

2019-2021

Dublin Bus Direct Award Contract

Reliability Report



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 were required to achieve a Lost Kilometre rate of 5% or less for each period for their network of PSO services (i.e. at least 95% of scheduled services must have operated). If this standard was not achieved, financial deductions from payments to Dublin Bus were applied.

For 2019, Dublin Bus were required to achieve a network 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 standard was not achieved, financial deductions from payments to Dublin Bus were applied.

From Period 1 of 2020, Lost Kilometre Minimum Performance Standards have applied on a route by route basis, rather than an overall network basis. Dublin Bus are required to achieve a Lost Kilometre Rate of 2% or less for each route in each period (i.e. at least 98% of the scheduled kilometres must have been operated). If this standard is not achieved for a particular route in any

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.
- COVID-19 Note – From 16/03/20, the *Number of Lost Kilometres* does not include bus services which could not be operated due to COVID-19 related staff illness or HSE certified self-isolation. These exceptions are identified by Dublin Bus and approved by the NTA.

**Q1 & Q2 2021
Dublin Bus Direct Award Contract
Reliability Report**



P1 Punctuality - January 1st 2021 - January 31st 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.1	2% per Route

P4 Punctuality - March 29th 2021 - April 25th 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.0	2% per Route

P2 Punctuality - February 1st 2021 - February 28th 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.1	2% per Route

P5 Punctuality - April 26st 2021 - May 23rd 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.1	2% per Route

P3 Punctuality - March 1st 2021 - March 28th 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.0	2% per Route

P6 Punctuality - May 24th 2021 - June 20th 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.3	2% per Route

*From Period 1 2020, reliability Minimum Performance Standards have applied on a route by route basis (2% per route per period). More details are available in the route by route reliability table.

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Q3 & Q4 2020
Dublin Bus Direct Award Contract
Reliability Report



P7 Punctuality - June 15th 2020 - July 12th 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.9	2% per Route

P10 Punctuality - September 7th 2020 - October 4th 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.3	2% per Route

P8 Punctuality - July 13th 2020 - August 9th 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.3	2% per Route

P11 Punctuality - October 5th 2020 - November 1st 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.0	2% per Route

P9 Punctuality - August 10th 2020 - September 6th 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.2	2% per Route

P12 Punctuality - November 2nd 2020 - November 29th 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.9	2% per Route

P13 Punctuality - November 30th 2020 - December 31st 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.1	2% per Route

Note: the 8th - 14th December and 18th December have been excluded from the Lost KM analysis due to AVL technical issues.

**From Period 1 2020, reliability Minimum Performance Standards have applied on a route by route basis (2% per route per period). More details are available in the route by route reliability table.*

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Q1 & Q2 2020
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P1 Reliability - January 1st 2020 → January 26th 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	3.0	2% per Route

P4 Reliability - March 23rd 2020 → April 19th 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.7	2% per Route

P2 Reliability - January 27th 2020 → February 23rd 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	2.7	2% per Route

P5 Reliability - April 20th 2020 → May 17th 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.7	2% per Route

Note: the 5th & 6th of May have been excluded from the Lost KM analysis due to AVL technical issues.

P3 Reliability - February 24th 2020 → March 22nd 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	2.6	2% per Route

P6 Reliability - May 18th 2020 → June 14th 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.1	2% per Route

**From Period 1 2020, reliability Minimum Performance Standards have applied on a route by route basis. More details are available in the route by route reliability table.*

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

	KMs Lost (%)	Minimum Performance Standard (%)
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.*

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	6.2	3.5

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	5.5	4.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	4.5	3.0

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

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	5.3	3.5

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	3.8	2.5

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

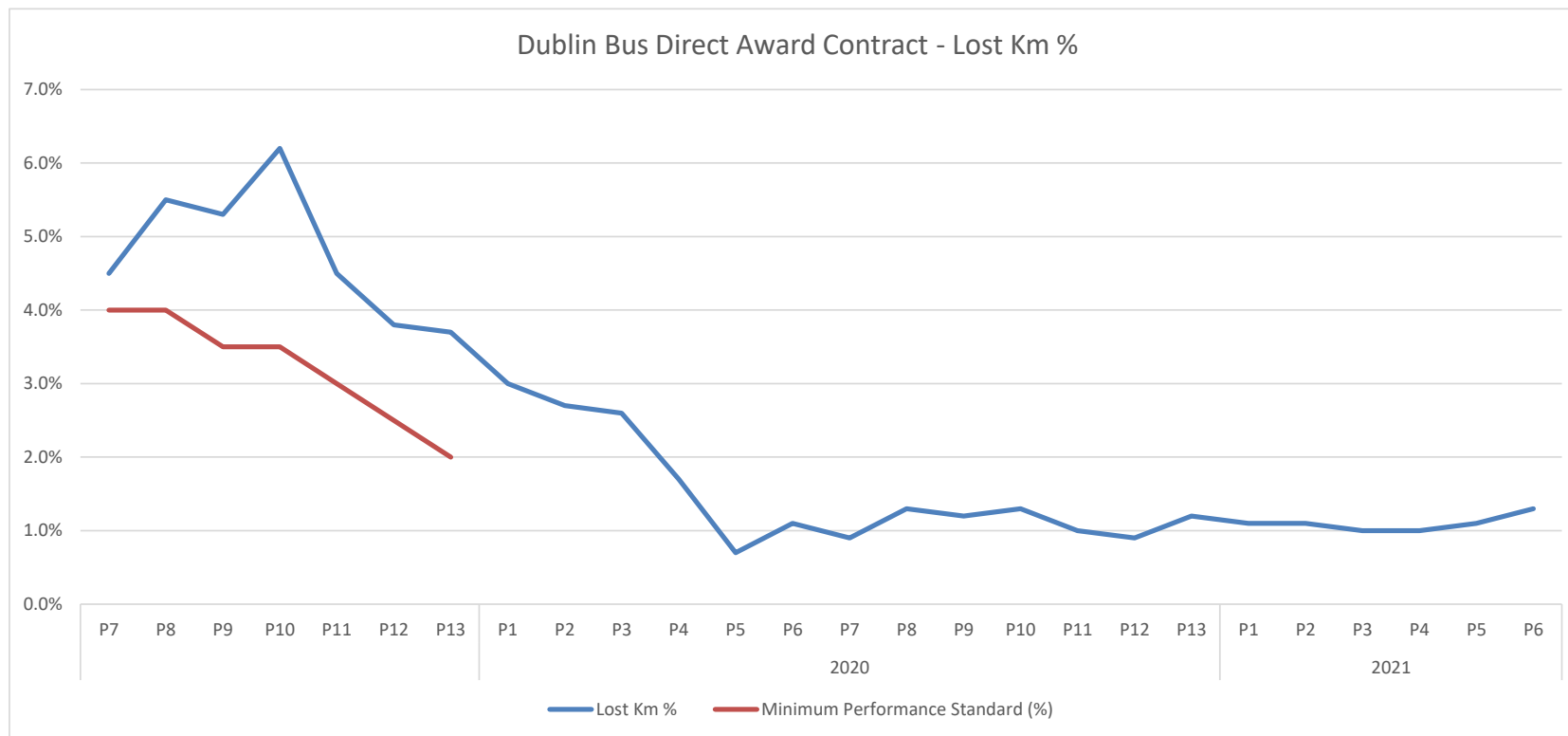
P13 Reliability - December 2nd 2019 → December 29th 2019

	KMs Lost (%)	Minimum Performance Standard (%)
Total	3.7	2.0

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56A	0.5%	0.2%	0.9%	1.0%	1.1%	0.7%	0.7%	0.6%	0.5%	0.8%	0.2%	0.4%	0.3%	0.2%	0.3%	0.5%	1.3%	2.4%	0.4%	
61	1.7%	0.6%	0.0%	0.3%	0.1%	0.3%	0.8%	0.2%	0.2%	0.7%	1.2%	1.4%	0.3%	0.3%	1.6%	0.9%	2.1%	1.0%	2.2%	
65	1.5%	0.9%	0.2%	0.9%	0.5%	0.1%	0.9%	0.2%	1.2%	1.3%	0.2%	0.1%	0.3%	0.3%	0.4%	0.9%	1.2%	0.9%		
65B	1.0%	0.6%	1.1%	1.0%	0.6%	0.4%	0.9%	0.6%	0.3%	1.4%	0.6%	0.3%	0.2%	0.6%	0.4%	0.6%	1.6%	1.3%	1.4%	
66	0.8%	0.7%	1.1%	1.2%	1.0%	0.7%	0.4%	0.8%	0.6%	0.4%	0.5%	0.2%	0.8%	0.5%	1.6%	1.4%	2.6%	4.0%		
66A	0.8%	1.3%	1.2%	1.3%	1.5%	0.5%	0.6%	0.4%	0.6%	0.7%	0.6%	1.0%	0.2%	1.2%	1.4%	1.6%	1.7%	0.7%	0.8%	
66B	0.5%	0.8%	1.3%	1.2%	1.7%	1.0%	0.9%	0.7%	0.9%	0.9%	1.0%	0.6%	0.7%	0.7%	1.1%	1.7%	1.5%	1.2%	1.4%	
66E	1.1%	0.6%	*Did not operate	*Did not operate	*Did not operate	1.4%	1.8%	1.2%	0.3%	0.7%	0.4%	0.8%	0.3%	3.2%	*Did not operate	1.7%	1.9%	1.4%	2.0%	
65X	0.1%	0.2%	0.9%	1.4%	1.5%	2.1%	0.4%	0.3%	0.5%	0.9%	0.8%	0.2%	1.3%	1.4%	1.5%	1.8%	1.8%	3.7%		
67	1.2%	0.9%	1.2%	1.6%	1.5%	0.9%	1.0%	0.8%	0.6%	0.8%	0.6%	0.4%	0.7%	1.0%	1.4%	1.4%	1.1%	2.3%		
67X	0.2%	1.2%	1.1%	1.8%	1.4%	1.4%	0.3%	0.7%	0.9%	0.8%	0.5%	0.3%	0.5%	2.4%	2.1%	3.1%	4.0%	6.2%		
68	0.8%	0.8%	0.9%	0.8%	1.3%	1.3%	1.2%	0.9%	0.8%	1.7%	0.6%	0.7%	0.4%	1.0%	1.3%	1.5%	2.3%	1.6%	2.0%	
68A	1.6%	2.9%	*Did not operate	*Did not operate	*Did not operate	0.9%	4.7%	0.3%	2.2%	1.8%	1.1%	0.5%	0.3%	4.3%	*Did not operate	0.9%	8.8%	8.6%	9.3%	
68X	1.0%	0.3%	*Did not operate	*Did not operate	*Did not operate	0.0%	0.8%	0.5%	1.0%	0.7%	0.0%	*Did not operate	*Did not operate	*Did not operate	*Did not operate	0.0%	1.8%	1.9%	0.2%	
69	0.8%	0.9%	0.5%	0.7%	1.0%	0.6%	0.9%	1.2%	0.8%	0.9%	0.6%	0.3%	0.3%	1.4%	1.5%	0.6%	1.6%	0.9%	0.9%	
69X	1.0%	0.5%	*Did not operate	*Did not operate	*Did not operate	0.4%	1.2%	0.8%	0.3%	0.5%	1.2%	0.2%	2.6%	0.0%	*Did not operate	0.4%	1.0%	1.7%	1.1%	
7	1.7%	1.4%	1.0%	0.6%	1.0%	1.6%	1.3%	1.0%	1.1%	1.3%	1.0%	1.6%	0.9%	1.1%	0.9%	1.1%	2.2%	3.0%	2.1%	
70	0.7%	0.8%	1.4%	1.0%	1.0%	1.0%	0.7%	0.6%	0.9%	0.8%	0.5%	0.7%	0.7%	0.6%	0.8%	1.1%	1.8%	1.5%	2.6%	
70D	*Did not operate	*Did not operate	*Did not operate	*Did not operate	*Did not operate	*Did not operate	*Did not operate	*Did not operate	*Did not operate	*Did not operate	*Did not operate	*Did not operate	*Did not operate	*Did not operate	*Did not operate	*Did not operate	1.1%	3.3%	0.5%	11.7%
77A	1.4%	1.3%	0.8%	0.9%	1.1%	0.6%	1.5%	0.8%	1.0%	1.1%	1.8%	1.3%	1.3%	1.0%	0.8%	1.3%	2.7%	1.9%	2.4%	
77X	0.0%	0.9%	0.5%	0.6%	1.1%	1.1%	0.6%	0.9%	1.7%	0.0%	15.2%	*Did not operate	*Did not operate	0.9%	0.0%	0.0%	0.4%	0.3%	0.3%	
79	2.5%	1.3%	1.3%	1.3%	1.2%	1.6%	1.0%	0.7%	1.1%	1.0%	0.8%	1.0%	0.7%	1.0%	3.2%	2.0%	2.5%	3.6%		
79A	1.9%	1.5%	0.6%	1.0%	0.6%	1.1%	1.4%	0.7%	0.5%	1.3%	0.4%	0.7%	0.3%	1.1%	0.7%	1.8%	1.6%	1.9%	2.0%	
7A	1.7%	1.4%	1.0%	0.9%	1.1%	1.3%	1.1%	1.3%	1.4%	1.5%	2.1%	0.9%	1.3%	1.1%	1.0%	3.1%	2.7%	2.9%		
7B	1.6%	2.1%	0.1%	0.4%	0.4%	2.1%	1.7%	1.1%	1.8%	1.3%	1.9%	1.4%	1.0%	1.1%	0.5%	2.4%	2.2%	1.8%	2.7%	
7D	1.2%	2.6%	3.2%	1.2%	1.9%	1.8%	1.5%	1.0%	0.7%	2.5%	1.7%	1.5%	1.3%	1.7%	0.2%	0.5%	3.3%	4.7%	5.0%	
83	1.4%	0.8%	0.6%	1.0%	1.6%	1.0%	1.4%	0.6%	1.0%	0.8%	0.5%	0.6%	0.9%	0.8%	1.3%	1.5%	2.1%	2.2%		
83A	1.6%	1.0%	1.4%	1.5%	1.3%	1.5%	1.7%	0.8%	0.6%	0.5%	0.6%	0.5%	0.9%	0.7%	0.4%	2.0%	1.4%	2.4%	2.5%	
84	0.8%	0.5%	0.4%	1.0%	0.6%	1.1%	1.6%	1.4%	1.8%	1.7%	1.8%	1.9%	1.6%	2.3%	1.3%	2.0%	4.9%	5.3%	4.7%	
84A	1.0%	2.3%	*Did not operate	*Did not operate	*Did not operate	0.2%	0.8%	1.8%	0.4%	1.3%	1.8%	1.3%	0.7%	0.1%	*Did not operate	2.2%	13.3%	9.6%	14.2%	
84X	0.1%	0.8%	0.0%	0.6%	0.1%	0.1%	0.1%	1.0%	0.6%	1.1%	1.2%	1.0%	1.0%	4.3%	2.9%	4.0%	5.5%	3.1%	5.2%	
9	0.6%	0.6%	0.3%	0.5%	0.2%	0.2%	0.7%	0.1%	0.4%	0.4%	0.6%	1.0%	0.5%	1.0%	0.8%	0.8%	1.7%	1.1%	1.6%	

Note - Some routes are marked as '*Did not operate' as they were not operated due to COVID-19 related service alterations.



Lower Lost KM percentages are better as they reflect the percentage of scheduled kilometers that were not operated (due to factors outside the control of the operator).

**From Period 1 2020, reliability Minimum Performance Standards have applied on a route by route basis (2% per route per period). More details are available in the route by route reliability table.*