

2020-2021

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



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 5 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	2020 Punctuality Minimum Performance Standard	2021 Punctuality Minimum Performance Standard
P1, P2, P3, P4, P5 (Late Winter / Spring)	65%	80%
P6, P7, P8, P9 (Summer)	65% (P8&P9 = 80%)	
P10, P11, P12, P13 (Autumn / Early Winter)	80%	

If the relevant punctuality Minimum Performance Standard for each period is not achieved, financial penalties apply. For each full 1% of departures below the Minimum Performance 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.
- Covid-19 Note: Applicable from 16th March 2020, the Punctuality Standard for on time services according to the approved schedule (-1 minute to +5:59 minutes of schedule) was reduced by 10% compared to the contractual standards (e.g. an original standard of 65% would reduce to 55%). The Punctuality Performance Payment and the Punctuality Incentive Payment were reduced to one half of amounts stated in the operating contract. The Covid-19 MPS reduction as outlined above ended in Period 6 2020.

Q3 & Q4 2021
Go-Ahead Ireland - Outer Dublin Metropolitan Area (ODMA)
Punctuality Report



P7 Punctuality - June 21st 2021 - July 18th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	76.9	80.0

P10 Punctuality - September 13th 2021 - October 10th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	76.3	80.0

P8 Punctuality - July 19th 2021 - August 15th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	81.3	80.0

P11 Punctuality - October 11th 2021 - November 7th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	76.8	80.0

P9 Punctuality - August 16th 2021 - September 12th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	77.7	80.0

P12 Punctuality - November 8th 2021 - December 5th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	76.8	80.0

P13 Punctuality - December 6th 2021 - December 31st 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	74.4	80.0

Q1 & Q2 2021
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P1 Punctuality - January 1st 2021 - January 31st 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	79.9	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	80.4	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	82.8	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	76.8	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	81.3	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	73.2	80.0

Q3 & Q4 2020
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P7 Punctuality - June 15th 2020 - July 12th 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	80.3	65.0

Note - Punctuality analysis for P7 excludes the dates 19/06/20 and 08/07/20 due to issues with live data feeds.

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	79.7	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	79.9	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	79.4	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	79.2	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	79.9	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	76.3	80.0

Note: For Period 13, Data for December 4th, 11th, 17th, 18th, 21st, 22nd, 23rd and 24th has been excluded due to abnormal traffic conditions.

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	73.1	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	76.5	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	73.8	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	82.1	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	74.2	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	81.5	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	62.2	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	61.9	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	63.0	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	64.4	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	62.8	65.0

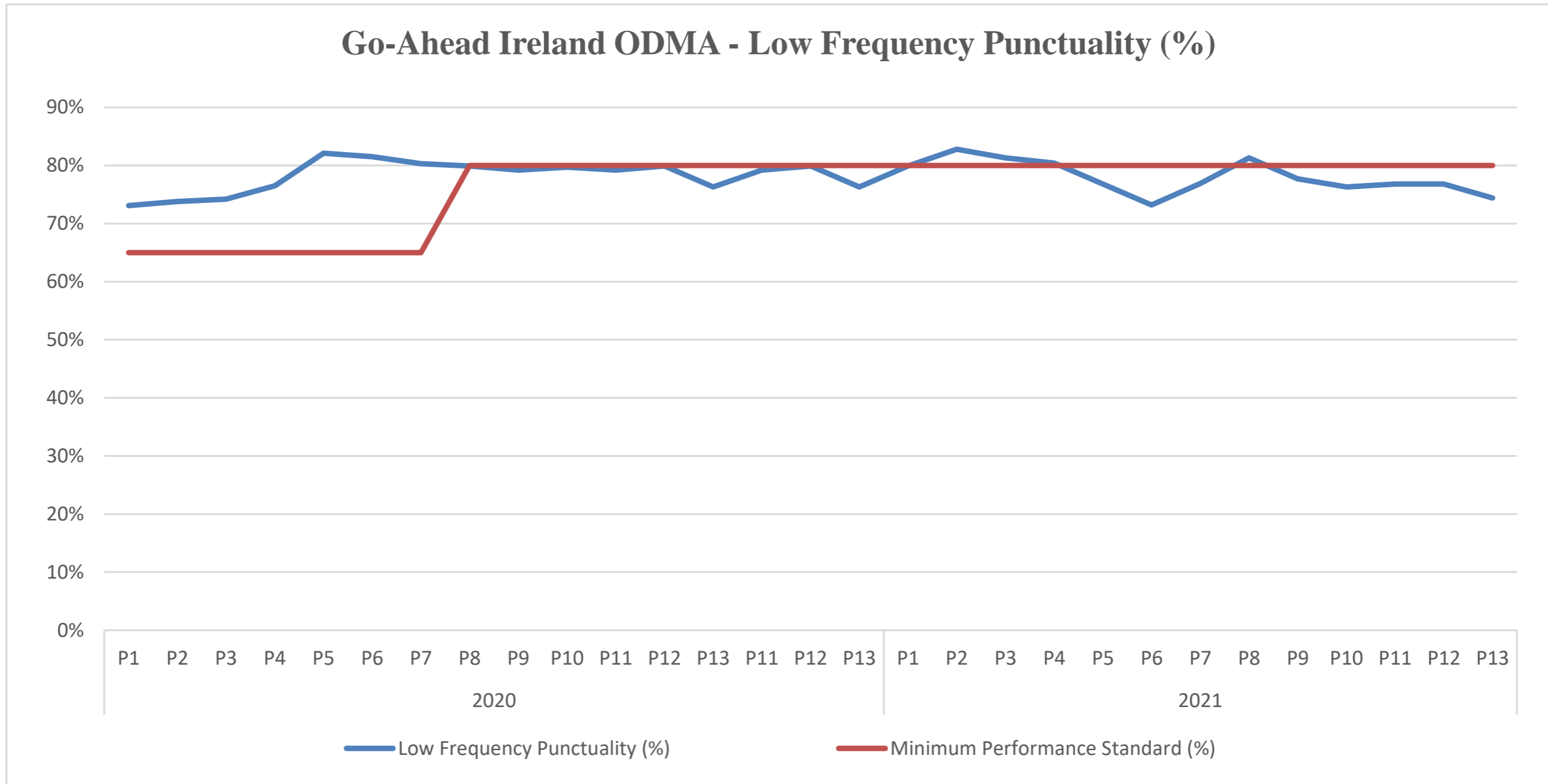
P12 Punctuality - November 4th 2019 → December 1st 2019

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	61.8	65.0

P13 Punctuality December 2nd 2019 → December 31st 2019

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	67.1	65.0

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



*Higher Punctuality values (%) are better as they show the percentage of departures from stops which are punctual.