

**Public Service Contract Report to NTA**  
**Schedule B Performance Obligations**  
**Quarter 1 2017 (Periods 1 to 3)**  
Date of Issue: May 2017

Performance Obligation	Compliance Level	Quarterly Result	Year to date
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<b>1.1 Weekday AM Peak Vehicles in Service</b>			
Bus Átha Cliath will operate at least <b>98%</b> of morning peak vehicle requirement on the PSO network.			
<b>Total Figure Achieved</b>	<b>98%</b>	<b>99.8%</b>	<b>99.8%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.9%	99.9%
Swords/Santry, Drumcondra Corridor		99.9%	99.9%
Finglas/Ballymun, Phibsboro Corridor		99.8%	99.8%
Blanchardstown, Stoneybatter Corridor		99.7%	99.7%
Lucan/North Kildare, Liffey Corridor		99.6%	99.6%
Ballyfermot/Clondalkin, James St Corridor		99.8%	99.8%
Tallaght, Crumlin Corridor		99.7%	99.7%
Harolds Cross Corridor		99.9%	99.9%
Rathmines Corridor		99.9%	99.9%
Bray/Stillorgan N11 Corridor		99.7%	99.7%
Merrion Rd Corridor		100.0%	100.0%
Northern Local and Orbital Corridor		99.9%	99.9%
Western Local and Orbital Corridor		99.9%	99.9%
Southern Local and Orbital Corridor		100.0%	100.0%

<b>1.2 Weekday PM Peak Vehicles in Service</b>			
Bus Átha Cliath will operate at least <b>98%</b> of morning peak vehicle requirement on the PSO network.			
<b>Total Figure Achieved</b>	<b>98%</b>	<b>99.1%</b>	<b>99.1%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.6%	99.6%
Swords/Santry, Drumcondra Corridor		99.3%	99.3%
Finglas/Ballymun, Phibsboro Corridor		98.8%	98.8%
Blanchardstown, Stoneybatter Corridor		98.9%	98.9%
Lucan/North Kildare, Liffey Corridor		99.0%	99.0%
Ballyfermot/Clondalkin, James St Corridor		98.9%	98.9%
Tallaght, Crumlin Corridor		99.1%	99.1%
Harolds Cross Corridor		99.1%	99.1%
Rathmines Corridor		99.2%	99.2%
Bray/Stillorgan N11 Corridor		98.2%	98.2%
Merrion Rd Corridor		99.1%	99.1%
Northern Local and Orbital Corridor		99.3%	99.3%
Western Local and Orbital Corridor		99.5%	99.5%
Southern Local and Orbital Corridor		99.5%	99.5%

<b>1.3 Saturday Peak Vehicles in Service</b>			
Bus Átha Cliath will operate at least <b>98%</b> of morning peak vehicle requirement on the PSO network.			
<b>Total Figure Achieved</b>	<b>98%</b>	<b>98.5%</b>	<b>98.5%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.3%	99.3%
Swords/Santry, Drumcondra Corridor		99.1%	99.1%
Finglas/Ballymun, Phibsboro Corridor		97.4%	97.4%
Blanchardstown, Stoneybatter Corridor		98.1%	98.1%
Lucan/North Kildare, Liffey Corridor		96.7%	96.7%
Ballyfermot/Clondalkin, James St Corridor		96.6%	96.6%
Tallaght, Crumlin Corridor		97.7%	97.7%
Harolds Cross Corridor		98.5%	98.5%
Rathmines Corridor		99.0%	99.0%
Bray/Stillorgan N11 Corridor		99.3%	99.3%
Merrion Rd Corridor		99.6%	99.6%
Northern Local and Orbital Corridor		100.0%	100.0%
Western Local and Orbital Corridor		98.5%	98.5%
Southern Local and Orbital Corridor		99.8%	99.8%

<b>1.4 Sunday Peak Vehicles in Service</b>			
Bus Átha Cliath will operate at least <b>98%</b> of morning peak vehicle requirement on the PSO network.			
<b>Total Figure Achieved</b>	<b>98%</b>	<b>100.0%</b>	<b>100.0%</b>
		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		99.6%	99.6%
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%
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<b>1.6 Drivers Duties Operated</b>			
Bus Átha Cliath will operate at least 98% of scheduled duties.			
<b>Total Figure Achieved</b>	<b>98%</b>	<b>99.5%</b>	<b>99.5%</b>
		Garage Subtotal	Garage Subtotal
		99.4%	99.4%
		99.6%	99.6%
	Conyngham Road	98.9%	98.9%
	Summerhill	99.8%	99.8%
	Clontarf	99.9%	99.9%
	Phibsboro	99.4%	99.4%
	Harristown	99.5%	99.5%

<b>1.7 Services Operated</b>			
Bus Átha Cliath will operate at least 95% of scheduled services			
<b>Total Figure Achieved</b>	<b>95%</b>	<b>96.2%</b>	<b>96.2%</b>
		Corridor Subtotal	Corridor Subtotal
		96.1%	96.1%
	Dublin North East, Fairview Corridor	96.1%	96.1%
	Swords/Santry, Drumcondra Corridor	93.9%	93.9%
	Finglas/Ballymun, Phibsboro Corridor	98.5%	98.5%
	Blanchardstown, Stoneybatter Corridor	97.7%	97.7%
	Lucan/North Kildare, Liffey Corridor	95.0%	95.0%
	Ballyfermot/Clondalkin, James St Corridor	94.9%	94.9%
	Tallaght, Crumlin Corridor	94.4%	94.4%
	Harolds Cross Corridor	96.4%	96.4%
	Rathmines Corridor	95.5%	95.5%
	Bray/Stillorgan N11 Corridor	96.9%	96.9%
	Merrion Rd Corridor	95.9%	95.9%
	Northern Local and Orbital Corridor	97.0%	97.0%
	Western Local and Orbital Corridor	98.4%	98.4%
	Southern Local and Orbital Corridor		

<b>1.8 Punctuality</b>			
95 % of departures will operate no later than 5 minutes after the timetabled departure time			
<b>Total Figure Achieved</b>	<b>95%</b>	<b>95.9%</b>	<b>95.9%</b>
		Corridor Subtotal	Corridor Subtotal
		95.7%	95.7%
	Dublin North East, Fairview Corridor	95.9%	95.9%
	Swords/Santry, Drumcondra Corridor	95.5%	95.5%
	Finglas/Ballymun, Phibsboro Corridor	97.0%	97.0%
	Blanchardstown, Stoneybatter Corridor	97.0%	97.0%
	Lucan/North Kildare, Liffey Corridor	94.0%	94.0%
	Ballyfermot/Clondalkin, James St Corridor	92.4%	92.4%
	Tallaght, Crumlin Corridor	95.6%	95.6%
	Harolds Cross Corridor	94.9%	94.9%
	Rathmines Corridor	96.7%	96.7%
	Bray/Stillorgan N11 Corridor	97.5%	97.5%
	Merrion Rd Corridor	95.9%	95.9%
	Northern Local and Orbital Corridor	96.3%	96.3%
	Western Local and Orbital Corridor	97.4%	97.4%
	Southern Local and Orbital Corridor		

<b>1.9 Schedule kms operated</b>			
Bus Átha Cliath will operate at least 97% of schedule kms			
<b>Total Figure Achieved</b>	<b>97%</b>	<b>98.4%</b>	<b>98.4%</b>
		Corridor Subtotal	Corridor Subtotal
		99.0%	99.0%
	Dublin North East, Fairview Corridor	99.0%	99.0%
	Swords/Santry, Drumcondra Corridor	96.4%	96.4%
	Finglas/Ballymun, Phibsboro Corridor	99.0%	99.0%
	Blanchardstown, Stoneybatter Corridor	99.1%	99.1%
	Lucan/North Kildare, Liffey Corridor	96.5%	96.5%
	Ballyfermot/Clondalkin, James St Corridor	95.4%	95.4%
	Tallaght, Crumlin Corridor	97.4%	97.4%
	Harolds Cross Corridor	98.7%	98.7%
	Rathmines Corridor	97.2%	97.2%
	Bray/Stillorgan N11 Corridor	100.2%	100.2%
	Merrion Rd Corridor	97.3%	97.3%
	Northern Local and Orbital Corridor	99.4%	99.4%
	Western Local and Orbital Corridor	98.7%	98.7%
	Southern Local and Orbital Corridor		

<b>1.10 Timetabled Information</b>			
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	

<b>1.11 Bus Destination Scrolls</b>			
BAC to have the route numbers and destinations for buses in normal service correctly displayed on at least 98% of buses			
<b>Figure Achieved</b>	<b>98%</b>	<b>99.6%</b>	<b>99.6%</b>

<b>1.12 Customer Telephone Information</b>			

At least 90% of calls will be answered within 60 seconds.			
<b>Figure Achieved</b>	<b>90%</b>	<b>97.6%</b>	<b>97.6%</b>

<b>1.13 On Street Information</b>			
BAC will provide correct and up-to-date timetables on at least 98% of the bus stops that provide information			
	<b>98%</b>	<b>100.0%</b>	<b>100.0%</b>

<b>1.14 Customer Comment Desk Reporting</b>			
BAC will report to the NTA comments received by the Dublin Bus Customer Comment Desk by specified category.			
<b>Figure Achieved</b>			
Details on attached sheet			

<b>1.15 24 Hour Service Information</b>			
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.		<b>100.0%</b>	<b>100.0%</b>

<b>1.16 Fares Information</b>			
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.		<b>100.0%</b>	<b>100.0%</b>

<b>1.17 Revenue Protection</b>			
Report on measures taken to ensure revenue protection	Outline Detail	A total of 101,933 tickets were checked in Q1 and 234 Standard Fares were issued.	

<b>1.18 Network Changes on Website</b>			
Comprehensive and up-to-date information on all BAC 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.		<b>66.7%</b>	<b>66.7%</b>

<b>1.19 Cleanliness</b>			
<b>Total Figure Achieved</b>	<b>98%</b>		
Each bus operated in service will be vacuumed internally and washed externally each day		<b>99.9%</b>	<b>99.9%</b>
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		<b>99.9%</b>	<b>99.9%</b>
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		<b>100.0%</b>	<b>100.0%</b>
BAC will keep the public areas of BAC buildings clean		<b>100.0%</b>	<b>100.0%</b>

<b>1.2 Staff</b>			
BAC staff will be well presented, friendly, helpful and courteous at all times.		An overall Staff performance score of 98.2% was recorded for Q1	98.2%

<b>1.21 Cost and Efficiency Review</b>			
Implementation of the Cost and Efficiency Review findings		There were no Network Direct changes made to the network in Q1	

<b>1.22 Accessibility</b>			
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	

<b>1.23 Bus Fleet Age</b>			
Report Annually			
BAC will report on the average age of the bus fleet		n/a	