

Schedule 18 Annex G (Customer Service Performance)

Quarter 4 2017 (Revised 28 Mar 2018)

	Item	Sub Category	Standard Achieved	Comment
1	Customer service desk (O'Connell Street) opening hours adherence (CS.1)		100%	
2	Customer service centre opening hours adherence for the answering of calls and tweets (CS.2)		100%	Note that on Oct 1st, CSS stayed operating until 20:00 to assist customers arising from industrial action at Irish Rail.
3	Complaint acknowledgement within set timeframe (CS.3)		100%	
4	Complaint substantive response time within 15 days (CS.4)		98.1%	
5	Customer service centre answer time for holding message (CS.5)		97.4%	
6	Customer service centre, person answer time (CS.6)		95.2%	
7	Lost property office opening hours adherence (CS.7)		100%	
8	Customer information at bus stops (CI.2)		99.7%	
9	Operator website and app availability (CI.5)		100%	
10	Advance announcement of timetable changes (CI.6)		100%	
11	Advance announcement of fares changes (CI.7)		100%	
12	Maintenance of bus stop flags and poles			
12a	Repair of potentially unsafe stops *	Potentially unsafe stops repaired within 1 working day	6	
		Potentially unsafe stops repaired after more than 1 working day	0	
12b	Repair of damaged stops *	Damaged stops repaired within 5 working days	227	
		Damaged stops repaired within 10 working days	0	
		Damaged stops repaired after more than 10 working days	0	
13	Stop Cleanliness (SI.2)		100%	

For clarity purposes, if a stop is reported anytime on a working day, the specification is that it must be repaired by the end of the following working day to comply with the requirement. Similarly for the 5 day requirements.