

Operator: Bus Eireann Quarter: 1

CS.1 - Customer Service Desk Opening Hours

Number of instances where bus station travel centres / service desks not open to customers during the opening hours set out in Schedule 13:

NIL

Details of each failure:

Failure No.	Details
1	Station: Date & Time: Duration of failure:
2	Station: Date & Time: Duration of failure:
3	Station: Time: Duration of failure:
4	Station: Date & Time: Duration of failure:
5	Station: Time: Duration of failure:
6	Station: Date & Time: Duration of failure:
7	Station: Date & Time: Duration of failure:
8	Station: Date & Time: Duration of failure:

Note: Additional rows to be added as necessary

CS.2 - Customer Service Centre Opening Hours

Number of instances where Customer Service Centre not open to receive customer telephone calls, emails and tweets during advertised opening hours set out in Schedule 13:

2

Details of each failure: Red Alert Storm Emma - Call Centre closed in line with Government Red Alert Warning

Failure No.	Details
1	Date & Time: 01/03/2018 Duration of failure: 08:30 - 18:00
2	Date & Time: 02/03/2018 Duration of failure: 8:30-18:00
3	Date & Time: Duration of failure:
4	Date & Time: Duration of failure:
5	Date & Time: Duration of failure:
6	Date & Time: Duration of failure:
7	Date & Time: Duration of failure:
8	Date & Time: Duration of failure:
9	Date & Time: Duration of failure:
10	Date & Time: Duration of failure:

Note: Additional rows to be added as necessary

CS.3 - Customer Complaints Acknowledgement response times

Letters

No. Letters Received No. Letters Acknowledged within 5 Business Days: Within Target

Emails

No. emails Received No. Emails Acknowledged within 1 Business Day: Within Target

Tweets

No. tweets Received No. tweets Acknowledged within 2 Business Hours: Within Target

CS.4 - Customer Complaints Substantive Response Times**5 Days**

Case Origin	Period 1	Period 2	Period 3	Total
Email	350	461	591	1402
Phone	18	27	21	66
Web Form	901	992	1263	3156
Letter	0	4	5	9
Comment Card	7	0	1	8
Facebook	16	21	26	63
Twitter	45	57	60	162
Total No. Substantive Responses Issued within 5 days of receipt	157	152	123	432
Total No. Complaints Received in Period	842	929	907	2678
Substantive Response Rate (within 5 days of receipt of complaint)	19%	16%	14%	16%

CS.4 - Customer Complaints Substantive Response Times**15 Days**

Case Origin	Period 1	Period 2	Period 3	Total
Email	350	461	591	1402
Phone	18	27	21	66
Web Form	901	992	1263	3156
Letter	0	4	7	11
Comment Card	7	4	1	12
Facebook	16	21	38	75
Twitter	45	57	84	186
Total No. Substantive Responses Issued within 15 days of receipt	529	367	428	1324
Total No. Complaints Received in Period	842	929	907	2678
Substantive Response Rate (within 15 days of receipt of complaint)	63%	40%	47%	49%

Complaint Reporting

					Grand Total
Type of Service	Case Issue	Period 1	Period 2	Period 3	
Bus Éireann City Services					
	Antisocial Behaviour	0	0	1	1
	Apps	1	0	0	1
	Boarding and on Board	3	2	3	8
	Customer Service	2	11	1	14
	Environmental	0	0	1	1
	Bus station, stop/shelter issues	12	16	14	42
	Fares & Ticketing	3	1	4	8
	Information Provision	2	3	3	8
	Negative Interaction	21	35	35	91
	Service Experience	168	258	167	593
	Staff Issues	26	24	30	80
	Timetable/service changes	4	1	1	6
	Website	3	3	0	6
	Subtotal	245	354	260	859
Bus Éireann Local Services					
	Apps	0	0	0	0
	Antisocial Behaviour	0	1	1	2
	Boarding and on Board	14	11	3	28
	Bus station, stop/shelter issues	14	5	3	22
	Customer Service	12	21	17	50
	Fares & Ticketing	0	0	0	0
	Information Provision	38	30	29	97
	Negative Interaction	7	1	4	12
	Service Experience	39	51	38	128
	Staff Issues	407	398	474	1279
	Timetable/service changes	39	38	46	123
	Website	8	2	16	26
		19	17	16	52
	Subtotal	597	575	647	1819
Grand Total		842	929	907	2,678

Operator:

Bus Eireann

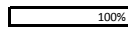
Quarter:

1

CS.5 - Customer Service Centre Automated Answer

Holding Message

Percentage of Calls Answered on Time by Holding Message



CS.6 - Customer Service Centre Person Answer

Performance obligation	Reporting Arrangement	Compliance test	Quarterly Result
Customer Telephone Information 90% of calls to the Customer Service Centre are answered by a person within 60 seconds	Quarterly	Minimum of 90% of calls answered within 60 seconds	100.0%

CS.7 - Lost Property Office Opening Hours

Number of instances where lost property office not open to customers during the opening hours set out in Schedule 13

Nil

Details of each failure:

Failure No.	Details
1	Station: Date & Time: Duration of failure:
2	Station: Date & Time: Duration of failure:
3	Station: Date & Time: Duration of failure:
4	Station: Date & Time: Duration of failure:
5	Station: Date & Time: Duration of failure:
6	Station: Date & Time: Duration of failure:
7	Station: Date & Time: Duration of failure:
8	Station: Date & Time: Duration of failure:

Note: Additional rows to be added as necessary

Operator:

Bus Eireann

Quarter:

1

CI.5 - Operator Website Availability

Operator Website Availability

Percentage of time Operator website and Apps were available for customer use

100%

Operator:

Bus Eireann

Quarter:

1

CL.6 - Advance Announcement of Timetable Changes

Number of instances where timetable changes not announced on Operator Webiste within 10 Business Days in advance of the changes taking place

NIL

Details of each failure:

Failure No.	Details
	1 Route(s): Date of Announcement: Date of Timetable Change:
	2 Route(s): Date of Announcement: Date of Timetable Change:
	3 Route(s): Date of Announcement: Date of Timetable Change:
	4 Route(s): Date of Announcement: Date of Timetable Change:
	5 Route(s): Date of Announcement: Date of Timetable Change:
	6 Route(s): Date of Announcement: Date of Timetable Change:
	7 Route(s): Date of Announcement: Date of Timetable Change:
	8 Route(s): Date of Announcement: Date of Timetable Change:

Note: Additional rows to be added as necessary

Operator:

Bus Eireann

Quarter:

1

CL.7 - Advance Announcement of Fares Changes

Number of instances where fares changes not announced on Operator Webiste or App within 10 Business Days in advance of the changes taking place

NIL

Details of each failure:

Failure No.	Details
	1 Route(s): Date of Announcement: Date of Fares Change:
	2 Route(s): Date of Announcement: Date of Fares Change:
	3 Route(s): Date of Announcement: Date of Fares Change:
	4 Route(s): Date of Announcement: Date of Fares Change:
	5 Route(s): Date of Announcement: Date of Fares Change:
	6 Route(s): Date of Announcement: Date of Fares Change:
	7 Route(s): Date of Announcement: Date of Fares Change:
	8 Route(s): Date of Announcement: Date of Fares Change:

Note: Additional rows to be added as necessary

Operator: Bus Eireann Quarter: 1

SI.1 - Maintenance of Bus Stop Poles and Flags

Number of instances where stops recorded or notified to Operator as being an a potentially unsafe condition not inspected and made safe as required within 1 business day

NIL

Details of each failure:

Failure No.	Details
1	Stop Number: Date Reported: Date Resolved:
2	Stop Number: Date Reported: Date Resolved:
3	Stop Number: Date Reported: Date Resolved:
4	Stop Number: Date Reported: Date Resolved:
5	Stop Number: Date Reported: Date Resolved:
6	Stop Number: Date Reported: Date Resolved:
7	Stop Number: Date Reported: Date Resolved:
8	Stop Number: Date Reported: Date Resolved:

Note: Additional rows to be added as necessary