

Quarterly Performance Report to
National Transport Authority

Bernard Kavanagh & Sons Ltd
Route No. 817

Quarter 4/2020

| Service No. 817 Q4/2020 | | | | |
|-------------------------|--|--------|--------|------|
| Performance Obligation | | Target | Result | YTD* |
| 1 | <p>Punctuality</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>Service Quality</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.