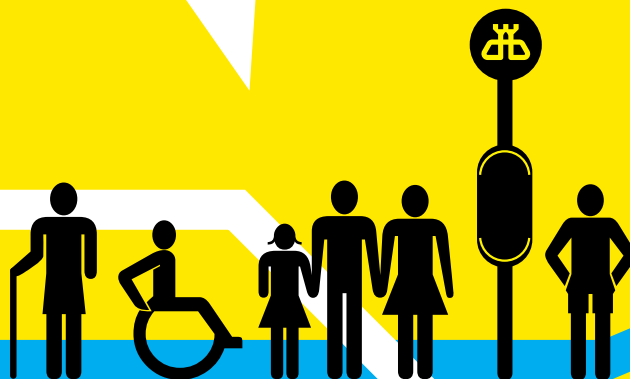


Customer Charter 2011



Customer Charter 2011



Dear customer,

Welcome to the Dublin Bus Customer Charter, which describes our commitments to customer service. These fit with the objectives and targets under our contract with the National Transport Authority (NTA).

We continually monitor our progress in achieving agreed standards and publish results regularly on both our own website, **www.dublinbus.ie**, and on the NTA website, **www.nationaltransport.ie**.

As part of our commitment to customer service, we recently reviewed our entire network in detail. Over the next year, we will make important enhancements for customers, for example offering more cross-city services and providing real-time information, integrated smart card ticketing and a web-based journey planner.

We always like to hear the views of our customers on how we can further improve the quality and safety of our service. Please tell us what you think by e-mailing us at customercomment@dublinbus.ie or look in this charter for other ways to get in touch.

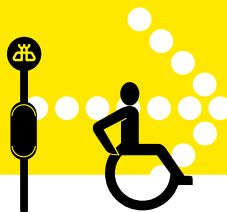
Anything you tell us will help us improve the service we give you.

Kindest regards,

A handwritten signature in black ink that reads "Paddy Doherty". The signature is written in a cursive style and is enclosed in a light grey rectangular box.

Paddy Doherty
Acting Chief Executive
Dublin Bus

Introduction



Our buses serve the Greater Dublin Area. We have 1,025 buses and these cover 63 million kilometres each year. We carry an average of half a million customers each day from Monday to Friday and currently employ 3,576 staff.

Treating all customers equally and accommodating diversity

We are committed to giving a quality service that suits all of our customers. We will not tolerate any discrimination based on gender, age, disability, race, religion, marital status, family status, sexual orientation or membership of the Traveller community.

We will make reasonable accommodation for customers with disabilities and meet the needs that are specific to particular groups of customers.

We will also try to make sure we consider the needs and experiences of customers from the groups covered by equality legislation when we plan our business, design our services and prepare the strategies to develop Dublin Bus as an organisation.

Offering a service that everyone can use

We are committed to helping everyone use our services. As part of this, we:

- are using accessible low-floor vehicles for 89% of our fleet,
- have made our public offices accessible,
- provide information on all our services from the Customer Services Desk in 59 Upper O'Connell St, Dublin 1, and
- have introduced a Travel Assistance Scheme (for details phone (01) 703 3204).

You can also get up-to-date information on our services from our website www.dublinbus.ie.

Customer Charter 2011



Providing a service you can count on

We do our best to provide a reliable service, but sometimes situations beyond our control, such as road conditions or heavy traffic, can affect how reliable our service can be.

However, at least 95% of our buses will follow the timetable. Buses will not leave their terminus early (unless there is a good safety or service reason) and 95% of buses will depart within 5 minutes of their advertised departure time.

Keeping you informed

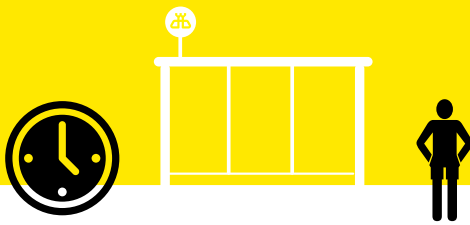
At least once a year, we will send detailed bus service information to your home (if you live in the Greater Dublin Area and have a Dublin Bus service).

We will put bus timetables and fares information on our website, **www.dublinbus.ie**.

We will make sure correct and up-to-date details appear on at least 95% of the bus stops that provide information.

We will provide bus service information at our Customer Services Desk in 59 Upper O'Connell St. or by phone from the Customer Information Bureau on (01) 873 4222.

When we change a timetable or a route, we will normally let you know by announcing it in the newspapers and on our website. If there are any major changes, we will announce them on our website at least five working days before they come into effect. We will bring out a new timetable before any change takes place. If possible, we will also explain why we are making the change and tell you how it will affect your service.



Keeping our buses and premises clean

Every day, and for all buses that are in service, we will:

- vacuum the inside of the bus and wash the outside, and
- remove the rubbish, empty the ticket bins and attend to any major spills or other soiling.

We will clean the inside of our buses fully at least once every 4 weeks.

We will clean the public areas of Dublin Bus buildings once a day.

Offering clean and safe shelters

We know that you need shelter at bus stops, so we will put in shelters with seats, where we can, at bus stops along Quality Bus Corridors and at other busy bus stops.

We will continue to agree the location of bus stops with the Gardaí and we will apply to the relevant local authority for planning permission for shelters as necessary.

Clear Channel Ireland (Adshel) is currently responsible for cleaning and repairing our bus shelters. It will continue to:

- wash all bus shelters at least once every 2 weeks, and
- repair vandalised or damaged shelters within 24 hours of finding out about them.

To report a damaged shelter, or one with graffiti, phone Clear Channel Ireland on (01) 830 2888.

Customer Charter 2011



Looking after your safety and comfort

Your safety and our staff's safety are the most important things to us. We have fitted all our buses with up to 10 CCTV cameras.

All our drivers hold a Certificate of Professional Competence. We provide continuous training to make sure they meet this Road Safety Authority standard.

When out on the road, our drivers will try to adjust their speed and brake smoothly so that there is no sudden movement. This, of course, depends on what the road is like and what other drivers are doing at the time.

We will inspect our buses regularly to make sure that the light, heat and ventilation are working properly. This will make your bus journey more pleasant.

Keeping buses smoke-free

It is against the law to smoke on our buses under the Public Health (Tobacco) (Amendment) Act 2004 and Dublin Bus Bye-Law Number 45 1990.

Many of our buses are fitted with an automatic 'no smoking' announcement.

If a passenger is smoking on the bus, the driver will use the public address system to ask them to stop. If the person refuses to stop, the driver will ask his controller to call the Gardai.



Continuing to give value for money

It is important to give value for money, so we will look at our services regularly to see how we can improve their quality, safety and reliability.

Showing clear numbers and destinations

We know that you need to be able to see the route number and destination of our buses clearly. We will make sure that at least 95% of our buses on the road show the correct number and destination and clearly say 'Out of Service' when they are not in use.

Answering your calls

During normal office hours, we aim that our information bureau staff will answer 85% of phone calls within 60 seconds.

Keeping lost property safe for you

We will put anything found on our buses in our Lost Property Office within 1 working day.

You can claim your lost property between 8.45am and 5.00pm, Monday to Friday (except public holidays) from Lost Property Office, Dublin Bus Earl Place, Dublin 1. Telephone: (01) 703 1321

A fee of €2.00 applies for each item you claim to cover our costs in managing lost property.

Dealing with our staff

All staff will:

- be polite and helpful to you,
- think of your safety and comfort when driving,

Customer Charter 2011



- wear their uniform, and
- not smoke on a bus or in public area of our head office.

Help us to serve you

To help us give you a high-quality bus service, please:

- put your hand out in good time when you want to get on the bus,
- ring the bell in good time when you want to get off the bus,
- let people off before you get on,
- hold the handrails when you stand or move on the bus,
- sit down when seats are available, and
- tell the driver if there is a problem.

If you are paying by cash, please:

- tell the driver where you are going, and
- have the exact fare ready in coins.

Most of our buses are now 'exact fare' buses, so we cannot give you change. However, the bus driver will issue a refund ticket if you pay too much for your fare. You can present this ticket for a refund at our head office at 59 Upper O'Connell Street, Dublin 1.

If you are travelling with a small child, please:

- put them on your lap and store your buggy safely in the luggage area, or
- if using a low-floor bus and leaving your child in a buggy, place the buggy in the open space downstairs, sit or stand beside it and be ready to move it if a wheelchair user gets on.

Please do not:

- smoke,
- put your feet on seats,



- put bags in the aisles or in front of doors,
- throw rubbish on the floor or leave it on seats,
- drink or eat on the bus, or
- vandalise the bus.

Remember it is your bus service, so please respect it.

Making and handling suggestions and complaints

We want to hear from you on how we are doing. We need your suggestions and complaints especially to help us do what we say in this charter. As a customer of Dublin Bus, you may choose to deal with us through English or Irish.

If you have found our service helpful, or if you have a complaint about our service, we would like you to let us know. You can do this by letter, by e-mail, by phone or in person.

Letter: Customer Comment Desk, Dublin Bus, 59 Upper O'Connell Street, Dublin 1

Phone: (01) 873 4222

E-mail: customercomment@dublinbus.ie

In person: Customer Services Desk, 59 Upper O'Connell St, Dublin 1

When writing in with a complaint, please include your bus ticket and give us as much detail as possible. This includes:

- the date and time of travel,
- the bus registration number,
- where you were leaving from and going to, and
- a contact phone number, in case we need more information.

Customer Charter 2011



We will treat all customer complaints fairly and sensitively and keep them as confidential as possible.

When we receive your complaint, we will let you know within 4 working days. We will then investigate the complaint fully and, in 95% of cases, send you a reply within 15 working days.

If you are not happy with our reply, you may write to our Operations Manager. He will review your complaint and write back to you within 15 working days of receiving it.

Getting your comments

We use independent market researchers to research how our bus service is doing and what you, our customers, think of it. We also ask our staff for their views on our service.

We will continue to research customers' views on our services now and in the future.

Our charter shows that we are committed to giving you the highest standards of service. It does not affect your, or our, legal rights or duties.



Our contact details

Customer Services Desk

Dublin Bus

59 Upper O'Connell St, Dublin 1

Phone: (01) 8734222

E-mail: info@dublinbus.ie

Opening hours:

Monday: 8.30am to 5.30pm

Tuesday to Friday: 9.00am to 5.30pm

Saturday: 9.00am to 2.00pm

(except public holidays)

Customer Comment Desk

Dublin Bus

59 Upper O'Connell St, Dublin 1

Phone: (01) 873 4222

E-mail: customercomment@dublinbus.ie

Operations Manager

Dublin Bus

59 Upper O'Connell St, Dublin 1

Phone: (01) 703 3089

Accessibility Officer

Dublin Bus

59 Upper O'Connell St, Dublin 1

Phone: (01) 703 3204

E-mail: travelassist@dublinbus.ie

Lost Property Office

Dublin Bus, Earl Place, Dublin 1

Phone: (01) 703 1321

