

2021-2023

## Go-Ahead Ireland - Dublin Commuter Outer Metropolitan (DCOM) Contract 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 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	2022 Punctuality Minimum Performance Standard	2023 Punctuality Minimum Performance Standard
P1, P2, P3, P4, P5 (Late Winter / Spring)	80%	80%
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.

**Go-Ahead Ireland**

**2023 Route By Route Punctuality Data - Dublin Commuter Outer Metropolitan (DCOM) Contract**



PUNCTUALITY - GO-AHEAD IRELAND DUBLIN COMMUTER (see note on interpretation of this data at bottom of table)													
Route	2023												
	P13	P12	P11	P10	P9	P8	P7	P6	P5	P4	P3	P2	P1
126 and variants: a/b/d/e/n/t/u/x					65.0%	73.0%	68.9%	63.9%	58.8%	64.7%	64.9%	60.2%	65.7%
120 and variants: a/b/e/f/x					65.0%	73.7%	68.4%	62.8%	60.1%	69.2%	63.2%	60.5%	65.0%
130 / 130a					73.7%	79.9%	75.5%	67.0%	62.2%	64.3%	63.7%	62.6%	70.9%
120c / 120d					69.6%	77.5%	73.0%	74.8%	76.9%	83.4%	79.6%	79.5%	75.5%
125					79.8%	89.5%	86.9%	86.4%	81.6%	82.3%	70.9%	66.8%	63.0%

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 Commuter 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

### 2022 Route By Route Punctuality Data - Dublin Commuter Outer Metropolitan (DCOM) Contract



PUNCTUALITY - GO-AHEAD IRELAND DUBLIN COMMUTER (see note on interpretation of this data at bottom of table)													
2022													
Route	P13	P12	P11	P10	P9	P8	P7	P6	P5	P4	P3	P2	P1
126 and variants: a/b/d/e/n/t/u/x	51.6%	49.7%	55.2%	53.6%	58.7%	66.3%	63.5%	62.5%	62.2%	67.2%	71.4%	71.2%	79.6%
120 and variants: a/b/e/f/x	49.5%	47.7%	53.6%	49.6%	50.6%	61.9%	60.7%	64.8%	66.8%	74.0%	71.6%	74.8%	78.7%
130 / 130a	54.8%	57.6%	63.6%	63.9%	68.0%	78.1%	80.1%	74.5%	74.3%	78.8%	78.1%	77.1%	84.0%
120c / 120d	71.8%	77.4%	79.0%	75.8%	84.0%	83.4%	80.5%	81.1%	82.7%	81.5%	80.9%	83.9%	82.7%
125	55.8%	50.7%	60.7%	68.3%	84.5%	79.5%	85.5%	74.1%	68.6%	77.6%	72.4%	76.9%	84.7%

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## Go-Ahead Ireland

### 2021 Route By Route Punctuality Data - Dublin Commuter Outer Metropolitan (DCOM) Contract



PUNCTUALITY - GO-AHEAD IRELAND DUBLIN COMMUTER (see note on interpretation of this data at bottom of table)											
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126 and variants: a/b/d/e/n/t/u/x	66.3%	63.8%	65.5%	67.9%							
120 and variants: a/b/e/f/x	70.2%	66.0%	69.1%	73.4%							
130 / 130a	73.3%	72.4%	71.5%	77.7%							
120c / 120d	76.7%	79.4%	83.0%	84.6%							
125	76.3%	70.4%	69.7%	69.7%							

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