Reliability Overview

Reliability is a KPI (Key Performance Indicator) of the performance of Dublin Bus, as part of the terms of their PSO contract with the NTA. Further details of the measurement of Reliability (which is sometimes referred to as "Lost Kilometre Rate)" are provided below.

Measurement of Reliability:

Reliability of Dublin Bus services is determined using a metric called "Lost Kilometre Rate (%)". This metric is calculated as follows:

Step 1:
Number of Lost Kilometres (Km) = Total Scheduled Services (Km) – Total Services Operated (Km)

Step 2:
Lost Kilometre Rate (%) = $\left(\frac{\text{Number of Lost KM (Km)}}{\text{Total Scheduled Services (Km)}} \right) \times 100$

Dublin Bus must achieve a Lost Kilometre rate of 5% or less each period i.e. at least 95% of scheduled services must be operated. If this target is not achieved, financial penalties apply.

Notes:

- The *Total Scheduled Services* is based on the route and timetable(s) for every Dublin Bus service, as agreed with the NTA under the current PSO contract.

- The *Total Services Operated* is determined by the AVL (Automatic Vehicle Location) system which is installed on each bus to record the route and distances travelled.

- The *Number of Lost Kilometres* does not include bus services (whole or partial routes) which could not be operated for reasons outside of the control of Dublin Bus (for example, road closures due to a major event, extreme weather resulting in unsafe road conditions etc.). These exceptions are identified by Dublin Bus and approved by the NTA.

P10 Reliability

	KMs Lost (%)	Target Value (%)
Total	**4.8**	**5.0**

P11 Reliability

	KMs Lost (%)	Target Value (%)
Total	**4.5**	**5.0**

Data from October 16 th 2017 has been excluded due the significant impact of Storm Ophelia, which resulted in widespread cancellations and curtailment of services.

P12 Reliability

	KMs Lost (%)	Target Value (%)
Total	**4.3**	**5.0**

P13 Reliability

	KMs Lost (%)	Target Value (%)
Total	4.7	5.0