



**Public Service Contract Performance Report
to National Transport Authority**

Schedule B 2010

**Quarter 4 (Periods 11 to 13)
Six monthly & yearly reports (periods 8 to 13)**

Date of Issue: 10.04.2011

Performance Obligation	Compliance Level	Quarterly Result	Year to date
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 morning peak vehicle requirement (at 0830) on the PSO network.	Minimum of 98%	99.4%	99.3%
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 evening peak vehicle requirement (at 1730) on the PSO network.	Minimum of 98%	99.2%	99.1%
1.3 Saturday Peak Vehicles in Service Bus Átha Cliath will operate at least 98% of buses for the Saturday peak at 1600 hours.	Minimum of 98%	98.5%	98.4%
1.4 Sunday Peak Vehicles in Service Bus Átha Cliath will operate at least 98% of buses for the Sunday peak at 1600 hours.	Minimum of 98%	99.9%	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%	69.0%	70.5%

Performance Obligation	Compliance Level	Quarterly Result	Year to date
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%	99.4%	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%	96.3%	96.5%
1.8 Schedule kms operated Bus Átha Cliath will operate at least 97% of schedule kms.	Minimum of 97%	98.2%	98.6%
1.9 Customers Carried 2010 Bus Atha Cliath forecast to carry 120 million customers in total in 2010.		26 million	117 m
1.10 Punctuality 95 % of departures from the terminus will operate no later than 5 minutes after the timetabled departure time <ul style="list-style-type: none"> • Sample size for this measurement was affected due to severe weather conditions 	95% punctuality	94.1% *	95.6%

Performance Obligation	Compliance	Quarterly Result	Year to date
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		5.8 per 100,000	4.6 per 100,000
Percentage by Category			
a. Customer Care		9%	17.3%
b. Time		17%	17.3%
c. Accessibility		11%	12.3%
d. Availability		35%	18.0%
e. Comfort		11%	15.3%
f. Security		2%	2.3%
g. Information		3%	6.8%
h. Environmental Impact		0%	.03%
i. Representations		11%	10.5%
1.12 Network Changes on Website Comprehensive and up-to-date information on all BÁC 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	96%	99%

Six monthly report	Compliance	Half Year Result	Year to date
1.13 Cost and Efficiency Review Implementation of the Cost and Efficiency Review findings	Implemented as planned	The first three phases of Network Direct were implemented as planned in Sept, Oct and Nov 2011.	
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%	96%	95.7%
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.	Opening hours	100%	97.6%
	Minimum of 85%	N/A	89.4%
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	98.3%	97.9%
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%	100%	98.3%
1.18 Cleanliness 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 visible or identifiable soiling of a significant nature 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.		98.6%	97.5%
		98.9%	97.9%
		99.5%	99.5%
		90.05%	90.05%

Yearly report	Compliance	Year Result	Year to date
<p>Staff Dublin Bus staff will be well presented, friendly, helpful and courteous at all times.</p>		93.2%	-
<p>Accessibility All buses purchased by Bus Átha Cliath will be low floor, wheelchair accessible vehicles. Dublin Bus intends to implement fully the provisions of the Department of Transport Outline Action Plan for Accessible Public Transport insofar as those provisions pertain to the company.</p>	All Buses	100%	-
<p>Fleet Bus Age Bus Átha Cliath aims to ensure that the average fleet age will be less than 7 years.</p>	Full Fleet	Average age of fleet is 6.8 years	-
<p>Annual Timetable Book A comprehensive timetable book for Bus Átha Cliath services will be published each year.</p>	Confirmation of Production	Not produced due to ongoing net work changes	-
<p>Integrated Ticketing In accordance with the ITS Participation agreement, Dublin Bus shall continue to co-operate with and participate in the work of the Integrated Ticketing Project Board, established by the Minister.</p>	Implemented as planned	At the end of 2010 we continued to co-operate and participate in the work of the ITPB. Minutes of the ITPB confirm this.	-