

2020 - 2021
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.
- COVID-19 Note – From 16/03/20, the *Number of Lost Kilometres* does not include bus services which could not be operated due to COVID-19 related staff illness or HSE certified self-isolation. These exceptions are identified by Bus Éireann and approved by the NTA.

Q3 & Q4 2021
Bus Éireann Waterford City
Reliability Report



P7 Reliability - June 15th 2021 → July 12th 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.6	2.0

P10 Reliability - September 7th 2021 → October 4th 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.8	2.0

P8 Reliability - July 13th 2021 → August 9th 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.4	2.0

P11 Reliability - October 5th 2021 → November 1st 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.6	2.0

P9 Reliability - August 10th 2021 → September 6th 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.2	2.0

P12 Reliability - November 2nd 2021 → November 29th 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.6	2.0

P13 Punctuality - November 30th 2021 - December 31st 2021

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.4	2.0

**Q1 & Q2 2021
Bus Éireann Waterford City
Reliability Report**



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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.3	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.5	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.0	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.3	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.1	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.3	2.0

Q3 & Q4 2020
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Reliability Report



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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.2	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.0	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	1.1	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.1	2.0

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

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.6	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.0	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.4	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.3	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.1	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.2	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.2	2.0

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

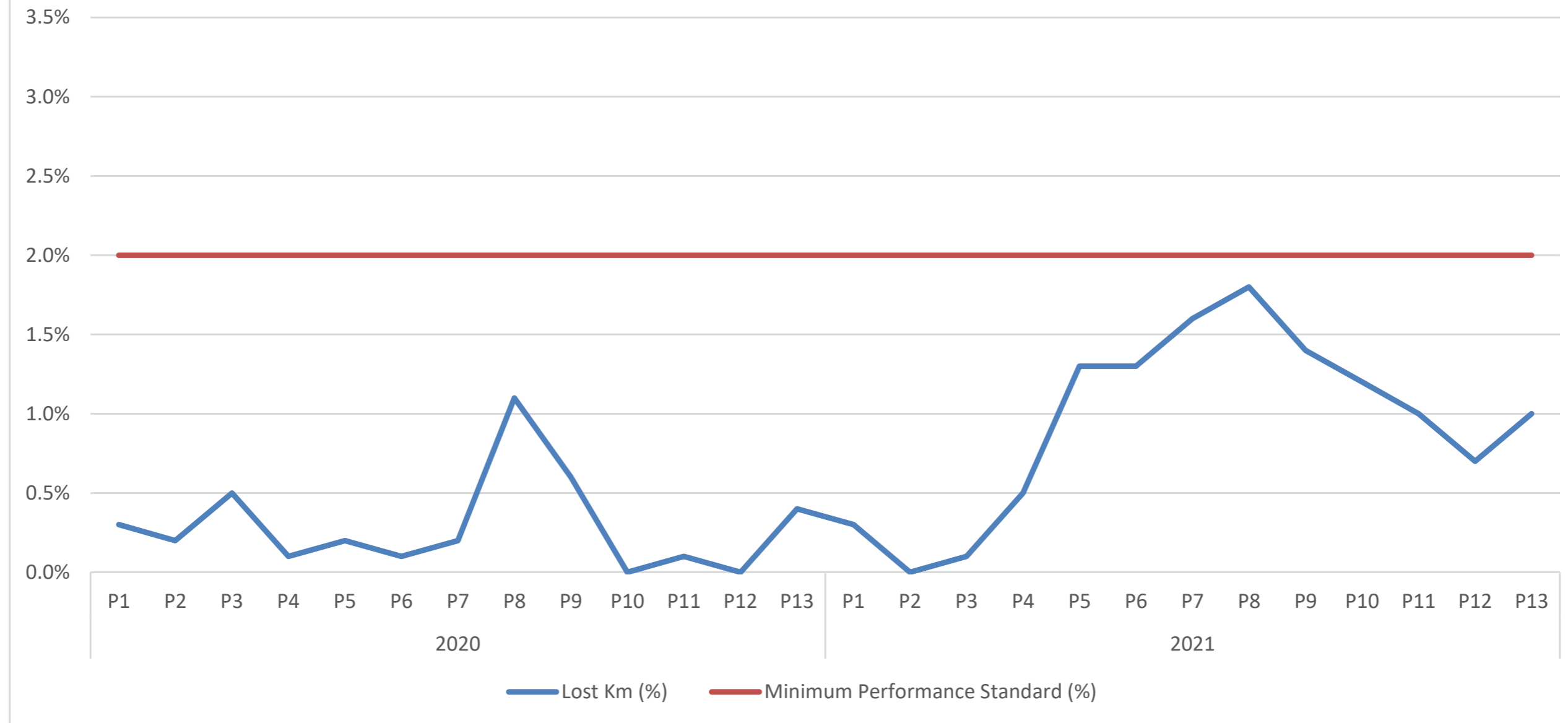
P3 Reliability - February 24th 2020 → March 22nd 2020

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.5	2.0

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

	KMs Lost (%)	Minimum Performance Standard (%)
Total	0.1	2.0

Bus Éireann Waterford City - Lost Km %



Lower Lost KM percentages are better as they reflect the percentage of scheduled kilometers that were not operated (excluding kilometres not operated due to factors outside the control of the operator).