

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 pages detail the Punctuality and Regularity performance 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)	56%	60%	64%
P6, P7, P8, P9 (Summer)	59%	63%	67%
P10, P11, P12, P13 (Autumn / Early Winter)	54%	58%	62%

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.
- 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 2% of all recorded stopping times for journeys on the Dublin Bus 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:

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

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.

Dublin Bus EWT KPI deductions became live in Q1 2019. If the relevant punctuality target for each period is not achieved, financial penalties apply. For each 0.1 minute higher than the EWT Standard, 0.2% of the maximum period payment is deducted.

High Frequency Regularity:

The Regularity of High Frequency Routes is calculated as follows:

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

Dublin Bus must achieve the Regularity Standards set out in the table below for High Frequency Routes:

Period	Dublin Bus EWT KPI
Q1 2019	2.5 minutes
Q2 2019	2.4 minutes
Q3 2019	2.3 minutes
Q4 2019	2.2 minutes

**Q3 & Q4 2019
Dublin Bus - PSO Services
Punctuality Report**



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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	64.0	67.0
	EWT (min)	Target Value (min)
High Frequency - Total	2.38	2.3

Note:
Data from June 17th has been excluded due to technical issues with the DMS system.
Data from June 29th has been excluded due to the Dublin Pride Parade.

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	56.9	62.0
	EWT (min)	Target Value (min)
High Frequency - Total	2.85	2.2

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	64.5	67.0
	AEPWT (min)	Target Value (min)
High Frequency - Total	2.60	2.3

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	59.6	62.0
	EWT (min)	Target Value (min)
High Frequency - Total	2.40	2.2

Note:
Data from October 27th has been excluded due to the Dublin Marathon

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	60.0	67.0
	EWT (min)	Target Value (min)
High Frequency - Total	2.47	2.3

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	57.4	62.0
	EWT (min)	Target Value (min)
High Frequency - Total	2.26	2.2

Note:
Data from November 26th & 27th has been excluded due to the significant impact of the Farmer's Protest

P13 Punctuality December 2nd 2019 → December 31st 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	55.9	62.0
	AEPWT (min)	Target Value (min)
High Frequency - Total	2.42	2.2

Note:
Data from December 24th to December 31st has been excluded due to technical issues with the DMS system (Low Frequency Only)

**Q1 & Q2 2019
Dublin Bus - PSO Services
Punctuality Report**



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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	60.1	64
	EWT (min)	Target Value (min)
High Frequency - Total	1.86	2.5

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	59.5	64
	EWT (min)	Target Value (min)
High Frequency - Total	1.88	2.4

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	58.4	64
	EWT (min)	Target Value (min)
High Frequency - Total	1.87	2.5

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	62.1	64
	EWT (min)	Target Value (min)
High Frequency - Total	2.05	2.4

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	61.3	64
	EWT (min)	Target Value (min)
High Frequency - Total	2.08	2.5

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	62.4	67
	EWT (min)	Target Value (min)
High Frequency - Total	2.20	2.4

*Note:
Data from March 15th and March 17th 2019 has been excluded due to abnormal traffic conditions experienced through the entire network on these days.*

**Q3 & Q4 2018
Dublin Bus - PSO Services
Punctuality Report**



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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	62.7	63
High Frequency - Total (For Information Purposes Only)	55.7	N/A

Note: The P7 2018 Interim Punctuality Target of 63% for Dublin Bus services was adjusted to 65% to account for last-stop issues.

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	58.3	58
High Frequency - Total (For Information Purposes Only)	Not 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	64.2	63
High Frequency - Total (For Information Purposes Only)	54.9	N/A

Note: The P8 2018 Interim Punctuality Target of 63% for Dublin Bus services was adjusted to 65% to account for last-stop issues.

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	58.8	58
High Frequency - Total (For Information Purposes Only)	Not 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	61.0	61
High Frequency - Total (For Information Purposes Only)	53.3	N/A

Note: The P9 2018 Interim Punctuality Target for Dublin Bus services was amended to 63% to reflect the significant proportion of this period occurring within school term time.

Data for the 26th of August 2018 has been excluded from this analysis, due to widespread disruption and curtailments on this date resulting from the Papal Visit.

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	57.0	58
High Frequency - Total (For Information Purposes Only)	Not 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	56.1	58
High Frequency - Total (For Information Purposes Only)	Not Reported	N/A

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

Note: Data for the 25th of December 2018, Christmas Day, has been excluded from this analysis. The 9th and 10th of December have also been excluded from this analysis due to missing data which could not be recovered.

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



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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	55.2	56
High Frequency - Total (For Information Purposes Only)	48.9	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.

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	57.8	60
High Frequency - Total (For Information Purposes Only)	52.5	N/A

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	60.4	60
High Frequency - Total (For Information Purposes Only)	54.4	N/A

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	59.3	60
High Frequency - Total (For Information Purposes Only)	53.6	N/A

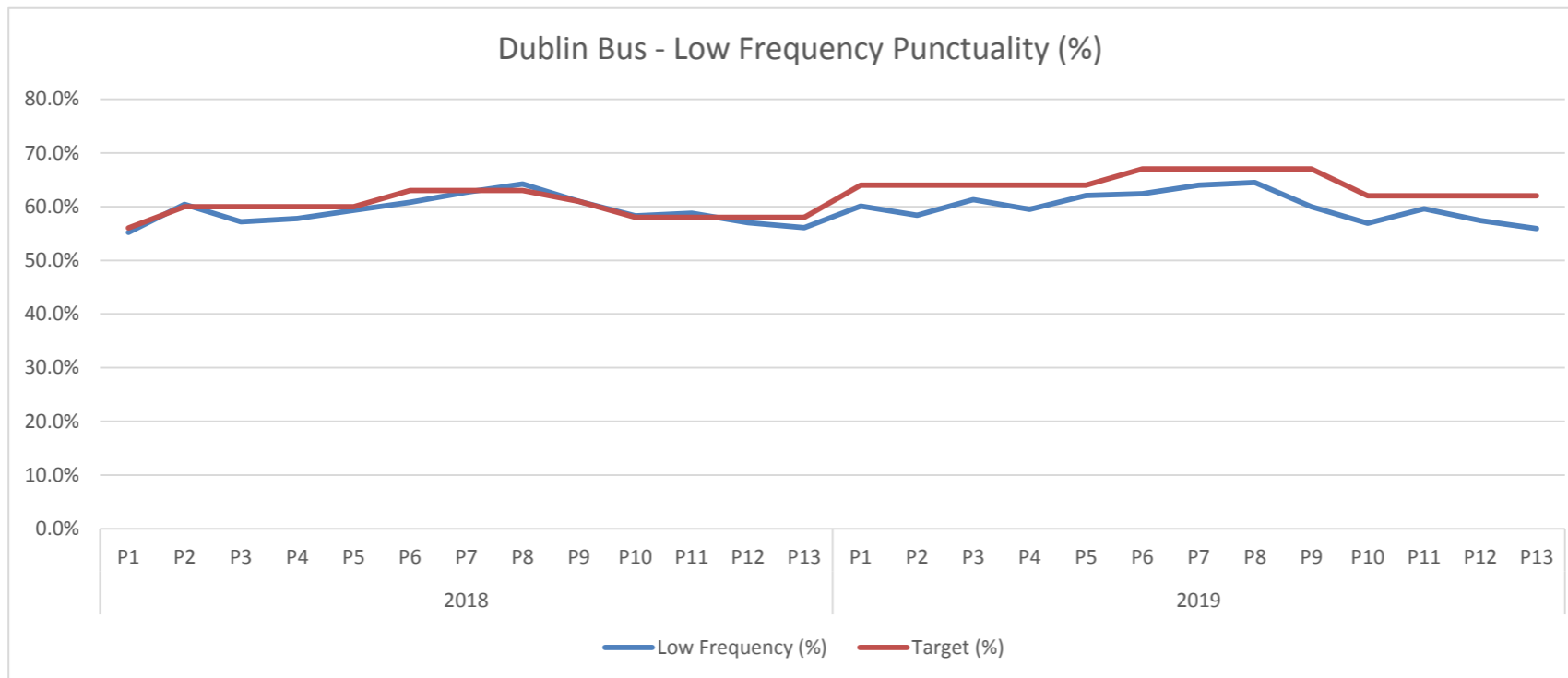
P3 Punctuality - February 26th 2018 → March 25th 2018

	Punctuality (%)	Target Value (%)
Low Frequency - Total	57.2	60
High Frequency - Total (For Information Purposes Only)	50.7	N/A

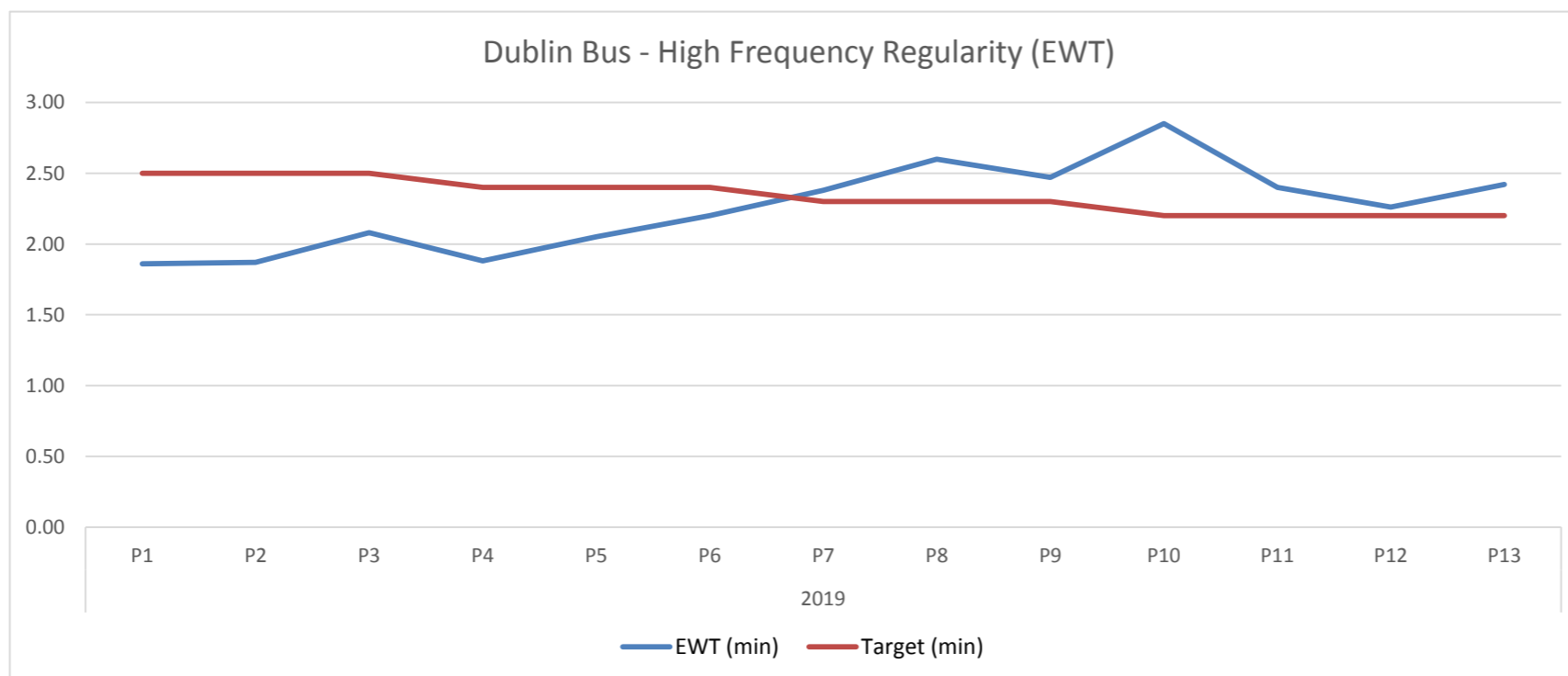
P6 Punctuality - May 21st 2018 → June 17th 2018

	Punctuality (%)	Target Value (%)
Low Frequency - Total	60.8	63
High Frequency - Total (For Information Purposes Only)	55.1	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.
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.*



** 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*