

2019

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



Reliability Overview

Reliability 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. Further details of the measurement of Reliability (which is sometimes referred to as "Lost Kilometre Rate)" are provided below.

The following pages detail the Reliability (Lost Kilometre Rate) achieved by Go-Ahead Ireland on ODMA bus routes for each relevant period.

Measurement of Reliability:

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

Commencing from Period 2 2019, Go-Ahead Ireland must achieve a Lost Kilometre rate of 2% or less each period i.e. at least 98% 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 Go-Ahead Ireland 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 Go Ahead Ireland (for example, road closures due to a major event, extreme weather resulting in unsafe road conditions etc.). These exceptions are identified by Go Ahead Ireland and approved by the NTA.
- In compliance with the ODMA Contract, Lost KMs Deductions did not apply in respect of any Services during the initial operations mobilisation phase and commenced in Period 2 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.

Q3 & Q4 2019
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P7 Reliability - June 17th 2019 → July 14th 2019

	KMs Lost (%)	Target Value (%)
Total	2.9	2.0

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

	KMs Lost (%)	Target Value (%)
Total	1.0	2.0

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

	KMs Lost (%)	Target Value (%)
Total	1.1	2.0

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

	KMs Lost (%)	Target Value (%)
Total	0.7	2.0

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

	KMs Lost (%)	Target Value (%)
Total	0.9	2.0

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

	KMs Lost (%)	Target Value (%)
Total	0.9	2.0

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

	KMs Lost (%)	Target Value (%)
Total	1.6	2.0

**Q1 & Q2 2019
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P1 Reliability - January 1st 2019 → January 27th 2019

	KMs Lost (%)	Target Value (%)
Total	N/A	N/A

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

	KMs Lost (%)	Target Value (%)
Total	2.10	2.0

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

	KMs Lost (%)	Target Value (%)
Total	0.50	N/A

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

	KMs Lost (%)	Target Value (%)
Total	3.08	2.0

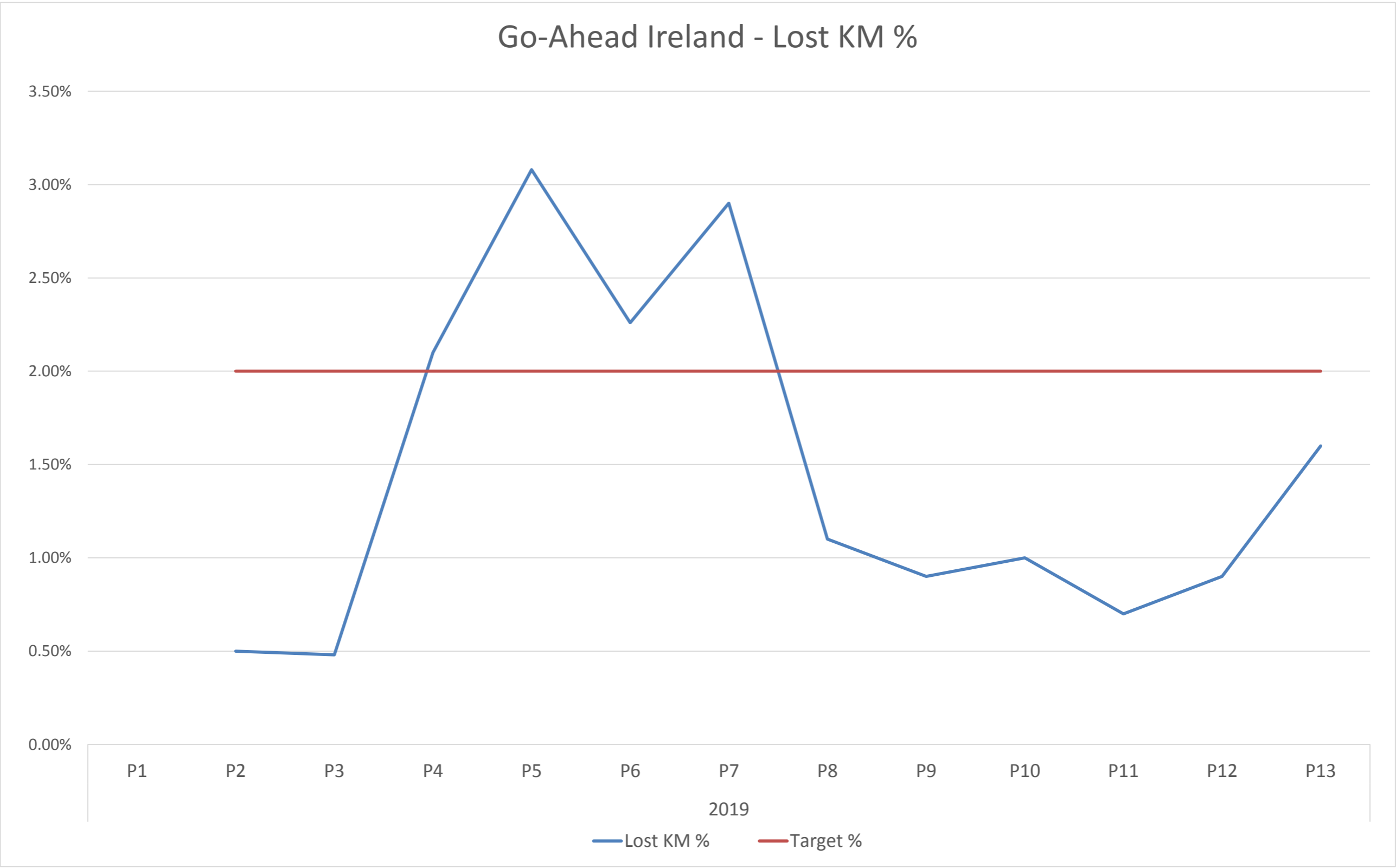
P3 Reliability - February 25th 2019 → March 24th 2019

	KMs Lost (%)	Target Value (%)
Total	0.48	N/A

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

	KMs Lost (%)	Target Value (%)
Total	2.26	2.0

Go-Ahead Ireland - Lost KM %



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