

Quarterly Performance Report to
National Transport Authority

Andrew Wharton Coach Hire Ltd
Route No. 975

Quarter 4/2021

Route No. 975 Q4/2021				
Performance Obligation		Target	Result	Year To Date*
1.	At least ninety eight per cent. (98%) 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 agreed Timetable.	98%	100%	100%
2.	At least eighty per cent. (80%) of all Services arrive at the Last Stopping Point: (i) not more than one (1) minute before; and (ii) more than five (5) minutes, fifty-nine (59) seconds late against the arrival time specified in the agreed Timetable.	80%	100%	100%
3.	Service Quality points achieved this Quarter: - 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; and the external electronic route and destination displays shall be operational and display the correct information.	100%	100%	100%

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