

Schedule B – Performance Obligations – Bus Átha Cliath 2011

Performance obligation	Reporting arrangement	Compliance test	Performance related payment
<p>Weekday Morning Peak Vehicles in Service</p> <p>BÁC will operate at least 98% of the morning peak vehicle requirement on the PSO network.</p>	<p>Quarterly Report including year to date position</p>	<p>Minimum of 98%</p>	<p>*</p>
<p>Weekday Evening Peak Vehicles in Service</p> <p>BÁC will operate at least 98% of the evening peak vehicle requirement on the PSO network.</p>	<p>Quarterly Report including year to date position</p>	<p>Minimum of 98%</p>	<p>*</p>
<p>Saturday Vehicles in Service</p> <p>BÁC will operate at least 98% of the Saturday vehicle requirement</p>	<p>Quarterly Report including year to date position</p>	<p>Minimum of 98%</p>	<p>*</p>
<p>Sunday Vehicles in Service</p> <p>BÁC will operate at least 98% of the Sunday vehicle requirement</p>	<p>Quarterly Report</p>	<p>Minimum of 98%</p>	<p>*</p>
<p>Weekday Scheduled Services during Valley Period</p> <p>BÁC will schedule at least 68% on average of the morning peak buses during the valley period (10:00 hours to 16:00 hours).</p>	<p>Quarterly Report including year to date position</p>	<p>Minimum of 68%</p>	

<p>Drivers Duties Operated</p> <p>BÁC will operate at least 98% of scheduled duties in the period of this agreement.</p>	<p>Quarterly Report including year to date position</p>	<p>Minimum of 98%</p>	<p>*</p>
<p>Services cancelled</p> <p>BÁC will operate at least 95% of scheduled services.</p>	<p>Quarterly Report including year to date position</p>	<p>Minimum of 95%</p>	<p>*</p>
<p>Schedule kms operated</p> <p>BÁC will operate at least 97% of scheduled kms.</p>	<p>Quarterly Report including year to date position</p>	<p>Minimum of 97%</p>	<p>*</p>
<p>Punctuality</p> <p>95% of departures will operate no later than 5 minutes after the timetabled departure time</p>	<p>Quarterly Report including year to date position</p>	<p>Minimum of 95%</p>	<p>*</p>
<p>Timetable Information</p> <p>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>Quarterly Report to cover details of types of information delivered and areas covered</p>	<p>Confirmation of availability</p>	
<p>Bus Destination Scrolls</p> <p>BÁC aim to have the route numbers and destinations for buses in normal service correctly displayed on at least 98% of buses.</p>	<p>6 monthly Report</p>	<p>Minimum of 98%</p>	

<p>Customer Telephone Information</p> <p>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>	6 monthly Report	Minimum of 90% of calls answered within 60 seconds	
<p>24 Hour Service Information</p> <p>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>	6 monthly Report	Confirmation of Availability	
<p>On Street Information</p> <p>BÁC will provide correct and up-to-date timetables on at least 98% of the bus stops that provide information.</p>	Quarterly Report	Minimum of 98% accurate timetables displayed	
<p>Complaint Reporting</p> <p>BÁC will report to the NTA complaints, by specified category.</p>	Quarterly Report including year to date position		
<p>Fares Information</p> <p>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>	Quarterly Report	Availability of information and minimum 5 working days notice re changes	

<p>Revenue Protection</p> <p>Report on measures taken to ensure revenue protection.</p>	<p>Quarterly Report</p>	<p>Percentage of Compliance</p>	
<p>Network Changes on Website</p> <p>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>Quarterly Report</p>	<p>Minimum of 5 working days notice</p>	
<p>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>Quarterly report</p>	<p>Percentage of Compliance</p>	
<p>Staff</p> <p>BÁC staff will be well presented, friendly, helpful and courteous at all times.</p>	<p>As per quarterly complaints report</p>		

<p>Accessibility</p> <p>All buses purchased by BÁC will be low floor, wheelchair accessible vehicles. BÁC 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>	Annual Report	All buses	
<p>Fleet Bus Age</p> <p>BÁC to report on the average age of the bus fleet.</p>	Annual Report	Full Fleet	
<p>Integrated Ticketing</p> <p>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>	Quarterly Report	Implemented as planned	
<p>Cost and Efficiency Review</p> <p>Implementation of the Cost and Efficiency Review findings.</p>	Quarterly Report	Implemented as planned	

Having regard to section 48(3)(p) of the Act of 2008, an Operator shall ensure its compliance with any or all emission standards for pollutants and noise in respect of the Operator's provision of public bus transport services and any associated activities of the Operator, and/or its subcontractor(s), as may be applicable under Irish or EU law. In keeping with the target set out by EU Directive 2003/30/EC, Bus Átha Cliath will report regularly on the progress made during 2011 towards the achievement of the target of replacing 5.75% of all fuel requirements with biofuel alternatives.