

2020-2021

**Bus Éireann Waterford City
Punctuality Report**



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 for Bus Éireann Waterford City bus routes for each relevant period.

Low Frequency Routes are defined as services which operates less than 5 times an hour on a weekday, outside the peak periods.

Low Frequency Punctuality:

The Punctuality of Low Frequency Routes is calculated as follows:

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

Bus Éireann Waterford City must achieve the Punctuality Minimum Performance Standards set out in the Table below for Low Frequency Routes for the Bus Éireann Waterford City Network as a whole:

Period	2020 Punctuality Minimum Performance Standard	2021 Punctuality Minimum Performance Standard
P1, P2, P3, P4, P5 (Late Winter / Spring)	65%	80%
P6, P7, P8, P9 (Summer)	65% (Increased to 80% from P7)	80%
P10, P11, P12, P13 (Autumn / Early Winter)	80%	80%

If the relevant network punctuality Minimum Performance Standard for each period is not achieved, financial deductions to operator payments apply. For each full 1% of departures below the 'on time minimum performance 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 recorded bus departures from individual bus stops, along each route.
- The Number of Actual Departures on Time is the total number of recorded “on time” bus departures from individual bus stops, along each route for the relevant period, where “on time” is defined as a bus which departs from a bus stop not more than one minute early and 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 13 of 2019.
- 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. The Covid-19 MPS reduction as outlined above ended in Period 6 2020.

Q3 & Q4 2021
Bus Éireann Waterford City
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P7 Punctuality - June 21st 2021 - July 18th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	80.1	80.0

P10 Punctuality - September 13th 2021 - October 10th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	79.4	80.0

P8 Punctuality - July 19th 2021 - August 15th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	79.7	80.0

P11 Punctuality - October 11th 2021 - November 7th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	81.7	80.0

P9 Punctuality - August 16th 2021 - September 12th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	81.5	80.0

P12 Punctuality - November 8th 2021 - December 5th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	78.2	80.0

P13 Punctuality - December 6th 2021 - December 31st 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	78.4	80.0

**Q1 & Q2 2021
Bus Éireann Waterford City
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P1 Punctuality - January 1st 2021 - January 31st 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	93.3	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	89.4	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	92.9	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	81.7	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	90.0	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	76.8	80.0

Q3 & Q4 2020
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P7 Punctuality - June 15th 2020 - July 12th 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	88.6	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	82.9	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	85.3	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	85.2	80.0

** Note: the 11th May has been excluded from Period 5 due to AVL technical issues*

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	86.1	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	86.6	80.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	80.4	80.0

Note: For Period 13, Data for December 1st,2nd,3rd,4th,7th,11th, 18th, 20th & 22nd has been excluded due to abnormal traffic conditions.

**Q1 & Q2 2020
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P1 Punctuality - January 1st 2020 → January 26th 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	87.7	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	93.3	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	86.5	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	94.3	65.0

** Note: the 11th May has been excluded from Period 5 due to AVL technical issues*

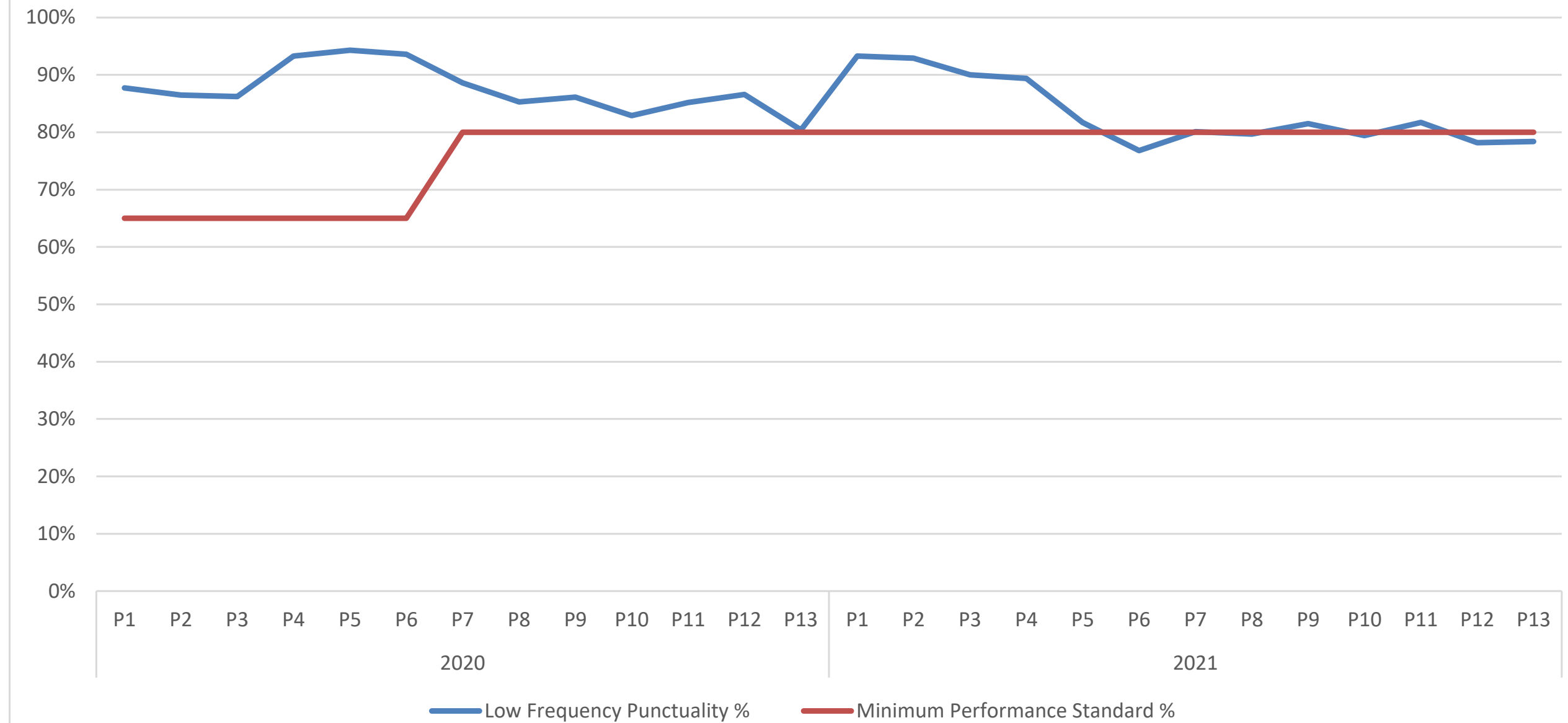
P3 Punctuality - February 24th 2020 → March 22nd 2020

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	86.2	65.0

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	93.6	65.0

Bus Éireann Waterford City Low Frequency Punctuality (%)



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