2023 - 2025
Go-Ahead Ireland - Outer Dublin Metropolitan Area (ODMA) Bus Routes
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 purpose of measuring punctuality, Go-Ahead Ireland ODMA routes are divided into two groups – Low Frequency Routes and High Frequency Routes. Further details for each group are provided below.

The following pages detail the Punctuality and Regularity performance achieved by Go-Ahead Ireland for each relevant period.

Low Frequency Routes are defined as services which operates less than 5 times per 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	2023/24	2025
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 Minimum Performancs Standard, 0.2% of the maximum of period payment is deducted, up to a maximum of 5% of the maximum period payment.

Notes:
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 in the Dublin Metropolitan Network 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 ODMA Contract, punctuality deductions did not apply in respect of any Services during the initial operations mobilisation phase and commenced in Period 5 of 2019.
Routes transferred to be operated by Go-Ahead Ireland: *17, 17A, 18, 33A, 33B, 45A, 59, 63, 75, 75A, 76, 102, 104, 111, 114, 161, 184, 185, 220, 236, 238, 239 and 270. The 175 route is a new service to the Dublin Network.*

Go-Ahead Ireland Commenced operating routes 18, 76 and 76A on 24th March 2019. Go-Ahead Ireland Commenced operating routes 17, 104, 114, 161, 220, 236, 238, 239 and 270 on 20th January 2019. Go-Ahead Ireland commenced operating routes L55, S6, S8, W2 on the 26th November 2023. Go-Ahead Ireland commenced operating routes L1, L2, L3, L15, L26,L27 on the 26th January 2025.

Covid-19 Note: Applicable from 16th March 2020, the Punctuality Standard for on time services according to the approved schedule (-1 minute to +5:59 minutes of schedule) was reduced by 10% compared to the contractual standards (e.g. an original standard of 65% would reduce to 55%). The Punctuality Performance Payment and the Punctuality Incentive Payment were reduced to one half of amounts stated in the operating contract. The Covid-19 MPS reduction as outlined above ended in Period 6 2020.

High Frequency Routes are defined as services which operate at a frequency of 12 minutes or greater on a weekday, outside the peak periods. Go-ahead Ireland operates two route in this category as part of the ODMA contract, Route N6 and S4.

High Frequency Regularity:

High Frequency Routes differ from Low Frequency Routes, as passengers on High Frequency Routes are less likely to base their journey on the bus schedule and are instead more likely to just turn up at the bus stop and wait for the next bus to arrive. These passengers are generally more concerned with the average amount of time they must wait at the stop for the next bus to arrive, as opposed to whether the bus is running to schedule.

On this basis, the NTA has introduced a means of measuring regularity of High Frequency Routes called Excess Wait Time (EWT). This metric provides a measure of the average time a passenger must wait for the next high frequency bus, in excess of the wait time which would be expected as per the schedule for that route – i.e. if you are a passenger who arrives at a stop for a high frequency bus route without checking the schedule, the EWT will calculate how much longer you have to wait for the next bus, in comparison to a baseline situation where all buses are calculated to the timetabled gap (headway) between services. Up until P9 2018, the punctuality methodology for low frequency routes was also applied to high frequency routes.

Go-Ahead Ireland ODMA EWT KPI deductions became live in Q4 2022.

Period 10 (2022) is the first Period where specific minimum performance EWT standards apply. For each 0.1 minute that EWT is greater than the EWT Minimum Performance Standard, an EWT Deduction of 0.2% of the Maximum Period Payment for that as outlined in Schedule 20 shall apply.

High Frequency Regularity:

The Regularity of High Frequency Routes is calculated as follows:

EWT (min) = Average Actual Waiting Time (min) - Average Planned Waiting Time

Go-Ahead Ireland must achieve the Regularity (EWT) Standard of 1.4 minutes for the ODMA Network:

Q1 & Q2 2025
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P1 Punctuality - January 01st 2025 - January 26th 2025

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**67.7**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.88**	**1.4 mins**

P2 Punctuality - January 27th 2025 - February 23rd 2025

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**67.6**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**2.81**	**1.4 mins**

P3 Punctuality - February 24th 2025 - March 23rd 2025

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**67.4**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.52**	**1.4 mins**

P4 Punctuality - March 24th 2025 - April 20th 2025

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**66.8**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.52**	**1.4 mins**

P5 Punctuality - April 21st 2025 - May 18th 2025

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**65.9**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.28**	**1.4 mins**

P6 Punctuality - May 29th 2025 - June 15th 2025

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**69.2**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.48**	**1.4 mins**

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P7 Punctuality - June 17th 2024 - July 14th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**70.4**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.10**	**1.4 mins**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**70.4**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.30**	**1.4 mins**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**66.9**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.14**	**1.4 mins**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**64.5**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.49**	**1.4 mins**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**65.7**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**2.33**	**1.4 mins**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**62.0**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.72**	**1.4 mins**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**64.7**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.57**	**1.4 mins**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**71.2**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.25**	**1.4 mins**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**68.0**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.22**	**1.4 mins**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**68.3**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.16**	**1.4 mins**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**67.8**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.10**	**1.4 mins**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**65.7**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.17**	**1.4 mins**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**68.4**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.11**	**1.4 mins**

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P7 Punctuality - June 19th 2023 - July 16th 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**74.5**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.10**	**1.4 mins**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**76.4**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**0.84**	**1.4 mins**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**70.0**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.04**	**1.4 mins**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**67.6**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.14**	**1.4 mins**

P11 Punctuality - October 9th 2023 - November 5th 2022

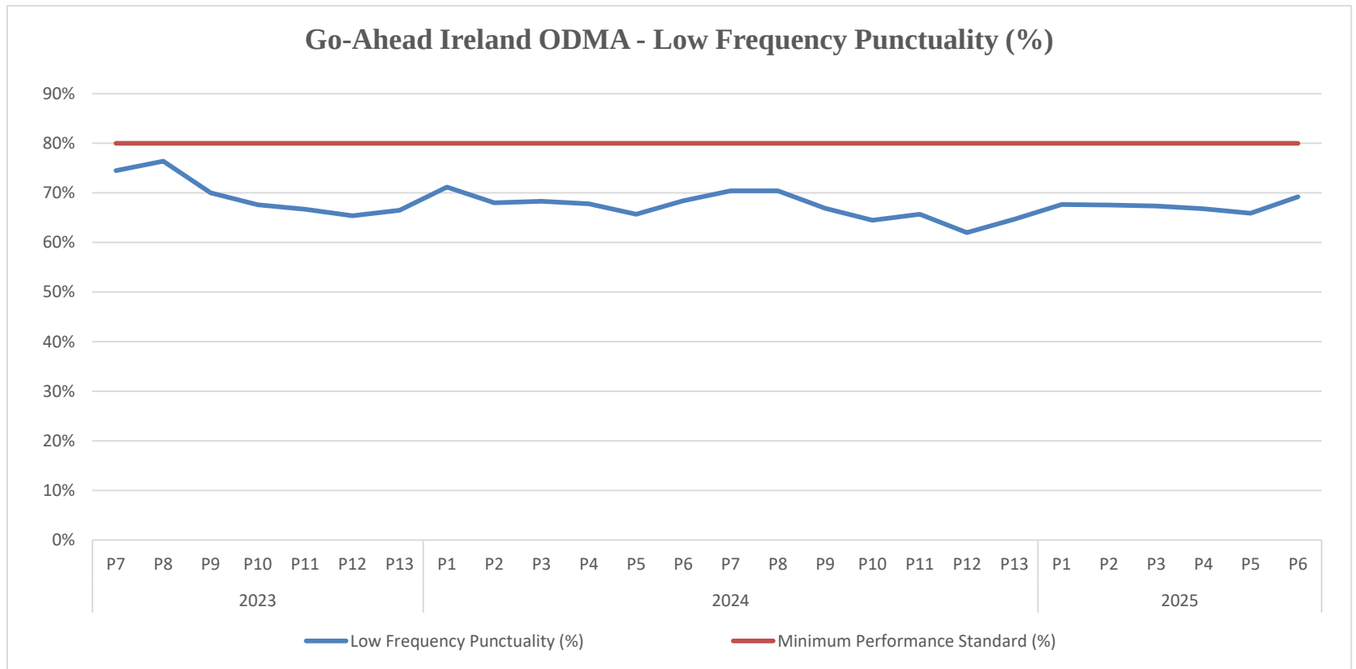
	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**66.7**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.40**	**1.4 mins**

P12 Punctuality - November 6th 2022 - December 3rd 2022

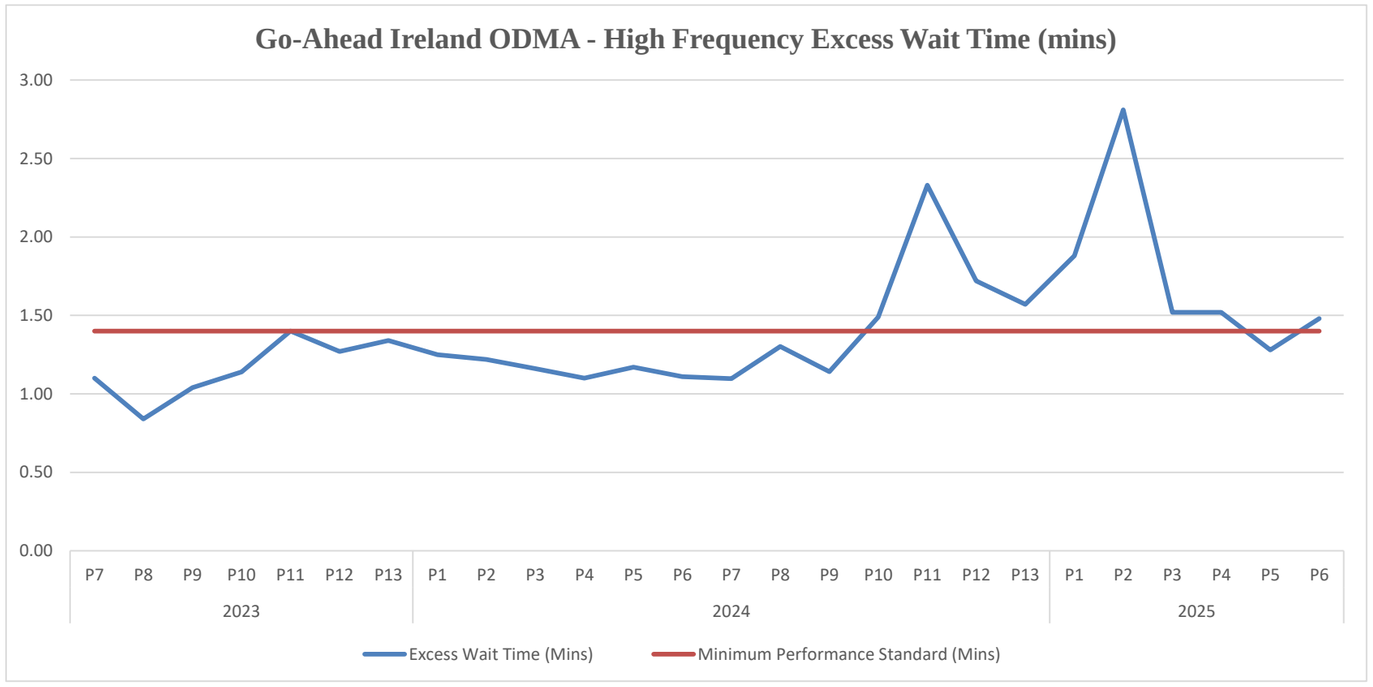
	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**65.4**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.27**	**1.4 mins**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**66.5**	**80.0**
	EWT (min)	Minimum Performance Standard (%)
High Frequency - Total	**1.34**	**1.4 mins**



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



Lower EWT values are better as they reflect less Excess Waiting Time.