

Public Service Contract Report to NTA
Schedule B Performance Obligations
Quarter 4 2013 (Periods 10 to 13)
Date of Issue: 10 March 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%	99.4%	99.3%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.7%	99.5%
Swords/Santry, Drumcondra Corridor		99.5%	99.2%
Finglas/Ballymun, Phibsboro Corridor		99.1%	99.2%
Blanchardstown, Stoneybatter Corridor		99.2%	98.9%
Lucan/North Kildare, Liffey Corridor		99.1%	99.1%
Ballyfermot/Clondalkin, James St Corridor		99.7%	99.5%
Tallaght, Crumlin Corridor		99.3%	99.0%
Harolds Cross Corridor		99.1%	99.0%
Rathmines Corridor		99.5%	99.4%
Bray/Stillorgan N11 Corridor		99.2%	99.5%
Merrion Rd Corridor		99.9%	99.8%
Northern Local and Orbital Corridor		99.9%	99.7%
Western Local and Orbital Corridor		100.0%	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%	98.6%	98.5%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.0%	98.8%
Swords/Santry, Drumcondra Corridor		98.2%	97.7%
Finglas/Ballymun, Phibsboro Corridor		98.3%	98.3%
Blanchardstown, Stoneybatter Corridor		98.3%	98.1%
Lucan/North Kildare, Liffey Corridor		99.2%	99.1%
Ballyfermot/Clondalkin, James St Corridor		98.4%	98.1%
Tallaght, Crumlin Corridor		97.8%	97.5%
Harolds Cross Corridor		98.4%	97.9%
Rathmines Corridor		99.0%	98.7%
Bray/Stillorgan N11 Corridor		98.3%	98.7%
Merrion Rd Corridor		98.9%	98.9%
Northern Local and Orbital Corridor		99.4%	99.1%
Western Local and Orbital Corridor		98.9%	99.4%
Southern Local and Orbital Corridor		99.2%	99.5%
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%	98.1%	97.9%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		98.8%	98.4%

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Swords/Santry, Drumcondra Corridor	98.0%	98.0%
Finglas/Ballymun, Phibsboro Corridor	97.7%	96.7%
Blanchardstown, Stoneybatter Corridor	97.1%	96.8%
Lucan/North Kildare, Liffey Corridor	97.4%	97.5%
Ballyfermot/Clondalkin, James St Corridor	98.0%	96.6%
Tallaght, Crumlin Corridor	97.5%	96.5%
Harolds Cross Corridor	97.3%	97.0%
Rathmines Corridor	98.5%	98.2%
Bray/Stillorgan N11 Corridor	98.8%	99.4%
Merrion Rd Corridor	98.9%	99.0%
Northern Local and Orbital Corridor	99.2%	99.6%
Western Local and Orbital Corridor	97.5%	98.0%
Southern Local and Orbital Corridor	99.4%	99.7%

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		100.0%	100.0%
Swords/Santry, Drumcondra Corridor		99.7%	99.8%
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		99.8%	99.9%
Harolds Cross Corridor		100.0%	99.9%
Rathmines Corridor		100.0%	99.9%
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%	99.8%

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1.5 Weekday Scheduled Service in Valley Period			
Bus Átha Cliath will schedule at least 68% and a minimum of 58% on average of the morning peak buses during the valley period (10:00 hours to 16:00 hours).			
Total Figure Achieved		68.5%	69.3%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		67.4%	66.3%
Swords/Santry, Drumcondra Corridor		58.2%	58.3%
Finglas/Ballymun, Phibsboro Corridor		80.0%	76.4%
Blanchardstown, Stoneybatter Corridor		68.5%	67.4%
Lucan/North Kildare, Liffey Corridor		53.1%	56.2%
Ballyfermot/Clondalkin, James St Corridor		81.1%	82.4%
Tallaght, Crumlin Corridor		62.8%	70.4%
Harolds Cross Corridor		78.4%	77.4%
Rathmines Corridor		70.7%	73.1%
Bray/Stillorgan N11 Corridor		54.3%	57.7%
Merrion Rd Corridor		72.2%	73.1%
Northern Local and Orbital Corridor		95.5%	95.5%
Western Local and Orbital Corridor		69.2%	69.2%
Southern Local and Orbital Corridor		84.3%	82.6%

1.6 Drivers Duties Operated			
Bus Átha Cliath will operate at least 98% of scheduled duties.			
Total Figure Achieved	98%	99.2%	99.1%
		Garage Subtotal	Garage Subtotal
Donnybrook		99.4%	99.6%
Ringsend		99.2%	98.9%
Conyngham Road		99.0%	99.1%
Summerhill		99.2%	98.7%
Clontarf		99.5%	99.6%
Phibsboro		99.0%	98.9%
Harristown		99.2%	99.0%

1.7 Services Operated			
Bus Átha Cliath will operate at least 95% of scheduled services			
Total Figure Achieved	95%	96.0%	96.8%
Dublin North East, Fairview Corridor		96.2%	96.5%
Swords/Santry, Drumcondra Corridor		93.9%	94.8%
Finglas/Ballymun, Phibsboro Corridor		95.1%	95.9%
Blanchardstown, Stoneybatter Corridor		97.5%	97.8%
Lucan/North Kildare, Liffey Corridor		97.8%	98.1%
Ballyfermot/Clondalkin, James St Corridor		96.8%	96.6%
Tallaght, Crumlin Corridor		94.5%	96.3%
Harolds Cross Corridor		96.3%	97.4%
Rathmines Corridor		96.6%	96.9%
Bray/Stillorgan N11 Corridor		93.2%	96.0%
Merrion Rd Corridor		93.9%	95.6%
Northern Local and Orbital Corridor		98.8%	98.0%

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Western Local and Orbital Corridor		97.1%	97.7%
Southern Local and Orbital Corridor		97.3%	97.9%
1.8 Punctuality			
95 % of departures will operate no later than 5 minutes after the timetabled departure time			
Total Figure Achieved	95%	96.0%	96.9%
Dublin North East, Fairview Corridor		96.4%	96.3%
Swords/Santry, Drumcondra Corridor		96.3%	96.8%
Finglas/Ballymun, Phibsboro Corridor		96.0%	97.5%
Blanchardstown, Stoneybatter Corridor		96.3%	97.4%
Lucan/North Kildare, Liffey Corridor		97.1%	97.3%
Ballyfermot/Clondalkin, James St Corridor		97.8%	97.7%
Tallaght, Crumlin Corridor		93.9%	96.1%
Harolds Cross Corridor		96.4%	97.8%
Rathmines Corridor		96.5%	97.2%
Bray/Stillorgan N11 Corridor		93.7%	95.9%
Merrion Rd Corridor		93.8%	95.7%
Northern Local and Orbital Corridor		98.2%	97.9%
Western Local and Orbital Corridor		95.7%	95.6%
Southern Local and Orbital Corridor		95.6%	96.4%

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1.9 Schedule kms operated			
Bus Átha Cliath will operate at least 97% of schedule kms			
Total Figure Achieved	97%	97.6%	98.0%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		98.1%	98.2%
Swords/Santry, Drumcondra Corridor		97.5%	97.6%
Finglas/Ballymun, Phibsboro Corridor		96.9%	97.6%
Blanchardstown, Stoneybatter Corridor		97.6%	98.2%
Lucan/North Kildare, Liffey Corridor		99.0%	99.0%
Ballyfermot/Clondalkin, James St Corridor		97.6%	97.9%
Tallaght, Crumlin Corridor		96.6%	97.3%
Harolds Cross Corridor		98.0%	98.6%
Rathmines Corridor		97.9%	98.3%
Bray/Stillorgan N11 Corridor		94.9%	95.8%
Merrion Rd Corridor		96.2%	97.3%
Northern Local and Orbital Corridor		99.1%	99.0%
Western Local and Orbital Corridor		98.8%	99.3%
Southern Local and Orbital Corridor		98.4%	98.8%

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	

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%	99.1%	99.0%

1.12 Customer Telephone Information			
The customer information bureau will operate from 8:30am to 6.00pm, Monday to Saturday (excluding PH's), and at least 90% of calls will be answered within 60 seconds.			
Figure Achieved	90%	100.0%	100.0%

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1.13 On Street Information			
BÁC will provide correct and up-to-date timetables on at least 98% of the bus stops that provide information			
	98%	100.0%	99.8%

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		9.3	9.2
a. Customer Care		2.0	1.9
b. Time		2.1	1.9
c. Accessibility		1.8	1.7
d. Availability		0.8	0.7
e. Comfort		1.6	1.7
f. Security / Anti Social Behaviour		0.4	0.4
g. Information		0.4	0.5
h. Environmental Impact		0.0	0.0
i. Representations		0.3	0.4
i. Suggestion/Enquiry/Compliment		0.0	0.2

1.15 24 Hour Service Information			
BÁC 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.		98.8%	98.8%

1.16 Fares Information			
Up-to-date fares information for all fare categories and all services to be available on the BÁC website. Fare changes to be announced on the website as early as possible and not less than 5 working days in advance of the change taking place.		100% of all applicable fare changes were advertised on time on the www.dublinbus.ie in Q4	100.0%

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1.17 Revenue Protection			
Report on measures taken to ensure revenue protection	Outline Detail	A total of 43384 tickets were checked in Q4 and 970 Standard Fares were issued. Fraudulent use of Social Welfare passes was again targeted with a result of 195 passes being confiscated with 116 being sent forward for prosecution through the courts.	
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 5 working days in advance of the change taking place.		All Changes were announced on the website more than 5 working days in advance of the change.	
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		99.3%	99.0%
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		100.0%	100.0%
BÁC will keep the public areas of BÁC buildings		80.0%	79.0%
1.2 Staff			
BÁC staff will be well presented, friendly, helpful and courteous at all times.		An overall Staff performance score of 92% was recorded for Q4	92.0%
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 Q4	

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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.		100.0%	

1.23 Bus Fleet Age	Report Annually		
BAC will report on the average age of the bus fleet		7.46 Years	