

**Public Service Contract Report to NTA**  
**Schedule B Performance Obligations**  
**Quarter 2 2012 (Periods 4 to 6)**

Date of Issue: 19 September 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>99.5</b>	<b>99.6</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.7	99.7
Swords/Santry, Drumcondra Corridor		99.6	99.7
Finglas/Ballymun, Phibsboro Corridor		99.4	99.4
Blanchardstown, Stoneybatter Corridor		99.2	99.3
Lucan/North Kildare, Liffey Corridor		99.2	99.3
Ballyfermot/Clondalkin, James St Corridor		99.7	99.6
Tallaght, Crumlin Corridor		99.3	99.5
Harolds Cross Corridor		99.3	99.4
Rathmines Corridor		99.4	99.5
Bray/Stillorgan N11 Corridor		99.2	99.5
Merrion Rd Corridor		99.8	99.8
Northern Local and Orbital Corridor		99.6	99.5
Western Local and Orbital Corridor		100.0	100.0
Southern Local and Orbital Corridor		99.5	99.8
<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>98.8</b>	<b>98.9</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.2	99.3
Swords/Santry, Drumcondra Corridor		99.3	99.3
Finglas/Ballymun, Phibsboro Corridor		98.7	98.6
Blanchardstown, Stoneybatter Corridor		99.1	98.9
Lucan/North Kildare, Liffey Corridor		98.9	99.0
Ballyfermot/Clondalkin, James St Corridor		99.2	99.1
Tallaght, Crumlin Corridor		97.8	98.2
Harolds Cross Corridor		98.4	98.7
Rathmines Corridor		98.7	98.9
Bray/Stillorgan N11 Corridor		98.2	98.4
Merrion Rd Corridor		97.1	98.3
Northern Local and Orbital Corridor		99.7	99.5
Western Local and Orbital Corridor		99.6	99.5
Southern Local and Orbital Corridor		99.0	99.2

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<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>98.0</b>	<b>98.4</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		98.6	99.2
Swords/Santry, Drumcondra Corridor		98.7	98.4
Finglas/Ballymun, Phibsboro Corridor		97.6	97.7
Blanchardstown, Stoneybatter Corridor		97.1	97.3
Lucan/North Kildare, Liffey Corridor		98.3	98.7
Ballyfermot/Clondalkin, James St Corridor		97.7	97.8
Tallaght, Crumlin Corridor		96.5	97.9
Harolds Cross Corridor		96.5	97.4
Rathmines Corridor		98.4	99.0
Bray/Stillorgan N11 Corridor		98.2	98.0
Merrion Rd Corridor		97.2	98.6
Northern Local and Orbital Corridor		99.2	99.2
Western Local and Orbital Corridor		99.4	99.4
Southern Local and Orbital Corridor		98.2	98.5
<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>99.7</b>	<b>99.8</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		99.6	99.9
Swords/Santry, Drumcondra Corridor		100.0	100.0
Finglas/Ballymun, Phibsboro Corridor		99.9	99.8
Blanchardstown, Stoneybatter Corridor		100.0	100.0
Lucan/North Kildare, Liffey Corridor		99.8	99.3
Ballyfermot/Clondalkin, James St Corridor		99.9	99.7
Tallaght, Crumlin Corridor		98.6	100.0
Harolds Cross Corridor		99.1	100.0
Rathmines Corridor		99.8	100.0
Bray/Stillorgan N11 Corridor		99.8	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	99.0
Southern Local and Orbital Corridor		99.7	100.0

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<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>70.9%</b>	<b>72.1%</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		74.1%	75.0%
Swords/Santry, Drumcondra Corridor		59.5%	58.3%
Finglas/Ballymun, Phibsboro Corridor		76.7%	78.0%
Blanchardstown, Stoneybatter Corridor		64.3%	64.1%
Lucan/North Kildare, Liffey Corridor		66.2%	65.5%
Ballyfermot/Clondalkin, James St Corridor		78.3%	79.5%
Tallaght, Crumlin Corridor		64.8%	63.1%
Harolds Cross Corridor		70.5%	68.6%
Rathmines Corridor		73.9%	75.9%
Bray/Stillorgan N11 Corridor		57.4%	60.0%
Merrion Rd Corridor		74.5%	79.9%
Northern Local and Orbital Corridor		91.7%	86.6%
Western Local and Orbital Corridor		80.0%	80.0%
Southern Local and Orbital Corridor		85.7%	89.7%
<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>	<b>99.2%</b>
		Garage Subtotal	Garage Subtotal
Donnybrook		99.1%	99.3%
Ringsend		98.7%	99.0%
Conyngnam Road		99.4%	99.4%
Summerhill		99.3%	99.5%
Clontarf		99.7%	99.8%
Phibsboro		99.1%	99.1%
Harristown		99.4%	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>96.4%</b>	<b>96.6%</b>

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<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>98.1%</b>	<b>97.3%</b>
<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>98.5</b>	<b>98.5</b>
		Corridor Subtotal	Corridor Subtotal
Dublin North East, Fairview Corridor		98.5	98.6
Swords/Santry, Drumcondra Corridor		98.0	98.0
Finglas/Ballymun, Phibsboro Corridor		98.4	98.2
Blanchardstown, Stoneybatter Corridor		99.0	98.9
Lucan/North Kildare, Liffey Corridor		99.7	99.6
Ballyfermot/Clondalkin, James St Corridor		98.3	98.2
Tallaght, Crumlin Corridor		97.1	97.2
Harolds Cross Corridor		98.8	98.6
Rathmines Corridor		98.5	98.5
Bray/Stillorgan N11 Corridor		97.5	97.4
Merrion Rd Corridor		97.8	98.1
Northern Local and Orbital Corridor		99.2	99.2
Western Local and Orbital Corridor		99.4	99.3
Southern Local and Orbital Corridor		99.0	99.0
<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. <b>Details attached on supporting file</b>	
<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>98.5%</b>	<b>98.5%</b>
<b>1.12 Customer Telephone Information</b>			
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>95.6%</b>	<b>93.0%</b>
<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>99.3%</b>

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<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>Percentage per 100,000 Customers</b>	<b>YTD Percentage per 100,000 Customers</b>
<b>Figure Achieved</b>		<b>10.0</b>	<b>10.4</b>
a. Customer Care		1.5	1.5
b. Time		1.9	1.7
c. Accessibility		0.1	0.8
d. Availability		3.0	2.2
e. Comfort		1.3	1.7
f. Security / Anti Social Behaviour		0.4	0.3
g. Information		0.8	0.8
h. Environmental Impact		0.0	0.0
i. Representations		0.9	0.8
i. Suggestion/Enquiry/Compliment		0.1	0.5

<b>1.15 Fares Information</b>			
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.		All applicable fare changes were advertised on time on the www.dublinbus.ie in Quarter 2 2012	

<b>1.16 Revenue Protection</b>			
Report on measures taken to ensure revenue protection	Outline Detail	The tickets of 39,000 customers were checked in Quarter 2. 1960 Standard fares were issued. A revenue protection campaign took place on-bus during Quarter 2.	

<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 Quarter 2 2012 were advertised on the website at least 5 working days in advance of change taking place	

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<b>1.18 Cleaniness</b>			
Each bus operated in service will be vacuumed internally and washed externally each day		99.8%	98.6%
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		99.6%	99.3%
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		96.5%	91.8%
<b>1.19 Staff</b>			
BÁC staff will be well presented, friendly, helpful and courteous at all times.		An overall Staff performance score of 92.3% was recorded for Quarter 2	
<b>1.20 Cost and Efficiency Review</b>			
Implementation of the Cost and Efficiency Review findings		Route and timetable changes were implemented on 13 May on Routes 16, 3 and 44. Bray based changes to Routes 45, 45a and 84/x took place on 27 May.	
<b>1.21 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.		N/A	
<b>1.22 Bus Fleet Age</b>		<b>Report Annually</b>	
BAC will report on the average age of the bus fleet		N/A	
<b>1.23 Noice and Emmissions Standards</b>		<b>Report Annually</b>	
Compliance with emission and noise standards		See attached Report	