

2022 - 2024

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



### Reliability Overview

Reliability is a KPI (Key Performance Indicator) of the performance of Go-Ahead Ireland (Dublin Commuter), 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 Go-Ahead Ireland on Dublin Commuter bus routes for each relevant period.

#### Measurement of Reliability:

Reliability of Go-Ahead Ireland (DCOM) 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 (%)** =  $\left( \frac{\text{Number of Lost KM (Km)}}{\text{Total Scheduled Services (Km)}} \right) \times 100$

Commencing from Period 6 2020, Go-Ahead Ireland (DCOM) must achieve a Lost Kilometre rate of 2% or less each period i.e. at least 98% of scheduled services must be operated. If this target is not achieved, financial penalties apply.

#### 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 *Total Scheduled Services* is based on the route and timetable(s) for every Go-Ahead Ireland (DCOM) 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 Go-Ahead Ireland (DCOM), (for example, road closures due to a major event, extreme weather resulting in unsafe road conditions etc.). These exceptions are identified by Go-Ahead Ireland (DCOM) and approved by the NTA.
- In compliance with the Go-Ahead Ireland Dublin Commuter Contract, Lost KMs Deductions did not apply in respect of any Services during the initial operations mobilisation phase and commenced in Period 6 of 2020.
- 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 Go-Ahead Ireland 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.

**Q1 2024**  
**Go-Ahead Ireland - Dublin Commuter Outer Metropolitan (DCOM)**  
**Reliability Report**



**P1 Reliability - January 01st 2024 - January 28th 2024**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>0.1</b>	<b>2.0</b>

**P2 Reliability - January 29th 2024 - February 25th 2024**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>0.2</b>	<b>2.0</b>

**P3 Reliability - February 26th 2024 - March 24th 2024**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>0.4</b>	<b>2.0</b>

**Q3 & Q4 2023**  
**Go-Ahead Ireland - Dublin Commuter Outer Metropolitan (DCOM)**  
**Reliability Report**



**P7 Reliability - June 19th 2023 - July 16th 2023**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.2</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>0.7</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>0.7</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>0.2</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>0.2</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>0.8</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>0.7</b>	<b>2.0</b>

**Q1 & Q2 2023**  
**Go-Ahead Ireland - Dublin Commuter Outer Metropolitan (DCOM)**  
**Reliability Report**



**P1 Reliability - January 01st 2023 - January 29th 2023**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>0.8</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.9</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>0.4</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.6</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>0.9</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.5</b>	<b>2.0</b>

**Q3 & Q4 2022**  
**Go-Ahead Ireland - Dublin Commuter Outer Metropolitan (DCOM)**  
**Reliability Report**



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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>12.4</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>4.9</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>4.7</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>2.3</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>4.3</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>2.1</b>	<b>2.0</b>

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

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

**Q2 2022**

**Go-Ahead Ireland - Dublin Commuter Outer Metropolitan (DCOM)  
Reliability Report**



**P4 Reliability - March 28th 2022 - April 24th 2022**

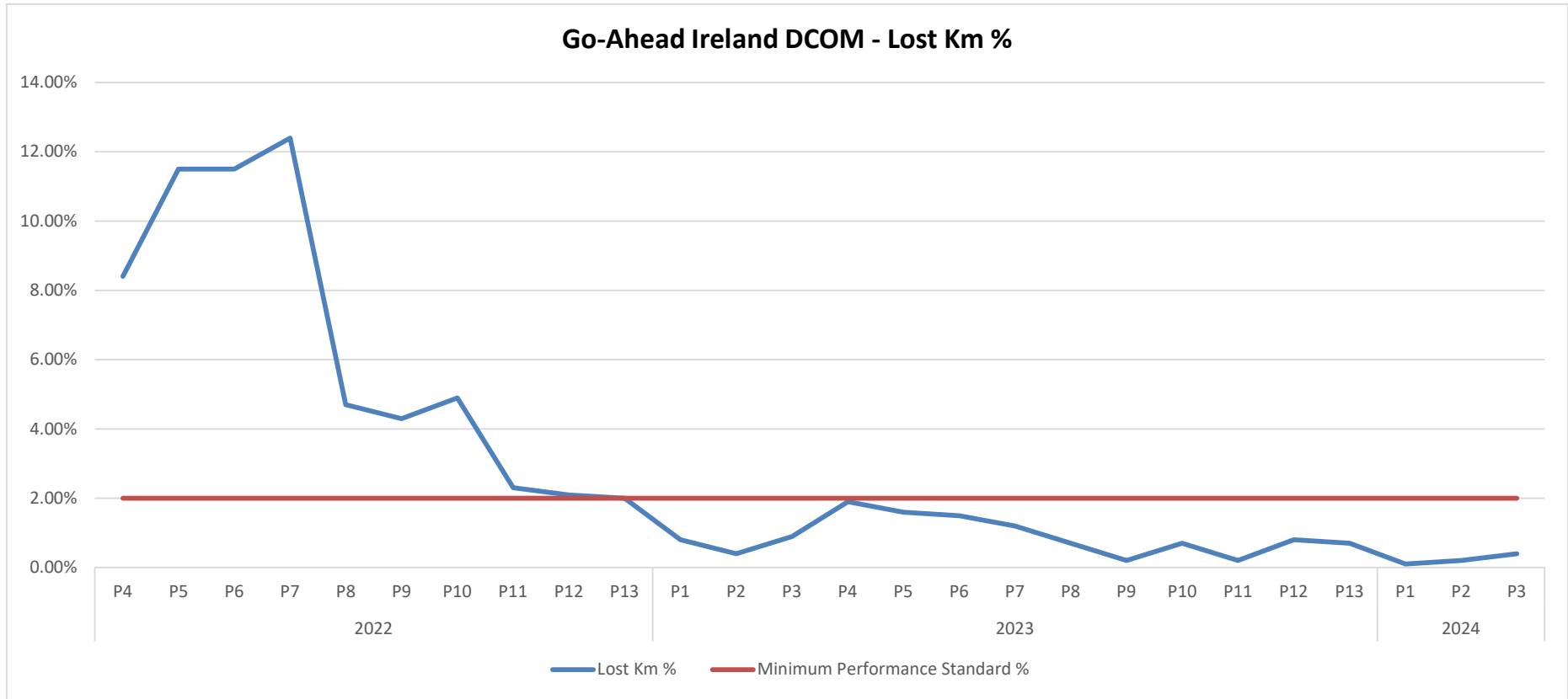
	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>8.4</b>	<b>2.0</b>

**P5 Reliability - April 25th 2022 - May 22nd 2022**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>11.5</b>	<b>2.0</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>11.5</b>	<b>2.0</b>



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