2019
Go-Ahead Ireland - Outer Dublin Metropolitan Area (ODMA) Bus Routes
Punctuality Report

NTA
Údarás Náisiúnta Iompair
National Transport Authority

Punctuality Overview

Punctuality is a KPI (Key Performance Indicator) of the performance of Go-Ahead Ireland, as part of the terms of their PSO contract with the NTA.

For the purposes of measuring punctuality, Go-Ahead Ireland routes are Low Frequency Routes only. Further details are provided below.

The following pages detail the Punctuality Rates achieved by Go-Ahead Ireland on ODMA bus routes for each relevant period.

Low Frequency Routes are defined as services which operates less than 4 times an hour on a weekday, outside the peak periods.

Low Frequency Punctuality:

The Punctuality of Low Frequency Routes is calculated as follows:

$$\text{Punctuality (\%)} = \frac{\text{Number of Actual Departures on Time}}{\text{Number of Actual Departures}} \times 100$$

Go-Ahead Ireland must achieve the Punctuality Standards set out in the Table below for Low Frequency Routes:

Period	2018 Punctuality Standard	2019 Punctuality Standard	2020 Punctuality Standard
P1, P2, P3, P4, P5 (Late Winter / Spring)	N/A	N/A Commencing from P5	65% (P5 = 80%)
P6, P7, P8, P9 (Summer)	N/A	65%	80%
P10, P11, P12, P13 (Autumn / Early Winter)	N/A	65%	80%

If the relevant punctuality target for each period is not achieved, financial penalties apply. For each full 1% of departures below the 'on time standard', 0.2% of the maximum of period payment is deducted, up to a maximum of 5% of the maximum period payment.

Notes:

- The *Number of Actual Departures* is the total number of bus departures from individual bus stops, along all routes combined for all services during the relevant period.

- The *Number of Actual Departures on Time* is the total number of "on time" bus departures from individual bus stops, along all routes combined for all services during the relevant period - where "**on time**" is defined as a bus which departs from a bus stop not more than one minute early or not more than five minutes and fifty nine seconds late when compared to the scheduled departure time.

- **The data for Go-Ahead Ireland has not been adjusted for first and last stop time recording issues.** First and last stop time recording issues can arise for example when a bus is recorded leaving the first stop early because vehicles parked at the first stop mean the bus needed to pull up after the first stop to allow passengers on board, or where a bus is not recorded arriving on time at final stop because stop is occupied by another bus waiting to enter service. It is estimated that 2% of all recorded stopping times for journeys in the Dublin Metropolitan Network are recorded at first or last stops, and therefore prone to this error, resulting in lower punctuality than may actually be the case.

- In compliance with the ODMA Contract, punctuality deductions did not apply in respect of any Services during the initial operations mobilisation phase and commenced in Period 5 of 2019.

- Routes transferred to be operated by Go-Ahead Ireland: *17, 17A, 18, 33A, 33B, 45A, 59, 63, 75, 75A, 76, 102, 104, 111, 114, 161, 184, 185, 220, 236, 238, 239 and 270. The 175 route is a new service to the Dublin Network.*

- Go-Ahead Ireland Commenced operating routes 18, 76 and 76A on 24th March 2019. Go-Ahead Ireland Commenced operating routes 17, 104, 114, 161, 220, 236, 238, 239 and 270 on 20th January 2019.

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	**62.2**	**65.0**

P10 Punctuality - August 12th 2019 → September 8th 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	**61.9**	**65.0**

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	**63.0**	**65.0**

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	**64.4**	**65.0**

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	**62.8**	**65.0**

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	**61.8**	**65.0**

P13 Punctuality December 2nd 2019 → December 31st 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	**67.1**	**65.0**

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	**N/A**	**N/A**

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	**63.3**	**N/A**

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	**62.4**	**N/A**

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	**59.3**	**N/A**

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	**60.4**	**65.0**

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	**61.9**	**65.0**

Go-Ahead Ireland (ODMA) - Low Frequency Punctuality (%)

Legend: Low Frequency (%) — Target (%)
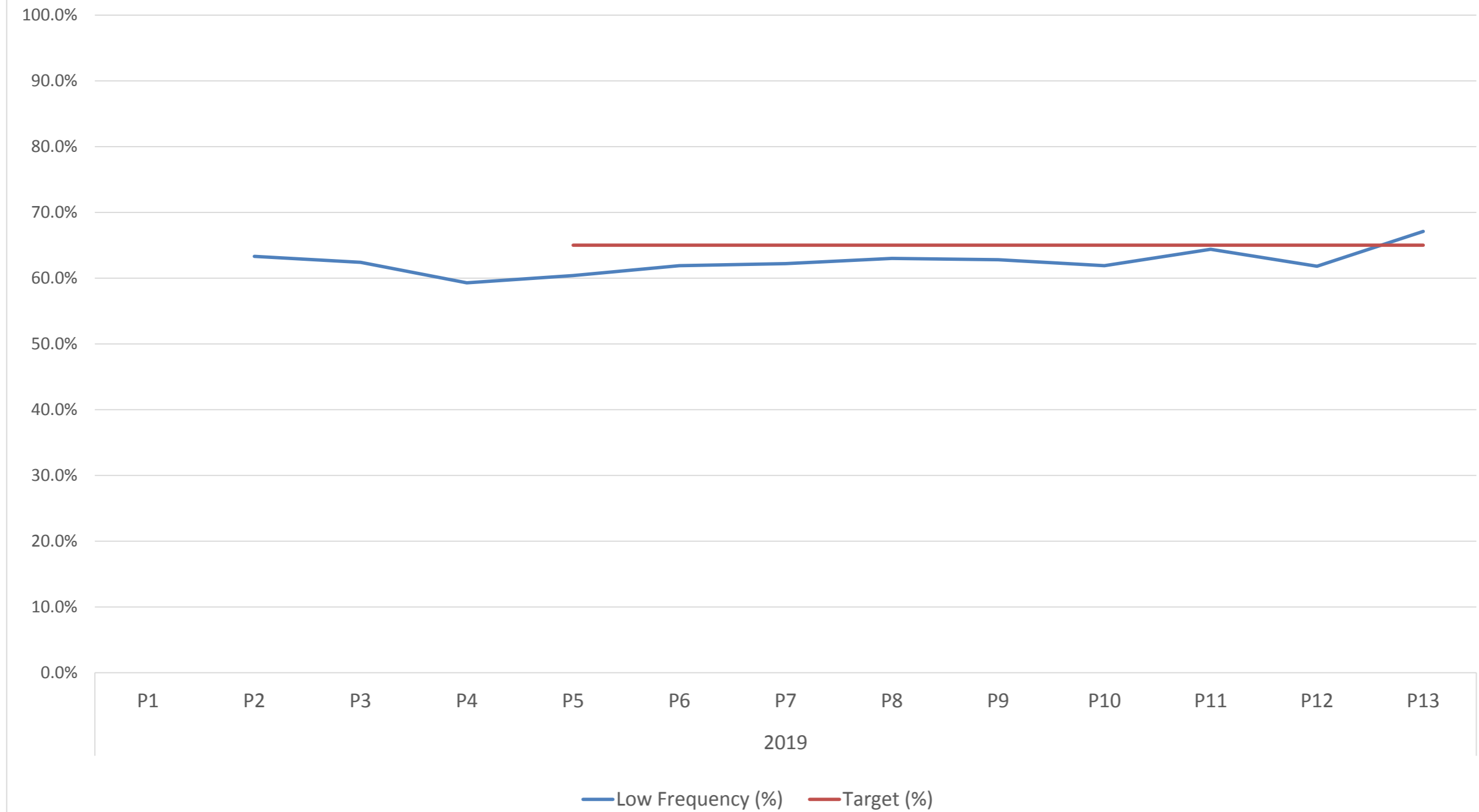
Higher Punctuality values (%) are better as they measure the number of departures from stops which are punctual