

2023-24

## Go-Ahead Ireland Outer Western Orbitals W4W6 Reliability Report



### Reliability Overview

Reliability is a KPI (Key Performance Indicator) of the performance of Go-Ahead Ireland. 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 for each relevant quarter.

#### Measurement of Reliability:

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

From Period 7 of 2023, Lost Kilometre Minimum Performance Standards have applied on a route by route basis, rather than an overall network basis. Go-Ahead Ireland are required to achieve a Lost Kilometre Rate of 2% or less for each route in each period (i.e. at least 98% of the scheduled kilometres must have been operated). If this standard is not achieved for a particular route in any period, a financial deduction from the operating payment relating to that route is applied.

#### Notes:

- The *Total Scheduled Services* is based on the route and timetable(s) for every Go-Ahead Ireland 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 (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 and approved by the NTA.
- 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.
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**Q1 2024**  
**Go-Ahead Ireland Outer Western Orbitals W4W6**  
**Reliability Report**



**P1 Lost Kms - January 01st 2024 - January 28th 2024**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>3.8</b>	<b>2% per Route</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>3.2</b>	<b>2% per Route</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.1</b>	<b>2% per Route</b>

**Q3 & Q4 2023**  
**Go-Ahead Ireland Outer Western Orbitals W4W6**  
**Reliability Report**



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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.5</b>	<b>2% per Route</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>2.6</b>	<b>2% per Route</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.8</b>	<b>2% per Route</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>3.9</b>	<b>2% per Route</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>2.7</b>	<b>2% per Route</b>

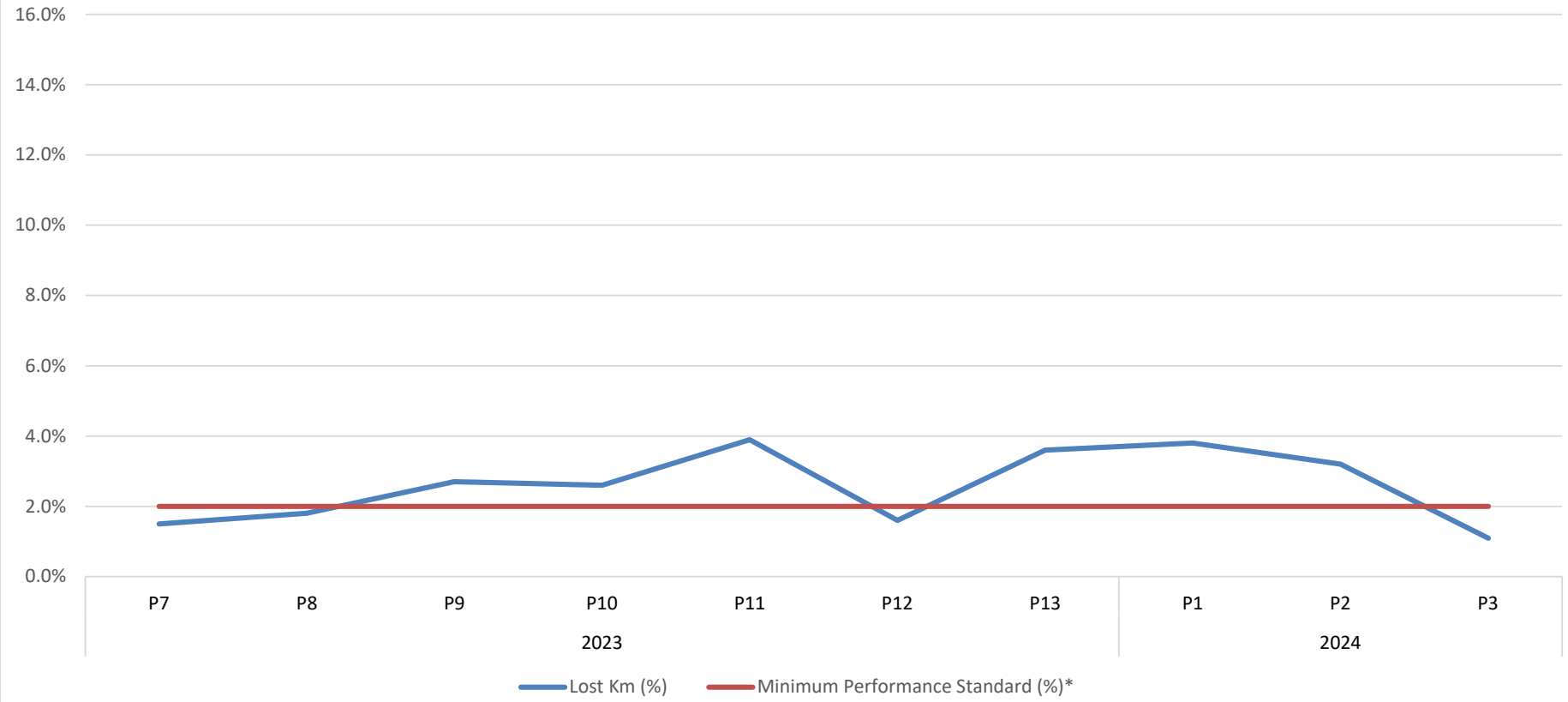
**P12 Punctuality - November 6th 2023 → December 3rd 2023**

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>1.6</b>	<b>2% per Route</b>

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

	KMs Lost (%)	Minimum Performance Standard (%)
<b>Total</b>	<b>3.6</b>	<b>2% per Route</b>

### Go-Ahead Ireland W4W6 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

*\*From Period 7 2023, reliability Minimum Performance Standards have applied on a route by route basis (2% per route per period). More details are available in the reliability report.*

**Go-Ahead Ireland Outer Western Orbitals W4W6**  
**Reliability Data - Lost KM (All Routes)**  
**2024**



**LOST KM BY ROUTE - Go-Ahead Ireland**

**2024**

Route	P13	P12	P11	P10	P9	P8	P7	P6	P5	P4	P3	P2	P1
W4											1.5%	3.9%	4.2%
W61											0.8%	3.1%	4.4%
W62											0.5%	1.7%	2.5%

**Go-Ahead Ireland Outer Western Orbitals W4W6**  
**Reliability Data - Lost KM (All Routes)**  
**2023**



**LOST KM BY ROUTE - Go-Ahead Ireland**

**2023**

<b>Route</b>	<b>P13</b>	<b>P12</b>	<b>P11</b>	<b>P10</b>	<b>P9</b>	<b>P8</b>	<b>P7</b>
W4	4.0%	1.3%	3.9%	2.8%	2.9%	2.5%	1.8%
W61	3.5%	1.8%	3.4%	2.0%	3.0%	1.3%	1.5%
W62	3.0%	2.0%	4.2%	2.8%	2.1%	1.0%	0.7%