Customer Charter

www.dublinbus.ie
1. Our commitment to you
Dublin Bus aims to provide a safe, reliable and accessible bus service to our customers in the Greater Dublin Area.

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 www.nationaltransport.ie.

We welcome any comment you may have regarding this customer charter. We will review our charter 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 5 minutes of their advertised departure time. Buses will not leave their terminus early (unless there is a good safety or service reason).

Dublin Bus will 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 will review the bus service 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 will 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 will be easily identifiable and will 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 extra CCTV cameras on board. We provide safety and security notices on buses.
Drivers will consider your safety and comfort when driving. All 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 deliver 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 or move on 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 his 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 leave litter on the bus
- do not cross the white line while the bus is moving
We will ensure that the interior and exterior of all buses are cleaned every day before they enter service. All public areas in Dublin Bus buildings are cleaned once a day.

We will inspect our buses regularly to ensure the lighting, heating and ventilation are functioning.

We will provide bus shelters where possible at busy loading stops. Dublin Bus will obtain approval from the relevant local authority before a bus pole is put in place and for planning permission for shelters as necessary.

Clear Channel Ireland is currently responsible for cleaning and repairing our bus shelters. The company will continue to:

- wash all bus shelters at least once every 2 weeks
- repair vandalised or damaged shelters within 24 hours of discovering them

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

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 let you know by announcing it in the newspapers and on our website at least 10 working days before any changes come into effect.
We will ensure accurate timetable information is displayed on at least 98% of our principal bus stops that provide information.

We will provide a high level of accurate real time information on our app, website and on-street signs. On-street signs will achieve 93% accuracy or better.

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

We will publish fares information on our website; www.dublinbus.ie. When changing any fare, we will let you know 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 and visual on-bus announcements are fitted on all buses informing you of the next bus stop
- all buses has 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, the DART and the 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 or over.

4.1 Customers with buggies
There are limited spaces for an open buggy on our buses and this will vary according to the design of the vehicle. Wheelchair users have priority for the wheelchair space over a buggy. We ask that if the space is occupied, please store the buggy safely in the luggage area and put the child on your lap. If the space is vacant leave your child in the buggy, place the buggy in the open space and hold the buggy as you sit or stand beside it. The driver will ask you to fold the buggy if a wheelchair user wishes to board the bus.

We will continue to ensure greater ease of access to Dublin Bus services. Dublin Bus’ accessibility working group meets on a quarterly basis and includes representatives from various user groups including the Irish Wheelchair Association, National Council for the Blind and the Irish Guide Dogs Association.

5. Paying for your journey
Customers can pay for their 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 buses (except Airlink and Dublin Bus Tours). If a customer overpays for their journey using cash, they are issued with a change receipt which can
be redeemed for cash at the Ticket Office, Dublin Bus Head Office, 59 Upper O`Connell Street, Dublin 1.

5.1 Leap Card
A Leap Card can be used instead of paying with cash when travelling on all Dublin Bus services, including Airlink, Xpresso and Nitelink. It can also be used on Luas, Dart and Commuter Rail services. There are Adult, Child and Student Leap Cards available. You can use both Travel Credit and ticket products on your Leap Card and use either to pay for your bus journey. Leap Cards can be bought online at www.leapcard.ie or at over 500 Leap Card shops around the city. For more information visit www.dublinbus.ie

5.2 Providing value for money
The Leap Card provides savings for customers against cash fares and is a convenient, cashless and safe way to pay for your journey on Dublin Bus, Luas or Dart and Commuter Rail services. For more information visit www.leapcard.ie

The TaxSaver Commuter Ticket Scheme can provide significant savings for customers. The scheme involves employers providing employees with bus and rail commuter tickets while saving on employer PRSI payments. Employees participating in the scheme can receive these tickets at discounted prices. You can save between 31% and 52%. For more information visit www.taxesaver.ie

5.3 Free Travel Scheme
If you are aged 66 or over and you permanently live in the state, the Free Travel Scheme allows you to travel for free on most CIÉ services and the public transport services offered by a large number of private operators in various parts of the country. The Free Travel Pass Holders must be able to produce their
pass at all times during their journey and the pass is not valid on the following Dublin Bus services: Sightseeing Tours, Nitelink, Airlink, special bus services and 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 do not have a CIÉ Photo Identity Card with your adult, scholar or child prepaid ticket
• you do not have a valid, in-date Student Travelcard I.D. with your Student Travelwide prepaid ticket

6. Helping the environment
Buses produce less than half the CO2 emissions per customer kilometre compared to cars. Dublin Bus is committed to reducing its emissions by continuing to keep pace with new technologies. The company is consistently pursuing policies to ensure that our vehicles comply with European emission standards.
Dublin Bus’ greener business practices extend beyond its fleet. Dublin Bus is a member of the Sustainable Energy Authority of Ireland’s (SEAI) Public Sector Energy Partnership Programme. We have worked with the SEAI since 2008 on a range of energy management practices across our seven depots which have resulted in a decrease in electricity and gas consumption. Dublin Bus also has an Energy Policy which aims to increase energy awareness among employees to reduce energy consumption.

The partnership with SEAI also demonstrates Dublin Bus’ commitment to playing its role in meeting the government’s target of reducing public sector energy usage by 33% by 2020.

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
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
Twitter: @dublinbusnews

You may choose to deal with us through English or Irish. When a customer writes to us in Irish by letter, email or Twitter they will receive a reply 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 treated in a confidential manner. All complaints made by email will be acknowledged on the same day they are received and then investigated by Dublin Bus where appropriate. We aim to issue a full response within 7 days where possible.

All complaints made through Twitter will receive a response within 1 hour.

Complaints made by letter will receive a written acknowledgement within 1 week and a full response within 3 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 unsatisfied with the response received from Dublin Bus you may contact the National Transport Authority 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 now and in the future.
Contact information

Customer Services

Customer Comment Unit
Dublin Bus
Phone: (01) 873 4222
E-mail: customercomment@dublinbus.ie

Telephone Opening hours:
Monday to Saturday: 8.30am to 6.00pm
(except public holidays)

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

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)
Twitter: @dublinbusnews
Facebook: dublinbusnews

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 8:45am to 5:00pm
Except public holidays

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

Clear Channel Ireland
Phone: (01) 830 2888

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.

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