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# **Performance Report**

## **Schedule B Performance Obligations**

### **Quarter 4 2011 (Periods 11 to 13)**

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Date of Issue: 26<sup>th</sup> March 2012

**Public Service Contract Report to National Transport Authority**

## Dublin Bus Quarter 4, 2011

<b>Performance Obligation</b>	<b>Compliance Level</b>	<b>Quarterly Result</b>	<b>Year to date</b>
<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.	Minimum of 98%	99.4%	99%
<b>1.2 Weekday PM Peak Vehicles in Service</b> Bus Átha Cliath will operate at least <b>98%</b> of evening peak vehicle requirement on the PSO network.	Minimum of 98%	98.7%	98.1%
<b>1.3 Saturday Vehicles in Service</b> Bus Átha Cliath will operate at least <b>98%</b> of the Saturday vehicle requirement	Minimum of 98%	98.5%	95.9%
<b>1.4 Sunday Vehicles in Service</b> Bus Átha Cliath will operate at least <b>98%</b> of the Sunday vehicle requirement	Minimum of 98%	99.8%	99.5%
<b>1.5 Weekday Scheduled Services during 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).	Minimum of 68%	72%	75%
<b>1.6 Drivers Duties Operated</b> Bus Átha Cliath will operate at least <b>98%</b> of scheduled duties in the period of this agreement.	Minimum of 98%	99.1%	98.8%
<b>1.7 Services Cancelled</b> Bus Átha Cliath will operate at least <b>95%</b> of scheduled services	Minimum of 95%	95.6%	96.3%

<p><b>1.8 Schedule kms operated</b> Bus Átha Cliath will operate at least <b>97%</b> of schedule kms</p>	<p>Minimum of 97%</p>	<p>97.4%</p>	<p>97.8%</p>
<p><b>1.09 Punctuality</b> 95 % of departures will operate no later than 5 minutes after the timetabled departure time</p>	<p>Minimum of 95 %</p>	<p>95.1%</p>	<p>96.5%</p>
<p><b>1.10 Timetable 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 information and media advertising.</p>		<p>100%</p>	<p>100%</p>
<p><b>1.11 On Street Information</b> BÁC will provide correct and up-to-date timetables on at least <b>98%</b> of the bus stops that provide information.</p>	<p>Minimum of 98%</p>	<p>99.%</p>	<p>99.2%</p>
<p><b>1.12 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.</p>	<p>Minimum of 5 working days</p>	<p>100%</p>	<p>100%</p>
<p><b>1.13 Revenue Protection</b> Report on measures taken to ensure revenue protection.</p>		<p>Targeted inspection of tickets in selected areas of the city by a team of Inspectors.</p>	
<p><b>1.14 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.</p>	<p>Minimum of 5 working days</p>	<p>100%</p>	<p>100%</p>

<p><b>1.15 Cleanliness</b></p> <ul style="list-style-type: none"> <li>• Each bus operated in service will be vacuumed internally and washed externally each day.</li> <li>• 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.</li> <li>• 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.</li> <li>• BÁC will keep the public areas of BÁC buildings clean.</li> </ul>		<p>98%</p> <p>98%</p> <p>98.8%</p> <p>96.6%</p>	<p>98.5%</p> <p>99%</p> <p>98.7%</p> <p>86.6%</p>
<p><b>1.16 Staff</b> BÁC staff will be well presented, friendly, helpful and courteous at all times.</p>		<p>92.6%</p>	<p>91.6%</p>
<p><b>1.17 Integrated Ticketing</b> 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 fully participating in the rollout of all ITS products during 2011.</p>	
<p><b>1.18 Cost and Efficiency Review</b> Implementation of the Cost and Efficiency Review findings.</p>	<p>The following Network Direct Implementations took place in Quarter 4 2011</p> <p><b>13 November 2011</b> Finglas, Clondalkin and Ballyfermot</p> <p><b>18 December 2011</b> Knocklyon, Rathmines, Firhouse</p>		

<b>1.19 Complaint Reporting</b> Bus Átha Cliath will report to the Authority complaints, by specified category, received by the customer comment desk of Bus Átha Cliath.			
<b>Complaints per 100,000 customers</b>		<b>10.1</b>	<b>8.2</b>
<b>Percentage by Category</b>			
<b>a. Customer Care</b>		10.64%	12.4%
<b>b. Time</b>		23.74%	22.9%
<b>c. Accessibility</b>		2.81%	6%
<b>d. Availability</b>		34.64%	30.7%
<b>e. Comfort</b>		10.16%	11.5%
<b>f. Security</b>		2.29%	2.8%
<b>g. Information</b>		8.27%	5.1%
<b>h. Environmental Impact</b>		0.5%	0.4%
<b>i. Representations</b>		5.69%	7.2%
<b>J. Anti-social Behaviour</b>		1.22%	1.1%

<b>Six Monthly Report</b>			
<p><b>Bus Destination Scrolls</b>  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%	98.5%	98.3%
<p><b>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.</p>	Minimum of 90% of calls answered within 60 seconds	100%  87.6%	100%  86.4%
<p><b>24 Hour Service Information</b>  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>		93.5%	97.3%

<b>Yearly report</b>	<b>Compliance</b>	<b>Year Result</b>	<b>Year to date</b>
<p><b>Accessibility</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 Outline Action Plan for Accessible Public Transport insofar as those provisions pertain to the company.</p>	All Buses	No new Buses Purchased	
<p><b>Fleet Bus Age</b> Bus Átha Cliath aims to ensure that the average fleet age will be less than 7 years.</p>	Full Fleet	Average age of fleet is 7.7years	
<p><b>Annual Timetable Book</b> A comprehensive timetable book for Bus Átha Cliath services will be published each year.</p>	Confirmation of Production	Not produced due to ongoing net work changes	
<p><b>Integrated Ticketing</b> In accordance with the ITS Participation agreement, Dublin Bus shall continue to co-operate with and participate in the work of the Integrated Ticketing Project Board, established by the Minister.</p>	Implemented as planned	Full Participation	