

2020-2022

Go-Ahead Ireland - Dublin Commuter Outer Metropolitan (DCOM) Contract 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 DCOM 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	2021 Punctuality Minimum Performance Standard	2022 Punctuality Minimum Performance Standard
P1, P2, P3, P4, P5 (Late Winter / Spring)	65% until P3 2021, 80% from P4 2021 onwards	80% from P4 2021.
P6, P7, P8, P9 (Summer)		
P10, P11, P12, P13 (Autumn / Early Winter)		

If the relevant punctuality Minimum Performance Standard for each period is not achieved, financial penalties apply. For each full 1% of departures below the 'on time standard', 0.2% of the maximum of period payment is deducted, up to a maximum of 5% of the maximum period payment.

Notes:

- Dublin Commuter Routes operated by Go-Ahead Ireland consist of the following: 126 and variants: a/b/d/e/n/t/u/x, 125, 130/130a, 120 and variants: a/b/e/f/x and 120c/120d. Go-Ahead Ireland commenced operation of these routes on a phased basis from December 2019.
- 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 on the Dublin Commuter Routes 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 DCOM Contract, punctuality deductions did not apply in respect of any Services during the initial operations mobilisation phase, and commenced in Period 10 of 2020.
- Note: In P6 2020, route 120 and variants a/b/d/e/f/x were excluded from punctuality calculations due to issues caused by local traffic diversions. Note: For Period 13, Data for December 4th, 9th, 10th and 18th has been excluded due to abnormal traffic conditions.

Q1 & Q2 2022
Go-Ahead Ireland - Dublin Commuter Outer Metropolitan (DCOM) Contract
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P1 Punctuality - January 1st 2022 - January 30th 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	79.5	80.0

P4 Punctuality - March 28th 2022 - April 24th 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	71.2	80.0

P2 Punctuality - January 31st 2022 - February 27th 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	73.6	80.0

P5 Punctuality - April 25th 2022 - May 22nd 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	65.6	80.0

P3 Punctuality - February 28th 2022 - March 27th 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	72.1	80.0

P6 Punctuality - May 23rd 2022 - June 19th 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	64.9	80.0

Q3 & Q4 2021**Go-Ahead Ireland - Dublin Commuter Outer Metropolitan (DCOM) Contract
Punctuality Report****P7 Punctuality - June 21st 2021 - July 18th 2021**

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	72.8	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	71.4	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	75.5	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	68.1	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	70.3	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	65.8	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	68.8	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	81.4	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	80.6	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	81.8	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	77.0	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	81.8	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	69.9	80.0

Q3 & Q4 2020**Go-Ahead Ireland - Dublin Commuter Outer Metropolitan (DCOM) Contract
Punctuality Report****P7 Punctuality - June 15th 2020 - July 12th 2020**

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	67.2	N/A

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	68.3	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	69.1	N/A

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	69.3	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	72.3	N/A

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

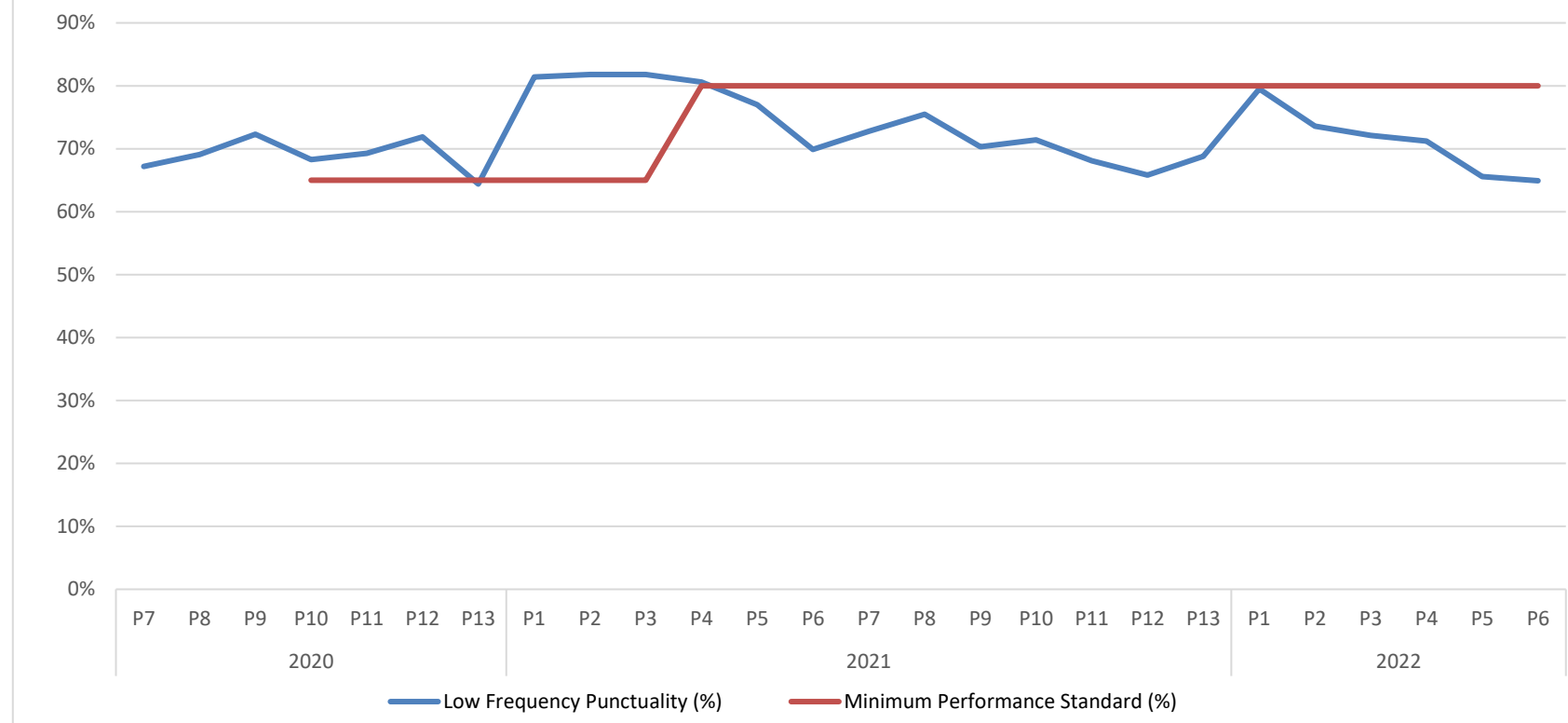
	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	71.9	65.0

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

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

Note: For Period 13, Data for December 4th, 9th, 10th and 18th has been excluded due to abnormal traffic conditions.

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



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