



# **Performance Report**

## **Schedule B Performance Obligations 2010**

### **Quarter 3 2010 (Periods 8 to 10)**

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# Public Service Contract Report to National Transport Authority

## Dublin Bus Quarter 3 Report 2010

<b>Performance Obligation</b>	<b>Compliance Level</b>	<b>Quarterly Result</b>	<b>Year to date</b>
<b>1.1 Weekday AM Peak Vehicles in Service</b> On normal weekday mornings when [according to the standardised school term] schools are open, Bus Átha Cliath will operate at least <b>98%</b> of the <b>936</b> morning peak vehicle requirement (at 0830) on the PSO network.	Minimum of 98%	98.7%	99.2%
<b>1.2 Weekday PM Peak Vehicles in Service</b> On normal weekday evenings when schools are open, Bus Átha Cliath will operate at least <b>98%</b> of the <b>893</b> evening peak vehicle requirement (at 1730) on the PSO network.	Minimum of 98%	98.6%	99.1%
<b>1.3 Saturday Peak Vehicles in Service</b> Bus Átha Cliath will operate at least <b>98%</b> of the <b>625</b> buses for the Saturday peak at 1600 hours.	Minimum of 98%	97.8%	98.3%
<b>1.4 Sunday Peak Vehicles in Service</b> Bus Átha Cliath will operate at least <b>98%</b> of the <b>451</b> buses for the Sunday peak at 1600 hours.	Minimum of 98%	99.9%	99.8%
<b>1.5 Weekday Scheduled Services during Valley Period</b> 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%	71%

<b>1.6 Drivers Duties Operated</b> Bus Átha Cliath will operate at least <b>98%</b> of scheduled duties in the period of this agreement.	Minimum of 98%	98.8%	99.2%
<b>1.7 Services operated</b> Bus Átha Cliath will operate at least 95% of forecast services	Minimum of 95%	95.9%	96.6%
<b>1.8 Schedule kms operated</b> Bus Átha Cliath will operate at least <b>97% of</b> schedule kms.	Minimum of 97%	98.6%	98.7%
<b>1.9 Customers Carried 2010</b> Bus Atha Cliath forecast to carry 120 million customers in total in 2010.	120 million	27.4 million	91 million
<b>1.10 Punctuality</b> 95 % of departures from the terminus will operate no later than 5 minutes after the timetabled departure time	95 % punctuality	96.3%	96.1%
<b>1.11 Complaint Reporting</b> Bus Átha Cliath will report to the Authority complaints, by specified category, received by the Sales Department of Bus Átha Cliath.			
<b>Complaints per 100,000 customers</b>		<b>4.6 per 100,000</b>	<b>4.2 per 100,000</b>
<b>Percentage by Category</b>			
<b>a. Customer Care</b>		20%	20%
<b>b. Time</b>		10%	17.3%
<b>c. Accessibility</b>		10%	12.7%
<b>d. Availability</b>		10%	12.3%

<b>e. Comfort</b>		21%	16.7%
<b>f. Security</b>		1%	2.3%
<b>g. Information</b>		14%	8%
<b>h. Environmental Impact</b>		0%	0.3%
<b>i. Representations</b>		13%	10.3%
<b>1.12 Network Changes on Website</b> 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%	100%