

Reliability Overview

Reliability is a KPI (Key Performance Indicator) of the performance of Bus Éireann, 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 Bus Éireann 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 Bus Éireann 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.
- There have been ongoing issues with the recording of AVL data on Bus Éireann services, due to a number of factors including technical issues, driver training and the use of subcontracted drivers and vehicles. As a result, the NTA is currently accepting the provision of ticketing data for services not recorded through the AVL system as acceptable proof that these services operated. This ticketing data supplements the kilometres recorded through the AVL system and is included as part of the *Total Services Operated*. It is expected that this supplementation will be phased out over the coming months as Bus Éireann implements a number of improvements.

P7 Reliability

	KMs Lost (%)	Target Value (%)
Total	1.4%	5.0

P8 Reliability

	KMs Lost (%)	Target Value (%)
Total	0.7%	5.0

P9 Reliability

	KMs Lost (%)	Target Value (%)
Total	0.4%	5.0