

2022-2023

## Bus Éireann Direct Award Contract - PSO Services Reliability Report



### Reliability Overview

Reliability is a KPI (Key Performance Indicator) of the performance of Bus Éireann, 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.

#### Measurement of Reliability:

Reliability of Bus Éireann 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 (%)** =  $\left( \frac{\text{Number of Lost KM (Km)}}{\text{Total Scheduled Services (Km)}} \right) \times 100$

For 2017 & 2018, Bus Éireann must have achieved a Lost Kilometre rate of 5% or less each period i.e. at least 95% of scheduled services must have operated. If this target is not achieved, financial penalties will have applied.

For 2019, Bus Éireann must have achieved a Lost Kilometre rate of less than the following for each period: P1 - P5 (5%), P6 - P7 (4%), P8 - P9 (3%) and P10 - P13 (2%). If the period target is not achieved, financial penalties will have applied.

From Period 1 of 2020, Lost Kilometre Minimum Performance Standards have applied on a route by route basis, rather than an overall network basis. Bus Éireann are required to achieve a Lost Kilometre Rate of 2% or less for each route in each period (i.e. at least 98% of the scheduled kilometres must have

#### Notes:

- The *Total Scheduled Services* is based on the route and timetable(s) for every Bus Éireann 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 Bus Éireann (for example, road closures due to a major event, extreme weather resulting in unsafe road conditions etc.). These exceptions are identified by Bus Éireann and approved by the NTA.
- 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 Bus Éireann 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.
- 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

**Q3 & Q4 2023**  
**Bus Éireann Direct Award Contract - PSO Services**  
**Reliability Report**



**P7 Lost Kms - June 19th 2023 - July 16th 2023**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>2.0</b>	<b>2% per Route</b>

**P10 Punctuality - September 11th 2023 → October 8th 2023**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>2.3</b>	<b>2% per Route</b>

**P8 Reliability - July 17th 2023 → August 13th 2023**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>2.2</b>	<b>2% per Route</b>

**P11 Punctuality - October 9th 2023 → November 5th 2023**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>3.2</b>	<b>2% per Route</b>

**P9 Reliability - August 14th 2023 → September 10th 2023**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>2.3</b>	<b>2% per Route</b>

**P12 Punctuality - November 6th 2023 → December 3rd 2023**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>2.2</b>	<b>2% per Route</b>

**P13 Punctuality - December 4th 2023 → December 31st 2023**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>4.3</b>	<b>2% per Route</b>

**Q1 & Q2 2023**  
**Bus Éireann Direct Award Contract - PSO Services**  
**Reliability Report**



**P1 Reliability - January 1st 2023 → January 29th 2023**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.7</b>	<b>2% per Route</b>

**P4 Reliability - March 27th 2023 → April 23rd 2023**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.4</b>	<b>2% per Route</b>

**P2 Reliability - January 30th 2023 → February 26th 2023**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.6</b>	<b>2% per Route</b>

**P5 Reliability - April 24th 2023 → May 21st 2023**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.5</b>	<b>2% per Route</b>

**P3 Reliability - February 27th 2023 → March 26th 2023**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.5</b>	<b>2% per Route</b>

**P6 Reliability - May 22nd 2023 → June 18th 2023**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.5</b>	<b>2% per Route</b>

**Q3 & Q4 2022**  
**Bus Éireann Direct Award Contract - PSO Services**  
**Reliability Report**



**P7 Reliability - June 20th 2022 → July 17th 2022**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>2.4</b>	<b>2% per Route</b>

**P10 Punctuality - September 12th 2022 → October 9th 2022**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.6</b>	<b>2% per Route</b>

**P8 Reliability - July 18th 2022 → August 14th 2022**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>2.2</b>	<b>2% per Route</b>

**P11 Punctuality - October 10th 2022 → November 6th 2022**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>2.1</b>	<b>2% per Route</b>

**P9 Reliability - August 15th 2022 → September 11th 2021**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.4</b>	<b>2% per Route</b>

**P12 Punctuality - November 7th 2022 → December 4th 2022**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>2.0</b>	<b>2% per Route</b>

**P13 Punctuality - December 5th 2022 → December 31st 2022**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>3.0</b>	<b>2% per Route</b>

**Q1 & Q2 2022**  
**Bus Éireann Direct Award Contract - PSO Services**  
**Reliability Report**



**P1 Reliability - January 1st 2022 → January 31st 2022**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>0.4</b>	<b>2% per Route</b>

**P4 Punctuality - March 28th 2022 → May 22nd 2022**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.5</b>	<b>2% per Route</b>

**P2 Reliability - February 1st 2022 → February 28th 2022**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.2</b>	<b>2% per Route</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.3</b>	<b>2% per Route</b>

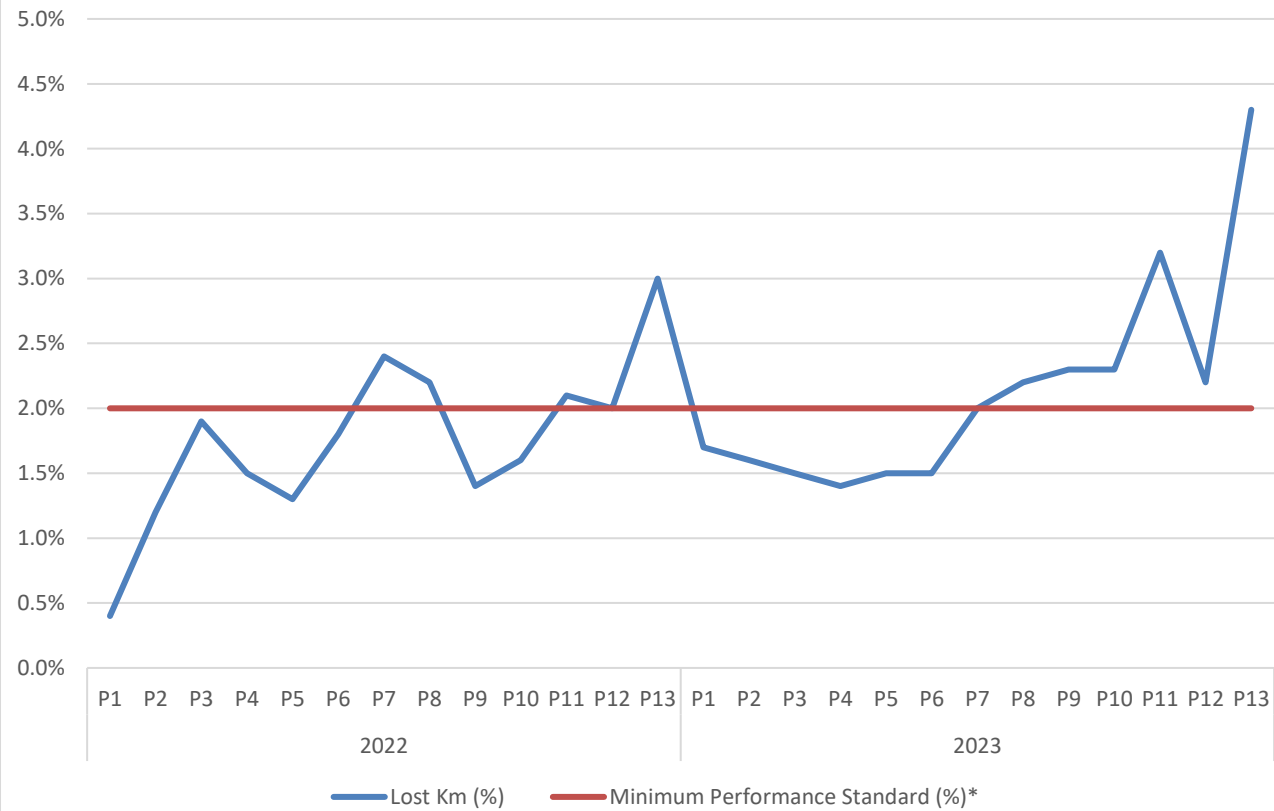
**P3 Reliability - March 1st 2022 → March 28th 2022**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.9</b>	<b>2% per Route</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.8</b>	<b>2% per Route</b>

### Bus Éireann Direct Award Contract - Lost Km %



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

\*From Period 1 2020, reliability Minimum Performance Standards have applied on a route by route basis (2% per route per period). More details are available in the reliability report.



