



Quarterly Performance Report
National Transport Authority

Quarter 1/2024 for Route 197
Swords to Ashbourne

Route 197 Q1/2024

| Performance Obligation | | Target | Result | YTD* |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------|-------|
| 1 | At least ninety eight percent (98%) of all Services depart from the first stopping point on the trip: (i) not more than one minute earlier than; and (ii) not later than five (5) minutes (59) fifty nine seconds after, the departure time specified in the Timetable in Schedule 1. | 98% | 86.4% | 86.4% |
| 2 | At least eighty percent (80%) of all Services arrive at the last stopping point on the trip: (i) not more than one minute earlier than; and (ii) not later than five (5) minutes (59) fifty nine seconds after, The arrival time specified in the Timetable in Schedule 1. | 80% | 72.4% | 72.4% |
| 3 | Note: Service Quality Performance is currently suspended as Mystery Passenger Survey (MPS) methodology remains under development as a result of the COVID-19 pandemic. | N/A | N/A | N/A |

* YTD result is the average of all results in a year to date.