



L.5 Penalties Table (A:1 - E:6)

Penalty A: 15% of journey cost for the following	
A:1	Operating 10 -14 minutes later than the scheduled time (first collection point)
A:2	Failure to examine bus passes (16+ seat vehicles)
A:3	Failure to display no smoking signs
A:4	Failure to assist passengers embarking/disembarking

Penalty B: 20% of Journey cost for the following	
B:1	Operating 15 -20 minutes later than the scheduled time (first collection point)
B:2	Failure to inform the Council of late or delayed operation of journeys
B:3	Failure to provide photographic staff ID
B:4	Failure to display vehicle licence

Penalty C: 30% of Journey cost for the following	
C:1	Operating 20 - 29 minutes later than the scheduled time (first collection point)
C:2	Poor vehicle hygiene (internal & external)
C:3	Failure to display route and destination signage (16+ seat vehicles)
C:4	Use of poorly maintained equipment as stated on the route schedule

Penalty D: 50% of Journey cost for the following	
D:1	Member of Contractor staff smoking (to include E Cigarettes) in the vehicle, on or around council premises, schools, day centres or any establishment serviced by the contract
D:2	Poor performance, which in the opinion of the Council, is inappropriate, unprofessional or liable to bring the Council into disrepute.
D:3	Use of an inappropriate, unsuitable or unauthorised vehicle
D:4	Failure to use appropriate safety equipment as identified by the schedule
D:5	Failure to allow vehicle or staff authentication or inspection
D:6	Failure to notify the council of emergency situations and vehicle accidents

Penalty E: 100% of Journey cost for the following	
E:1	Operating 30 minutes or more later than the scheduled time (first collection point)
E:2	Failure to operate a journey partially or wholly
E:3	The use of unauthorised staff (Drivers/PA's)
E:4	The carriage of unauthorised passengers and or wheelchairs
E:5	The carriage of passengers in an unroadworthy vehicle or unsafe manner
E:6	Failure to meet the Terms and Conditions, Code of Practice and Working Procedures of this contract (DPS)

Signature:

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Date:

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