

2020-2021

## Go-Ahead Ireland - Outer Dublin Metropolitan Area (ODMA) Bus Routes Route By Route 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.

**Go-Ahead Ireland - Outer Dublin Metropolitan Area Contract  
2021 Route By Route Punctuality Data**



**PUNCTUALITY - GO-AHEAD IRELAND (see note on interpretation of this data at bottom of table)**

Route	2021												
	P13	P12	P11	P10	P9	P8	P7	P6	P5	P4	P3	P2	P1
102/a/c/p/t	77.2%	78.3%	76.9%	78.2%	76.2%	80.1%	77.2%	72.2%	75.3%	78.5%	83.0%	84.5%	81.4%
104	78.2%	82.3%	83.1%	82.9%	85.2%	87.9%	85.5%	84.5%	84.2%	87.0%	85.5%	84.7%	82.4%
111	82.6%	85.9%	86.4%	83.4%	82.9%	84.9%	82.2%	78.6%	81.5%	82.1%	87.2%	87.7%	86.2%
114	76.8%	79.6%	82.0%	82.3%	85.2%	89.5%	88.1%	83.6%	85.7%	86.2%	88.7%	88.4%	84.4%
161	80.5%	83.8%	87.0%	79.9%	82.8%	90.5%	84.5%	78.4%	82.1%	85.7%	88.4%	88.1%	86.4%
17/c/d	72.9%	69.2%	69.4%	68.3%	76.7%	82.8%	76.9%	71.7%	74.1%	79.5%	80.2%	82.4%	78.8%
175	72.2%	72.6%	70.0%	68.3%	75.6%	84.7%	76.7%	73.6%	77.3%	80.8%	82.2%	87.2%	82.8%
17A	71.5%	74.0%	73.4%	77.3%	77.4%	77.1%	74.1%	70.4%	75.2%	76.7%	75.0%	75.9%	73.5%
18	74.4%	74.2%	74.9%	74.8%	72.1%	74.0%	68.5%	64.1%	67.3%	73.1%	72.0%	76.4%	72.0%
184	79.2%	84.4%	84.0%	80.9%	83.9%	84.9%	81.5%	79.5%	84.4%	87.2%	84.6%	86.3%	85.1%
185	84.7%	89.2%	87.8%	85.7%	86.6%	85.9%	86.0%	84.8%	89.1%	88.9%	90.1%	90.0%	87.0%
220/a/t	70.2%	74.4%	78.8%	78.1%	79.4%	81.4%	75.7%	69.8%	74.3%	80.4%	79.0%	80.1%	82.1%
236/a/t	84.0%	81.7%	80.7%	83.7%	87.5%	90.8%	91.4%	88.2%	83.2%	89.2%	90.7%	91.8%	87.0%
238	82.3%	89.7%	91.0%	91.3%	93.3%	94.1%	94.2%	92.6%	92.6%	93.7%	93.6%	93.3%	92.2%
239	N/A	67.3%	68.7%	67.8%	68.9%	77.8%	70.7%	67.7%	73.1%	79.0%	82.6%	83.3%	84.5%
270/t	86.1%	88.6%	89.9%	90.0%	91.9%	94.4%	92.0%	92.6%	92.4%	93.3%	93.8%	92.9%	92.4%
33A	70.0%	76.9%	76.0%	74.8%	72.2%	78.1%	73.1%	71.3%	75.9%	79.0%	81.7%	84.6%	85.3%
33B/t	85.3%	90.5%	89.7%	89.2%	90.7%	90.9%	90.3%	88.8%	90.6%	90.3%	88.8%	88.7%	85.8%
45a/b	70.1%	75.9%	77.3%	75.9%	74.4%	77.0%	72.5%	67.5%	72.2%	76.3%	79.2%	80.6%	77.0%
59	86.2%	88.0%	90.9%	88.5%	91.6%	90.7%	88.5%	84.6%	87.7%	90.7%	92.9%	92.7%	90.9%
63/a	76.8%	80.8%	79.0%	78.7%	79.1%	83.4%	76.2%	76.6%	79.2%	84.0%	85.5%	86.7%	82.0%
75/a	69.4%	72.3%	72.6%	70.4%	73.5%	80.9%	76.6%	71.9%	76.2%	79.5%	81.3%	81.2%	75.5%
76	77.6%	82.8%	81.3%	81.6%	81.7%	84.1%	81.1%	76.9%	80.6%	84.3%	84.2%	85.4%	82.6%
76A	65.1%	65.4%	69.1%	73.6%	71.6%	74.1%	70.8%	65.0%	69.8%	74.6%	83.5%	79.8%	75.2%

Note this data is raw - it measures percentage punctuality each four week period (P1 to P13) in each year, measuring scheduled departure time for each stop against actual departure time as recorded by Automatic Vehicle Location equipment on board each bus, except the final stop where the arrival time is measured.

Punctuality is measured as % of times buses are at stop within -1 minute and +5 minutes 59 seconds of scheduled time, observed at all stops along a route over each four week period.

The data measures punctuality only where both an actual observed time and a corresponding scheduled time is available for comparison purposes.

The data has not been adjusted for first and last stop time recording issues which 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.

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

Note - Punctuality analysis for P7 2020 excludes the dates 19/06/20 and 08/07/20 due to issues with live data feeds. Note: For Period 13, Data for December 4th, 11th, 17th, 18th, 21st, 22nd, 23rd and 24th has been excluded due to abnormal traffic conditions.

**Go-Ahead Ireland - Outer Dublin Metropolitan Area Contract  
2020 Route By Route Punctuality Data**



**PUNCTUALITY - GO-AHEAD IRELAND (see note on interpretation of this data at bottom of table)**

Route	2020												
	P13	P12	P11	P10	P9	P8	P7	P6	P5	P4	P3	P2	P1
102/a/c/p/t	74.5%	78.9%	78.4%	76.4%	78.8%	80.9%	80.5%	78.6%	80.7%	74.2%	75.0%	76.8%	74.4%
104	82.8%	82.7%	84.1%	82.5%	86.2%	87.9%	89.2%	87.1%	84.6%	80.5%	79.4%	77.0%	76.3%
111	81.5%	83.5%	84.6%	81.0%	83.8%	83.1%	83.0%	88.0%	86.7%	84.5%	82.9%	83.5%	81.3%
114	79.9%	86.7%	86.2%	84.1%	88.4%	92.4%	90.8%	92.1%	92.7%	84.8%	80.8%	80.8%	80.3%
161	75.2%	86.0%	84.7%	83.6%	87.9%	92.4%	92.0%	91.2%	88.8%	84.9%	87.5%	82.4%	84.1%
17/c/d	71.0%	76.2%	73.4%	74.0%	78.9%	82.2%	82.2%	79.2%	82.7%	74.6%	68.4%	69.1%	68.0%
175	78.8%	83.9%	84.9%	83.4%	83.5%	85.1%	85.7%	87.8%	82.8%	74.5%	75.4%	72.3%	75.1%
17A	77.0%	79.0%	78.1%	79.4%	78.4%	77.8%	79.6%	78.6%	77.7%	71.9%	72.7%	71.8%	71.3%
18	69.2%	74.0%	73.5%	75.9%	73.3%	72.6%	73.5%	74.9%	77.5%	71.7%	67.3%	67.7%	66.5%
184	83.2%	85.8%	83.0%	84.4%	86.4%	87.8%	87.6%	88.2%	89.5%	84.2%	80.3%	75.8%	74.4%
185	88.3%	87.2%	89.3%	88.6%	89.8%	90.5%	90.3%	90.6%	91.0%	87.9%	87.3%	86.1%	85.9%
220/a/t	76.2%	80.1%	81.8%	81.9%	77.9%	77.6%	81.3%	82.3%	83.8%	80.0%	74.3%	67.4%	70.2%
236/a/t	81.8%	89.3%	87.3%	88.7%	92.6%	90.3%	89.1%	90.8%	85.0%	86.0%	71.6%	70.7%	68.1%
238	90.7%	92.5%	90.0%	91.5%	94.1%	93.4%	93.0%	94.7%	93.0%	90.4%	88.2%	86.0%	85.2%
239	75.1%	82.4%	79.0%	75.6%	76.8%	78.7%	81.9%	85.7%	87.3%	85.4%	74.5%	70.3%	70.6%
270/t	88.3%	90.9%	91.1%	93.2%	90.6%	91.4%	91.1%	94.1%	93.1%	90.8%	88.5%	87.9%	87.4%
33A	77.5%	80.6%	77.1%	77.4%	78.2%	76.3%	79.1%	77.1%	82.4%	80.2%	76.2%	72.9%	71.8%
33B/t	89.4%	89.9%	89.6%	90.2%	89.3%	91.6%	88.6%	90.2%	90.7%	87.6%	87.9%	88.5%	88.4%
45a/b	72.5%	76.6%	77.4%	77.7%	74.0%	74.4%	75.2%	77.0%	77.0%	71.8%	69.0%	70.7%	68.7%
59	87.4%	88.7%	89.4%	87.1%	89.1%	90.6%	88.3%	89.2%	92.5%	91.3%	88.5%	90.0%	86.5%
63/a	78.1%	79.8%	79.8%	79.7%	82.9%	85.2%	84.4%	86.0%	85.2%	77.8%	76.5%	79.6%	77.6%
75/a	71.2%	74.9%	75.3%	75.4%	71.1%	70.8%	70.1%	78.0%	75.8%	68.4%	69.2%	70.5%	69.3%
76	80.1%	84.3%	84.4%	86.9%	80.3%	80.6%	79.8%	84.0%	84.5%	79.8%	80.3%	80.0%	81.3%
76A	72.4%	79.1%	79.2%	81.8%	74.1%	76.6%	78.4%	81.3%	76.1%	70.8%	61.7%	65.5%	68.2%

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