

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 5 times per hour on a weekday, outside the

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	2018	2019	2020	2021
P1, P2, P3, P4, P5 (Late Winter / Spring)	60%	64%	*Route Specific Minimum Performance Punctuality Standards Introduced	*Route Specific Minimum Performance Punctuality Standards Introduced
P6, P7, P8, P9 (Summer)	63%	67%		
P10, P11, P12, P13 (Autumn / Early Winter)	58%	62%		

From 2020, For each full 1% of departures for a Route below the Punctuality Standard in a Reporting Period, a Punctuality Deduction equivalent to 0.2% of the Maximum Period Payment for that Route as outlined in Schedule 20 shall be made by the Authority.

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 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.
- Period 1 (2020) is the first Period where region specific minimum performance punctuality standards apply. A full region breakdown by MPS category is outlined on the following page.
- Covid-19 Note:** Applicable from 16th March 2020, the Punctuality Standard for on time services according to the approved schedule (-1 minute to +5:59 minutes of schedule) was reduced by 10% compared to the contractual standards (e.g. an original standard of 65% would reduce to 55%). The Punctuality Performance Payment and the Punctuality Incentive Payment were reduced to one half of amounts stated in the operating contract.

High Frequency Routes are defined as services which operate at a frequency of 12 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.

Period 1 (2020) is the first Period where route by route specific minimum performance EWT standards apply. A full region breakdown by MPS category as outlined below. For each 0.1 minute that EWT is greater than the EWT Standard for a Route, an EWT Deduction of 0.2% of the Maximum Period Payment for that Route as outlined in Schedule 20 shall apply.

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:

P1 2020- P6 2021 EWT KPI		
Category	Route	MPS
A	13	2.3
	16	2.3
	27	2.3
	39A	2.3
	40	2.3
	46A	2.3
B	9	2.0
	14	2.0
	15	2.0
	123	2.0
C	145	2.0
	1	1.7
D	4	1.4
	130	1.4
	140	1.4

- Covid-19 Note:** Applicable From 16/03/20, a 50% adjustment will apply to EWT Standards in cases where more than 5% of scheduled kms are lost due to staff absence directly linked to Covid-19 in any Reporting Period.

**P1 2020 - P6 2021
Dublin Bus Direct Award Contract
Low Frequency Punctuality Minimum Performance Standards**



Low Frequency Routes are defined as services which operate less than 5 times per hour on a weekday, outside

Category A - MPS = 64% (*54%/59%)**

25D, 15D, 77A, 7B, 41D, 16D, 7, 83, 33, 70D, 25B, 7A, 65, 25A, 38B, 39, 56A, 84, 49, 65B, 116, 70, 44, 47, 38, 37, 61, 67, 66, 155, 83A, 11, 38D, 68, 122, 46E, 38A, 66E, 41C, 41, 31B, 7D, 31A, 15B, 16C

Category B - MPS = 70% (*60%/65%)**

118, 142, 84A, 54A, 31D, 68A, 151, 69, 32, 25, 150, 66B, 41B, 40B, 42, 15A, 66A, 43, 27B, 31, 26, 44B

Category C - MPS = 76% (*66%/71%)**

42D, 29A, 40D, 79, 53, 79A, 120, 27A, 40E, 53A, 14C

Express & Peak Services - MPS = *Various**

33E, 51X, 67X, 77X, 66X, 25X, 39X, 69X, 41X, 32X, 84X, 27X, 33X, 51D, 33D, 68X

*Covid-19 Note 1: Applicable from 16th March 2020 to the end of P3 2021, the Punctuality Standard for on time services according to the approved schedule (-1 minute to +5:59 minutes of schedule) was reduced by 10% compared to the contractual standards (e.g. an original standard of 65% would reduce to 55%). The Punctuality Performance Payment and the Punctuality Incentive Payment were reduced to one half of amounts stated in the operating contract.

** Covid-19 Note 2: Applicable for P4,5&6 2021, the Punctuality Standard for on time services according to the approved schedule (-1 minute to +5:59 minutes of schedule) was reduced by 5% compared to the contractual standards (e.g. an original standard of 65% would reduce to 60%). The Punctuality Performance Payment and the Punctuality Incentive Payment were reduced to one half of amounts stated in the operating contract.

*** The MPS for Express & Peak equals the punctuality rate achieved in a comparable period from the previous year, i.e the MPS for 33E in P2 2020 would equal the Punctuality rate achieved in P2 2019

**Q1 & Q2 2021
Dublin Bus Direct Award Contract
Punctuality Report**



P1 Punctuality - January 1st 2021 - January 31st 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	62.7	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	0.95	*Route By Route

P4 Punctuality - March 29th 2021 - April 25th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	73.9	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	0.95	*Route By Route

P2 Punctuality - February 1st 2021 - February 28th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	73.8	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	0.98	*Route By Route

P5 Punctuality - April 26th 2021 - May 23rd 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	72.3	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	1.06	*Route By Route

P3 Punctuality - March 1st 2021 - March 28th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	73.9	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	1.00	*Route By Route

P6 Punctuality - May 24th 2021 - June 20th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	71.4	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	1.19	*Route By Route

**From Period 1 2020, punctuality Minimum Performance Standards have applied on a route by route basis. More details are available in the route by route punctuality report.*

**Q3 & Q4 2020
Dublin Bus Direct Award Contract
Punctuality Report**



P7 Punctuality - June 15th 2020 - July 12th 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	66.4	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	1.09	*Route By Route

P10 Punctuality - September 7th 2020 - October 4th 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	67.1	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	1.23	*Route By Route

P8 Punctuality - July 13th 2020 - August 9th 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	72.5	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	1.24	*Route By Route

P11 Punctuality - October 5th 2020 - November 1st 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	61.6	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	1.17	*Route By Route

P9 Punctuality - August 10th 2020 - September 6th 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	72.0	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	1.26	*Route By Route

P12 Punctuality - November 2nd 2020 - November 29th 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	68.2	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	1.08	*Route By Route

P13 Punctuality - November 30th 2020 - December 31st 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	63.2	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	1.36	*Route By Route

**From Period 1 2020, punctuality Minimum Performance Standards have applied on a route by route basis. More details are available in the route by route punctuality report.*

**Q1 & Q2 2020
Dublin Bus Direct Award Contract
Punctuality Report**



P1 Punctuality - January 1st 2020 → January 26th 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	59.0	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	1.63	*Route By Route

Note: Data from the 1st, 4th, 5th, 11th, 12th, 18th, 19th and 25th January (Period 1) has been excluded from the Low Frequency Punctuality Analysis due to errors created when Dublin Bus added new profiles for 24-Hour Routes.

P4 Punctuality - March 23rd 2020 → April 19th 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	66.2	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	1.23	*Route By Route

P2 Punctuality - January 27th 2020 → February 23rd 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	60.4	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	1.64	*Route By Route

P5 Punctuality - April 20th 2020 → May 17th 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	75.8	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	0.98	*Route By Route

Note: the 5th & 6th of May have been excluded from the EWT analysis due to AVL technical issues.

P3 Punctuality - February 24th 2020 → March 22nd 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	56.8	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	1.48	*Route By Route

P6 Punctuality - May 18th 2020 → June 14th 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	67.9	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	1.04	*Route By Route

**From Period 1 2020, punctuality Minimum Performance Standards have applied on a route by route basis. More details are available in the route by route punctuality report.*

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



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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	64.0	67.0
	EWT (mins)	Minimum Performance Standard (mins)
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 (%)	Minimum Performance Standard (%)
Low Frequency - Total	56.9	62.0
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	2.85	2.2

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	64.5	67.0
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	2.60	2.3

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	59.6	62.0
	EWT (mins)	Minimum Performance Standard (mins)
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 (%)	Minimum Performance Standard (%)
Low Frequency - Total	60.0	67.0
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	2.47	2.3

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

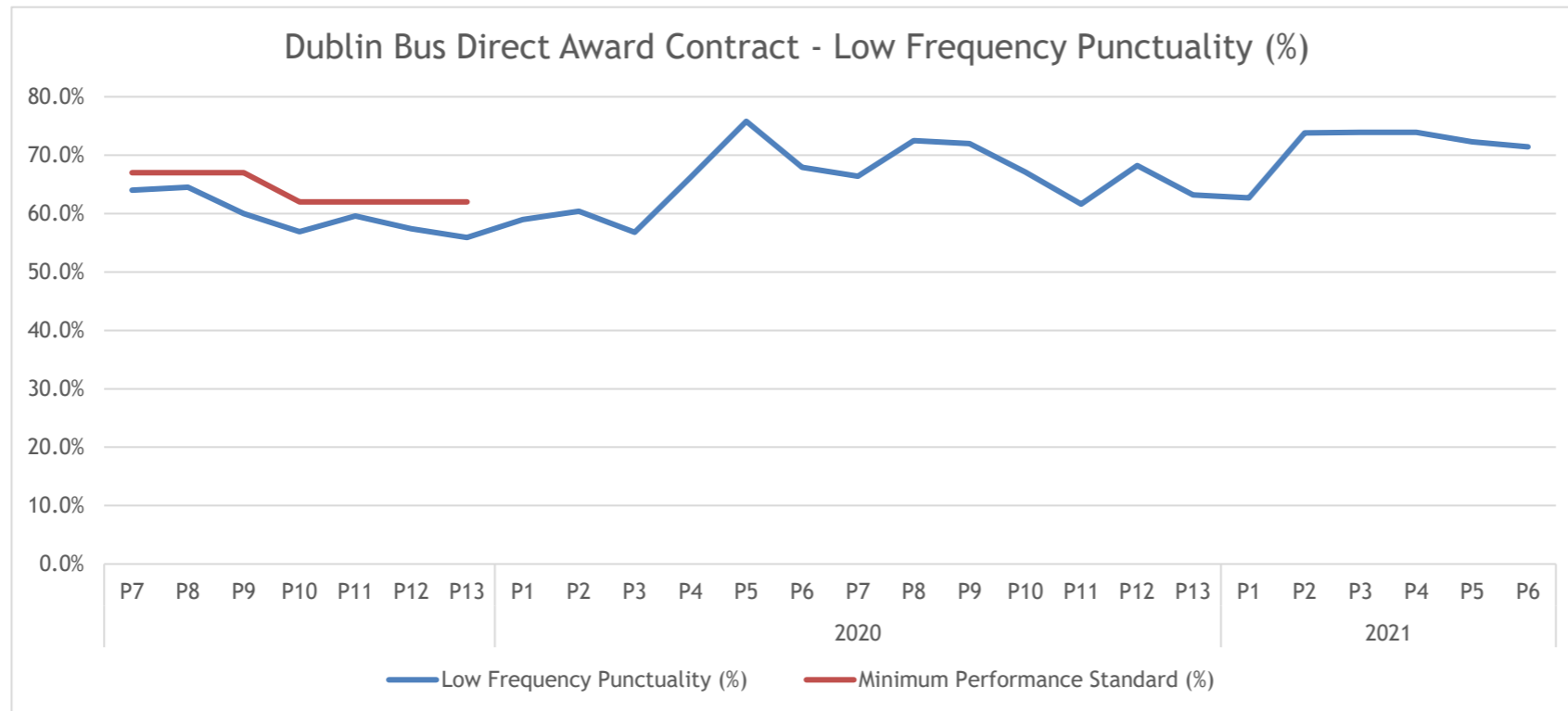
	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	57.4	62.0
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	2.26	2.2

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

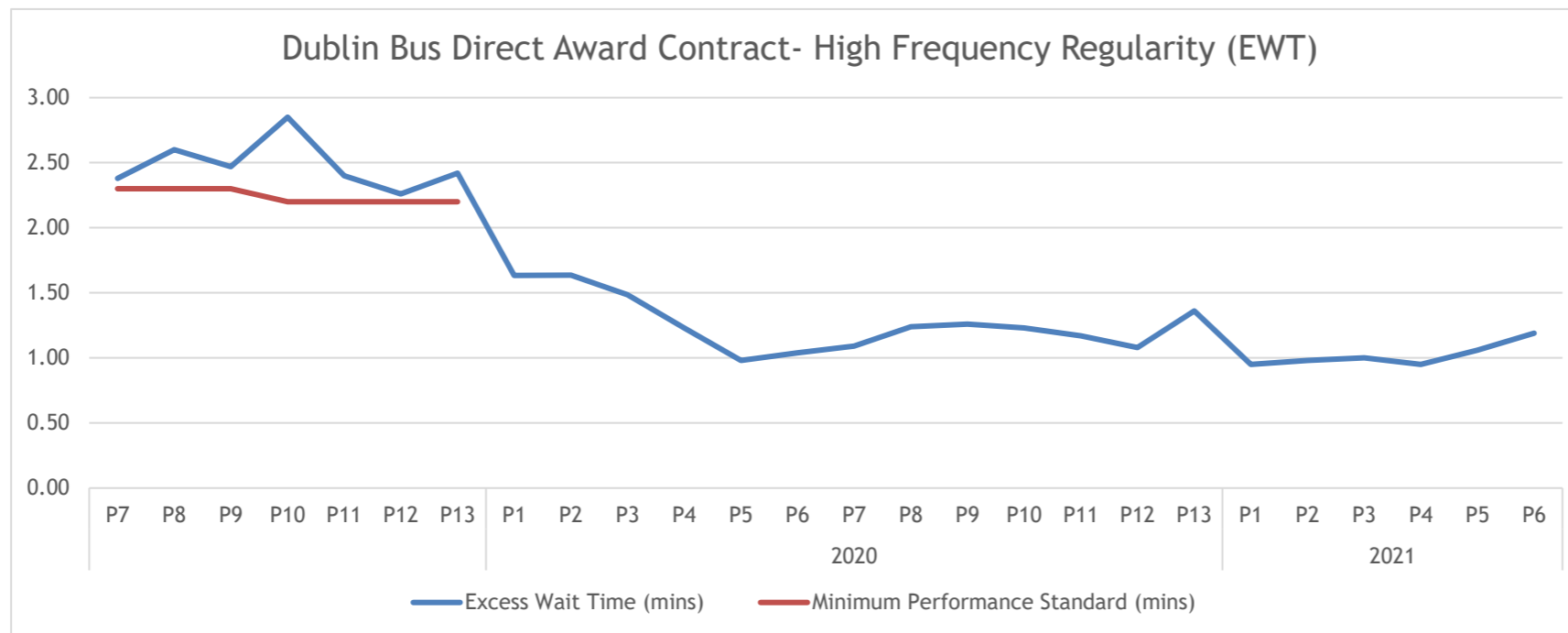
P13 Punctuality December 2nd 2019 → December 31st 2019

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	55.9	62.0
	EWT (mins)	Minimum Performance Standard (mins)
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)*



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



** Lower EWT values are better as they reflect less Excess Waiting Time*

**From Period 1 2020, punctuality Minimum Performance Standards have applied on a route by route basis. More details are available in the route by route punctuality report.*