

Customer Charter 2024



Bus Átha Cliath
Dublin Bus

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CEO Message

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 the NTA website, www.nationaltransport.ie.

As part of our commitment to customer service, we are constantly monitoring the network and making amendments to better suit the needs of our customers.

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 read this charter for other ways to get in touch.

Any information you can contribute will help us improve the service we give you.

A handwritten signature in black ink, appearing to read 'Billy Hann'. The signature is fluid and stylized, with a long horizontal stroke extending to the right.

Billy Hann
CEO, Dublin Bus

1. Our commitment to you

Dublin Bus aims to provide a safe, reliable and accessible bus service for our customers in the Greater Dublin Area (GDA). Our Customer Charter sets out the standards and targets we plan to achieve and how we will deliver them.

We will:

- provide an accessible bus service
- provide clear and accurate information on services
- treat everyone equally regardless of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community
- respond to your enquiries
- continue to use new technology and modern facilities to improve services for customers

We continually monitor our progress in achieving our standards and targets. Results are published on the NTA's website; **www.nationaltransport.ie**.

We welcome any comment you may have regarding this Customer Charter. We will review this document annually to ensure it is meeting our customer needs.

2. Providing a quality service

We aim to provide a reliable service. At least 95% of buses will depart within five minutes of their advertised departure time. Buses will not leave their terminus early unless there is a good safety or service reason.

We make every effort to operate and maintain services to the scheduled timetable. However, there may be situations beyond our control that will affect the operation of services including road conditions due to severe weather and traffic diversions and disruptions.

We review the services we offer regularly and listen to the views of our customers when making any changes. The emphasis will be on improving services where possible in line with customer usage.

We ensure at least 95% of our buses on the road display the correct route number and destination. When buses are travelling to a terminus to commence service on a route, the display will show “Entering Service”.

Our employees will be polite and helpful to you. Drivers and inspectors are easily identifiable and wear the full company uniform.

2.1 Treating all customers equally and accommodating diversity

We are committed to providing a quality service that suits all of our customers as well as promoting equality, accommodating diversity and ensuring non-discrimination for both our employees and our customers. We will not tolerate any discrimination based on gender, age, disability, race, religion, civil status, family status, sexual orientation or membership of the Traveller community.

2.2 Safety and security

Your safety and the safety of our employees is very important to us. For your security and the security of our drivers we have fitted CCTV cameras to our buses. Buses introduced into the fleet since 2012 have 12 CCTV cameras on board.

We also provide safety and security notices on buses that are clearly recognisable.

All Dublin Bus drivers consider your safety and comfort when driving. Our drivers hold a Certificate of Professional Competence. We provide continuous training to make sure they meet Road Safety Authority standards. We are constantly reviewing modern driving and learning techniques to enable our drivers to bring you to your destination safely, on time and in a courteous manner.

2.3 Your journey

We aim to provide a service which is comfortable for all our customers. Smoking, consuming alcohol and the use of e-cigarettes are prohibited on the bus.

To help us provide a high quality bus service, we ask that you:

- allow people off the bus before you get on
- ensure you have the appropriate fare for your journey before you get on the bus
- hold the handrails when you stand on or move through the bus
- use the luggage rack provided and do not leave baggage in the aisles or on seats
- act courteously to other passengers
- ensure that the volume of your headphones and mobile phone conversations are kept to a minimum
- act courteously to the driver and follow their directions regarding operational issues
- do not speak to or distract the driver while the bus is moving (unless in an emergency situation)
- do not put your feet on the seats
- do not cross the white line while the bus is moving

We ensure that the interior and exterior of all our buses are cleaned every day before they enter service. All public areas located throughout our Dublin Bus premises are cleaned once a day.

We inspect our buses regularly to ensure that lighting, heating and ventilation are functioning sufficiently.

2.4 Lost property

Any item found on a bus is dispatched to our Lost Property Office within two working days and the item will be ready for collection after 14.00 on that day. A fee of €2.00 is applied for each item claimed to cover our costs in managing the lost property facility.

3. Keeping you informed

All bus timetables are published on our website; www.dublinbus.ie. When a timetable or a route is changing, we will inform you by announcing it in newspapers where appropriate and on our website at least 10 working days before any changes come into effect.

We ensure accurate timetable information is displayed on at least 98% of our bus stops where timetable information is displayed.

We ensure a high level of accurate real time information on the TFI Live app, website and on-street signs is provided. On-street signs achieve 96% accuracy or better.

All buses have audio announcements informing you of the next bus stop in Irish and English.

We publish fares information on our website available at www.dublinbus.ie. When changing any fare, we will inform you at least 10 working days before the change comes into effect.

4. Providing an accessible service

We are committed to helping everyone use our services.

As part of this:

- our buses are low floor wheelchair accessible
- all buses have one designated wheelchair space
- newer buses have a wheelchair space and a buggy space
- audio on-bus announcements are fitted on all buses informing you of the next bus stop
- all buses have a kneeling suspension facility with a deployable ramp
- the majority of our bus stops are wheelchair accessible
- our public offices are accessible
- we provide information on all our services

We offer a free Travel Assistance Scheme which aims to assist commuters in the independent use of Dublin Bus, DART and Luas. A trained assistant will accompany customers with reduced mobility, sensory impairments and learning disabilities the first few times they travel and provide advice on using public transport. The service is free and is available to customers aged 18 years and over.

4.1 Customers with buggies

If you are a mum to be, or if you are travelling on Dublin Bus with a baby and buggy, here are some tips that will help you.

Low-floor buses are designed so that buggies can remain unfolded in the wheelchair space if it is free. Please make sure the buggy is safely positioned and the brake is on, unfolded buggies cannot travel in the gangway. You should be able to board any low-floor bus with a buggy. If the driver thinks that it is too crowded for you to board safely, he may refuse you boarding. The driver will not ask anybody already travelling to get off the bus to make room. If someone in a wheelchair wishes to board when there is an

unfolded buggy in the wheelchair space, the driver will ask you to fold the buggy and either put it in the luggage space or keep it by your side. Wheelchair users have priority over everyone else for use of the wheelchair space, since this is the only place in which they can travel safely.

An unoccupied buggy must be folded and stored in the baggage area.

On all new buses there is both a wheelchair space and a buggy space, buggy owners may use both spaces but the buggy owner in the wheelchair space must move out of this space if a wheelchair user wishes to board the bus.

5. Paying for your journey

You can pay for your journey using cash or Leap Card.

When paying by cash, we ask that you:

- tell the driver where you are going
- have the exact fare ready in coins
- retain your ticket for inspection

An exact fare system is operated on our services.

5.1 TFI Leap Card

The TFI Leap Card can be used on all Dublin Bus scheduled services, including Xpresso and Nitelink.

The TFI 90 Minute fare now applies to journeys made on Dublin Bus, Luas and most DART, commuter rail (zones 1 to 4 in the Short Hop Zone) and Go-Ahead Ireland services in the Dublin City Bus Network when using a TFI Leap Card.

TFI 90 is just €2.00 for adults, €1.00 for young adults (19-25) and students and 65 cent for children up to and including 18 years. There is also a Short fare for short single trips.

5.2 Providing value for money

The TFI Leap Card offers significant savings customers when compared to cash fares. Adult Leap single fares are up to 30% cheaper than cash single fares and young adults (19-25 years) and students can now avail of half price fares when purchasing Leap single tickets.

5.3 Free Travel Scheme

If you are aged 66 or over and you permanently reside in the Republic of Ireland, the Free Travel Scheme allows you to travel for free on most CIÉ services and public transport services offered by a large number of private operators in various parts of the country. The scheme provides all eligible participants with a Public Service Card (PSC) that is used to avail of the free travel facility.

PSC Free Travel holders must be able to produce their pass at all times during their journey. The PSC Free Travel is not valid on the following Dublin Bus services: Sightseeing Tours, special bus services and cannot be used for organised group travel on any service.

5.4 Standard fare

If you do not have a valid ticket, you will be issued with a standard fare which means you must pay a penalty of €100 or face the possibility of a court appearance and a €1000 fine. However, if you pay the Standard Fare within 21 days of issue, Dublin Bus will accept a reduced payment of €50.

Customers may also be liable for a standard fare for the following reasons:

- you have not paid the correct fare for your age or length of journey
- you do not have the required Photo Identity Card with a Travel Pass from the Department of Social Protection

- you are not the person pictured on the Public Service Card with Free Travel facility

6. Sustainability

Sustainable public transport is the backbone of urban mobility. Dublin Bus envisages a low-cost, frequent and zero emission service which is fully integrated with a suite of flexible transport solutions that make door-to-door journeys for all our customers easy and enjoyable.

We believe this can make a significant contribution towards making Dublin one of Europe's most sustainable cities and one of the best both to live in and to visit. Dublin can be an example to others of how to manage growth in a balanced and sustainable way.

We acknowledge that climate change demands action, and aligned with our sustainability strategy, Dublin Bus is proud to be driving change in the capital, leading the way with innovative projects like electrification. These chargers and electric buses signal the first phase in a ground-breaking and ambitious project to electrify our depots and the city's bus fleet.

We recognise our responsibility to act. While we strive toward the ambitious long-term goal of achieving zero tailpipe emissions, we are also implementing a number of bio-diversity initiatives including beehives and rainwater-harvesting systems at several of our depots. We believe in making our communities more sustainable and empowering our customers to positively contribute to the environment. With every journey taken aboard Dublin Bus we are collectively creating a cleaner, greener, quieter future for Dublin.

7. Your comments and enquiries

We value your comments. If you have a complaint or suggestion about how we can improve our service, we would like you to let us know through any of the following means:

Email: customercomment@dublinbus.ie

Queries from members of the oireachtas:

bacoireachtas@dublinbus.ie

Phone: 01 8734222

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

In person: Customer Comment Desk,
59 Upper O'Connell Street, Dublin 1

You may choose to deal with us through Irish or English. All correspondence received in Irish will be responded to in Irish. During office hours, our customer comment team aim to answer at least 90% of phone calls within 60 seconds.

When submitting a complaint, customers are asked to provide as much detail as possible including:

- the date and time of travel
- the bus registration number
- the stop number you boarded the bus at
- the direction you were travelling in
- contact details

All cases are dealt with in a confidential manner. All complaints made by email will be acknowledged on the same day they are received and will be investigated by Dublin Bus where appropriate. We aim to issue a full response within seven days where possible, failing that we will respond within 15 working days.

All comments and enquiries made through Twitter will receive a response within one hour.

Complaints made by letter will receive a written acknowledgement within one week and a full response within three weeks. If you are unhappy with the response you may write to our Head of Operations who will review your complaint and respond within 15 working days of receiving it. If you are dissatisfied with our response you may contact the NTA at info@nationaltransport.ie who will further investigate your complaint.

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

We will continue to research customers' views on our services.

Contact information

Customer Services

Customer Comment Desk

Dublin Bus

Phone: (01) 873 4222

E-mail: customercomment@dublinbus.ie

Telephone opening hours:

Monday to Friday: 07:00 - 19:00

Saturday, Sunday and public holiday: 08:00 - 18:00

In Person: Dublin Bus, 59 Upper O'Connell St, Dublin 1

Opening hours:

Monday to Friday: 09:00 – 17:30

(except public holidays)

Twitter: [@dublinbusnews](https://twitter.com/dublinbusnews)

Facebook: [dublinbusnews](https://www.facebook.com/dublinbusnews)

Contact information

Head of Operations
Dublin Bus
59 Upper O'Connell St, Dublin 1
Phone: (01) 703 3000
E-mail: info@dublinbus.ie

Lost Property

Lost Property Office
Dublin Bus, Earl Place,
Dublin 1. Phone: (01) 703 1321
Monday to Friday 08.45 – 17.00
(except public holidays)

Travel Assistance Scheme

Access Officer
Dublin Bus
59 Upper O'Connell St, Dublin 1
Phone: (01) 703 3204
E-mail: travelassist@dublinbus.ie

Our Charter shows that we are committed to providing the highest standards of service. It does not affect your or our legal rights or duties.

As well as our commitment to providing a quality service, your customers' rights are protected by EC Regulation 181/2011. This regulation affords rights to customers using bus and coach transport within the European Union.

Date of issue 2024

Notes

Notes

Dublin Bus Head Office

59 Upper O'Connell Street, Dublin 1

Strategic Communications and Engagement Department:

communications@dublinbus.ie

www.dublinbus.ie

    @dublinbusnews

Information correct at time of publication (June 2024)