

**2019
Bus Éireann (Waterford City)
Punctuality Report**



Punctuality Overview

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

For the purposes of measuring punctuality, Bus Éireann (Waterford City) routes are Low Frequency Routes only. Further details are provided below.

The following pages detail the Punctuality Rates achieved by Bus Éireann (Waterford City) on routes for each relevant period.

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

Low Frequency Punctuality:

The Punctuality of Low Frequency Routes is calculated as follows:

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

Go-Ahead Ireland must achieve the Punctuality Standards set out in the Table below for Low Frequency Routes:

Period	2018 Punctuality Standard	2019 Punctuality Standard	2020 Punctuality Standard
P1, P2, P3, P4, P5 (Late Winter / Spring)	N/A	N/A	65%
P6, P7, P8, P9 (Summer)	N/A	N/A	65% (Increased to 80% from P7)
P10, P11, P12, P13 (Autumn / Early Winter)	N/A	65% (Commenced in P13)	80%

If the relevant punctuality target for each period is not achieved, financial penalties apply. For each full 1% of departures below the 'on time standard', 0.2% of the maximum of 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.
- **The data for Bus Éireann (Waterford City) has not been adjusted for first and last stop time recording issues.** First and last stop time recording issues can arise for example when a bus is recorded leaving the first stop early because vehicles parked at the first stop mean the bus needed to pull up after the first stop to allow passengers on board, or where a bus is not recorded arriving on time at final stop because stop is occupied by another bus waiting to enter service.
- In compliance with the Bus Éireann Waterford City Contract, punctuality deductions did not apply in respect of any Services during the initial operations mobilisation phase and commenced in Period 9 of 2019.

Q4 2019
Bus Éireann Waterford



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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	81.2	N/A

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

	Punctuality (%)	Target Value (%)
Low Frequency - Total	82.3	N/A

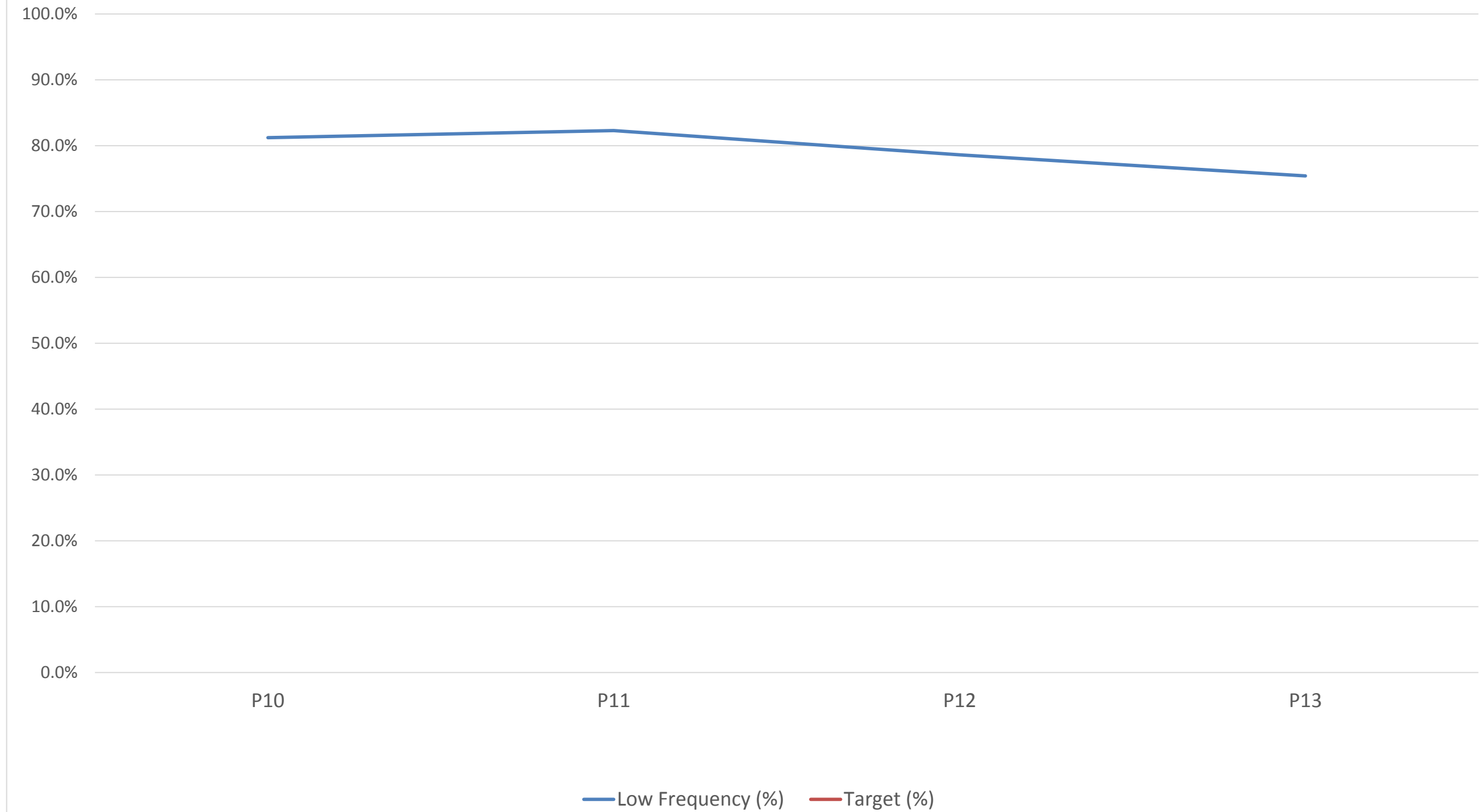
P12 Punctuality - November 4th 2019 → December 1st 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	78.6	N/A

P13 Punctuality December 2nd 2019 → December 31st 2019

	Punctuality (%)	Target Value (%)
Low Frequency - Total	75.4	65.0

Bus Éireann (Waterford City) - Low Frequency (%)



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