

**Public Service Contract Report to NTA**  
**Schedule B Performance Obligations**  
**Quarter 4 2012 (Periods 10 to 13)**  
Date of Issue V3: 30th April 2012

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>99.4%</b>	<b>99.5%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.6%	99.5%
Swords/Santry, Drumcondra Corridor		99.4%	99.4%
Finglas/Ballymun, Phibsboro Corridor		99.3%	99.2%
Blanchardstown, Stoneybatter Corridor		99.1%	98.6%
Lucan/North Kildare, Liffey Corridor		99.2%	99.2%
Ballyfermot/Clondalkin, James St Corridor		99.5%	99.5%
Tallaght, Crumlin Corridor		99.2%	99.2%
Harolds Cross Corridor		99.3%	99.4%
Rathmines Corridor		99.5%	99.4%
Bray/Stillorgan N11 Corridor		99.7%	99.6%
Merrion Rd Corridor		99.7%	99.7%
Northern Local and Orbital Corridor		99.8%	99.4%
Western Local and Orbital Corridor		99.8%	99.9%
Southern Local and Orbital Corridor		99.4%	99.7%
<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>98.9%</b>	<b>98.7%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.3%	99.0%
Swords/Santry, Drumcondra Corridor		98.8%	98.8%
Finglas/Ballymun, Phibsboro Corridor		98.6%	98.4%
Blanchardstown, Stoneybatter Corridor		98.7%	98.3%
Lucan/North Kildare, Liffey Corridor		99.2%	98.8%
Ballyfermot/Clondalkin, James St Corridor		98.7%	98.6%
Tallaght, Crumlin Corridor		98.8%	97.9%
Harolds Cross Corridor		98.6%	98.5%
Rathmines Corridor		98.9%	98.8%
Bray/Stillorgan N11 Corridor		98.9%	98.6%
Merrion Rd Corridor		98.3%	98.4%
Northern Local and Orbital Corridor		99.7%	99.5%
Western Local and Orbital Corridor		99.9%	99.6%
Southern Local and Orbital Corridor		99.3%	99.2%
<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>98.8%</b>	<b>98.2%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.0%	98.6%
Swords/Santry, Drumcondra Corridor		99.3%	98.5%

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Finglas/Ballymun, Phibsboro Corridor	98.6%	97.3%
Blanchardstown, Stoneybatter Corridor	96.9%	96.9%
Lucan/North Kildare, Liffey Corridor	99.2%	98.3%
Ballyfermot/Clondalkin, James St Corridor	98.6%	97.5%
Tallaght, Crumlin Corridor	97.3%	97.4%
Harolds Cross Corridor	98.5%	97.8%
Rathmines Corridor	99.0%	98.6%
Bray/Stillorgan N11 Corridor	100.0%	98.5%
Merrion Rd Corridor	99.6%	98.9%
Northern Local and Orbital Corridor	99.7%	99.3%
Western Local and Orbital Corridor	98.3%	98.5%
Southern Local and Orbital Corridor	99.5%	98.9%

<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>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%	99.9%
Finglas/Ballymun, Phibsboro Corridor		100.0%	99.9%
Blanchardstown, Stoneybatter Corridor		100.0%	100.0%
Lucan/North Kildare, Liffey Corridor		100.0%	99.8%
Ballyfermot/Clondalkin, James St Corridor		100.0%	99.9%
Tallaght, Crumlin Corridor		99.7%	99.5%
Harolds Cross Corridor		100.0%	99.7%
Rathmines Corridor		99.9%	99.9%
Bray/Stillorgan N11 Corridor		100.0%	100.0%
Merrion Rd Corridor		99.9%	100.0%
Northern Local and Orbital Corridor		100.0%	100.0%
Western Local and Orbital Corridor		100.0%	99.8%
Southern Local and Orbital Corridor		100.0%	99.8%

<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>69.7%</b>	<b>71.0%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		62.8%	71.2%
Swords/Santry, Drumcondra Corridor		58.6%	59.6%
Finglas/Ballymun, Phibsboro Corridor		79.2%	77.6%
Blanchardstown, Stoneybatter Corridor		63.8%	64.1%
Lucan/North Kildare, Liffey Corridor		56.1%	61.4%
Ballyfermot/Clondalkin, James St Corridor		84.2%	81.8%
Tallaght, Crumlin Corridor		78.7%	68.2%
Harolds Cross Corridor		74.6%	72.5%
Rathmines Corridor		74.0%	74.3%
Bray/Stillorgan N11 Corridor		57.8%	61.0%
Merrion Rd Corridor		75.7%	76.9%
Northern Local and Orbital Corridor		95.5%	91.1%
Western Local and Orbital Corridor		69.2%	74.6%

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Southern Local and Orbital Corridor	80.8%	86.0%
<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>99.2%</b>
	Garage Subtotal	Garage Subtotal
Donnybrook	99.5%	99.4%
Ringsend	98.4%	98.8%
Conyngham Road	98.5%	99.1%
Summerhill	98.7%	99.2%
Clontarf	99.2%	99.6%
Phibsboro	98.6%	98.9%
Harristown	97.6%	98.8%

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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>96.5%</b>	<b>96.9%</b>
		Corridor Subtotal	
Dublin North East, Fairview Corridor		96.1%	
Swords/Santry, Drumcondra Corridor		95.4%	
Finglas/Ballymun, Phibsboro Corridor		95.4%	
Blanchardstown, Stoneybatter Corridor		97.0%	
Lucan/North Kildare, Liffey Corridor		97.8%	
Ballyfermot/Clondalkin, James St Corridor		95.6%	
Tallaght, Crumlin Corridor		96.0%	
Harolds Cross Corridor		97.2%	
Rathmines Corridor		96.5%	
Bray/Stillorgan N11 Corridor		97.3%	
Merrion Rd Corridor		93.9%	
Northern Local and Orbital Corridor		98.1%	
Western Local and Orbital Corridor		98.6%	
Southern Local and Orbital Corridor		97.7%	
<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>95.4%</b>	<b>96.8%</b>
		Corridor Subtotal	
Dublin North East, Fairview Corridor		<b>95.2%</b>	
Swords/Santry, Drumcondra Corridor		<b>94.9%</b>	
Finglas/Ballymun, Phibsboro Corridor		<b>96.4%</b>	
Blanchardstown, Stoneybatter Corridor		<b>95.6%</b>	
Lucan/North Kildare, Liffey Corridor		<b>96.0%</b>	
Ballyfermot/Clondalkin, James St Corridor		<b>95.6%</b>	
Tallaght, Crumlin Corridor		<b>93.8%</b>	
Harolds Cross Corridor		<b>97.5%</b>	
Rathmines Corridor		<b>96.1%</b>	
Bray/Stillorgan N11 Corridor		<b>91.7%</b>	
Merrion Rd Corridor		<b>92.5%</b>	
Northern Local and Orbital Corridor		<b>97.8%</b>	
Western Local and Orbital Corridor		<b>94.6%</b>	
Southern Local and Orbital Corridor		<b>95.5%</b>	
<b>1.9 Schedule kms operated</b>			
Bus Átha Cliath will operate at least <b>97%</b> of schedule kms			
<b>Total Figure Achieved</b>	<b>97%</b>	<b>98.2%</b>	<b>98.3%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		98.3%	98.4%
Swords/Santry, Drumcondra Corridor		97.6%	97.7%
Finglas/Ballymun, Phibsboro Corridor		97.8%	98.0%
Blanchardstown, Stoneybatter Corridor		98.3%	98.6%
Lucan/North Kildare, Liffey Corridor		99.3%	99.4%
Ballyfermot/Clondalkin, James St Corridor		98.0%	97.9%
Tallaght, Crumlin Corridor		97.6%	97.2%
Harolds Cross Corridor		98.9%	98.7%
Rathmines Corridor		98.3%	98.4%

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Bray/Stillorgan N11 Corridor	97.0%	97.3%
Merrion Rd Corridor	96.7%	97.5%
Northern Local and Orbital Corridor	99.1%	99.2%
Western Local and Orbital Corridor	99.1%	99.2%
Southern Local and Orbital Corridor	98.5%	98.9%

**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. <b>Details attached on supporting file</b>	
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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			
<b>Figure Achieved</b>	<b>98%</b>	<b>99.0%</b>	<b>99.0%</b>

**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.			
<b>Figure Achieved</b>	<b>90%</b>	<b>96.0%</b>	<b>95.0%</b>

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<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>97.7%</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.		Percentage per 100,000 Customers	
Figure Achieved		10.4	10.4
a. Customer Care		1.8	1.8
b. Time		2.5	2.0
c. Accessibility		0.4	0.6
d. Availability		2.6	2.5
e. Comfort		1.7	1.6
f. Security / Anti Social Behaviour		0.5	0.4
g. Information		0.6	0.6
h. Environmental Impact		0.0	0.0
i. Representations		0.5	0.6
i. Suggestion/Enquiry/Compliment		0.0	0.3

<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 5 working days in advance of the change taking place.		All applicable fare changes were advertised on time on the www.dublinbus.ie in Q4	

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<b>1.16 Revenue Protection</b>			
Report on measures taken to ensure revenue protection	Outline Detail	The tickets of 43,792 customers were checked in Quarter 4. 1743 Standard fares were issued.	
<b>1.17 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 timetable changes in Q4 were advertised on the website at least 5 working days in advance of change taking place	
<b>1.18 Cleanliness</b>			
<b>Total Figure Achieved</b>	<b>98%</b>	<b>99.6%</b>	<b>99.2%</b>
Each bus operated in service will be vacuumed internally and washed externally each day		99.5%	98.8%
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%	99.5%
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%	99.4%
BÁC will keep the public areas of BÁC buildings clean		82.5%	87.6%
<b>1.19 Staff</b>			
BÁC staff will be well presented, friendly, helpful and courteous at all times.		An overall Staff performance score of 90% was recorded for Q4	
<b>1.20 Cost and Efficiency Review</b>			
Implementation of the Cost and Efficiency Review findings		There was a Network Direct review of routes on the Malahide and Howth Roads. The changes involved the discontinuation of both the 32a and 32b. Timetable and alignment changes to the routes 29a, 31a and 42 and timetable changes to the 31, 31b, 32x and 43.	
<b>1.21 Accessibility</b>			
	<b>Report Annually</b>		

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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.		All 78 buses which were purchased in 2012 were low floor and wheelchair accessible	
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<b>1.22 Bus Fleet Age</b>	<b>Report Annually</b>		
BAC will report on the average age of the bus fleet		The average age of the fleet at December 2012 was 7.5 years	