

## Punctuality Overview

Punctuality is a KPI (Key Performance Indicator) of the performance of Dublin Bus, as part of the terms of their PSO contract with the NTA.

For the purpose of measuring punctuality, Dublin Bus routes are divided into two groups – Low Frequency Routes and High Frequency Routes. Further details for each group are provided below.

The following tabs detail the Punctuality Rates achieved by Dublin Bus for each relevant period.

**Low Frequency Routes** are defined as services which operates less than 4 times per hour on a weekday, outside the peak periods.

### Low Frequency Punctuality:

The Punctuality of Low Frequency Routes is calculated as follows:

$$\text{Punctuality (\%)} = \frac{\text{Number of Actual Departures on Time}}{\text{Number of Actual Departures}} \times 100$$

Dublin Bus must achieve the Punctuality Standards set out in the table below for Low Frequency Routes:

Period	2017 Punctuality Standard	2018 Punctuality Standard	2019 Punctuality Standard
P1, P2, P3, P4, P5 (Late Winter / Spring)	58%	62%	66%
P6, P7, P8, P9 (Summer)	61%	65%	69%
P10, P11, P12, P13 (Autumn / Early Winter)	56%	60%	64%

**If the relevant punctuality target for each period is not achieved, financial penalties apply. For each full 2% of departures failing to operate “on time”, 1% of the maximum 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.
- Punctuality Targets differ throughout the year as they are significantly impacted by traffic conditions. Traffic conditions vary due to a number of factors including school terms and weather conditions, with levels of congestion generally lower during the summer months.
- Routes 747 and 757 are commercial services operated by Dublin Bus and are not part of the PSO contract with the NTA. These routes are therefore not included in any KPI calculations.

**High Frequency Routes** are defined as services which operate at a frequency of 15 minutes or greater on a weekday, outside the peak periods. These routes are as follows:

- 123                      ▪ 140                      ▪ 16                      ▪ 4                      ▪ 9
- 13                      ▪ 145                      ▪ 27                      ▪ 40
- 130                      ▪ 15                      ▪ 39A                      ▪ 46A

### High Frequency Punctuality:

The NTA is currently in the process of revising how the Punctuality of High Frequency Routes is measured. 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 is developing a new way of measuring the punctuality of High Frequency Routes called Average Excess Passenger Wait Time (AEPWT). This new metric will provide 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 AEPWT will calculate how much longer you have to wait for the next bus, in comparison to a baseline situation where all buses are running “on time”.

In advance of the introduction of AEPWT as a KPI for high frequency routes, the methodology for punctuality for low frequency routes (as detailed above) is also applied to high frequency routes. **This is provided for information purposes only and does not form part of the KPI calculations.**

### P1 Punctuality

	Punctuality (%)	Target Value (%)
<b>Low Frequency - Total</b>	<b>57.2</b>	<b>58</b>
High Frequency - Total <i>(For Information Purposes Only)</i>	50.9	n/a

*Note: The P1 2018 Punctuality Target for Dublin Bus services was adjusted to 58% to reflect the significant impact of Luas Cross City works on bus services in Dublin City Centre.*

**P2 Punctuality**

	Punctuality (%)	Target Value (%)
<b>Low Frequency - Total</b>	<b>62.4</b>	<b>62</b>
High Frequency - Total <i>(For Information Purposes Only)</i>	56.4	n/a

### P3 Punctuality

	Punctuality (%)	Target Value (%)
<b>Low Frequency - Total</b>	<b>59.2</b>	<b>62</b>
High Frequency - Total <i>(For Information Purposes Only)</i>	52.7	n/a

*Note:*

*Data from February 28<sup>th</sup> 2018 – March 6<sup>th</sup> 2018 inclusive has been excluded due the significant impact of Storm Emma, which resulted in widespread cancellations and curtailment of services.  
Data from March 18th and March 19th 2018 has been excluded due the significant impact of weather conditions (snow storms), which resulted in widespread cancellations and curtailment of services.*