

**Public Service Contract Report to NTA**  
**Schedule B Performance Obligations**  
**Quarter 3 2014 (Periods 7 to 9)**

Date of Issue: 02 Dec 2014

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 (08:30) vehicle requirement on the PSO network.			
<b>Total Figure Achieved</b>	<b>98%</b>	<b>99.4%</b>	<b>99.4%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.4%	99.6%
Swords/Santry, Drumcondra Corridor		99.5%	99.6%
Finglas/Ballymun, Phibsboro Corridor		99.2%	99.2%
Blanchardstown, Stoneybatter Corridor		98.9%	98.9%
Lucan/North Kildare, Liffey Corridor		99.0%	98.7%
Ballyfermot/Clondalkin, James St Corridor		99.2%	99.5%
Tallaght, Crumlin Corridor		99.3%	99.4%
Harolds Cross Corridor		99.6%	99.4%
Rathmines Corridor		99.4%	99.5%
Bray/Stillorgan N11 Corridor		99.7%	99.1%
Merrion Rd Corridor		99.8%	99.9%
Northern Local and Orbital Corridor		99.6%	99.7%
Western Local and Orbital Corridor		99.9%	99.8%
Southern Local and Orbital Corridor		99.9%	99.8%
<b>1.2 Weekday PM Peak Vehicles in Service</b>			
Bus Átha Cliath will operate at least <b>98%</b> of evening peak (17:30) vehicle requirement on the PSO network.			
<b>Total Figure Achieved</b>	<b>98%</b>	<b>97.5%</b>	<b>98.2%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		97.5%	98.3%
Swords/Santry, Drumcondra Corridor		96.7%	97.8%
Finglas/Ballymun, Phibsboro Corridor		96.7%	97.8%
Blanchardstown, Stoneybatter Corridor		98.2%	98.1%
Lucan/North Kildare, Liffey Corridor		98.5%	98.6%
Ballyfermot/Clondalkin, James St Corridor		96.3%	97.7%
Tallaght, Crumlin Corridor		95.8%	97.0%
Harolds Cross Corridor		97.7%	98.0%
Rathmines Corridor		98.0%	98.6%
Bray/Stillorgan N11 Corridor		97.7%	98.0%
Merrion Rd Corridor		97.6%	98.4%
Northern Local and Orbital Corridor		98.7%	99.3%
Western Local and Orbital Corridor		98.4%	99.0%
Southern Local and Orbital Corridor		98.5%	98.9%
<b>1.3 Saturday Peak Vehicles in Service</b>			
Bus Átha Cliath will operate at least <b>98%</b> of Saturday afternoon peak vehicle requirement on the PSO network.			
<b>Total Figure Achieved</b>	<b>98%</b>	<b>94.1%</b>	<b>96.0%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		93.4%	95.4%
Swords/Santry, Drumcondra Corridor		95.6%	96.5%
Finglas/Ballymun, Phibsboro Corridor		91.2%	95.1%
Blanchardstown, Stoneybatter Corridor		93.1%	94.9%
Lucan/North Kildare, Liffey Corridor		92.7%	94.8%
Ballyfermot/Clondalkin, James St Corridor		91.0%	94.9%
Tallaght, Crumlin Corridor		91.1%	93.7%
Harolds Cross Corridor		93.0%	95.1%
Rathmines Corridor		96.1%	97.3%
Bray/Stillorgan N11 Corridor		96.9%	98.0%

	Merrion Rd Corridor	96.5%	98.0%
	Northern Local and Orbital Corridor	98.4%	99.1%
	Western Local and Orbital Corridor	97.7%	98.5%
	Southern Local and Orbital Corridor	97.6%	98.2%
<b>1.4 Sunday Peak Vehicles in Service</b>			
Bus Átha Cliath will operate at least <b>98%</b> of Sunday afternoon peak vehicle requirement on the PSO network.			
<b>Total Figure Achieved</b>	<b>98%</b>	<b>99.9%</b>	<b>99.9%</b>
		Corridor Subtotal	Corridor Subtotal
	Dublin North East, Fairview Corridor	99.9%	99.8%
	Swords/Santry, Drumcondra Corridor	99.7%	99.7%
	Finglas/Ballymun, Phibsboro Corridor	100.0%	99.9%
	Blanchardstown, Stoneybatter Corridor	99.8%	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%	99.6%
	Harolds Cross Corridor	99.8%	99.8%
	Rathmines Corridor	99.9%	99.9%
	Bray/Stillorgan N11 Corridor	100.0%	100.0%
	Merrion Rd Corridor	100.0%	99.9%
	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%
<b>1.5 Drivers Duties Operated</b>			
Bus Átha Cliath will operate at least 98% of scheduled duties.			
<b>Total Figure Achieved</b>	<b>98%</b>	<b>98.6%</b>	<b>98.9%</b>
		Garage Subtotal	Garage Subtotal
	Donnybrook	98.1%	98.8%
	Ringsend	99.2%	99.1%
	Conyngham Road	97.6%	98.5%
	Summerhill	98.5%	98.8%
	Clontarf	98.0%	98.8%
	Phibsboro	98.9%	98.7%
	Harristown	98.4%	99.1%
<b>1.6 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>95.9%</b>	<b>96.5%</b>
		Corridor Subtotal	Corridor Subtotal
	Dublin North East, Fairview Corridor	93.0%	95.4%
	Swords/Santry, Drumcondra Corridor	96.4%	95.5%
	Finglas/Ballymun, Phibsboro Corridor	94.6%	96.3%
	Blanchardstown, Stoneybatter Corridor	97.5%	97.4%
	Lucan/North Kildare, Liffey Corridor	97.6%	98.0%
	Ballyfermot/Clondalkin, James St Corridor	96.4%	97.0%
	Tallaght, Crumlin Corridor	94.2%	95.8%
	Harolds Cross Corridor	97.8%	97.5%
	Rathmines Corridor	95.8%	96.1%
	Bray/Stillorgan N11 Corridor	92.4%	94.2%
	Merrion Rd Corridor	94.4%	95.2%
	Northern Local and Orbital Corridor	98.5%	98.8%
	Western Local and Orbital Corridor	99.4%	98.6%
	Southern Local and Orbital Corridor	97.1%	97.1%
<b>1.7 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>96.7%</b>	<b>96.8%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		96.3%	96.9%
Swords/Santry, Drumcondra Corridor		96.9%	96.4%
Finglas/Ballymun, Phibsboro Corridor		96.9%	97.4%
Blanchardstown, Stoneybatter Corridor		97.8%	97.7%
Lucan/North Kildare, Liffey Corridor		97.9%	97.4%
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Bray/Stillorgan N11 Corridor		94.4%	94.1%
Merrion Rd Corridor		96.2%	95.8%
Northern Local and Orbital Corridor		98.5%	98.0%
Western Local and Orbital Corridor		96.8%	95.6%
Southern Local and Orbital Corridor		96.1%	96.4%
<b>1.8 Schedule kms operated</b>			
Bus Átha Cliath will operate at least 97% of schedule kms			
<b>Total Figure Achieved</b>	<b>97%</b>	<b>97.3%</b>	<b>97.8%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		97.2%	97.9%
Swords/Santry, Drumcondra Corridor		97.3%	97.7%
Finglas/Ballymun, Phibsboro Corridor		96.5%	97.5%
Blanchardstown, Stoneybatter Corridor		97.4%	97.9%
Lucan/North Kildare, Liffey Corridor		98.3%	99.0%
Ballyfermot/Clondalkin, James St Corridor		96.6%	97.6%
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Western Local and Orbital Corridor		98.7%	99.0%
Southern Local and Orbital Corridor		98.3%	98.5%
<b>1.9 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	<b>Details attached on supporting file</b>	
<b>1.10 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>99.5%</b>	<b>99.3%</b>
<b>1.11 Customer Telephone Information</b>			
The customer information bureau will operate from 8:30am to 6:00pm, Monday to Saturday (excluding Public Holidays)		<b>100.0%</b>	<b>100.0%</b>
At least 90% of calls will be answered within 60 seconds.	<b>90%</b>	<b>94.3%</b>	<b>95.0%</b>

<b>1.12 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>1.13 Customer Comment Desk Reporting</b>			
BAC will report to the NTA comments received by the Dublin Bus Customer Comment Desk by specified category.		<b>Percentage per 100,000 Customers</b>	
<b>Figure Achieved</b>		<b>12.5</b>	<b>11.1</b>
a. Customer Care		2.0	2.1
b. Time		2.9	2.5
c. Accessibility		2.2	1.9
d. Availability		1.0	0.9
e. Comfort		2.9	2.5
f. Security / Anti Social Behaviour		0.6	0.4
g. Information		0.6	0.6
h. Environmental Impact		0.0	0.0
i. Representations		0.3	0.4
i. Suggestion/Enquiry/Compliment		0.0	0.0
<b>1.14 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%	99.9%
<b>1.15 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.		100% of all applicable fare changes were advertised on time on the www.dublinbus.ie in Q3	100.0%
<b>1.16 Revenue Protection</b>			
Report on measures taken to ensure revenue protection	Outline Detail	A total of 34417 tickets were checked in Q3 and 581 Standard Fares were issued. 167 cases pertaining to fare evasion were brought before the courts in Q 3.	
<b>1.17 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.		40.0%	56.0%
<b>1.18 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%	97.6%
BÁC will keep the public areas of BÁC buildings clean		96.0%	92.4%
<b>1.19 Staff</b>			
BÁC staff will be well presented, friendly, helpful and courteous at all times.		An overall Staff performance score of 94.8% was recorded for Q3	94.0%
<b>1.20 Network Review</b>			
Implementation of Network Review		There were no Network Review changes made to the network in Q3	
<b>1.21 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.		Annual Reporting Required	
<b>1.22 Bus Fleet Age</b>			
	<b>Report Annually</b>		
BAC will report on the average age of the bus fleet		Annual Reporting Required	