

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

For 2017 & 2018, Dublin Bus must have achieved a Lost Kilometre rate of 5% or less each period i.e. at least 95% of scheduled services must have operated. If this target is not achieved, financial penalties will have applied.

In 2019, Dublin Bus must achieve a Lost Kilometre rate less than the following in each period; P1 - P5 (5%), P6 - P8 (4%), P9 - 10 (3.5%), P11-P12 (2.5%) & P13 (2%) i.e. If the period 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.

**Q3 & Q4 2019
Dublin Bus - PSO Services
Reliability Report**



P7 Reliability - June 17th 2019 → July 14th 2019

	KMs Lost (%)	Target Value (%)
Total	4.5	4.0

*Note:
Data from June 17th has been excluded due to technical issues with the DMS system.
Data from June 29th has been excluded due to the Dublin Pride Parade.*

P8 Reliability - July 15th 2019 → August 11th 2019

	KMs Lost (%)	Target Value (%)
Total	5.5	4.0

P9 Reliability - August 12th 2019 → September 8th 2019

	KMs Lost (%)	Target Value (%)
Total	5.3	3.5

P10 Reliability - September 9th 2019 → October 6th 2019

	KMs Lost (%)	Target Value (%)
Total	6.2	3.5

P11 Reliability - October 7th 2019 → November 3rd 2019

	KMs Lost (%)	Target Value (%)
Total	4.5	3.0

*Note:
Data from October 27th has been excluded due to the Dublin Marathon*

P12 Reliability - November 4th 2019 → December 1st 2019

	KMs Lost (%)	Target Value (%)
Total	3.8	2.5

*Note:
Data from November 26th & 27th has been excluded due to the significant impact of the Farmer's Protest*

P13 Reliability - December 2nd 2019 → December 29th 2019

	KMs Lost (%)	Target Value (%)
Total	3.7	2.0

**Q1 & Q2 2019
Dublin Bus - PSO Services
Reliability Report**



P1 Reliability - January 1st 2019 → January 27th 2019

	KMs Lost (%)	Target Value (%)
Total	4.2	5

P4 Reliability - March 25th 2019 → April 21st 2019

	KMs Lost (%)	Target Value (%)
Total	4.2	5

P2 Reliability - January 28th 2019 → February 24th 2019

	KMs Lost (%)	Target Value (%)
Total	3.8	5

P5 Reliability - April 22nd 2019 → May 19th 2019

	KMs Lost (%)	Target Value (%)
Total	4.9	5

P3 Reliability - February 25th 2019 → March 24th 2019

	KMs Lost (%)	Target Value (%)
Total	3.9	5

P6 Reliability - May 20th 2019 → June 16th 2019

	KMs Lost (%)	Target Value (%)
Total	4.6	4

Note:

Data from March 15th and March 17th 2019 has been excluded due to abnormal traffic conditions experienced through the entire network on these days.

**Q3 & Q4 2018
Dublin Bus - PSO Services
Reliability Report**



P7 Reliability - June 18th 2018 → July 15th 2018

	KMs Lost (%)	Target Value (%)
Total	6.5	5

Note: The Q3 performance of Dublin Bus was impacted by reduced driver numbers, which was due to reduced driver recruitment in place in Dublin Bus in advance of transfer of a number of routes from Dublin Bus to Go Ahead.

P8 Reliability - July 16th 2018 → August 12th 2018

	KMs Lost (%)	Target Value (%)
Total	6.5	5

Note: The Q3 performance of Dublin Bus was impacted by reduced driver numbers, which was due to reduced driver recruitment in place in Dublin Bus in advance of transfer of a number of routes from Dublin Bus to Go Ahead.

P9 Reliability - August 13th 2018 → September 9th 2018

	KMs Lost (%)	Target Value (%)
Total	7.1	5

Note: The Q3 performance of Dublin Bus was impacted by reduced driver numbers, which was due to reduced driver recruitment in place in Dublin Bus in advance of transfer of a number of routes from Dublin Bus to Go Ahead.

Note: Data for the 26th of August 2018 has been excluded from this analysis, due to widespread disruption and curtailments on this date resulting from the Papal Visit.

P10 Reliability - September 10th 2018 → October 7th 2018

	KMs Lost (%)	Target Value (%)
Total	7.2	5

P11 Reliability - October 8th 2018 → November 4th 2018

	KMs Lost (%)	Target Value (%)
Total	5.8	5

P12 Reliability - November 5th 2018 → December 2nd 2018

	KMs Lost (%)	Target Value (%)
Total	5.6	5

P13 Reliability - December 3rd 2018 → December 30th 2018

	KMs Lost (%)	Target Value (%)
Total	6.1	5

Note: Data for the 9th, 10th and 25th of December 2018 has been excluded from this analysis, due to missing/ lost data in the DMS and the 25th being Christmas Day.

**Q1 & Q2 2018
Dublin Bus - PSO Services
Reliability Report**



P1 Reliability - January 1st 2018 → January 28th 2018

	KMs Lost (%)	Target Value (%)
Total	3.4	5

P4 Reliability - March 26th 2018 → April 22nd 2018

	KMs Lost (%)	Target Value (%)
Total	4.5	5

P2 Reliability - January 29th 2018 → February 25th 2018

	KMs Lost (%)	Target Value (%)
Total	3.7	5

P5 Reliability - April 23rd 2018 → May 20th 2018

	KMs Lost (%)	Target Value (%)
Total	4.9	5

P3 Reliability - February 26th 2018 → March 25th 2018

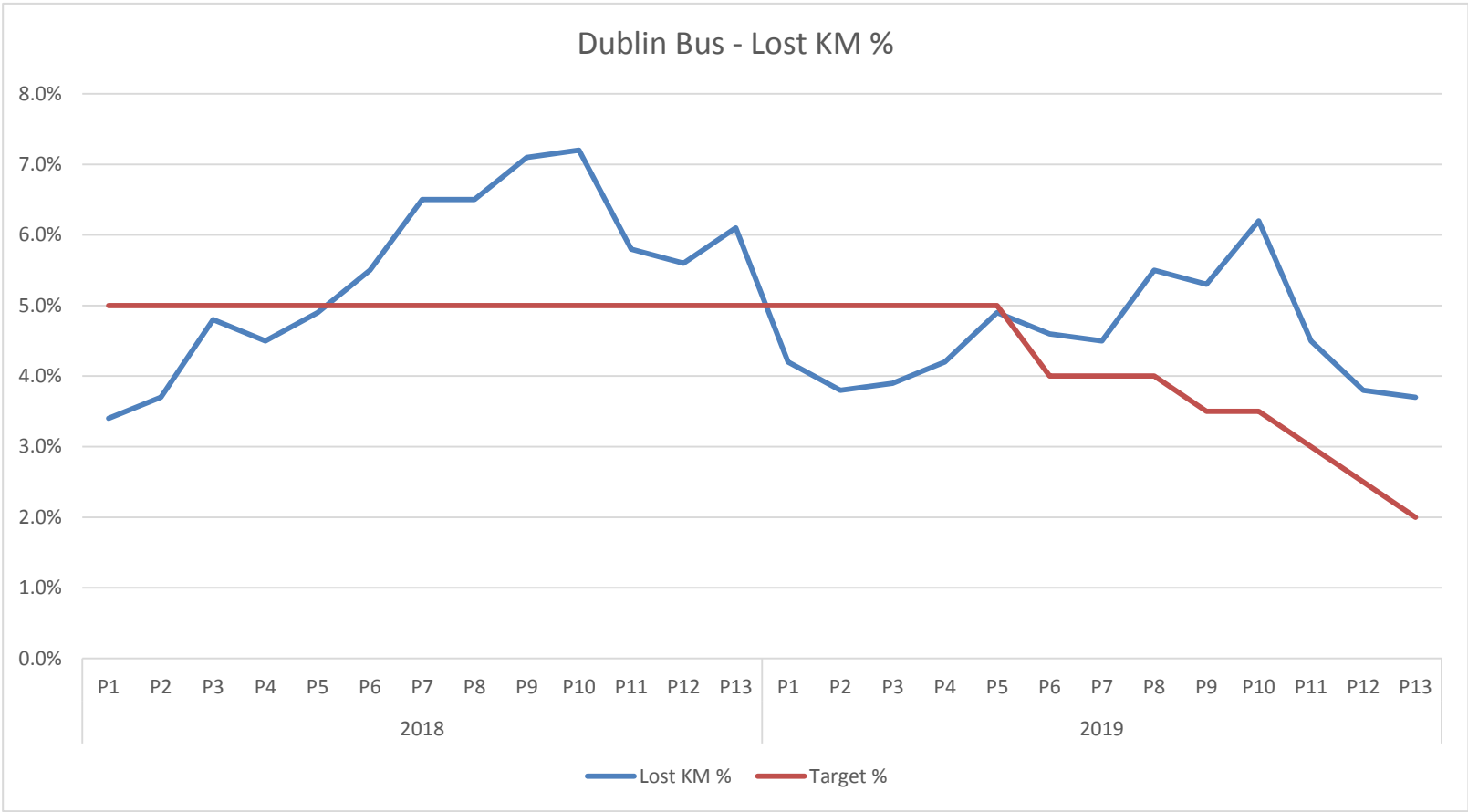
	KMs Lost (%)	Target Value (%)
Total	4.8	5

P6 Reliability - May 21st 2018 → June 17th 2018

	KMs Lost (%)	Target Value (%)
Total	5.5	5

Note:

Data from February 28th 2018 – March 6th 2018 inclusive has been excluded due the significant impact of Storm Emma, which resulted in widespread cancellations and curtailment of services. Data from March 18th and March 19th 2018 has been excluded due the significant impact of weather conditions (snow storms), which resulted in widespread cancellations and curtailment of services.



**Lower Lost KM values (%) are better as they reflect less scheduled services which did not operate*