



Quarterly Performance Report
National Transport Authority

Quarter 4/2019 for Route 197
Swords to Ashbourne

Route 197 Q4/2019

| Performance Obligation | | Target | Result | YTD* |
|------------------------|---|--------|--------|-------|
| 1 | At least ninety eight percent (98%) of all Services depart from the first stopping point on the trip: (i) not more than one minute earlier than; and (ii) not later than five (5) minutes (59) fifty nine seconds after, the departure time specified in the Timetable in Schedule 1. | 98% | 93.0% | 93.0% |
| 2 | At least eighty percent (80%) of all Services arrive at the last stopping point on the trip: (i) not more than one minute earlier than; and (ii) not later than five (5) minutes (59) fifty nine seconds after, The arrival time specified in the Timetable in Schedule 1. | 80% | 18.3% | 18.3% |
| 3 | The Operator is required to operate 100% of the Annual Scheduled Kilometres. Where the Authority determines that Scheduled Kilometres not operated by the Operator were for reasons beyond the Operator's reasonable control, no deductions shall apply and they shall not be included in the calculation of the Lost Kilometre Deduction for a Relevant Period. | 100% | 97.5% | 97.5% |
| 4 | Note: Service Quality Performance is currently suspended as Mystery Passenger Survey (MPS) methodology remains under development as a result of the COVID-19 pandemic. | N/A | N/A | N/A |

* YTD result is the average of all results in a year to date.