

2020 - 2022

Go-Ahead Ireland - Dublin Commuter Outer Metropolitan (DCOM) Contract Reliability Report



Reliability Overview

Reliability is a KPI (Key Performance Indicator) of the performance of Go-Ahead Ireland (Dublin Commuter), 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.

The following pages detail the Reliability (Lost Kilometre Rate) achieved by Go-Ahead Ireland on Dublin Commuter bus routes for each relevant period.

Measurement of Reliability:

Reliability of Go-Ahead Ireland (DCOM) 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 (%) = $\left(\frac{\text{Number of Lost KM (Km)}}{\text{Total Scheduled Services (Km)}} \right) \times 100$

Commencing from Period 6 2020, Go-Ahead Ireland (DCOM) must achieve a Lost Kilometre rate of 2% or less each period i.e. at least 98% of scheduled services must be operated. If this target is not achieved, financial penalties apply.

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 *Total Scheduled Services* is based on the route and timetable(s) for every Go-Ahead Ireland (DCOM) 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 Go-Ahead Ireland (DCOM), (for example, road closures due to a major event, extreme weather resulting in unsafe road conditions etc.). These exceptions are identified by Go-Ahead Ireland (DCOM) and approved by the NTA.
- In compliance with the Go-Ahead Ireland Dublin Commuter Contract, Lost KMs Deductions did not apply in respect of any Services during the initial operations mobilisation phase and commenced in Period 6 of 2020.
- COVID-19 Note – From 16/03/20 to the end of P1 2022, 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 Go-Ahead Ireland and approved by the NTA.
- As with many industries, public transport operators are experiencing significant challenges in recruiting qualified staff following the economic and social constraints connected to the COVID-19 pandemic. The public transport industry has been particularly hard-hit as operators attempt to return to pre-pandemic levels of activity as well as delivering intended service improvements such as the BusConnects Network Redesign and Connecting Ireland programmes. These issues are further exacerbated when existing staff must also be absent at short notice while following HSE guidelines after contracting COVID-19 or developing other illnesses. These challenges have an impact on Lost Kilometre Rates on all routes and also on Excess Waiting Times on high frequency routes. The Authority and the operators have been working to try to ensure that such cancellations are minimised, that where possible consecutive services are not withdrawn and that first and last daily services on a route operate.

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.0	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	8.4	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	7.2	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	11.5	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	4.9	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	11.5	2.0

Q3 & Q4 2021
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P7 Punctuality - June 21st 2021 - July 18th 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	2.5	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.5	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	4.0	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.5	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	2.7	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.2	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.4	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.2	2.0

P2 Punctuality - February 1st 2021 → February 31st 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.9	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.7	2.0

P3 Punctuality - March 1st 2020 → March 28th 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.4	2.0

P6 Punctuality - May 24th 2020 → June 20th 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.0	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.07	2.0

P10 Reliability - September 7th - October 4th 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.55	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.28	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.78	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.29	2.0

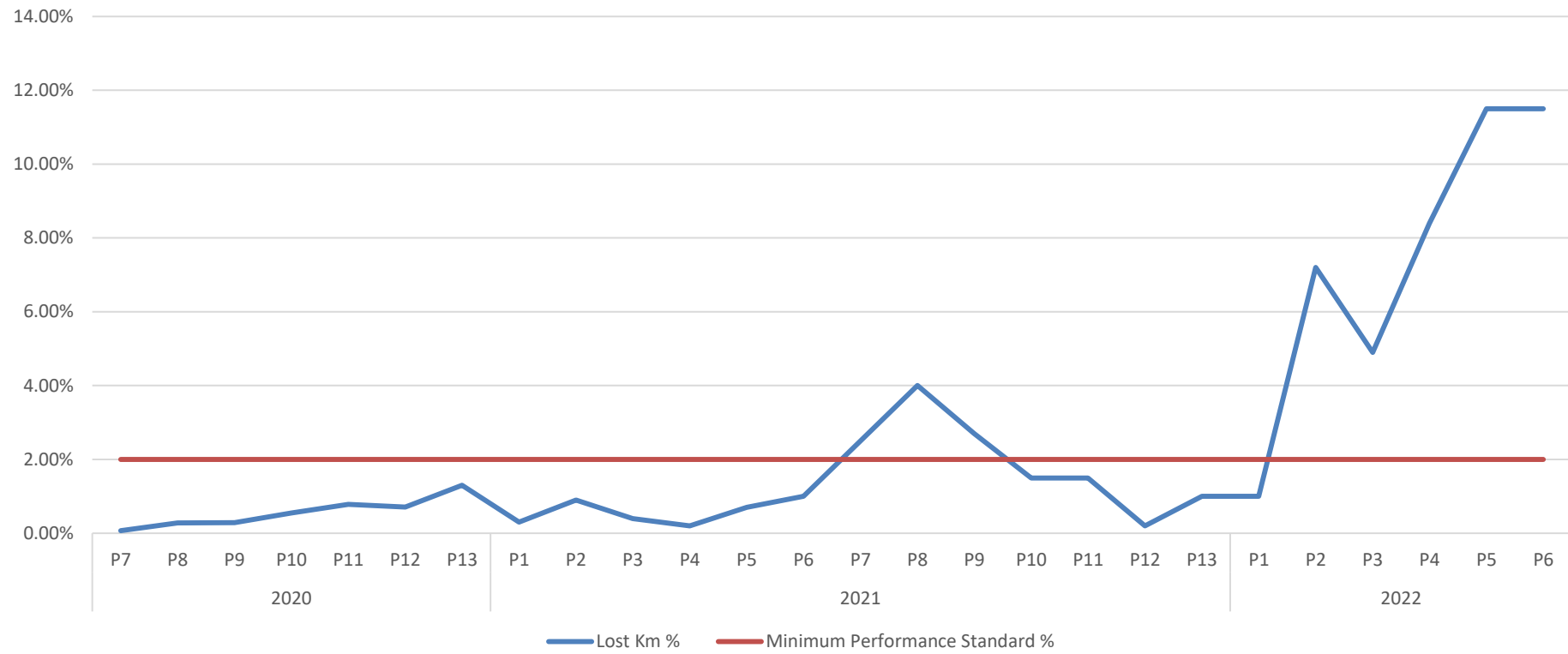
P12 Reliability - November 2nd 2020 - November 29th 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.71	2.0

P13 Reliability - November 29th 2020 - December 31st 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.3	2.0

Go-Ahead Ireland DCOM - Lost Km %



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