



Performance Report

Schedule B Performance Obligations

Quarter 2 2011 (Periods 4 to 7)

Date of Issue: 23 September 2011

Public Service Contract Report to National Transport Authority

Dublin Bus Quarter 2, 2011

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.	Minimum of 98%	99%	99.2%
1.2 Weekday PM Peak Vehicles in Service Bus Átha Cliath will operate at least 98% of evening peak vehicle requirement on the PSO network.	Minimum of 98%	98%	98.4%
1.3 Saturday Vehicles in Service Bus Átha Cliath will operate at least 98% of the Saturday vehicle requirement	Minimum of 98%	93.3%	95.4%
1.4 Sunday Vehicles in Service Bus Átha Cliath will operate at least 98% of the Sunday vehicle requirement	Minimum of 98%	99.9%	99.6%
1.5 Weekday Scheduled Services during Valley Period 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).	Minimum of 68%	77%	77.5%
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%	99.3%	99.2%
1.7 Services Cancelled Bus Átha Cliath will operate at least 95% of scheduled services	Minimum of 95%	96.6%	96.9%

<p>1.8 Schedule kms operated Bus Átha Cliath will operate at least 97% of schedule kms</p>	<p>Minimum of 97%</p>	<p>97.9%</p>	<p>98.4%</p>
<p>1.09 Punctuality 95 % of departures will operate no later than 5 minutes after the timetabled departure time</p>	<p>Minimum of 95 %</p>	<p>97.2%</p>	<p>97.1%</p>
<p>1.10 Timetable 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 information and media advertising.</p>		<p>100%</p>	<p>100%</p>
<p>1.11 On Street Information BÁC will provide correct and up-to-date timetables on at least 98% of the bus stops that provide information.</p>	<p>Minimum of 98%</p>	<p>99.4%</p>	<p>99%</p>
<p>1.12 Fares Information Up-to-date fares information for all fare categories and all services to be available on the BÁC 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.</p>	<p>Minimum of 5 working days</p>	<p>100%</p>	<p>100%</p>
<p>1.13 Revenue Protection Report on measures taken to ensure revenue protection.</p>		<p>A dedicated team of 'Zero Tolerance' Revenue Protection supervisors target areas for fare evasion.</p>	
<p>1.14 Network Changes on Website 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.</p>	<p>Minimum of 5 working days</p>	<p>100%</p>	<p>100%</p>

<p>1.15 Cleanliness</p> <ul style="list-style-type: none"> • Each bus operated in service will be vacuumed internally and washed externally each day. • 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. • 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. • BÁC will keep the public areas of BÁC buildings clean. 		<p>100%</p> <p>99.3%</p> <p>99.6%</p> <p>78%</p>	<p>99.5%</p> <p>99.6%</p> <p>99.6%</p> <p>82%</p>
<p>1.16 Staff BÁC staff will be well presented, friendly, helpful and courteous at all times.</p>		<p>91.5%</p>	<p>90.3%</p>
<p>1.17 Integrated Ticketing In accordance with the ITS Participation agreement, BÁC shall continue to co-operate with and participate in the work of the Integrated Ticketing Project Board, established by the Minister and now reporting to the NTA.</p>		<p>Dublin Bus has fully co-operate and participated in the ITS project in Q 2 2011.</p>	
<p>1.18 Cost and Efficiency Review Implementation of the Cost and Efficiency Review findings.</p>		<p>Network Direct implementation progressing with major changes for completion in Nov 2011</p>	

1.19 Complaint Reporting Bus Átha Cliath will report to the Authority complaints, by specified category, received by the customer comment desk of Bus Átha Cliath.			
Complaints per 100,000 customers		7.1 per 100,000	6.9
Percentage by Category			
a. Customer Care		16%	13.5%
b. Time		21%	21%
c. Accessibility		3%	9%
d. Availability		30%	28%
e. Comfort		13%	12.5%
f. Security		4%	3%
g. Information		5%	3.5%
h. Environmental Impact		0%	.5%
i. Representations		7%	8%
J. Anti-social Behaviour		1%	1%

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<p>Bus Destination Scrolls BÁC aim to have the route numbers and destinations for buses in normal service correctly displayed on at least 98% of buses.</p>	Minimum of 98%	n/a	97.8%
<p>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.</p>	Minimum of 90% of calls answered within 60 seconds	n/a	100%
		n/a	84.4%
<p>24 Hour Service Information BÁC will make a comprehensive range of up-to-date information available by Website, and timetable information for mobile phone users on 'Bustxt', 24 hours a day, subject to routine maintenance downtime and service provider availability.</p>		98.7%	97.7%