



Performance Report

Schedule B Performance Obligations 2010

Quarter 1 2010 (Periods 1 to 3)

Date of Issue: 3rd June 2010

Public Service Contract Report to National Transport Authority

Dublin Bus Quarter 1 Report 2010

	Compliance Level	Result
Performance Obligation		
1.1 Weekday AM Peak Vehicles in Service On normal weekday mornings when [according to the standardised school term] schools are open, Bus Átha Cliath will operate at least 98% of the 936 morning peak vehicle requirement (at 0830) on the PSO network.	Minimum of 98%	99.7% Note 1
1.2 Weekday PM Peak Vehicles in Service On normal weekday evenings when schools are open, Bus Átha Cliath will operate at least 98% of the 893 evening peak vehicle requirement (at 1730) on the PSO network.	Minimum of 98%	99.7% Note 1
1.3 Saturday Peak Vehicles in Service Bus Átha Cliath will operate at least 98% of the 625 buses for the Saturday peak at 1600 hours	Minimum of 98%	99.2% Note 1
1.4 Sunday Peak Vehicles in Service Bus Átha Cliath will operate at least 98% of the 451 buses for the Sunday peak at 1600 hours.	Minimum of 98%	99.9% Note 1
1.5 Weekday Scheduled Services during Valley Period On normal weekdays when schools are open, Bus Átha Cliath will schedule at least 68% on average of the morning peak buses during the valley period (1000 hours to 1600 hours).	Minimum of 68%	71%

1.6 Drivers Duties Operated Bus Átha Cliath will operate at least 98% of scheduled duties in the period of this agreement.	Minimum of 98%	99.6%
1.7 Services operated To be reported on with the deployment of AVL Bus Átha Cliath will operate at least 95% of forecast services	Minimum of 95%	96.8%
1.8 Schedule kms operated Bus Átha Cliath will operate at least 97% of schedule kms.	Minimum of 97%	98.6%
1.9 Customers Carried 2010 Bus Atha Cliath forecast to carry 120 million customers in total in 2010.	120 million	28.0 million customers carried in Q1 117.7 million forecast 2010
1.10 Punctuality 95 % of departures from the terminus will operate no later than 5 minutes after the timetabled departure time	95 % punctuality	95.0%
1.11 Complaint Reporting Bus Átha Cliath will report to the Authority complaints, by specified category, received by the Sales Department of Bus Átha Cliath.		
a. Complaints per 100,000 customers		3.8 per 100,000
Percentage by Category		
b. Customer Care		21%
c. Time		19%

d. Accessibility		15%
e. Availability		19%
f. Comfort		15%
g. Security		4%
h. Information		6%
i. Environmental Impact		1%
j. Information/Sales Service		0%
1.12 Network Changes on Website Comprehensive and up-to-date information on all BÁC services is available on the company website. Major 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.	Minimum 5 Working Days Notice	There was 1 change which appeared on the website 5 working days in advance
1.13 Cost and Efficiency Review Implementation of the Cost and Efficiency Review findings	Implemented as planned	Dublin Bus has announced the first phase of 'Network Direct', due for implementation in July 2010

Note 1

The reports on peak vehicles operated excludes the following 6 days of extreme snow conditions; Friday 1st Jan and Wed 6th to Sun 10th Jan. It also excludes 9th March when a disruptive taxi protest brought traffic to a complete halt in the city.