

Quarterly Performance Report to  
National Transport Authority

Bernard Kavanagh & Sons Ltd  
Route No. 817

Quarter 4/2019

Service No. 817 Q4/2019				
Performance Obligation		Target	Result	YTD*
1	<p><b>Punctuality</b></p> <p>At least ninety-seven per cent. (97%) of all Services depart from the start:</p> <p>(i) not earlier than; and</p> <p>(ii) not more than five (5) minutes after, the departure time specified in the Timetable in Schedule 1</p>	97%	100%	100%
2.	<p><b>Service Quality</b></p> <p>Driver is helpful, courteous and polite.</p> <p>Bus operating the Service complies with the requirements of this Agreement (including, Schedule 8).</p> <p>Wheelchair ramp/lift (whichever is provided) is operating correctly and used by driver on passenger request.</p> <p>Bus heating operated to match weather conditions.</p> <p>Seats and surfaces are clean</p> <p>Seats are in a good state of repair</p> <p>Exterior of bus is clean</p> <p>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</p>	100%	100%	100%

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