

Punctuality Overview

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

For the purpose of measuring punctuality, Bus Éireann 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 Bus Éireann 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:

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

Bus Éireann 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)	49%	49%	57%
P6, P7, P8, P9 (Summer)	50%	50%	58%
P10, P11, P12, P13 (Autumn / Early Winter)	49%	53%	57%

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.
- There are also a number of commercial bus services operated by Bus Éireann. These routes are not part of the PSO contract with the NTA and are therefore not included in any KPI calculations.
- The data has not been adjusted for first and last stop time recording issues.** These can arise, for example, when a bus is recorded leaving the first stop early because other vehicles parked at first stop mean the bus needs to pull up after the first stop to allow passengers on board, or where 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 5% of all recorded stopping times for journeys on the Bus Éireann PSO network are recorded at first or last stops, and therefore prone to this error, resulting in lower recorded punctuality than may actually be the case.

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:

- 202
- 205
- 206
- 208
- 304
- 309

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.

In advance of the introduction of EWT 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. Bus Éireann EWT KPI deductions became live in Q3.**

High Frequency Regularity:

The Regularity of High Frequency Routes is calculated as follows:

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

Bus Éireann must achieve the Regularity Standards set out in the table below for High Frequency Routes.

Period	Bus Éireann EWT KPI
Q1 2019	2.1 minutes
Q2 2019	2.0 minutes
Q3 2019	2.3 minutes
Q4 2019	2.2 minutes

Q3 & Q4 2019
Bus Éireann - PSO Services
Punctuality Report



P7 Punctuality - June 17th 2019 → July 14th 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	59.5	58.0
	EWT (min)	Target Value (min)
High Frequency - Total	1.46	2.3

P10 Punctuality - August 12th 2019 → September 8th 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	54.4	57.0
	EWT (min)	Target Value (min)
High Frequency - Total	2.46	2.2

P8 Punctuality - July 15th 2019 → August 11th 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	59.6	58.0
	EWT (min)	Target Value (min)
High Frequency - Total	1.26	2.3

P11 Punctuality - October 7th 2019 → November 3rd 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	54.6	57.0
	EWT (min)	Target Value (min)
High Frequency - Total	2.74	2.2

P9 Punctuality - August 12th 2019 → September 8th 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	57.8	58.0
	EWT (min)	Target Value (min)
High Frequency - Total	1.41	2.3

P12 Punctuality - November 4th 2019 → December 1st 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	53.3	57.0
	EWT (min)	Target Value (min)
High Frequency - Total	3.46	2.2

P13 Punctuality December 2nd 2019 → December 31st 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	54.2	57.0
	AEPWT (min)	Target Value (min)
High Frequency - Total	2.44	2.2

Q1 & Q2 2019
Bus Éireann - PSO Services
Punctuality Report



P1 Punctuality - January 1st 2019 → January 27th 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	59.8	57.0
	EWT (min)	Target Value (min)
High Frequency - Total	1.49	2.10

P4 Punctuality - March 25th 2019 → April 21st 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	59.2	57.0
	EWT (min)	Target Value (min)
High Frequency - Total	1.75	2.0

P2 Punctuality - January 28th 2019 → February 24th 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	58.8	57.0
	EWT (min)	Target Value (min)
High Frequency - Total	1.87	2.10

P5 Punctuality - April 22nd 2019 → May 19th 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	58.8	57.0
	EWT (min)	Target Value (min)
High Frequency - Total	2.26	2.0

P3 Punctuality - February 25th 2019 → March 24th 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	58.5	57.0
	EWT (min)	Target Value (min)
High Frequency - Total	2.02	2.10

P6 Punctuality - May 20th 2019 → June 16th 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	60.4	58.0
	EWT (min)	Target Value (min)
High Frequency - Total	1.57	2.0

Q3 & Q4 2018
Bus Éireann - PSO Services
Punctuality Report



P7 Punctuality - June 18th 2018 → July 15th 2018

	Punctuality (%)	Target Value (%)
Low Frequency - Total	50.3	54.0
High Frequency - Total (For Information Purposes Only)	56.1	N/A

P10 Punctuality - September 10th 2018 → October 7th 2018

	Punctuality (%)	Target Value (%)
Low Frequency - Total	50.9	53.0
High Frequency - Total (For Information Purposes Only)	*No longer reported	N/A

** Note: During Q4 2018, the punctuality measure for High Frequency Routes migrated from percentage punctuality to EWT.*

P8 Punctuality - July 16th 2018 → August 12th 2018

	Punctuality (%)	Target Value (%)
Low Frequency - Total	51.1	54.0
High Frequency - Total (For Information Purposes Only)	56.8	N/A

P11 Punctuality - October 8th 2018 → November 4th 2018

	Punctuality (%)	Target Value (%)
Low Frequency - Total	53.5	53.0
High Frequency - Total (For Information Purposes Only)	*No longer reported	N/A

** Note: During Q4 2018, the punctuality measure for High Frequency Routes migrated from percentage punctuality to EWT.*

P9 Punctuality - August 13th 2018 → September 9th 2018

	Punctuality (%)	Target Value (%)
Low Frequency - Total	50.2	53.0
High Frequency - Total (For Information Purposes Only)	58.1	N/A

Note: The P9 2018 Punctuality Target was adjusted to 53%, to reflect the significant proportion of this period occurring within school term time

P12 Punctuality - November 5th 2018 → December 2nd 2018

	Punctuality (%)	Target Value (%)
Low Frequency - Total	53.1	53.0
High Frequency - Total (For Information Purposes Only)	*No longer reported	N/A

** Note: During Q4 2018, the punctuality measure for High Frequency Routes migrated from percentage punctuality to EWT.*

P13 Punctuality December 3rd 2018 → December 30th 2018

	Punctuality (%)	Target Value (%)
Low Frequency - Total	52.1	53.0
High Frequency - Total (For Information Purposes Only)	*No longer reported	N/A

** Note: During Q4 2018, the punctuality measure for High Frequency Routes migrated from percentage punctuality to EWT.*

**Q1 & Q2 2018
Bus Éireann - PSO Services
Punctuality Report**



P1 Punctuality - January 1st 2018 → January 28th 2018

	Punctuality (%)	Target Value (%)
Low Frequency - Total	48.2	49.0
High Frequency - Total (For Information Purposes Only)	51.1	N/A

P4 Punctuality - March 26th 2018 → April 22nd 2018

	Punctuality (%)	Target Value (%)
Low Frequency - Total	48.8	49.0
High Frequency - Total (For Information Purposes Only)	53.6	N/A

P2 Punctuality - January 29th 2018 → February 25th 2018

	Punctuality (%)	Target Value (%)
Low Frequency - Total	48.0	49.0
High Frequency - Total (For Information Purposes Only)	52.3	N/A

P5 Punctuality - April 23rd 2018 → May 20th 2018

	Punctuality (%)	Target Value (%)
Low Frequency - Total	48.5	49.0
High Frequency - Total (For Information Purposes Only)	54.0	N/A

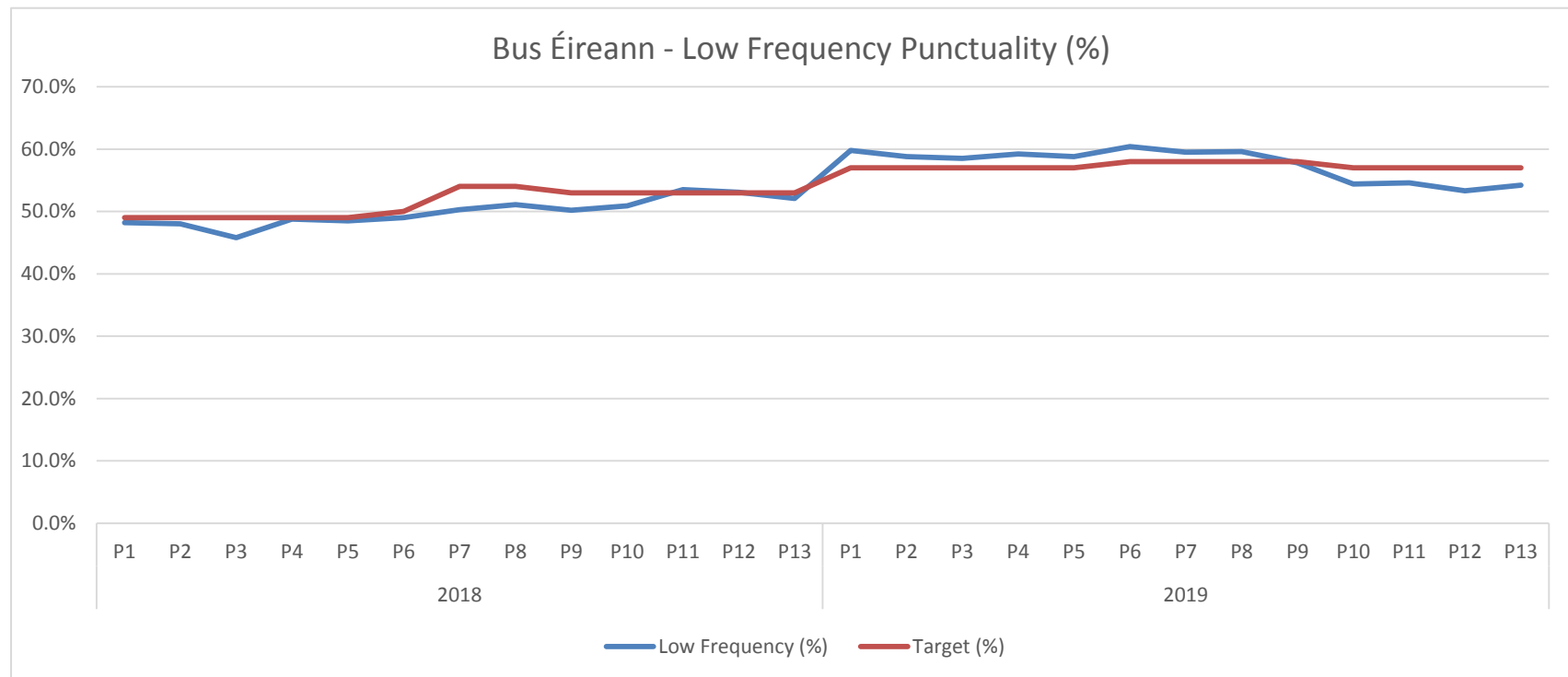
P3 Punctuality - February 26th 2018 → March 25th 2018

	Punctuality (%)	Target Value (%)
Low Frequency - Total	45.8	49.0
High Frequency - Total (For Information Purposes Only)	49.7	N/A

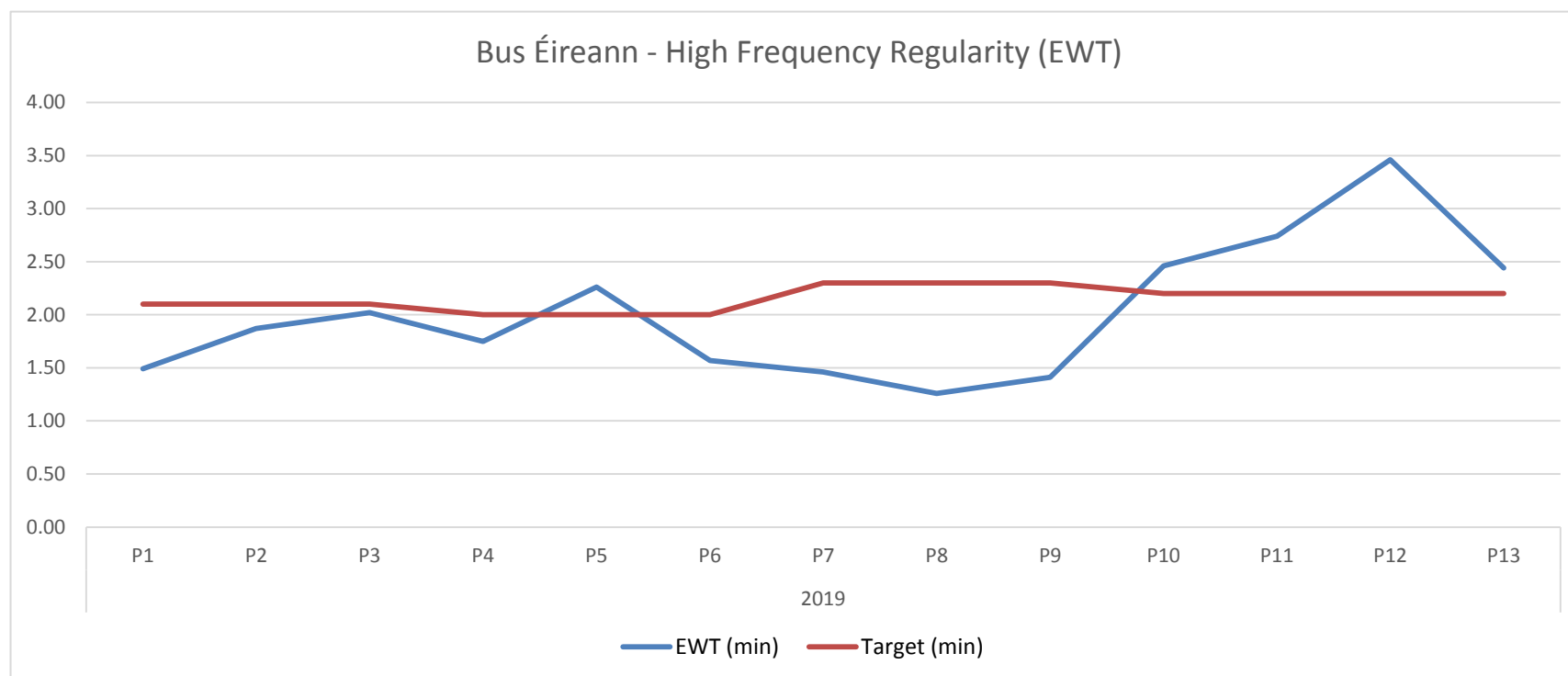
P6 Punctuality - May 21st 2018 → June 17th 2018

	Punctuality (%)	Target Value (%)
Low Frequency - Total	49.0	50.0
High Frequency - Total (For Information Purposes Only)	55.4	N/A

Note: Data from February 28th 2018 – March 6th 2018 inclusive has been excluded due the significant impact of Storm Emma, which resulted in widespread cancellations and curtailment of services.



** Higher punctuality (%) values are better as they measure the number of departures from stops which are punctual*



** Lower EWT values are better as they reflect less excess waiting time*