

2022 - 2024

## 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	2022/23	2024
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 Performance 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.

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 operate one route in this category as part of the ODMA contract, Route N6.

#### 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:

$$\text{EWT (min)} = \text{Average Actual Waiting Time (min)} - \text{Average Planned Waiting Time}$$

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

**Go-Ahead Ireland - Outer Dublin Metropolitan Area Contract  
2024 Route By Route Punctuality Data**



PUNCTUALITY - GO-AHEAD IRELAND (see note on interpretation of this data at bottom of table)													
Route	2024												
	P13	P12	P11	P10	P9	P8	P7	P6	P5	P4	P3	P2	P1
102 /a/c/p/t											69.2%	70.3%	72.7%
104											73.4%	73.0%	75.6%
111											76.8%	77.7%	81.9%
114											75.1%	76.1%	77.6%
161											77.3%	76.3%	81.3%
184											69.9%	69.3%	71.3%
185 / t											80.9%	82.8%	82.4%
220 / a / t											65.2%	67.8%	70.1%
236 / a / t											71.3%	74.0%	78.0%
238											77.9%	78.8%	82.8%
270 / t											86.6%	86.4%	85.2%
33A											70.5%	66.9%	72.0%
33B / t											82.0%	83.1%	84.4%
45A / b											59.6%	61.6%	68.0%
59											81.4%	79.6%	84.8%
63 / a											64.0%	64.5%	69.9%
L51											80.7%	79.2%	81.8%
L52											76.4%	75.5%	77.6%
L55											79.2%	77.9%	84.2%
S6											62.8%	61.7%	64.0%
S8											62.3%	60.5%	63.8%
W2											74.5%	73.5%	74.6%

Note this data is raw - it measures percentage punctuality each four week period (P1 to P13) in each year, measuring scheduled departure time for each stop against actual departure time as recorded by Automatic Vehicle Location equipment on board each bus, except the final stop where the arrival time is measured.

Punctuality is measured as % of times buses are at stop within -1 minute and +5 minutes 59 seconds of scheduled time, observed at all stops along a route over each four week period.

The data measures punctuality only where both an actual observed time and a corresponding scheduled time is available for comparison purposes.

The data has not been adjusted for first and last stop time recording issues which 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.

Go-Ahead Ireland commenced operating routes; 18, 76 and 76A on the 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.

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.

The following routes will be discontinued as part of BusConnects Phase 5b: 17 / d, 18, 175, 76, 76A, 75 / a.

**Go-Ahead Ireland - Outer Dublin Metropolitan Area Contract  
2023 Route By Route Punctuality Data**



PUNCTUALITY - GO-AHEAD IRELAND (see note on interpretation of this data at bottom of table)													
Route	2023												
	P13	P12	P11	P10	P9	P8	P7	P6	P5	P4	P3	P2	P1
102 /a/c/p/t	66.7%	69.9%	69.6%	67.7%	65.5%	79.4%	72.5%	63.4%	67.0%	69.7%	68.9%	70.2%	73.7%
104	77.6%	75.2%	76.9%	80.7%	82.4%	87.7%	84.6%	81.4%	79.7%	80.4%	77.9%	69.7%	87.3%
111	76.2%	76.1%	80.6%	77.2%	76.4%	83.1%	81.4%	74.1%	81.9%	80.5%	80.0%	80.3%	82.4%
114	70.2%	64.6%	62.4%	61.1%	68.8%	79.0%	76.8%	70.3%	71.8%	74.2%	75.4%	76.0%	71.8%
161	70.0%	81.3%	83.2%	81.6%	80.1%	88.8%	84.2%	87.4%	85.4%	84.0%	85.5%	84.6%	82.9%
17 / d	Route Replaced	64.6%	64.0%	62.9%	69.5%	73.9%	73.7%	77.3%	75.3%	74.7%	73.2%	70.0%	68.7%
175	Route Replaced	59.8%	61.2%	59.2%	68.6%	78.4%	68.8%	68.9%	67.3%	68.9%	70.2%	64.5%	79.6%
18	Route Replaced	63.3%	64.7%	67.5%	67.7%	71.8%	70.5%	69.9%	68.7%	68.7%	71.8%	68.5%	64.1%
184	67.2%	67.1%	62.4%	64.7%	69.5%	73.8%	75.4%	71.6%	74.7%	76.2%	73.4%	76.5%	90.1%
185 / t	80.3%	82.9%	82.4%	80.1%	84.7%	84.1%	87.5%	84.9%	84.2%	85.1%	81.4%	85.1%	70.0%
220 / a / t	63.8%	57.4%	65.0%	67.5%	73.7%	81.1%	78.8%	77.7%	77.0%	76.2%	73.6%	65.0%	71.5%
236 / a / t	73.2%	63.6%	74.4%	69.4%	74.9%	80.3%	86.3%	75.6%	74.9%	73.2%	72.8%	70.8%	77.4%
238	73.3%	68.0%	73.5%	76.7%	83.9%	86.9%	86.6%	87.7%	83.8%	82.8%	80.8%	76.2%	63.8%
270 / t	80.1%	83.4%	83.2%	84.2%	86.0%	89.3%	87.8%	86.0%	86.1%	86.8%	82.9%	84.9%	80.4%
33A	67.4%	68.0%	68.0%	70.4%	65.2%	74.0%	72.5%	66.2%	68.5%	70.4%	70.9%	69.4%	81.7%
33B / t	77.8%	82.7%	81.2%	84.4%	82.8%	83.3%	81.5%	81.8%	81.9%	79.8%	79.4%	81.1%	71.6%
45A / b	62.8%	64.2%	63.9%	64.9%	66.0%	73.4%	75.1%	68.0%	65.9%	69.3%	67.9%	67.9%	73.5%
59	74.4%	80.9%	83.5%	83.1%	75.6%	82.9%	83.2%	81.3%	82.3%	84.3%	84.3%	83.1%	65.9%
63 / a	66.0%	63.3%	65.8%	64.0%	71.1%	78.8%	77.5%	72.1%	73.5%	73.9%	71.1%	70.5%	75.8%
75 / a	Route Replaced	63.5%	64.3%	66.3%	67.4%	73.0%	70.8%	69.6%	71.3%	69.9%	70.7%	67.5%	64.9%
76	Route Replaced	53.9%	57.7%	64.3%	65.7%	69.3%	66.9%	62.3%	61.0%	65.9%	66.0%	68.7%	70.4%
76A	Route Replaced	34.9%	43.6%	50.7%	55.7%	63.8%	59.3%	51.5%	48.5%	55.4%	48.3%	53.3%	66.4%
L51	76.7%	80.2%	79.2%	79.9%	81.7%	85.4%	84.1%	83.1%	81.1%	82.5%	80.4%	75.0%	73.0%
L52	75.9%	71.8%	75.4%	73.7%	76.9%	81.6%	80.2%	78.4%	76.7%	78.6%	76.1%	69.2%	64.9%

Note this data is raw - it measures percentage punctuality each four week period (P1 to P13) in each year, measuring scheduled departure time for each stop against actual departure time as recorded by Automatic Vehicle Location equipment on board each bus, except the final stop where the arrival time is measured.

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The following routes will be discontinued as part of BusConnects Phase 5b: 17 / d, 18, 175, 76, 76A, 75 / a.

**Go-Ahead Ireland - Outer Dublin Metropolitan Area Contract  
2022 Route By Route Punctuality Data**



PUNCTUALITY - GO-AHEAD IRELAND (see note on interpretation of this data at bottom of table)													
Route	2022												
	P13	P12	P11	P10	P9	P8	P7	P6	P5	P4	P3	P2	P1
102a/c/p/t	68.8%	71.1%	71.7%	72.6%	74.6%	73.2%	70.7%	73.6%	73.8%	77.8%			
104	70.4%	68.7%	74.3%	72.1%	82.6%	87.5%	87.9%	80.6%	77.5%	80.9%			
111	76.3%	80.6%	80.7%	78.0%	80.9%	85.2%	81.8%	83.8%	83.0%	85.2%			
114	72.3%	68.6%	69.0%	65.5%	74.8%	80.5%	82.1%	80.0%	74.6%	76.2%			
161	77.6%	78.6%	80.7%	82.8%	87.4%	87.9%	82.5%	83.9%	82.2%	89.8%			
17 / d	65.8%	58.9%	65.9%	61.4%	74.1%	83.5%	81.3%	73.1%	71.7%	69.1%			
175	56.3%	50.9%	57.8%	52.4%	61.7%	73.2%	72.2%	70.5%	67.5%	66.9%			
17A	Route Replaced	Route Replaced	Route Replaced	Route Replaced	Route Replaced	Route Replaced	93.6%	70.9%	75.2%	78.5%			
18	60.2%	56.6%	61.2%	63.4%	68.2%	74.3%	71.8%	68.9%	71.0%	76.3%			
184	75.1%	77.7%	77.3%	73.2%	76.1%	77.6%	76.4%	78.7%	77.8%	80.1%			
185/t	87.7%	84.6%	86.0%	86.3%	88.0%	87.6%	89.5%	88.1%	86.7%	87.2%			
220 / a / t	59.7%	59.1%	66.1%	62.5%	71.0%	78.2%	72.9%	73.0%	70.7%	77.0%			
236 / a / t	76.0%	69.8%	69.1%	69.8%	81.4%	86.4%	75.6%	76.6%	76.1%	83.3%			
238	68.7%	72.7%	77.5%	79.8%	84.4%	90.3%	86.7%	87.0%	80.9%	87.9%			
270 / t	76.7%	79.6%	82.6%	81.6%	87.8%	90.7%	89.1%	87.7%	83.9%	89.3%			
33A	60.6%	63.9%	63.3%	68.3%	67.5%	64.2%	66.2%	69.0%	68.0%	73.0%			
33B/t	72.1%	79.7%	80.0%	81.8%	79.4%	81.7%	82.7%	85.0%	87.1%	87.5%			
45A / b	70.9%	70.4%	71.4%	70.6%	73.3%	76.3%	76.7%	75.6%	71.5%	75.0%			
59	82.1%	84.8%	86.0%	87.4%	83.8%	85.2%	84.5%	85.4%	85.3%	87.1%			
63 / a	67.0%	67.4%	70.3%	70.0%	69.5%	75.7%	82.0%	76.7%	77.6%	80.1%			
75 / a	58.6%	59.3%	63.0%	60.6%	66.7%	76.3%	73.8%	71.7%	71.1%	70.8%			
76	61.2%	60.8%	65.6%	67.7%	75.5%	81.8%	81.0%	77.0%	78.3%	77.5%			
76A	58.7%	62.6%	69.9%	69.1%	77.5%	82.4%	75.3%	65.4%	66.4%	68.2%			
L51	69.8%	71.0%	73.2%	71.8%	73.7%	81.9%	84.0%	77.8%	78.2%	80.6%			
L52	63.6%	62.3%	63.1%	64.5%	65.2%	68.9%	71.7%	68.2%	66.1%	70.3%			

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Note - Punctuality analysis for P7 2020 excludes the dates 19/06/20 and 08/07/20 due to issues with live data feeds. Note: For Period 13, Data for December 4th, 11th, 17th, 18th, 21st, 22nd, 23rd and 24th has been excluded due to abnormal traffic conditions.

**Go-Ahead Ireland - Outer Dublin Metropolitan Area Contract  
2024**

**Route By Route High Frequency Punctuality Data**



High Frequency Punctuality - GO-AHEAD IRELAND ODMA													
2024 Excess Wait Time (mins)													
Route	P13	P12	P11	P10	P9	P8	P7	P6	P5	P4	P3	P2	P1
N6											1.05	1.13	1.11
S4											1.26	1.30	1.38

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2023**

**Route By Route High Frequency Punctuality Data**



High Frequency Punctuality - GO-AHEAD IRELAND ODMA													
2023 Excess Wait Time (mins)													
Route	P13	P12	P11	P10	P9	P8	P7	P6	P5	P4	P3	P2	P1
N6	1.09	1.12	1.40	1.14	1.04	0.84	1.10	0.91	0.90	1.01	1.19	0.87	0.83

