

Quarterly Performance Report to
National Transport Authority

Bernard Kavanagh & Sons Ltd
Route No. 817

Quarter 1/2018

Route No. 817 Q1/2018				
Performance Obligation		Target	Result	YTD*
1	Punctuality At least ninety-seven per cent. (97%) of all Services depart from the start: (i) not earlier than; and (ii) not more than five (5) minutes after, the departure time specified in the Timetable in Schedule 1	97%	100%	100%
2.	Service Quality Driver is helpful, courteous and polite. Bus operating the Service complies with the requirements of this Agreement (including, Schedule 8). Wheelchair ramp/lift (whichever is provided) is operating correctly and used by driver on passenger request. Bus heating operated to match weather conditions. Seats and surfaces are clean Seats are in a good state of repair Exterior of bus is clean A copy of current fares for the Service is displayed prominently at the entrance to the Bus, at a location to be determined by the Authority and to a design approved by the Authority	100%	100%	100%

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