

Operator: Bus Eireann Quarter: 2

**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:

Nil

Details of each failure:

Failure No.	Details
1	Date & Time: Duration of failure:
2	Date & Time: Duration of failure:
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 4	Period 5	Period 6	Total
Email	394	495	556	1445
Phone	24	12	21	57
Web Form	866	982	1001	2849
Letter	7	3	4	14
Comment Card	2	2	6	10
Facebook	14	23	18	55
Twitter	47	37	34	118
<b>Total No. Substantive Responses Issued within 5 days of receipt</b>	<b>86</b>	<b>152</b>	<b>306</b>	<b>544</b>

<b>Total No. Complaints Received in Period</b>	<b>753</b>	<b>787</b>	<b>812</b>	<b>2352</b>
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<b>Substantive Response Rate (within 5 days of receipt of complaint)</b>	<b>11%</b>	<b>19%</b>	<b>38%</b>	<b>23%</b>
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**CS.4 - Customer Complaints Substantive Response Times****15 Days**

Case Origin	Period 4	Period 5	Period 6	Total
Email	394	495	556	1445
Phone	24	12	21	57
Web Form	866	982	1001	2849
Letter	7	3	4	14
Comment Card	2	2	6	10
Facebook	14	23	18	55
Twitter	47	37	34	118
<b>Total No. Substantive Responses Issued within 15 days of receipt</b>	<b>448</b>	<b>413</b>	<b>584</b>	<b>1445</b>
<b>Total No. Complaints Received in Period</b>	<b>753</b>	<b>787</b>	<b>812</b>	<b>2352</b>
<b>Substantive Response Rate (within 15 days of receipt of complaint)</b>	<b>59%</b>	<b>52%</b>	<b>72%</b>	<b>61%</b>

**Complaint Reporting**

					Grand Total
Type of Service	Case Issue	Period 4	Period 5	Period 6	
Bus Éireann City Services					
	Antisocial Behaviour	1	0	1	2
	Apps	0	0	0	0
	Boarding and on Board	1	3	1	5
	Customer Service	2	0	2	4
	Environmental	0	1	0	1
	Bus station, stop/shelter issues	5	8	7	20
	Fares & Ticketing	3	1	3	7
	Information Provision	1	5	3	9
	Negative Interaction	19	28	32	79
	Service Experience	121	148	138	407
	Staff Issues	15	25	18	58
	Timetable/service changes	1	1	1	3
	Website	0	3	2	5
	<b>Subtotal</b>	169	223	208	600
Bus Éireann Local Services					
	Apps	0	0	0	0
	Antisocial Behaviour	2	3	1	6
	Boarding and on Board	4	4	21	29
	Bus station, stop/shelter issues	9	8	7	24
	Customer Service	13	14	4	31
	Fares & Ticketing	30	30	36	96
	Information Provision	7	6	8	21
	Negative Interaction	52	51	69	172
	Service Experience	403	371	393	1167
	Staff Issues	52	56	40	148
	Timetable/service changes	2	3	7	12
	Website	10	18	18	46
					0
	<b>Subtotal</b>	584	564	604	1752
<b>Grand Total</b>		753	787	812	2,352

Operator:

Bus Eireann

Quarter: 2

**CS.5 - Customer Service Centre Automated Answer**

**Holding Message**

Percentage of Calls Answered on Time by Holding Message

100%

**CS.6 - Customer Service Centre Person Answer**

Performance obligation	Reporting Arrangement	Compliance test	Quarterly Result
<b>Customer Telephone Information</b> 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: 2

**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:

2

**CI.6 - Advance Announcement of Timetable Changes**

Number of instances where timetable changes not announced on Operator Website 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:

2

**Cl.7 - Advance Announcement of Fares Changes**

Number of instances where fares changes not announced on Operator Website 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