

Public Service Contract Report to NTA
Schedule B Performance Obligations
Quarter 4 2014 (Periods 10 to 13)
Date of Issue: 24 February 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%	99.1%	99.3%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.5%	99.6%
Swords/Santry, Drumcondra Corridor		99.7%	99.6%
Finglas/Ballymun, Phibsboro Corridor		98.9%	99.1%
Blanchardstown, Stoneybatter Corridor		98.5%	98.8%
Lucan/North Kildare, Liffey Corridor		98.3%	98.6%
Ballyfermot/Clondalkin, James St Corridor		99.6%	99.6%
Tallaght, Crumlin Corridor		99.0%	99.3%
Harolds Cross Corridor		99.2%	99.4%
Rathmines Corridor		99.4%	99.5%
Bray/Stillorgan N11 Corridor		98.7%	99.0%
Merrion Rd Corridor		99.8%	99.9%
Northern Local and Orbital Corridor		99.8%	99.8%
Western Local and Orbital Corridor		99.9%	99.8%
Southern Local and Orbital Corridor		99.4%	99.7%
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%	98.0%	98.1%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		98.4%	98.4%
Swords/Santry, Drumcondra Corridor		98.0%	97.9%
Finglas/Ballymun, Phibsboro Corridor		97.7%	97.7%
Blanchardstown, Stoneybatter Corridor		97.2%	97.9%
Lucan/North Kildare, Liffey Corridor		98.8%	98.7%
Ballyfermot/Clondalkin, James St Corridor		98.6%	97.9%
Tallaght, Crumlin Corridor		97.8%	97.2%
Harolds Cross Corridor		97.4%	97.8%
Rathmines Corridor		97.5%	98.4%
Bray/Stillorgan N11 Corridor		97.2%	97.8%
Merrion Rd Corridor		97.7%	98.2%
Northern Local and Orbital Corridor		99.7%	99.4%
Western Local and Orbital Corridor		99.7%	99.2%
Southern Local and Orbital Corridor		97.8%	98.6%
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%	96.9%	96.3%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		97.6%	95.9%
Swords/Santry, Drumcondra Corridor		98.0%	96.9%
Finglas/Ballymun, Phibsboro Corridor		95.1%	95.1%
Blanchardstown, Stoneybatter Corridor		94.4%	94.8%
Lucan/North Kildare, Liffey Corridor		96.0%	95.1%
Ballyfermot/Clondalkin, James St Corridor		95.6%	95.1%
Tallaght, Crumlin Corridor		94.9%	94.0%
Harolds Cross Corridor		97.0%	95.6%
Rathmines Corridor		98.0%	97.5%
Bray/Stillorgan N11 Corridor		98.4%	98.1%
Merrion Rd Corridor		97.9%	98.0%
Northern Local and Orbital Corridor		99.5%	99.2%
Western Local and Orbital Corridor		99.1%	98.7%
Southern Local and Orbital Corridor		98.1%	98.2%

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%	99.9%	99.9%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.9%	99.8%
Swords/Santry, Drumcondra Corridor		100.0%	99.8%
Finglas/Ballymun, Phibsboro Corridor		99.8%	99.9%
Blanchardstown, Stoneybatter Corridor		100.0%	99.9%
Lucan/North Kildare, Liffey Corridor		100.0%	100.0%
Ballyfermot/Clondalkin, James St Corridor		99.6%	99.9%
Tallaght, Crumlin Corridor		100.0%	99.7%
Harolds Cross Corridor		100.0%	99.9%
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		99.6%	99.9%
Western Local and Orbital Corridor		100.0%	100.0%
Southern Local and Orbital Corridor		99.7%	99.9%

1.6 Drivers Duties Operated			
Bus Átha Cliath will operate at least 98% of scheduled duties.			
Total Figure Achieved	98%	98.7%	98.9%
		Garage Subtotal	Garage Subtotal
Donnybrook		98.4%	98.7%
Ringsend		99.0%	99.1%
Conyngham Road		99.3%	98.7%
Summerhill		98.9%	98.8%
Clontarf		99.2%	98.9%
Phibsboro		98.1%	98.5%
Harristown		98.9%	99.0%

1.7 Services Operated			
Bus Átha Cliath will operate at least 95% of scheduled services			
Total Figure Achieved	95%	94.0%	95.9%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		95.0%	95.3%
Swords/Santry, Drumcondra Corridor		94.7%	95.3%
Finglas/Ballymun, Phibsboro Corridor		92.3%	95.3%
Blanchardstown, Stoneybatter Corridor		95.0%	96.8%
Lucan/North Kildare, Liffey Corridor		96.9%	97.7%
Ballyfermot/Clondalkin, James St Corridor		95.1%	96.5%
Tallaght, Crumlin Corridor		90.5%	94.5%
Harolds Cross Corridor		95.7%	97.0%
Rathmines Corridor		93.5%	95.5%
Bray/Stillorgan N11 Corridor		90.4%	93.2%
Merrion Rd Corridor		90.1%	94.0%
Northern Local and Orbital Corridor		98.0%	98.6%
Western Local and Orbital Corridor		95.0%	97.7%
Southern Local and Orbital Corridor		95.1%	96.6%

1.8 Punctuality			
95 % of departures will operate no later than 5 minutes after the timetabled departure time			
Total Figure Achieved	95%	93.8%	96.0%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		93.6%	96.1%
Swords/Santry, Drumcondra Corridor		95.9%	96.3%
Finglas/Ballymun, Phibsboro Corridor		94.3%	96.6%
Blanchardstown, Stoneybatter Corridor		93.8%	96.7%
Lucan/North Kildare, Liffey Corridor		97.0%	97.3%
Ballyfermot/Clondalkin, James St Corridor		95.8%	97.0%
Tallaght, Crumlin Corridor		91.4%	94.7%
Harolds Cross Corridor		96.5%	97.7%
Rathmines Corridor		93.0%	96.1%
Bray/Stillorgan N11 Corridor		89.7%	93.0%
Merrion Rd Corridor		90.5%	94.5%
Northern Local and Orbital Corridor		96.8%	97.7%
Western Local and Orbital Corridor		93.3%	95.0%
Southern Local and Orbital Corridor		90.9%	95.0%

1.9 Schedule kms operated			
Bus Átha Cliath will operate at least 97% of schedule kms			
Total Figure Achieved	97%	96.6%	97.5%
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		97.1%	97.7%
Swords/Santry, Drumcondra Corridor		96.9%	97.5%
Finglas/Ballymun, Phibsboro Corridor		95.8%	97.1%
Blanchardstown, Stoneybatter Corridor		96.1%	97.5%
Lucan/North Kildare, Liffey Corridor		98.6%	98.9%
Ballyfermot/Clondalkin, James St Corridor		97.0%	97.4%
Tallaght, Crumlin Corridor		95.3%	96.5%
Harolds Cross Corridor		97.1%	98.0%
Rathmines Corridor		97.1%	98.0%
Bray/Stillorgan N11 Corridor		94.0%	94.9%
Merrion Rd Corridor		93.2%	96.2%
Northern Local and Orbital Corridor		98.7%	99.0%
Western Local and Orbital Corridor		97.9%	98.7%
Southern Local and Orbital Corridor		97.5%	98.2%

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%	99.0%	99.2%

1.12 Customer Telephone Information			
At least 90% of calls will be answered within 60 seconds.			
Figure Achieved	90%	89.0%	93.0%

1.13 On Street Information			
BAC will provide correct and up-to-date timetables on at least 98% of the bus stops that provide information			
Figure Achieved	98%	99.7%	99.9%

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		13.2	11.7
a. Customer Care		1.8	2.1
b. Time		4.5	3.0
c. Accessibility		2.2	2.0
d. Availability		1.2	1.0
e. Comfort		1.9	2.3
f. Security / Anti Social Behaviour		0.8	0.5
g. Information		0.4	0.5
h. Environmental Impact		0.0	0.0
i. Representations		0.5	0.4
i. Suggestion/Enquiry/Compliment		0.0	0.0

1.15 24 Hour Service Information			
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.		98.7%	99.2%

1.16 Fares Information			
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 Q4	100.0%

1.17 Revenue Protection			
Report on measures taken to ensure revenue protection	Outline Detail	A total of 40967 tickets were checked in Q4 and 356 Standard Fares were issued. 54 cases pertaining to fare evasion were brought before the courts in Q 4.	

1.18 Network Changes on Website			
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 5 working days in advance of the change taking place.		75.0%	65.0%

1.19 Cleanliness			
Total Figure Achieved	98%		
Each bus operated in service will be vacuumed internally and washed externally each day		99.5%	99.9%
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		98.6%	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%	98.3%
BAC will keep the public areas of BAC buildings clean		100.0%	95.0%

1.2 Staff			
BAC staff will be well presented, friendly, helpful and courteous at all times.		An overall Staff performance score of 98% was recorded for Q4	95.0%
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	
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% fleet purchased were low floor	
1.23 Bus Fleet Age		Report Annually	
BAC will report on the average age of the bus fleet		7.6 years	