

## 2019 Bus Éireann (Waterford City) Reliability Report



### Reliability Overview

Reliability 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. Further details of the measurement of Reliability (which is sometimes referred to as "Lost Kilometre Rate") are provided below.

**The following pages detail the Reliability (Lost Kilometre Rate) achieved by Bus Éireann on Waterford City bus routes for each relevant period.**

#### Measurement of Reliability:

Reliability of Bus Éireann (Waterford City) services is determined using a metric called "Lost Kilometre Rate (%)". This metric is calculated as follows:

##### Step 1:

**Number of Lost Kilometres (Km) = Total Scheduled Services (Km) – Total Services Operated (Km)**

##### Step 2:

**Lost Kilometre Rate (%) =  $\left( \frac{\text{Number of Lost KM (Km)}}{\text{Total Scheduled Services (Km)}} \right) \times 100$**

**Commencing from Period 9 2019, Bus Éireann (Waterford City) must achieve a Lost Kilometre rate of 2% or less each period i.e. at least 98% of scheduled services must be operated. If this target is not achieved, financial penalties apply.**

#### Notes:

- The *Total Scheduled Services* is based on the route and timetable(s) for every Bus Éireann Waterford City service, as agreed with the NTA under the current PSO contract.
- The *Total Services Operated* is determined by the AVL (Automatic Vehicle Location) system which is installed on each bus to record the route and distances travelled.
- The *Number of Lost Kilometres* does not include bus services (whole or partial routes) which could not be operated for reasons outside of the control of Bus Éireann (Waterford City), (for example, road closures due to a major event, extreme weather resulting in unsafe road conditions etc.). These exceptions are identified by Bus Éireann (Waterford City) and approved by the NTA.
- In compliance with the Bus Éireann Waterford City Contract, Lost KMs 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 Reliability - August 12th 2019 → September 8th 2019**

	KMs Lost (%)	Target Value (%)
<b>Total</b>	<b>0.7</b>	<b>2.0</b>

**P11 Reliability - October 7th 2019 → November 3rd 2019**

	KMs Lost (%)	Target Value (%)
<b>Total</b>	<b>1.0</b>	<b>2.0</b>

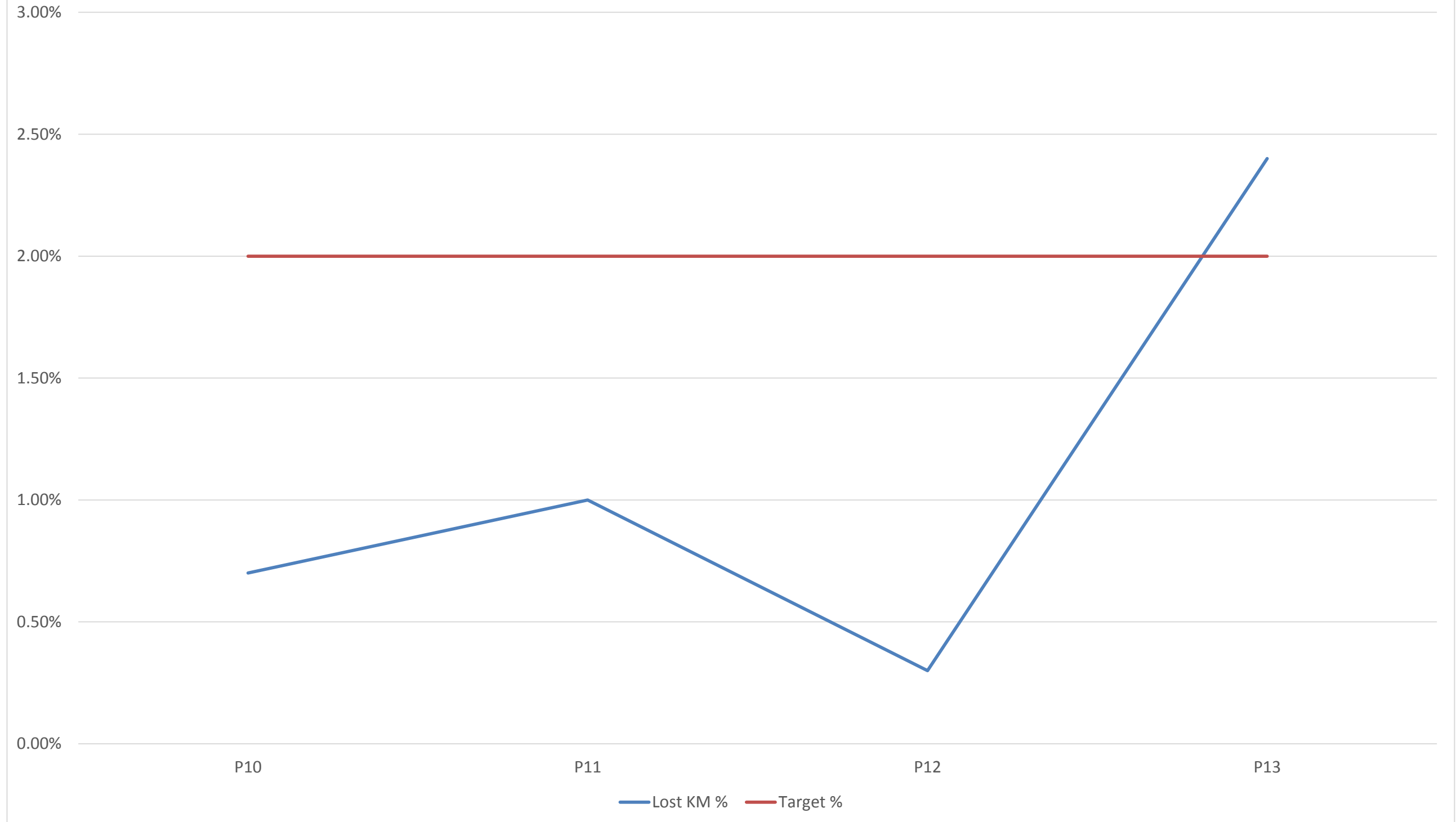
**P12 Reliability - November 4th 2019 → December 1st 2019**

	KMs Lost (%)	Target Value (%)
<b>Total</b>	<b>0.3</b>	<b>2.0</b>

**P13 Reliability December 2nd 2019 → December 31st 2019**

	KMs Lost (%)	Target Value (%)
<b>Total</b>	<b>2.4</b>	<b>2.0</b>

## Bus Éireann Waterford City - Lost KM %



*\*Lower Lost KM values (%) are better as they reflect less scheduled services which did not operate*