

2023-2024

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	2023 Punctuality Minimum Performance Standard	2024 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.
- 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.

Q3 & Q4 2024**Go-Ahead Ireland - Dublin Commuter Outer Metropolitan (DCOM) Contract****Punctuality Report****P7 Punctuality - June 17th 2024 - July 14th 2024**

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	70.9	80.0

P10 Punctuality - September 09th 2024 → October 6th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	65.1	80.0

P8 Punctuality - July 15th 2024 - August 11th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	74.5	80.0

P11 Punctuality - October 7th 2024 → November 3rd 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	66.4	80.0

P9 Punctuality - August 12th 2024 - September 08th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	68.9	80.0

P12 Punctuality - November 4th 2024 → December 1st 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	60.7	80.0

P13 Punctuality - December 2nd 2024 → December 31st 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	63.5	80.0

Q1 & Q2 2024

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

Punctuality Report



P1 Punctuality - January 01st 2024 - January 28th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	70.7	80.0

P4 Punctuality - March 25th 2024 - April 21st 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	70.5	80.0

P2 Punctuality - January 29th 2024 - February 25th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	64.0	80.0

P5 Punctuality - April 22nd 2024 - May 19th 2024

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

P3 Punctuality - February 26th 2024 - March 24th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	62.8	80.0

P6 Punctuality - May 20th 2024 - June 16th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	66.2	80.0

Q3 & Q4 2023**Go-Ahead Ireland - Dublin Commuter Outer Metropolitan (DCOM) Contract****Punctuality Report****P7 Punctuality - June 19th 2023 - July 16th 2023**

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	69.3	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	60.5	80.0

P8 Punctuality - July 17th 2023 - August 13th 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	73.9	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	57.9	80.0

P9 Punctuality - August 14th 2023 - September 10th 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	65.7	80.0

P12 Punctuality - November 4th 2023 → December 3rd 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	55.4	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	58.0	80.0

Q1 & Q2 2023**Go-Ahead Ireland - Dublin Commuter Outer Metropolitan (DCOM) Contract****Punctuality Report****P1 Punctuality - January 01st 2023 - January 29th 2023**

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	65.9	80.0

P4 Punctuality - March 27th 2023 - April 23rd 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	67.7	80.0

P2 Punctuality - January 30th 2023 - February 26th 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	61.3	80.0

P5 Punctuality - April 24th 2023 - May 21st 2023

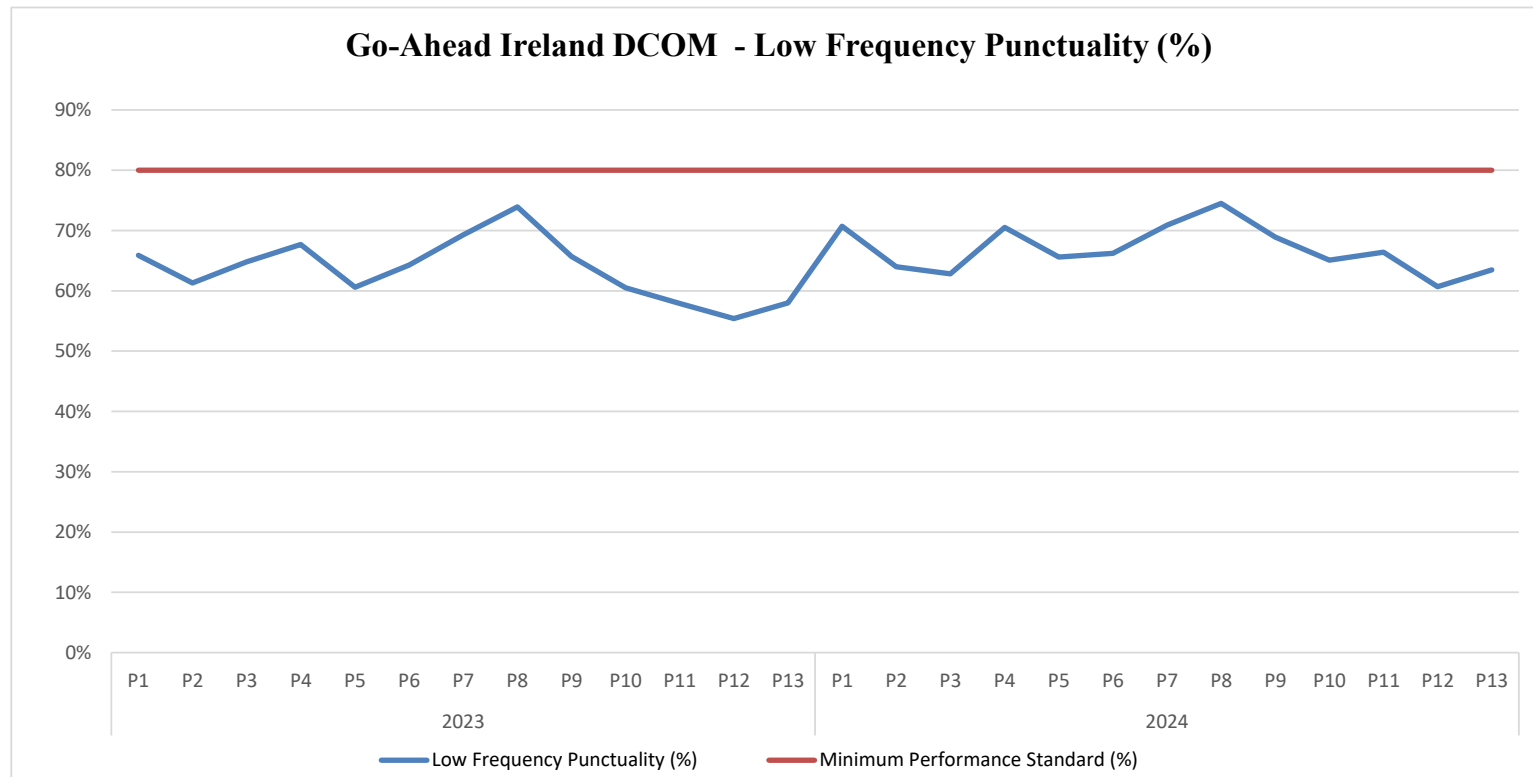
	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	60.6	80.0

P3 Punctuality - February 27th 2023 - March 26th 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	64.8	80.0

P6 Punctuality - May 22nd 2023 - June 18th 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	64.3	80.0



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