



Quarterly Performance Report to  
National Transport Authority

Quarter 4/2013 for Service No. 828 and  
Service No. 828x

Service No. 828 Q4/2013				
Performance Obligation		Target	Result	YTD*
1	At least ninety five per cent (95%) of all Services depart from the start of the route:  (i) not earlier than; and (ii) not later than five (5) minutes after,  the departure time specified in the Timetable in Schedule 1.	95%	99.47%	99.82%
2	At least ninety eight per cent (98%) of Services operate over the full Route and stop at each Stopping Place at which a passenger or intending passenger requests the Bus to stop.	98%	100%	100%

\* YTD result is the average of all results in a year to date.

Service No. 828x Q4/2013				
Performance Obligation		Target	Result	YTD*
1	At least ninety five per cent (95%) of all Services depart from the  (i) not earlier than; and (ii) not later than five (5) minutes after,  the departure time specified in the Timetable in Schedule 1.	95%	97.63%	97.63%
2	At least ninety eight per cent (98%) of Services operate over the full Route and stop at each Stopping Place at which a passenger or intending passenger requests the Bus to stop.	98%	100%	100%

\* YTD result is the average of all results in a year to date.

NOTE: The contract for Service No. 828x commenced on 25 November 2013.