.3	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 reporting from Operator	As above
3. Service Quality Performance					

Performance obligation		Description	Current Compliance Test	Current Reporting Frequency and Method	Major Amendments since 2014
3.1	RTPI Data Performance	Provision of Operator data to support provision of accurate real-time information by authority	100% deduction: 4 or more performance points. 50% deduction: 2 to 3 performance points	Periodic Operator reports and Authority surveys and audits of Apps, website and stops.	
3.2	Leap Card Scheme Performance	Provision of required Leap Card data to Authority	100% deduction: 15 or more performance points. 50% deduction: 8 to 14 performance points	Authority to record instances of failure each Quarter	
3.3	Journey Planner Data Performance	Provision of required data to support provision of National Journey Planner by the Authority	100% deduction: 3 or more performance points. 50% deduction: 1 to 2 performance points	Authority to record instances of failure each Quarter	
3.4	Bus Vehicle Performance	Network Bus is operated in accordance with Network Bus Specification set out in Schedule 3	100% deduction: more than 12 performance points. 50% deduction: more than 6 and up to 12 performance points	Quarterly NTA Mystery Shopper surveys	
3.5	Bus Equipment Performance	Equipment on-board meets the Network Bus Specification in Schedule 3 and is functioning and in use.	100% deduction: more than 60 performance points. 50% deduction: more than 30	Quarterly NTA Mystery Shopper surveys	

Performance obligation		Description	Current Compliance Test	Current Reporting Frequency and Method	Major Amendments since 2014
			and up to 60 performance points		
3.6	Bus Driver Performance	Performance of Bus driver in terms of appearance, interaction with customers and driving style	100% deduction: more than 60 performance points. 50% deduction: more than 30 and up to 60 performance points	Quarterly NTA Mystery Shopper surveys	
3.7	Cleanliness Performance	Bus cleanliness and Station Cleanliness	100% deduction: more than 54 performance points. 50% deduction: more than 27 and up to 54 performance points	Quarterly NTA Mystery Shopper surveys	Shared station areas maintained by Irish Rail cleaners are excluded from assessment
3.8	Customer Service Performance	Customer service desk opening hours, Service Centre opening hours, complaints acknowledgement response times, substantive response times, Service centre automated answer, Service centre person answer, lost property office opening hours	100% deduction: more than 20 performance points. 50% deduction: more than 10 and up to 20 performance points	Quarterly Operator reports	
3.9	Customer Information Performance	Bus fares, customer information at stops, bus stop database maintenance, Operator website and App, Operator website availability, advance announcement of timetable changes, advance announcement of fares changes	100% deduction: more than 20 performance points. 50% deduction: more than 10 and up to 20	Combination of Quarterly Operator Reports and NTA Mystery Shopper	

Performance obligation		Description	Current Compliance Test	Current Reporting Frequency and Method	Major Amendments since 2014
			performance points	surveys	
3.10	Stop Maintenance Performance	Maintenance of bus stop poles and flags, stop cleanliness, stop advertising	100% deduction: 10 or more performance points. 50% deduction: between 6 and 9 performance points	Combination of Quarterly Operator Reports and NTA Mystery Shopper surveys	
3.11	Report Provision Performance	Provision of Operator Periodic, Quarterly and Annual reports within stipulated timeframes	100% deduction: more than 4 performance points. 50% deduction: 2 to 4 performance points	Authority to record report provision each Quarter	

Table 2: Summary of Performance Obligations (applicable since 2017)

2.6 Measuring the Performance Obligations

From 2014 to end 2016 the reliability and punctuality of services was reported to the Authority by Bus Éireann, based on a sample of departure times recorded at bus termini. Since 2017, the reliability and punctuality of Bus Éireann operations has been measured using an Automatic Vehicle Location and Control system fitted to each Bus Éireann bus. This constantly records the position of the vehicle. The bus departure times from each bus stop are compared to the scheduled departure times. The system is also used to provide Real Time Passenger Information [RTPI] to passengers.

From 2014 to mid-2017 the Customer Experience and Customer Information performance obligations were reported to the NTA by Bus Éireann, who employed independent consultants to undertake 'mystery shoppers' market research firms to provide verification that the performance obligations are being met. Since 2017, this obligation has been

replaced by various Customer Service Quality performance obligations, which are measured by a combination of NTA commissioned mystery shop surveys and Bus Éireann reports.

2.7 Other Reporting Requirements

Schedule 18 of the Contract imposes other 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 (accidents incurred, environmental reports, fleet age, etc)

2.8 Monitoring the Contract

Periodic and Quarterly Review meetings are held between NTA and Bus Éireann to review Schedule 18 report results. The NTA publishes contractual performance results on www.nationaltransport.ie on a quarterly basis. Financial 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.

2.9 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.

2.10 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.

3.0 Operation of the Public Bus Services

3.1 Overview

During the period 2015 to 2017 Bus Éireann provided, under the Contract, PSO services in Cork, Galway, Limerick and Waterford cities, Dublin Commuter area services, town services and local and regional stopping services ("stage carriage services"). In return for the provision of the services, the NTA compensated Bus Éireann with monies received from Exchequer funding.

Over the period, vehicle kilometres operated increased by 6% and passenger numbers increased by 3%. The compensation paid by the NTA to subsidise the operation of services has increased by €19.5m or 54% between 2015 and 2017. The cost per kilometre operated has increased by €0.64 or 18%.

Table 3 provides an overview of the PSO services provided by Bus Éireann, passengers carried and costs and revenue associated with the provision of the PSO services.

Year	Total Vehicle Km Operated [Millions] ³	Passengers Carried [Million]	Revenue Collected [€Million]	Cost of operations [€Million]	Cost/km	Compensation Paid [€Million]
2015	33.8	30.2	€80.1	€118.2	€3.49	€33.7
2016	35.7	32.1	€86.4	€128.1	€3.99	€41.9
2017	35.9 ⁴	31.1	€82.5	€128.6	€4.13	€52.2

Table 3: Bus operations overview

3.2 Reliability and Punctuality Results

Based on information provided by Bus Éireann, a good level of compliance was achieved in the period 2015 to 2017 against the KPIs for punctuality and reliability that were inherited from the 2009 direct award contract. Details are set out in Table 4 below and in Tables A1 to A3 and A5 in Appendix A.

Bus Éireann achieved a reasonable level of compliance in 2017 against reliability targets applicable on an interim basis while BE sought to resolve issues surrounding provision of AVL data to the Authority. However in the case of the targets for punctuality for low frequency services introduced by the NTA from 2017, BE did not meet contractual targets. Details are set out in Table 4, and in

³ Total Vehicle KMs operated – PSO routes only

⁴ Automatic Vehicle Location Data supplemented by ticketing verification data utilised from Q3 2017, excludes strike days and Storm Ophelia

Tables A4 and A6 in Appendix A. A primary reason for the failure to meet targets for punctuality of low-frequency services has been the planned schedules not reflecting traffic conditions that are regularly experienced throughout the network. Bus Éireann are currently in the process of reviewing these schedules to more accurately reflect these traffic conditions.

Availability of AVL Data

As noted, Bus Éireann have experienced difficulties in the provision of AVL data for the measurement of punctuality and reliability, providing on average 70% and 76% of planned data in 2016 and 2017 respectively. As well as a number of operational issues that have contributed to this issue, which are currently being addressed by Bus Éireann, a high level of subcontracting of services has also had a negative effect in the provision of AVL data. While the subcontracting of services has ensured the provision of services which otherwise would have been cancelled, the disadvantages are that these services historically did not have compatible ticketing machines and are not equipped with the AVL equipment necessary to monitor punctuality and reliability performance.

Performance obligation		Target	2015 Average	2016 Average	2017 Average	Running Average	No. of non-compliances reported	See Table No
Vehicles in Service-Stage Carriage								
1.1	Weekdays	98%	100%	100%	100%	100%	0/9	A1
1.2	Saturdays	98%	100%	100%	100%	100%	0/9	
1.3	Sundays	98%	100%	100%	100%	100%	0/9	
Vehicles in Service – Cork City								
1.4	AM Peak	98%	100%	100%	100%	100%	0/9	A1
1.5	PM Peak	98%	100%	100%	100%	100%	0/9	
1.6	Saturday	98%	100%	100%	100%	100%	0/9	
1.7	Sunday	98%	100%	100%	100%	100%	0/9	
Vehicles in Service-Galway City								
1.8	AM Peak	98%	100%	100%	100%	100%	0/9	A1
1.9	PM Peak	98%	100%	100%	100%	100%	0/9	
1.10	Saturday	98%	100%	100%	100%	100%	0/9	
1.11	Sunday	98%	100%	100%	100%	100%	0/9	
Vehicles in Service-Limerick City								
1.12	AM Peak	98%	100%	100%	100%	100%	0/9	A1
1.13	PM Peak	98%	100%	100%	100%	100%	0/9	
1.14	Saturday	98%	100%	100%	100%	100%	0/9	
1.15	Sunday	98%	100%	100%	100%	100%	0/9	
Vehicles in Service-Waterford City								
1.16	AM Peak	98%	100%	100%	100%	100%	0/9	A1
1.17	PM Peak	98%	100%	100%	100%	100%	0/9	
1.18	Saturday	98%	100%	100%	100%	100%	0/9	
1.19	Sunday	98%	100%	100%	100%	100%	0/9	
Vehicles in Service-Dublin Commuter								
1.20	AM Peak	98%	96.75%	99.25%	99.5%	98.5%	3/10	A1
1.21	PM Peak	98%	96.75%	99.25%	99.5%	98.5%	3/10	
1.22	Saturday	98%	100%	100%	100%	100%	0/10	

Performance obligation		Target	2015 Average	2016 Average	2017 Average	Running Average	No. of non-compliances reported	See Table No
1.23	Sunday	98%	100%	100%	100%	100%	0/10	
Drivers’ Duties Operated								
2.1	Stage Carriage	98%	100%	100%	100%	100%	0/10	A2
2.2	City, Cork	98%	100%	100%	100%	100%	0/10	
2.3	City, Galway	98%	100%	100%	100%	100%	0/10	
2.4	City, Limerick	98%	100%	100%	100%	100%	0/10	
2.5	City, Waterford	98%	100%	100%	100%	100%	0/10	
2.6	Dublin Commuter	98%	100%	100%	100%	100%	0/10	
Schedule Km Operated								
3.1	Stage Carriage	98%	100%	100%	100%	100%	0/10	A2
3.2	City, Cork	95%	99.25%	99%	98%	98.75%	0/10	
3.3	City, Galway	95%	98.75%	99.5%	99%	99.33%	0/10	
3.4	City, Limerick	95%	97.75%	98%	98.5%	98.1%	0/10	
3.5	City, Waterford	95%	100%	100%	100%	100%	0/10	
3.6	Dublin Commuter	98%	100%	100%	99.5%	99.8%	0/10	
Services Operated								
4.1	Stage Carriage	98%	100%	100%	100%	100%	0/10	A3
4.2	City, Cork	95%	99%	99%	98%	98.7%	0/10	
4.3	City, Galway	95%	98.5%	98.75%	99.5%	98.9%	0/10	
4.4	City, Limerick	95%	97.75%	96.75%	98.5%	97.7%	0/10	
4.5	City, Waterford	95%	100%	100%	100%	100%	0/10	
4.6	Dublin Commuter	98%	100%	99.75%	99%	99.6%	0/10	
Scheduled Kilometres Operated								
Based on AVL and ticketing data supplied by BÉ.								
5.1	Total	85%	N/A	N/A	93.4%	93.4%	0/7	A4
Punctuality								
High and low frequency punctuality at origin terminus– sample of services recorded for BÉ								
6.1	Stage Carriage	95%	97%	96.75%	95.7%	96.5%	0/11	A5
6.2	City, Cork	90%	95.75%	93.75%	92.3%	93.9%	0/11	
6.3	City, Galway, Limerick and Waterford	87%	95.25%	94.25	95.3%	94.9%	0/11	
6.4	Dublin Commuter	95%	95.75%	96.5%	96%	95.6%	0/11	
Low-Frequency Punctuality (2017 only, over full route, based on AVL data supplied to NTA by BÉ)								

Performance obligation		Target	2015 Average	2016 Average	2017 Average	Running Average	No. of non-compliances reported	See Table No
7.1	Total	54% to 55%	N/A	N/A	51% to 54%	51% to 54%	5/5 3/4	A6
Total							14/581	

Table 4: Reliability and Punctuality performance

3.3 Customer Information Results

The customer information results for 2015 and 2016 are taken from Bus Éireann commissioned mystery shop surveys. The results for 2017 are taken from Bus Éireann mystery shop surveys and, later in the year, NTA commissioned mystery shop surveys, which used a revised methodology and categorisation for assessing measuring performance.

Within this category, a total of 14 non-compliances were reported.

There was a high level of non-compliance in relation to answering customer information queries on the telephone in 2015, prior to the introduction by Bus Éireann of a new customer services contract.

Details are set out in Table 5, and in Tables A7 to A12 in Appendix A.

Performance obligation		Compliance Test	2015 Average	2016 Average	2017 Average	Running Average	No. of non-compliances reported	Refer to Table
8.0	Timetable Information	Confirmation of Availability	100%	100%	100%	100%	0/10	A7
9.0	Bus Destination Scrolls	98%	92%	82%	77%	83.7%	10/10	A8
10.0	Customer Telephone Information	90%	64%	97%	94%	85%	4/10	A9
11.0	24 Service Information	Confirmation of Availability	100%	100%	100%	100%	0/8	A10
12.0	Fares Information	Availability of information	Confirmed	Confirmed	Confirmed	n/a	0/10	A11
13.0	Network Changes on Website	Confirmation of availability	Confirmed	Confirmed	Confirmed	n/a	0 /10	A12
Total							14/68	

Table 5: Customer Information performance

3.4 Customer Experience Results

Stations, drivers and vehicles

The customer experience results for 2015 and 2016 are taken from Bus Éireann commissioned mystery shop surveys. The results for 2017 are taken from NTA commissioned mystery shop surveys, which used a revised methodology and categorisation for assessing measuring performance.

The 2015 and 2016 results are presented in Table 6 and in Table A13 of Appendix A. These indicators were not part of the contractual performance regime at the time, so there are no recorded non-compliances.

Reporting obligation		Compliance Test	2015 Average	2016 Average	No. of non-compliances reported	Refer to Table
13.0	Cleanliness of Vehicles	N/A	86%	87%	N/A	A13
13.1	Cleanliness of Stations	N/A	91%	91%	N/A	A13
13.2	Heating, Lighting and Ventilation On Board	N/A	83%	82%	N/A	A13
13.3	Drivers are well-dressed	N/A	96%	95%	N/A	A13
13.4	Drivers are friendly and helpful	N/A	89%	85%	N/A	A13
13.3	Cleanliness of Station	N/A	84%	73%	N/A	A13
13.4	Station Staff well-presented	N/A	98%	98%	N/A	A13
13.5	Station Staff friendly and helpful	N/A	96%	96%	N/A	A13

Table 6: Customer Experience performance (2015 and 2016)

The 2017 results are presented in Table 7 and in Table A14 of Appendix A. The application of service quality performance targets based on the results of quarterly NTA commissioned Mystery Shops commenced in Q1 2017. A total of 12 of 20 performance targets were not met in 2017. Where targets were not met, contractual performance payment deductions were applied.

Target	Year	Performance target met?	Refer to table
<i>Bus Equipment Performance (including heating, lighting, wheelchair ramps, CCTV, ticket machine, route and destination displays)</i>	2017	4 of 4 quarters	A14
<i>Bus Driver Performance (helpful, polite, drives smoothly, pulls into kerb at stop, stops at bus stops on request, informs of disruption)</i>	2017	2 of 4 quarters	A14
<i>Customer Information Performance (fares display on buses)</i>	2017 Q2 onwards	1 of 3 quarters	A14

<i>Customer care performance (customer service desk, complaints response times, etc)</i>	2017	0 of 4 quarters	A14
<i>Cleanliness Performance (bus vehicles and stations)</i>	2017	1 of 4 quarters	A14

Table 7: Customer Experience performance (2017)

Complaint rates

The overall complaint rate increased significantly from late 2015 onwards, due to better recording of customer complaints following the procurement by Bus Éireann of a new customer services contractor. The complaint rate increased markedly again in late 2017, largely associated with issues surrounding driver availability to operate services. The complaint rate was particularly high for Dublin Commuter services.

A summary is provided in Table 8 and in more detail in Table A15 of Appendix A.

Complaints (Per 100,000 Passengers)	2015				2016				2017				Refer to Table
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Total Figure Achieved	9.8	8.4	9.7	17.1	18.4	18.6	18.4	24.8	20.4	21.9	22.9	52.7	A15

Table 7: Customer Experience performance (2017)

Vehicle accessibility and age

These obligations are reported to the Authority by Bus Éireann on a quarterly basis. The results are summarised in Table 8.

Performance obligation		Compliance Test	2015 Average	2016 Average	2017 Average	Running Average	No. of non-compliances reported
14.0	Accessibility	All new Vehicles purchased to be wheelchair accessible	100%	100%	N/A	100%	0
15.0	Fleet Bus Age	Report Bus Fleet Age	City – 6.3 years Commuter / Stagecarriage	City – 6.3 years Commuter / Stagecarriage	6.3 years	N/A	0

Performance obligation		Compliance Test	2015 Average	2016 Average	2017 Average	Running Average	No. of non-compliances reported
			Fleet- 6.7 years	Fleet- 7.4 years			
Total							0

Table 8: Vehicle accessibility and age

3.6 Environmental Performance

BÉ has reported full compliance with emissions and noise vehicle standards. From 2017 onwards, Bus Éireann has also reported on a quarterly basis in relation to fuel consumption and carbon emissions, and complaints made in relation to noise and vibration associated with its PSO operations.

4.0 Changes to the Contract

4.1 Service changes

The Contract provides that any changes to the PSO services must be subject to the approval of the NTA. The NTA has approved a number of alterations to services during each year of the contract to date. Those with cost implications are summarised below. In addition there have been numerous minor timetable adjustments and stopping locations relocations with no cost implications.

- 2015 – 5 route or timetable changes with an annualised gross cost of €1.29m
 - Route 132
 - Routes 216 and 223
 - Route 245
 - Routes 270 to 282
- 2016 – 34 route or timetable changes with an annualised gross cost of €9.36m (TBC).
 - Routes A1 and A2 (Athlone town)
 - Route 103, 103x, 105, 105x, 109a, 109b, 111, 111a, 111x, 115, 190, D1 (Dublin Commuter area)
 - Routes 202, 203, 208, 215, 220, 220X, 221, 245 (Cork city/commuter area)
 - Routes 404 and 409 (Galway City)
 - Routes 301, 302, 303, 304, 304a, 306 and 343 (Limerick City/commuter)
 - Routes 333, 336, 350, 355, 458 (stage carriage)
- 2017 – 29 route or timetable changes with an annualised gross cost of €3.29m
 - New NX service, revised Routes 109 and 109X (Dublin Commuter area)
 - Enhanced Routes 101, 101x, 105x, 115, 120, 130 (Dublin Commuter area)
 - Routes 169, 163, 166, 168, 189, 190 (Dundalk and Drogheda area)
 - Routes 202, 205 (Cork city)
 - Routes 302, 304 (Limerick city)
 - Routes 401, 404 (Galway city)
 - Routes 360, 602, 604 (Waterford city and Tramore)
 - Route 241, 245, 275, 440, 458

These service changes have delivered improved public transport services for the public during the period of the Contract.

4.2 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.

4.3 Purchase of buses and associated equipment and systems

The Authority provided a capital grant to Bus Éireann in 2015 to fund the purchase of buses and coaches for use on PSO services.

From 2016 the Authority has directly purchased buses and provided them to operators for use on PSO services contracted by the Authority.

All fleet are Wi-Fi enabled, and wheelchair accessible.

In addition, the Authority over the period 2015-2017 funded the provision of various enhancements to bus equipment and systems including Automatic Vehicle Location system enhancements and new ticketing equipment. The Authority has also funded upgrades to customer contact management system and additional resources for customer care and operational control of PSO bus services. The cost of certain of these items, including on-going operational costs of system enhancements required to support contract operations, are included in the annual subvention amounts set out in Table 3 above.

5.0 Audits of the Contract

The annual audit for the December 2014 contract commissioned by the NTA examines the financial systems, controls and processes used in relation to:

- Safety Management
- Environmental Management
- Ticketing and Fares Collection
- Operation and Maintenance of Network Assets
- Management of Security
- Records and Reporting Requirements
- Net Financial Report and Efficiency Incentive
- Defects and Damage to the Network Assets
- Insurance
- Other audit items

Given the outcome of the audit work for 2015, an overall assurance rating of “satisfactory” was deemed appropriate. A rating of “substantial” or “satisfactory” was deemed appropriate for the conduct of the contract in all audited areas.

Given the outcome of the audit work for 2016, an overall assurance rating of “satisfactory” was deemed appropriate. A rating of “substantial” or “satisfactory” was deemed appropriate for the conduct of the contract in all audited areas, apart from Environmental Management where a “limited” rating was applied.

At the time of writing the 2017 audit is underway.

Appendix A: Performance Obligation Results

RELIABILITY PERFORMANCE INDICATORS

[illegible]

1. 19	Sunday	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
1.20	AM Peak	98%	95%	96%	98%	98%	100%	100%	97%	100%	100%	99%	N/A	N/A
1.21	PM Peak	98%	95%	96%	98%	98%	100%	100%	97%	100%	100%	99%	N/A	N/A
1.22	Saturday	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
1.23	Sunday	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A

Table A1- Vehicles in Service as percent of Peak Vehicle Requirement (reported by Bus Éireann)

No	Performance Obligation		2015				2016				2017			
	Scheduled km operated	Target	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
3.1	Stage carriage	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
3.2	Cork city	95%	99%	100%	99%	99%	99%	99%	99%	99%	99%	97%	N/A	N/A
3.3	Galway city	95%	99%	99%	99%	98%	98%	100%	99%	99%	100%	99%	N/A	N/A
3.4	Limerick city	95%	98%	98%	99%	96%	100%	97%	98%	97%	99%	98%	N/A	N/A
3.5	Waterford city	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
3.6	Dublin Commuter	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	N/A	N/A

Table A2: Schedule Km operated (reported by Bus Éireann)

No	Performance Obligation		2015				2016				2017			
	Services operated	Target	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
4.1	Stage carriage	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
4.2	Cork city	95%	99%	99%	99%	99%	99%	99%	99%	99%	99%	97%	N/A	N/A
4.3	Galway city	95%	99%	99%	98%	98%	98%	99%	99%	99%	100%	99%	N/A	N/A
4.4	Limerick city	95%	98%	98%	98%	97%	98%	96%	97%	96%	99%	98%	N/A	N/A
4.5	Waterford city	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
4.6	Dublin commuter	98%	100%	100%	100%	100%	100%	100%	100%	99%	99%	99%	N/A	N/A

Table A3: Services Operated (reported by Bus Éireann)

No	Performance Obligation		2017						
	Scheduled Kilometres Operated	Target	P7	P8	P9	P10	P11	P12	P13
5.1	Percentage of scheduled kilometres operated (excludes third party causes for non-operation)	Interim 85%, increasing to 95% in 2018	90%	91%	92%	96%	96%	95%	94%

Table A4: Scheduled Kilometres Operated (verified from AVL and ticketing data provided by Bus Éireann)

PUNCTUALITY PERFORMANCE INDICATORS

No	Performance Obligation		2015				2016				2017			
	Services leaving terminus within target margin of timetabled departure time	Target	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
6.1	Stage Carriage	95%	97%	96%	97%	98%	97%	97%	97%	96%	95%	95%	97%	N/A
6.2	Cork	90%	96%	96%	96%	95%	93%	98%	93%	91%	91%	91%	95%	84%*
6.3	Galway, Limerick, Waterford	87%	95%	96%	96%	94%	95%	98%	92%	92%	94%	94%	98%	84%*
6.4	Dublin Commuter	95%	95%	96%	97%	95%	97%	96%	97%	96%	95%	95%	98%	N/A

**Q4 2017 Punctuality accounts for high-frequency routes only*

Table A5: Punctuality (BE reports for sample of routes)

No	Performance Obligation		2017								
			P5	P6	P7	P8	P9	P10	P11	P12	P13
7.1	Percentage of low frequency services departing each bus stop on route within -1 to +6 minutes of timetabled time.	Target									
		54%	53%					52%	52%	51%	49%
		55%		54%	55%	54%	53%				

Table A6: Punctuality (low frequency services (less than 4 per hour) measured at each bus stop where BÉ AVL data is available)

CUSTOMER SERVICE QUALITY PERFORMANCE INDICATORS

Target	Year	Q1	Q2	Q3	Q4
<i>Comprehensive and up to date timetable will be published on BE website</i>	2015	Confirmed	Confirmed	Confirmed	Confirmed
	2016	Confirmed	Confirmed	Confirmed	Confirmed
	2017	Confirmed	Confirmed	N/A	N/A

Table A7: Timetable Information on website(Bus Éireann commissioned mystery shop)

Target	Year	Q1	Q2	Q3	Q4	Year Average
98%	2015	88%	89%	90%	95%	92%
98%	2016	88%	81%	75%	84%	82%
98%	2017	76%	78%	N/A	N/A	77%

Table A8: Bus Destination Scrolls Display (Bus Éireann commissioned mystery shop)

Target	Year	Q1	Q2	Q3	Q4	Year Average
<i>90% of calls answered in 60 seconds</i>	2015	57%	73%	50%	69%	64%
	2016	98%	96%	96%	98%	97%
	2017	94%	94%	N/A	N/A	94%

Table A9: Customer Telephone Information(Bus Éireann commissioned mystery shop)

Target	Year	Q1	Q2	Q3	Q4
<i>Service information available on website</i>	2015	Confirmed	Confirmed	Confirmed	Confirmed
	2016	Confirmed	Confirmed	Confirmed	Confirmed
	2017	Confirmed	Confirmed	N/A	N/A

Table A10: Service Information available on website(Bus Éireann commissioned mystery shop)

Target	Year	Q1	Q2	Q3	Q4
<i>Changes to be published not less than 5 days in advance</i>	2015	Confirmed	Confirmed	Confirmed	Confirmed
	2016	Confirmed	Confirmed	Confirmed	Confirmed
	2017	Confirmed	Confirmed	N/A	N/A

Table A11: Fares change information published on website(Bus Éireann commissioned mystery shop)

Target	Year	Q1	Q2	Q3	Q4
<i>Changes to be published not less than 5 days in advance</i>	2015	Confirmed	Confirmed	Confirmed	Confirmed
	2016	Confirmed	Confirmed	Confirmed	Confirmed
	2017	Confirmed	Confirmed	N/A	N/A

Table A12: Network Changes published on Website (Bus Éireann commissioned mystery shop)

Target	Year	Q1	Q2	Q3	Q4
<i>Where facilities exist each bus operated in service will be vacuumed internally</i>	2015	82%	83%	88%	85%
	2016	84%	87%	87%	87%
<i>Where facilities exist each bus operated in service will be washed externally each day</i>	2015	86%	90%	94%	91%
	2016	88%	92%	92%	91%
<i>Heating, ventilation and lighting on board all vehicles is working and set to a comfortable level</i>	2015	86%	84%	88%	83%
	2016	81%	84%	83%	80%
<i>BE drivers are well-dressed</i>	2015	96%	95%	95%	96%
	2016	95%	96%	96%	95%
<i>BE drivers are friendly and helpful</i>	2015	87%	86%	91%	89%
	2016	87%	86%	87%	85%
<i>Stations are clean</i>	2015	82%	79%	79%	87%
	2016	81%	80%	77%	66%
<i>Station Staff are well presented</i>	2015	94%	96%	98%	98%
	2016	97%	98%	97%	97%
<i>Station Staff are friendly and helpful</i>	2015	94%	94%	96%	96%
	2016	96%	96%	94%	96%

Table A13: Customer experience performance (Bus Éireann commissioned mystery shop)

Target	Year	Q1	Q2	Q3	Q4
<i>Bus Equipment Performance (including heating, lighting, wheelchair ramps, CCTV, ticket machine, route and destination displays)</i>	2017	Target met	Target met	Target met	Target met
<i>Bus Driver Performance (helpful, polite, drives smoothly, pulls into kerb at stop, stops at bus stops on request, informs of disruption)</i>	2017	Target not met: 50% Deduction	Target met	Target not met: 50% Deduction	Target met
<i>Customer Information Performance (fares display on buses, information at bus stops)</i>	2017	Target met	Target not met: 100% Deduction	Target not met: 100% Deduction (suspended due to NTA need to clarify routes requiring fare display)	Target not met: 50% Deduction
<i>Customer care performance (customer service desk, complaints response times, etc)</i>	2017	Target not met: 50% Deduction	Target not met: 100% deduction	Target not met: 100% deduction	Target not met: 100% deduction
<i>Cleanliness Performance (bus vehicles and stations)</i>	2017	Target met	Target not met: 100% deduction	Target not met: 100% deduction	Target not met: 100% Deduction

Table A14: Customer Service Quality Performance (NTA commissioned mystery shop)

Complaints (Per 100,000 Passengers)	2015				2016				2017			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Service Experience	N/A	N/A	N/A	N/A	N/A	N/A	N/A	16.4	13.2	14.8	14.9	42.3
Staff Issues	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4.8	3.4	2.8	2.9	4.0
Negative Interaction	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.8	1.4	2.1	2.2	2.5
Fares & Ticketing	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1.0	0.7	0.9	1.1	1.0
Boarding & On-board	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.5	0.4	0.5	0.6	0.7
Bus Station, Stop / Shelter Issues	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.3	0.3	0.2	0.5	0.6
Timetable / Service Changes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.6	0.3	0.4	0.3	0.6
Website	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.2	0.3	0.1	0.2	0.4
Customer Service	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.2	0.1	0.1	0.1	0.2
Information Provision	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.1	0.1	0.1	0.1	0.2
Apps	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.0	0.0	0.0	0.1	0.0
Antisocial Behaviour	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.0	0.0	0.0	0.0	0.0
Environmental	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.0	0.0	0.0	0.0	0.0
Total Figure Achieved	9.8	8.4	9.7	17.1	18.4	18.6	18.4	24.8	20.4	21.9	22.9	52.7

Table A15: Customer complaint rates (reported by Bus Éireann)