

**2019
Bus Éireann Waterford Bus Routes
Punctuality Report (All Routes)**



Punctuality Overview

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

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

The following pages detail the Punctuality Rates achieved by Bus Éireann Waterford on bus 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 network 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 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.

Bus Éireann Waterford Punctuality Data



PUNCTUALITY - BUS ÉIREANN WATERFORD (see note on interpretation of this data at bottom of table)

Route	2019			
	P13	P12	P11	P10
W1	69.3%	68.9%	76.1%	71.9%
W2	72.0%	77.1%	81.5%	79.7%
W3	75.3%	80.8%	82.5%	83.5%
W4	86.7%	86.6%	90.8%	90.1%
W5	77.5%	81.6%	83.0%	83.3%

Note this data is raw - it measures percentage punctuality each four week period (P1 to P13) in each year, measuring scheduled departure time for each stop against actual departure time as recorded by Automatic Vehicle Location equipment on board each bus, except the final stop where the arrival time is measured.

Punctuality is measured as % of times buses are at stop within -1 minute and +5 minutes 59 seconds of scheduled time, observed at all stops along a route over each four week period.

The data measures punctuality only where both an actual observed time and a corresponding scheduled time is available for comparison purposes.

The data has not been adjusted for first and last stop time recording issues which 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. It is estimated that 2% of all recorded stopping times for journeys in the Dublin Metropolitan Network are recorded at first or last stops, and therefore prone to this error, resulting in lower punctuality than may actually be the case.