

Public Service Contract Report to NTA
Schedule B Performance Obligations
Quarter 1 2014 (Periods 1 to 3)
Date of Issue V2: 13th June 2014

Performance Obligation	Compliance Level	Quarterly Result	Year to date
1.1 Weekday AM Peak Vehicles in Service			
Bus Átha Cliath will operate at least 98% of morning peak vehicle requirement on the PSO network.			
Total Figure Achieved	98%	99.5%	99.5%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.8%	99.8%
Swords/Santry, Drumcondra Corridor		99.7%	99.7%
Finglas/Ballymun, Phibsboro Corridor		99.3%	99.3%
Blanchardstown, Stoneybatter Corridor		99.1%	99.1%
Lucan/North Kildare, Liffey Corridor		98.7%	98.7%
Ballyfermot/Clondalkin, James St Corridor		99.6%	99.6%
Tallaght, Crumlin Corridor		99.6%	99.6%
Harolds Cross Corridor		99.4%	99.4%
Rathmines Corridor		99.7%	99.7%
Bray/Stillorgan N11 Corridor		99.0%	99.0%
Merrion Rd Corridor		100.0%	100.0%
Northern Local and Orbital Corridor		99.7%	99.7%
Western Local and Orbital Corridor		99.9%	99.9%
Southern Local and Orbital Corridor		99.9%	99.9%
1.2 Weekday PM Peak Vehicles in Service			
Bus Átha Cliath will operate at least 98% of morning peak vehicle requirement on the PSO network.			
Total Figure Achieved	98%	98.9%	98.9%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.2%	99.2%
Swords/Santry, Drumcondra Corridor		98.8%	98.8%
Finglas/Ballymun, Phibsboro Corridor		98.5%	98.5%
Blanchardstown, Stoneybatter Corridor		98.7%	98.7%
Lucan/North Kildare, Liffey Corridor		99.0%	99.0%
Ballyfermot/Clondalkin, James St Corridor		98.6%	98.6%
Tallaght, Crumlin Corridor		98.3%	98.3%
Harolds Cross Corridor		98.5%	98.5%
Rathmines Corridor		99.2%	99.2%
Bray/Stillorgan N11 Corridor		98.7%	98.7%
Merrion Rd Corridor		99.2%	99.2%
Northern Local and Orbital Corridor		99.5%	99.5%
Western Local and Orbital Corridor		99.4%	99.4%
Southern Local and Orbital Corridor		99.2%	99.2%
1.3 Saturday Peak Vehicles in Service			
Bus Átha Cliath will operate at least 98% of morning peak vehicle requirement on the PSO network.			
Total Figure Achieved	98%	98.6%	98.6%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.4%	99.4%
Swords/Santry, Drumcondra Corridor		98.2%	98.2%
Finglas/Ballymun, Phibsboro Corridor		98.0%	98.0%
Blanchardstown, Stoneybatter Corridor		98.4%	98.4%

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Lucan/North Kildare, Liffey Corridor	96.8%	96.8%
Ballyfermot/Clondalkin, James St Corridor	98.0%	98.0%
Tallaght, Crumlin Corridor	98.0%	98.0%
Harolds Cross Corridor	98.3%	98.3%
Rathmines Corridor	99.9%	99.9%
Bray/Stillorgan N11 Corridor	99.3%	99.3%
Merrion Rd Corridor	99.2%	99.2%
Northern Local and Orbital Corridor	99.7%	99.7%
Western Local and Orbital Corridor	99.4%	99.4%
Southern Local and Orbital Corridor	99.2%	99.2%

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1.4 Sunday Peak Vehicles in Service

Bus Átha Cliath will operate at least 98% of morning peak vehicle requirement on the PSO network.			
Total Figure Achieved	98%	100.0%	100.0%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.9%	99.9%
Swords/Santry, Drumcondra Corridor		100.0%	100.0%
Finglas/Ballymun, Phibsboro Corridor		100.0%	100.0%
Blanchardstown, Stoneybatter Corridor		100.0%	100.0%
Lucan/North Kildare, Liffey Corridor		100.0%	100.0%
Ballyfermot/Clondalkin, James St Corridor		100.0%	100.0%
Tallaght, Crumlin Corridor		100.0%	100.0%
Harolds Cross Corridor		100.0%	100.0%
Rathmines Corridor		100.0%	100.0%
Bray/Stillorgan N11 Corridor		100.0%	100.0%
Merrion Rd Corridor		100.0%	100.0%
Northern Local and Orbital Corridor		100.0%	100.0%
Western Local and Orbital Corridor		100.0%	100.0%
Southern Local and Orbital Corridor		100.0%	100.0%

1.6 Drivers Duties Operated

Bus Átha Cliath will operate at least 98% of scheduled duties.			
Total Figure Achieved	98%	99.3%	99.3%
		Garage Subtotal	Garage Subtotal
Donnybrook		99.4%	99.4%
Ringsend		99.6%	99.6%
Conyngham Road		98.9%	98.9%
Summerhill		99.2%	99.2%
Clontarf		99.6%	99.6%
Phibsboro		98.9%	98.9%
Harristown		99.5%	99.5%

1.7 Services Operated

Bus Átha Cliath will operate at least 95% of scheduled services			
Total Figure Achieved	95%	97.1%	97.1%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		96.0%	96.0%
Swords/Santry, Drumcondra Corridor		95.0%	95.0%
Finglas/Ballymun, Phibsboro Corridor		97.9%	97.9%
Blanchardstown, Stoneybatter Corridor		97.9%	97.9%
Lucan/North Kildare, Liffey Corridor		98.6%	98.6%
Ballyfermot/Clondalkin, James St Corridor		97.3%	97.3%
Tallaght, Crumlin Corridor		97.3%	97.3%
Harolds Cross Corridor		97.3%	97.3%
Rathmines Corridor		95.8%	95.8%
Bray/Stillorgan N11 Corridor		96.7%	96.7%
Merrion Rd Corridor		97.5%	97.5%
Northern Local and Orbital Corridor		98.0%	98.0%
Western Local and Orbital Corridor		96.8%	96.8%
Southern Local and Orbital Corridor		97.7%	97.7%

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1.8 Punctuality

95 % of departures will operate no later than 5 minutes after the timetabled departure time

Total Figure Achieved	95%	97.1%	97.1%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		96.8%	96.8%
Swords/Santry, Drumcondra Corridor		96.8%	96.8%
Finglas/Ballymun, Phibsboro Corridor		97.5%	97.5%
Blanchardstown, Stoneybatter Corridor		98.4%	98.4%
Lucan/North Kildare, Liffey Corridor		97.5%	97.5%
Ballyfermot/Clondalkin, James St Corridor		97.6%	97.6%
Tallaght, Crumlin Corridor		96.8%	96.8%
Harolds Cross Corridor		98.1%	98.1%
Rathmines Corridor		97.3%	97.3%
Bray/Stillorgan N11 Corridor		96.2%	96.2%
Merrion Rd Corridor		94.7%	94.7%
Northern Local and Orbital Corridor		97.7%	97.7%
Western Local and Orbital Corridor		94.8%	94.8%
Southern Local and Orbital Corridor		95.7%	95.7%

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1.9 Schedule kms operated

Bus Átha Cliath will operate at least 97% of schedule kms			
Total Figure Achieved	97%	98.4%	98.4%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		98.8%	98.8%
Swords/Santry, Drumcondra Corridor		98.4%	98.4%
Finglas/Ballymun, Phibsboro Corridor		98.2%	98.2%
Blanchardstown, Stoneybatter Corridor		98.6%	98.6%
Lucan/North Kildare, Liffey Corridor		99.5%	99.5%
Ballyfermot/Clondalkin, James St Corridor		98.3%	98.3%
Tallaght, Crumlin Corridor		97.9%	97.9%
Harolds Cross Corridor		98.8%	98.8%
Rathmines Corridor		98.7%	98.7%
Bray/Stillorgan N11 Corridor		96.0%	96.0%
Merrion Rd Corridor		98.1%	98.1%
Northern Local and Orbital Corridor		99.2%	99.2%
Western Local and Orbital Corridor		99.2%	99.2%
Southern Local and Orbital Corridor		98.7%	98.7%

1.10 Timetabled Information

Comprehensive and up-to-date timetables will be published on BAC's website. This will be supported by the production of appropriate local timetable and media advertising information.	Details types of information and where delivered	On all occasions, appropriate information was distributed. Details attached on supporting file	
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1.11 Bus Destination Scrolls

BAC to have the route numbers and destinations for buses in normal service correctly displayed on at least 98% of buses			
Figure Achieved	98%	99.2%	99.2%

1.12 Customer Telephone Information

Adherence to Call Centre Opening Hours		100.0%	100.0%
At least 90% of calls will be answered within 60 seconds.	90%	95.2%	95.2%

1.13 On Street Information

BAC will provide correct and up-to-date timetables on at least 98% of the bus stops that provide information			
	98%	100.0%	100.0%

1.14 Customer Comment Desk Reporting

BAC will report to the NTA comments received by the Dublin Bus Customer Comment Desk by specified category.		Percentage per 100,000 Customers	
Figure Achieved		9.4	9.4
a. Customer Care		2.0	2.0
b. Time		1.8	1.8
c. Accessibility		1.7	1.7

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d. Availability		1.2	1.2
e. Comfort		1.9	1.9
f. Security / Anti Social Behaviour		0.3	0.3
g. Information		0.6	0.6
h. Environmental Impact		0.0	0.0
i. Representations		0.4	0.4
i. Suggestion/Enquiry/Compliment		0.0	0.0

1.15 24 Hour Service Information

BAC will make a comprehensive range of up-to-date information available by Website and timetable for mobile phone users on 'Bustxt', 24 hours a day, subject to routine maintenance downtime and service provider availability.		98.4%	98.4%
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1.16 Fares Information

Up-to-date fares information for all fare categories and all services to be available on the BAC website. Fare changes to be announced on the website as early as possible and not less than 10 working days in advance of the change taking place.		100.0%	100.0%
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1.17 Revenue Protection			
Report on measures taken to ensure revenue protection	Outline Detail	A total of 28,982 tickets were checked in Q1 and 642 Standard Fares were issued. 90 cases pertaining to fare evasion were brought before the courts in Q 1.	
1.18 Network Changes on Website			
Comprehensive and up-to-date information on all BÁC services to be available on the Company website. Timetable changes will be announced on the website as early as possible, and not less than 10 working days in advance of the change taking place.		67.0%	67.0%
1.19 Cleanliness			
Total Figure Achieved	98%		
Each bus operated in service will be vacuumed internally and washed externally each day		100.0%	100.0%
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		99.6%	99.6%
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		93.8%	93.8%
BÁC will keep the public areas of BÁC buildings clean		86.0%	86.0%
1.2 Staff			
BÁC staff will be well presented, friendly, helpful and courteous at all times.		An overall Staff performance score of 95% was recorded for Q1	95.0%
1.21 Cost and Efficiency Review			
Implementation of the Cost and Efficiency Review findings		There were no Network Direct changes made to the network in Q1	
1.22 Accessibility			
	Report Annually		
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 Tourism and Sport's Sectoral Plan insofar as those provisions pertain to it.		n/a	
1.23 Bus Fleet Age			
	Report Annually		

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BAC will report on the average age of the bus fleet		n/a	
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