

2023

Bus Éireann East Coast Commuter Corridor Reliability Report



Reliability Overview

Reliability is a KPI (Key Performance Indicator) of the performance for Bus Éireann East Coast Commuter Corridor, 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 Bus Éireann on East Coast Commuter Corridor bus routes for each relevant period.

Measurement of Reliability:

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

Bus Éireann East Coast Commuter Corridor services must achieve a Lost Kilometre rate of 2% or less each per route per period i.e. at least 98% of scheduled services must be operated on each route. If this target is not achieved, financial penalties apply.

Notes:

- The *Total Scheduled Services* is based on the route and timetable(s) for every Bus Éireann Waterford City 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 Waterford City, (for example, road closures due to a major event, extreme weather resulting in unsafe road conditions etc.). These exceptions are identified by Bus Éireann Waterford City and approved by the NTA.
- In compliance with the Bus Éireann Waterford City Contract, Lost KMs Deductions did not apply in respect of any Services during the initial operations mobilisation phase and commenced in Period 9 of 2019.
- COVID-19 Note – From 16/03/20, 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.

Q3 & Q4 2023

Bus Éireann East Coast Commuter Corridor Contract - PSO Services Reliability Report



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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.0	2% per Route

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.2	2% per Route

P8 Reliability - July 17th 2023 to August 13th 2023

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.8	2% per Route

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.7	2% per Route

P9 Reliability - August 14th 2023 to September 10th 2023

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.9	2% per Route

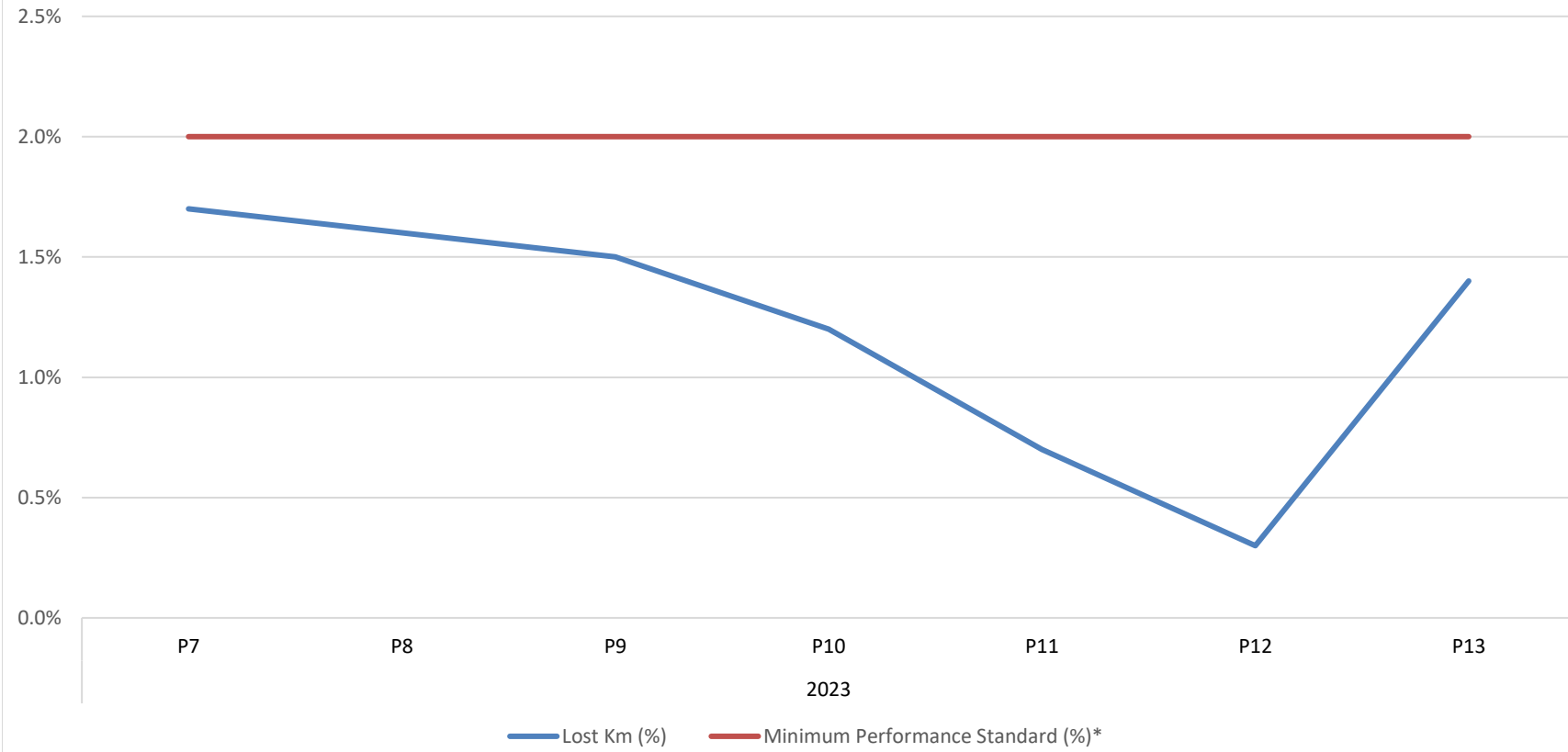
P12 Punctuality - November 6th 2023 to December 3rd 2023

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.3	2% per Route

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.4	2% per Route

Bus Éireann East Coast Commuter Corridor 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 operator).

**Reliability Minimum Performance Standard are applied on a route by route basis (2% per route per period).*

Bus Éireann East Coast Commuter Corridor Contract
Reliability Data - Lost KM (All Routes)
2023



LOST KM BY ROUTE - BUS ÉIREANN East Coast Commuter Corridor

Route	P13	P12	P11	P10	P9	P8	P7
101	1.2%	0.2%	0.8%	1.2%	1.0%	0.5%	1.2%
101X	3.8%	0.9%	0.0%	0.2%	1.8%	0.0%	1.0%
131	1.6%	0.4%	0.9%	1.5%	0.3%	1.4%	0.3%
133	1.3%	0.4%	0.7%	1.2%	1.0%	1.2%	0.8%