

**Public Service Contract Report to NTA**  
**Schedule B Performance Obligations**  
**Quarter 4 2016 (Periods 10 to 13)**  
Date of Issue: March 2017

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>99.6%</b>	<b>99.6%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.6%	99.7%
Swords/Santry, Drumcondra Corridor		99.7%	99.6%
Finglas/Ballymun, Phibsboro Corridor		99.6%	99.6%
Blanchardstown, Stoneybatter Corridor		99.7%	99.3%
Lucan/North Kildare, Liffey Corridor		99.6%	99.2%
Ballyfermot/Clondalkin, James St Corridor		99.7%	99.6%
Tallaght, Crumlin Corridor		99.4%	99.5%
Harolds Cross Corridor		99.7%	99.5%
Rathmines Corridor		99.7%	99.7%
Bray/Stillorgan N11 Corridor		98.8%	99.5%
Merrion Rd Corridor		99.9%	99.9%
Northern Local and Orbital Corridor		99.9%	99.9%
Western Local and Orbital Corridor		99.7%	99.8%
Southern Local and Orbital Corridor		99.8%	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>98.3%</b>	<b>98.3%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		97.6%	98.2%
Swords/Santry, Drumcondra Corridor		98.6%	98.2%
Finglas/Ballymun, Phibsboro Corridor		98.8%	98.3%
Blanchardstown, Stoneybatter Corridor		99.2%	98.1%
Lucan/North Kildare, Liffey Corridor		99.3%	98.8%
Ballyfermot/Clondalkin, James St Corridor		98.5%	98.3%
Tallaght, Crumlin Corridor		95.7%	97.0%
Harolds Cross Corridor		99.0%	98.2%
Rathmines Corridor		98.8%	98.9%
Bray/Stillorgan N11 Corridor		96.8%	97.7%
Merrion Rd Corridor		99.0%	98.9%
Northern Local and Orbital Corridor		99.5%	99.2%
Western Local and Orbital Corridor		99.6%	99.5%
Southern Local and Orbital Corridor		98.6%	98.9%
<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>96.9%</b>	<b>96.7%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		96.1%	96.5%
Swords/Santry, Drumcondra Corridor		94.8%	96.0%
Finglas/Ballymun, Phibsboro Corridor		96.4%	95.5%
Blanchardstown, Stoneybatter Corridor		98.1%	95.7%
Lucan/North Kildare, Liffey Corridor		97.1%	96.8%
Ballyfermot/Clondalkin, James St Corridor		94.0%	94.7%
Tallaght, Crumlin Corridor		93.7%	93.9%
Harolds Cross Corridor		96.9%	95.8%
Rathmines Corridor		98.3%	98.4%
Bray/Stillorgan N11 Corridor		99.2%	99.0%
Merrion Rd Corridor		99.8%	98.6%
Northern Local and Orbital Corridor		99.6%	99.0%
Western Local and Orbital Corridor		99.2%	97.9%
Southern Local and Orbital Corridor		98.8%	99.1%
<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		99.7%	99.9%
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		99.8%	99.9%
Ballyfermot/Clondalkin, James St Corridor		99.8%	99.7%
Tallaght, Crumlin Corridor		99.7%	99.9%
Harolds Cross Corridor		99.8%	100.0%
Rathmines Corridor		99.9%	99.9%
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%

<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>99.3%</b>	<b>99.2%</b>
		Garage Subtotal	Garage Subtotal
	Donnybrook	99.3%	99.4%
	Ringsend	99.6%	99.7%
	Conyngham Road	99.2%	99.0%
	Summerhill	99.3%	99.0%
	Clontarf	97.9%	98.5%
	Phibsboro	99.7%	98.8%
	Harristown	99.6%	99.4%

<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>94.7%</b>	<b>95.3%</b>
		Corridor Subtotal	Corridor Subtotal
	Dublin North East, Fairview Corridor	93.8%	94.8%
	Swords/Santry, Drumcondra Corridor	93.3%	93.4%
	Finglas/Ballymun, Phibsboro Corridor	92.3%	93.7%
	Blanchardstown, Stoneybatter Corridor	96.8%	96.9%
	Lucan/North Kildare, Liffey Corridor	98.0%	96.7%
	Ballyfermot/Clondalkin, James St Corridor	94.6%	93.9%
	Tallaght, Crumlin Corridor	91.2%	94.1%
	Harolds Cross Corridor	92.4%	94.6%
	Rathmines Corridor	95.1%	95.4%
	Bray/Stillorgan N11 Corridor	95.3%	95.7%
	Merrion Rd Corridor	91.8%	93.3%
	Northern Local and Orbital Corridor	98.1%	98.3%
	Western Local and Orbital Corridor	95.0%	96.6%
	Southern Local and Orbital Corridor	96.6%	96.9%

<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>94.0%</b>	<b>95.4%</b>
		Corridor Subtotal	Corridor Subtotal
	Dublin North East, Fairview Corridor	93.9%	95.2%
	Swords/Santry, Drumcondra Corridor	94.0%	94.8%
	Finglas/Ballymun, Phibsboro Corridor	93.5%	94.7%
	Blanchardstown, Stoneybatter Corridor	94.8%	95.7%
	Lucan/North Kildare, Liffey Corridor	97.0%	96.7%
	Ballyfermot/Clondalkin, James St Corridor	89.1%	92.7%
	Tallaght, Crumlin Corridor	93.2%	95.4%
	Harolds Cross Corridor	93.3%	96.5%
	Rathmines Corridor	91.5%	94.6%
	Bray/Stillorgan N11 Corridor	96.2%	95.1%
	Merrion Rd Corridor	95.1%	93.9%
	Northern Local and Orbital Corridor	94.9%	96.5%
	Western Local and Orbital Corridor	93.4%	96.1%
	Southern Local and Orbital Corridor	94.1%	96.0%

<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>97.7%</b>
		Corridor Subtotal	Corridor Subtotal
	Dublin North East, Fairview Corridor	97.1%	97.8%
	Swords/Santry, Drumcondra Corridor	97.5%	97.7%
	Finglas/Ballymun, Phibsboro Corridor	96.0%	96.8%
	Blanchardstown, Stoneybatter Corridor	98.2%	98.3%
	Lucan/North Kildare, Liffey Corridor	98.5%	98.7%
	Ballyfermot/Clondalkin, James St Corridor	94.5%	95.4%
	Tallaght, Crumlin Corridor	96.4%	97.0%
	Harolds Cross Corridor	96.8%	97.4%
	Rathmines Corridor	97.7%	98.7%
	Bray/Stillorgan N11 Corridor	96.7%	97.0%
	Merrion Rd Corridor	97.6%	97.4%
	Northern Local and Orbital Corridor	98.5%	98.8%
	Western Local and Orbital Corridor	98.0%	98.8%
	Southern Local and Orbital Corridor	97.6%	98.3%

<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>97.8%</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>99.4%</b>	<b>99.6%</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 149,105 tickets were checked in Q4 and 1293 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>83.3%</b>	<b>46.0%</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>99.6%</b>	<b>99.5%</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>99.7%</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>99.8%</b>

  

<b>1.2 Staff</b>			
BAC staff will be well presented, friendly, helpful and courteous at all times.		<b>An overall Staff performance score of 98.4% was recorded for Q4</b>	<b>97.4%</b>

  

<b>1.21 Cost and Efficiency Review</b>			
Implementation of the Cost and Efficiency Review findings		<b>There were no Network Direct changes made to the network in Q4</b>	

  

<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>	