

Operator:  Quarter:

**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:

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: 12/09/2018 @08.30 hrs Duration of failure: 24 mins
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:

Telephone lines down Emails and tweets not affected.

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**

<b>Case Origin</b>	<b>Period 7</b>	<b>Period 8</b>	<b>Period 9</b>	<b>Total</b>
Email	610	696	693	1999
Phone	10	15	13	38
Web Form	1064	1092	1166	3322
Letter	2	5	4	11
Comment Card	2	3	2	7
Facebook	17	14	14	45
Twitter	44	29	26	99
<b>Total No. Substantive Responses Issued within 5 days of receipt</b>	<b>373</b>	<b>449</b>	<b>488</b>	<b>1310</b>

<b>Total No. Complaints Received in Period</b>	<b>799</b>	<b>756</b>	<b>788</b>	<b>2343</b>
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<b>Substantive Response Rate (within 5 days of receipt of complaint)</b>	<b>47%</b>	<b>59%</b>	<b>62%</b>	<b>56%</b>
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**CS.4 - Customer Complaints Substantive Response Times****15 Days**

<b>Case Origin</b>	<b>Period 7</b>	<b>Period 8</b>	<b>Period 9</b>	<b>Total</b>
Email	610	696	556	1862
Phone	10	15	21	46
Web Form	1064	1092	1001	3157
Letter	2	5	4	11
Comment Card	3	3	6	12
Facebook	17	14	18	49
Twitter	44	29	34	107
<b>Total No. Substantive Responses Issued within 15 days of receipt</b>	<b>725</b>	<b>621</b>	<b>759</b>	<b>2105</b>
<b>Total No. Complaints Received in Period</b>	<b>799</b>	<b>756</b>	<b>788</b>	<b>2343</b>
<b>Substantive Response Rate (within 15 days of receipt of complaint)</b>	<b>91%</b>	<b>82%</b>	<b>96%</b>	<b>90%</b>

Operator:

Bus Éireann

Quarter:

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**Complaint Reporting**

					Grand Total
Type of Service	Case Issue	Period 7	Period 8	Period 9	
Bus Éireann City Services					
	Antisocial Behaviour	0	0	0	0
	Apps	0	0	0	0
	Boarding and on Board	4	9	17	30
	Customer Service	1	2	2	5
	Environmental	1	0	0	1
	Bus station, stop/shelter issues	5	3	4	12
	Fares & Ticketing	5	5	8	18
	Information Provision	8	2	4	14
	Negative Interaction	18	25	35	78
	Service Experience	118	91	384	593
	Staff Issues	22	47	62	131
	Timetable/service changes	3	4	9	16
	Website	3	2	1	6
	<b>Subtotal</b>	188	190	526	904
Bus Éireann Local Services					
	Apps	0	0	1	1
	Antisocial Behaviour	2	0	3	5
	Boarding and on Board	14	16	31	61
	Bus station, stop/shelter issues	5	8	14	27
	Customer Service	18	10	14	42
	Fares & Ticketing	31	41	41	113
	Information Provision	13	21	14	48
	Negative Interaction	51	41	51	143
	Service Experience	379	341	544	1264
	Staff Issues	74	68	95	237
	Timetable/service changes	13	12	13	38
	Website	9	8	12	29
					0
	<b>Subtotal</b>	609	566	833	2008
	<b>Grand Total</b>	797	756	1359	2,912

Operator:

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Quarter:

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**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
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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:

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**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:

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**CI.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

1

Details of each failure:

Failure No.	Details
1	Route(s): 115 Date of Announcement: 04/10/2018 Date of Timetable Change: 14/10/2018
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:

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**CI.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:  Quarter:

**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

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