



Performance Report

Schedule B Performance Obligations 2010

Quarter 2 2010 (Periods 4 to 7)

Date of Issue: 15th October 2010

Public Service Contract Report to National Transport Authority

Dublin Bus Quarter 2 Report 2010

	Compliance Level	Result
Performance Obligation		
1.1 Weekday AM Peak Vehicles in Service On normal weekday mornings when [according to the standardised school term] schools are open, Bus Átha Cliath will operate at least 98% of the 936 morning peak vehicle requirement (at 0830) on the PSO network.	Minimum of 98%	99.1%
1.2 Weekday PM Peak Vehicles in Service On normal weekday evenings when schools are open, Bus Átha Cliath will operate at least 98% of the 893 evening peak vehicle requirement (at 1730) on the PSO network.	Minimum of 98%	99.1%
1.3 Saturday Peak Vehicles in Service Bus Átha Cliath will operate at least 98% of the 625 buses for the Saturday peak at 1600 hours	Minimum of 98%	98.0%
1.4 Sunday Peak Vehicles in Service Bus Átha Cliath will operate at least 98% of the 451 buses for the Sunday peak at 1600 hours.	Minimum of 98%	99.7%
1.5 Weekday Scheduled Services during Valley Period On normal weekdays when schools are open, Bus Átha Cliath will schedule at least 68% on average of the morning peak buses during the valley period (1000 hours to 1600 hours).	Minimum of 68%	71%

1.6 Drivers Duties Operated Bus Átha Cliath will operate at least 98% of scheduled duties in the period of this agreement.	Minimum of 98%	99.3%
1.7 Services operated To be reported on with the deployment of AVL Bus Átha Cliath will operate at least 95% of forecast services	Minimum of 95%	97.1%
1.8 Schedule kms operated Bus Átha Cliath will operate at least 97% of schedule kms.	Minimum of 97%	98.9%
1.9 Customers Carried 2010 Bus Atha Cliath forecast to carry 120 million customers in total in 2010.	120 million	35.6 million Forecast 2010 117,7 million
1.10 Punctuality 95 % of departures from the terminus will operate no later than 5 minutes after the timetabled departure time	95 % punctuality	97.1%
1.11 Complaint Reporting Bus Átha Cliath will report to the Authority complaints, by specified category, received by the Sales Department of Bus Átha Cliath.		
Complaints per 100,000 customers		4.07
Percentage by Category		
a. Customer Care		19%
b. Time		23%

c. Accessibility		13%
d. Availability		8%
e. Comfort		14%
f. Security		2%
g. Information		4%
h. Environmental Impact		0%
i. Representations		18%
1.12 Network Changes on Website Comprehensive and up-to-date information on all BAC services is available on the company website. Major timetable changes will be announced on the website as early as possible, and not less than 5 working days in advance of the change taking place.	Minimum 5 Working Days Notice	100%

1.13 Cost and Efficiency Review Implementation of the Cost and Efficiency Review findings	Implemented as planned	The first phase of 'Network Direct' was implemented in September 2010
1.14 Bus Destination Scrolls Bus Átha Cliath aim to have the route numbers and destinations for buses in normal service correctly displayed on at least 95% of buses. This will be audited and reported to the Authority on a 6 monthly basis.	Minimum of 95%	95.4%
1.15 Customer Telephone Information The customer information bureau will operate from 8:30am to 6.00pm, Monday to Saturday (excluding PH's), and at least 85% of calls will be answered within 60 seconds.	Minimum of 85%	95%
1.16 24 Hour Service Information Dublin Bus will make a comprehensive range of up to date timetable information available by Website and for mobile phone users on 'Bustxt' 24 hours a day, subject to routine maintenance downtime and service provider availability.	24 Hour Information	97.5%
1.17 On Street Information Dublin Bus will provide correct and up-to-date timetables on at least 95% of the bus stops that provide information.	Minimum of 95%	96.6%
1.18 Cleanliness <ul style="list-style-type: none"> ▪ Each bus operated in service will be vacuumed internally and washed externally each day. ▪ Each bus will receive daily attention to include the removal of rubbish, emptying of bins and attending to 		<ul style="list-style-type: none"> • 95.8% • 98.4%

<p>visible or identifiable soiling of a significant nature</p> <ul style="list-style-type: none"> ▪ Each bus in service will be internally valeted on average every 4 weeks to include cleaning of all internal surfaces including windows, graffiti and stain removal. ▪ Dublin Bus will clean the public areas of Dublin Bus buildings periodically. 		<ul style="list-style-type: none"> • 99.8% • 64.2%
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