

**Public Service Contract Report to NTA**  
**Schedule B Performance Obligations**  
**Quarter 3 2013 (Periods 7 to 9)**  
Date of Issue: 27 November 2013

Due to a two day company-wide strike by Dublin Bus employees scheduled bus services did not operate for 3 days this Quarter. [Sunday August 4th, Monday August 5th and Tuesday August 6th 2013].

The National Transport Authority deducted a sum of money from payments ordinarily due to Dublin Bus under Schedule A of the Public Services Contract for the non-provision of the services.

This Report excludes the three non-operational days and measures the performance of the services provided on the operational days only.

Performance Obligation	Compliance Level	Quarterly Result	Year to date
<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>98.6%</b>	<b>99.3%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		98.9%	99.5%
Swords/Santry, Drumcondra Corridor		98.0%	99.1%
Finglas/Ballymun, Phibsboro Corridor		98.6%	99.2%
Blanchardstown, Stoneybatter Corridor		97.1%	98.8%
Lucan/North Kildare, Liffey Corridor		98.4%	99.1%
Ballyfermot/Clondalkin, James St Corridor		98.8%	99.5%
Tallaght, Crumlin Corridor		97.4%	98.9%
Harolds Cross Corridor		98.1%	98.9%
Rathmines Corridor		98.5%	99.3%
Bray/Stillorgan N11 Corridor		99.7%	99.6%
Merrion Rd Corridor		99.4%	99.7%
Northern Local and Orbital Corridor		99.1%	99.6%
Western Local and Orbital Corridor		99.9%	99.9%
Southern Local and Orbital Corridor		100.0%	99.9%
<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>97.2%</b>	<b>98.5%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		97.7%	98.7%
Swords/Santry, Drumcondra Corridor		95.4%	97.5%
Finglas/Ballymun, Phibsboro Corridor		96.8%	98.3%
Blanchardstown, Stoneybatter Corridor		96.2%	98.1%
Lucan/North Kildare, Liffey Corridor		98.2%	99.1%
Ballyfermot/Clondalkin, James St Corridor		96.3%	98.0%
Tallaght, Crumlin Corridor		94.9%	97.3%
Harolds Cross Corridor		96.4%	97.7%
Rathmines Corridor		97.7%	98.6%
Bray/Stillorgan N11 Corridor		98.0%	98.9%
Merrion Rd Corridor		97.6%	98.8%
Northern Local and Orbital Corridor		97.5%	99.0%
Western Local and Orbital Corridor		99.1%	99.6%
Southern Local and Orbital Corridor		99.2%	99.6%

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The National Transport Authority deducted a sum of money from payments ordinarily due to Dublin Bus under Schedule A of the Public Services Contract for the non-provision of the services.

This Report excludes the three non-operational days and measures the performance of the services provided on the operational days only.

<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>96.2%</b>	<b>97.8%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		97.0%	98.3%
Swords/Santry, Drumcondra Corridor		96.6%	98.0%
Finglas/Ballymun, Phibsboro Corridor		93.5%	96.3%
Blanchardstown, Stoneybatter Corridor		94.8%	96.7%
Lucan/North Kildare, Liffey Corridor		95.6%	97.6%
Ballyfermot/Clondalkin, James St Corridor		93.2%	96.1%
Tallaght, Crumlin Corridor		93.6%	96.1%
Harolds Cross Corridor		95.6%	97.0%
Rathmines Corridor		96.5%	98.1%
Bray/Stillorgan N11 Corridor		99.6%	99.5%
Merrion Rd Corridor		98.0%	99.1%
Northern Local and Orbital Corridor		99.2%	99.7%
Western Local and Orbital Corridor		96.2%	98.2%
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>99.9%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		100.0%	100.0%
Swords/Santry, Drumcondra Corridor		100.0%	99.9%
Finglas/Ballymun, Phibsboro Corridor		100.0%	99.9%
Blanchardstown, Stoneybatter Corridor		100.0%	99.9%
Lucan/North Kildare, Liffey Corridor		100.0%	100.0%
Ballyfermot/Clondalkin, James St Corridor		100.0%	100.0%
Tallaght, Crumlin Corridor		100.0%	99.9%
Harolds Cross Corridor		100.0%	99.8%
Rathmines Corridor		100.0%	99.8%
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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<b>1.5 Weekday Scheduled Service in Valley Period</b>			
Bus Átha Cliath will schedule at least 68% on average of the morning peak buses during the valley period (10:00 hours to 16:00 hours).			
<b>Total Figure Achieved</b>		<b>70.2%</b>	<b>69.5%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		67.4%	65.9%
Swords/Santry, Drumcondra Corridor		58.2%	58.3%
Finglas/Ballymun, Phibsboro Corridor		69.9%	75.2%
Blanchardstown, Stoneybatter Corridor		68.5%	67.1%
Lucan/North Kildare, Liffey Corridor		59.5%	57.2%
Ballyfermot/Clondalkin, James St Corridor		82.1%	82.8%
Tallaght, Crumlin Corridor		74.8%	73.0%
Harolds Cross Corridor		78.4%	77.1%
Rathmines Corridor		76.5%	74.0%
Bray/Stillorgan N11 Corridor		63.4%	58.9%
Merrion Rd Corridor		72.2%	73.4%
Northern Local and Orbital Corridor		95.5%	95.5%
Western Local and Orbital Corridor		69.2%	69.2%
Southern Local and Orbital Corridor		82.7%	82.1%
<b>1.6 Drivers Duties Operated</b>			
Bus Átha Cliath will operate at least 98% of scheduled duties in the period of this agreement.			
<b>Total Figure Achieved</b>	<b>98%</b>	<b>98.3%</b>	<b>99.5%</b>
		Garage Subtotal	Garage Subtotal
Donnybrook		99.4%	99.7%
Ringsend		98.0%	99.2%
Conyngham Road		98.3%	99.6%
Summerhill		97.6%	99.0%
Clontarf		99.0%	99.9%
Phibsboro		98.2%	99.3%
Harristown		97.3%	99.8%

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<b>1.7 Services Operated</b>			
Bus Átha Cliath will operate at least <b>95%</b> of scheduled services			
<b>Total Figure Achieved</b>	<b>95%</b>	<b>96.4%</b>	<b>97.1%</b>
Dublin North East, Fairview Corridor		96.0%	96.6%
Swords/Santry, Drumcondra Corridor		95.0%	95.1%
Finglas/Ballymun, Phibsboro Corridor		94.4%	96.2%
Blanchardstown, Stoneybatter Corridor		97.3%	97.9%
Lucan/North Kildare, Liffey Corridor		97.9%	98.2%
Ballyfermot/Clondalkin, James St Corridor		95.5%	96.6%
Tallaght, Crumlin Corridor		97.3%	96.9%
Harolds Cross Corridor		96.9%	97.8%
Rathmines Corridor		97.6%	97.0%
Bray/Stillorgan N11 Corridor		96.3%	96.9%
Merrion Rd Corridor		95.9%	96.2%
Northern Local and Orbital Corridor		95.5%	97.8%
Western Local and Orbital Corridor		97.1%	97.9%
Southern Local and Orbital Corridor		98.7%	98.2%

<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>97.4%</b>	<b>97.3%</b>
Dublin North East, Fairview Corridor		95.8%	96.3%
Swords/Santry, Drumcondra Corridor		97.4%	97.0%
Finglas/Ballymun, Phibsboro Corridor		97.8%	98.0%
Blanchardstown, Stoneybatter Corridor		97.7%	97.8%
Lucan/North Kildare, Liffey Corridor		97.4%	97.4%
Ballyfermot/Clondalkin, James St Corridor		98.4%	97.7%
Tallaght, Crumlin Corridor		97.6%	96.8%
Harolds Cross Corridor		97.8%	98.3%
Rathmines Corridor		97.9%	97.5%
Bray/Stillorgan N11 Corridor		97.3%	96.7%
Merrion Rd Corridor		95.7%	96.3%
Northern Local and Orbital Corridor		98.6%	97.9%
Western Local and Orbital Corridor		94.2%	95.6%
Southern Local and Orbital Corridor		97.0%	96.7%

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<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>97.2%</b>	<b>98.1%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		97.5%	98.2%
Swords/Santry, Drumcondra Corridor		96.4%	97.6%
Finglas/Ballymun, Phibsboro Corridor		96.6%	97.8%
Blanchardstown, Stoneybatter Corridor		97.5%	98.3%
Lucan/North Kildare, Liffey Corridor		98.0%	99.0%
Ballyfermot/Clondalkin, James St Corridor		96.8%	98.0%
Tallaght, Crumlin Corridor		96.5%	97.5%
Harolds Cross Corridor		98.3%	98.8%
Rathmines Corridor		98.1%	98.5%
Bray/Stillorgan N11 Corridor		93.6%	96.0%
Merrion Rd Corridor		97.5%	97.7%
Northern Local and Orbital Corridor		98.4%	99.0%
Western Local and Orbital Corridor		99.1%	99.4%
Southern Local and Orbital Corridor		98.5%	98.9%

<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. <b>Details attached on supporting file</b>	

<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>98.8%</b>	<b>99.0%</b>

<b>1.12 Customer Telephone Information</b>			
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.			
<b>Figure Achieved</b>	<b>90%</b>	<b>100.0%</b>	<b>100.0%</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>99.7%</b>

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<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.		Percentage per 100,000 Customers	
<b>Figure Achieved</b>		<b>9.4</b>	<b>9.2</b>
a. Customer Care		1.9	1.9
b. Time		1.9	1.8
c. Accessibility		1.9	1.6
d. Availability		0.7	0.7
e. Comfort		2.0	1.9
f. Security / Anti Social Behaviour		0.5	0.4
g. Information		0.5	0.5
h. Environmental Impact		0.0	0.0
i. Representations		0.3	0.4
i. Suggestion/Enquiry/Compliment		0.7	0.5

<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.		100.0%	98.9%

<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 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 Q3	100.0%

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<b>1.17 Revenue Protection</b>			
Report on measures taken to ensure revenue protection	Outline Detail	A total of 32,095 tickets were checked in Q3 and 716 Standard Fares were issued. Fraudulent use of Social Welfare passes was again targeted with a result of 210 passes being confiscated with 67 being sent forward for prosecution through the courts.	

<b>1.18 Network Changes on Website</b>			
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.		100% of all changes conformed	100% of all changes conformed

<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		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		99.0%	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		69.0%	78.0%

<b>1.2 Staff</b>			
BÁC staff will be well presented, friendly, helpful and courteous at all times.		An overall Staff performance score of 94% was recorded for Q3	92.0%

<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 Q3	

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<b>1.22 Accessibility</b>	<b>Report Annually</b>		
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.		<b>n/a</b>	
<b>1.23 Bus Fleet Age</b>	<b>Report Annually</b>		
BAC will report on the average age of the bus fleet		<b>n/a</b>	