

Operator: Bus Éireann Quarter: 4

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

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 10	Period 11	Period 12	Period 13	Total
Email	426	284	295	398	1403
Phone	123	68	56	41	288
Web Form	1206	863	856	1146	4071
Letter	4	4	0	1	9
Comment Card	0	4	4	3	11
Facebook	30	30	13	25	98
Twitter	144	70	34	70	318
Total No. Substantive Responses Issued within 5 days of receipt	380	257	177	124	938

Total No. Complaints Received in Period	1933	1323	1258	1081	5595
--	-------------	-------------	-------------	-------------	-------------

Substantive Response Rate (within 5 days of receipt of complaint)	20%	19%	14%	11%	17%
--	------------	------------	------------	------------	------------

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

Case Origin	Period 10	Period 11	Period 12	Period 13	Total
Email	426	284	295	193	1198
Phone	123	68	56	38	285
Web Form	1206	863	856	767	3692
Letter	4	4	0	0	8
Comment Card	0	4	4	3	11
Facebook	30	30	13	19	92
Twitter	144	70	34	61	309
Total No. Substantive Responses Issued within 15 days of receipt	691	665	870	388	2614
Total No. Complaints Received in Period	1933	1323	1258	1081	5595
Substantive Response Rate (within 15 days of receipt of complaint)	36%	50%	69%	36%	47%

Complaint Reporting

Type of Service	Case Issue	Period 10	Period 11	Period 12	Period 13	Grand Total
Bus Éireann City Services						
	Antisocial Behaviour	0	0	0	0	0
	Apps	0	0	0	0	0
	Boarding and on Board	7	2	0	1	10
	Customer Service	3	3	4	3	13
	Environmental	0	0	0	0	0
	Bus station, stop/shelter issues	6	6	7	13	32
	Fares & Ticketing	7	2	4	5	18
	Information Provision	0	0	1	1	2
	Negative Interaction	15	8	24	22	69
	Service Experience	267	278	276	345	1166
	Staff Issues	33	27	44	23	127
	Timetable/service changes	2	2	2	2	8
	Website	0	0	1	1	2
	Subtotal	340	328	363	416	1447
Bus Éireann Local Services						
	Apps	0	3	0	0	3
	Antisocial Behaviour	0	0	1	2	3
	Boarding and on Board	14	5	9	9	37
	Bus station, stop/shelter issues	12	4	11	6	33
	Customer Service	14	11	10	18	53
	Environmental	1				1
	Fares & Ticketing	34	19	18	22	93
	Information Provision	3	7	2	3	15
	Negative Interaction	54	38	45	45	182
	Service Experience	1344	805	705	499	3353
	Staff Issues	76	93	80	40	289
	Timetable/service changes	36	7	10	13	66
	Website	6	3	4	8	21
	Subtotal	1594	995	895	665	4149
Grand Total		1934	1323	1258	1081	5,596

Operator:

Bus Éireann

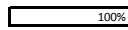
Quarter:

4

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: Nil Duration of failure:

Note: Additional rows to be added as necessary