



## Delivering Preventative and Reactive Cleaning & Maintenance Services for Dublin Bus



### CHALLENGE

Dublin Bus, one of two bussing services operating in Dublin, needed a full range of cleaning and maintenance services. This included a fleet of 1200 buses and eight garages.

This operation required excellent contract management that could build and facilitate a streamlined service. The client's fleet and garage sites are spread across the greater Dublin area, so effective coordination was critical for success.

As there is no underground metro system in the city, the public relies heavily on Dublin Bus for transportation. Given the strict timetables Dublin Bus works with, it was essential that the newly integrated operation was minimally disruptive both in mobilisation and service delivery.

Moreover, if Dublin Bus was not compliant with statutory requirements pertaining to health and safety, significant monetary fines would be imposed upon the client. Therefore, ABM was tasked with mobilising a cleaning and maintenance operation capable of servicing the client's facilities and fleet.

### SOLUTION

Since 2014, ABM and Dublin Bus have been working together and have since developed a robust partnership. The start of this relationship began with an initial mobilisation plan that would continue to guide overall service delivery. Given the contract size, the client's operational requirements, and the implications of disruption to a city-wide transportation company, execution needed to be seamless.

Dublin Bus operates a fleet of approximately 1200 buses across eight garage sites (all spread over the greater Dublin area). To provide efficient and productive services, a large operation of specialist staff was essential. ABM, alongside the client, initially prioritised TUPE (Transfer of Undertakings, Protection of Employment), recruitment, and vetting to preserve site knowledge where possible.

## Case Study

ABM began to onboard all staff with new training measures, including industry-grade cleaning equipment and streamlined reporting workflows (such as task management). This was essential for tracking efficiency as teams worked according to an output-based specification.

Dublin Bus now has approximately 80 team members maintaining its fleet and garages. Similarly, a dedicated management team was integrated into the client's cleaning operation, both to oversee daily operational tasks and act as a first point of contact for the client.

To manage the size of the contract properly, cooperation between frontline cleaning teams, operational management, and the client was regarded as business-critical. This way, service delivery would avoid disrupting passenger journeys, help teams adapt quickly, and achieve target KPIs. Enhanced cleaning measures during the Covid-19 pandemic, for example, demonstrated the value of inter-team cooperation as standard practise.

Cooperation continued to increase in importance as Dublin Bus temporarily tripled the size of the cleaning team to achieve this compliance. Due to greater operational flexibility with ABM, teams could be redeployed from other operations and upwardly scale the client's existing teams.

Compliance with Covid 19-related cleaning regulations relied on proactive (and rapid) service delivery and well-coordinated teams. To align with strict, city-wide transport schedules during the pandemic, street-side enhanced cleaning, alongside site-based enhanced cleaning, was implemented. As a result, Dublin Bus was able to remain compliant while supporting passengers during a uniquely difficult period.

Dublin Bus continues to collaborate and work with ABM on a regular basis, ensuring effective service delivery and overall contract management. To date, there have been no major disruptions due to inadequate cleaning and maintenance services.

## BENEFITS

- **Increased efficiency:** Dublin Bus's 1200-strong fleet and eight garages across the city continue to be maintained and cleaned efficiently.
- **KPIs achieved consistently:** Dublin Bus's KPIs in QHSE regulations and scheduled bus cleaning (including garage facilities) are consistently met and continue to achieve contractual targets.
- **Statutory compliance:** Dublin Bus, one of the most important transportation companies in the city, continues to meet its regulatory requirements through an effective cleaning and maintenance operation.
- **Standardised onboarding process:** Dublin Bus has access to ABM's recruitment, vetting, and training programmes, thereby ensuring the right candidates are hired and trained with best practises. This includes reporting standards and equipment usage tailored to Dublin Bus's operational needs.

## Case Study

- **Increased productivity:** Dublin Bus operates a hybrid approach to service delivery, including both an output spec and reactive capabilities. Cleaning teams can now adapt to any changes and allocate appropriate maintenance time to all spaces.
- **New equipment:** Dublin Bus's cleaning teams are equipped with industry-grade cleaning equipment to ensure they're able to work efficiently and deliver high-quality cleaning.
- **Flexible operations:** Dublin Bus can leverage ABM's network of cleaning and maintenance specialists to scale their operation based on need, without fear of performance decline.
- **Dedicated management team:** The integrated management team oversees Dublin Bus's cleaning operation daily, as well as providing a first point of contact with ABM for regular communication between stakeholders.