

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 peak periods.

Low Frequency Punctuality:

The Punctuality of Low Frequency Routes is calculated as follows:

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

Dublin Bus must achieve the Punctuality Standards set out in the table below for Low Frequency Routes:

Period	2021/22	2023
P1, P2, P3, P4, P5 (Late Winter / Spring)	*Route Specific Minimum Performance Punctuality Standards Introduced	*Route Specific Minimum Performance Punctuality Standards Applied
P6, P7, P8, P9 (Summer)		
P10, P11, P12, P13 (Autumn / Early Winter)		

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 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. 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 for P4, P5 & P6 2021.
- As with many industries, public transport operators are experiencing significant challenges in recruiting qualified staff following the economic and social constraints connected to the COVID-19 pandemic. The public transport industry has been particularly hard-hit as operators attempt to return to pre-pandemic levels of activity as well as delivering intended service improvements such as the BusConnects Network Redesign and Connecting Ireland programmes. These issues are further exacerbated when existing staff must also be absent at short notice while following HSE guidelines after contracting COVID-19 or developing other illnesses. These challenges have an impact on Lost Kilometre Rates on all routes and also on Excess Waiting Times on high frequency routes. The Authority and the operators have been working to try to ensure that such cancellations are minimised, that where possible consecutive services are not withdrawn and that first and last daily services on a route operate.

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
- 13
- 130
- 140
- 145
- 15
- 16
- 27
- 39A
- 4
- 40
- 46A
- 9

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
B	46A	2.3
	9	2.0
	14	2.0
	15	2.0
C	123	2.0
	145	2.0
	1	1.7
D	4	1.4
	130	1.4
	140	1.4

P7 2021- P3 2022 EWT KPI		
Category	Route	MPS
A	13	2.3
	16	2.3
	27	2.3
B	39A	2.0
	40	2.0
	46A	2.0
C	145	2.0
	14	1.7
	15	1.7
D	123	1.7
	9	1.7
	1	1.4
D	4	1.4
	130	1.4
	140	1.4

P4 2022 Onwards		
Category	Route	MPS
A	13	1.9
	16	1.9
	27	1.9
B	39A	1.6
	40	1.6
	46A	1.6
C	145	1.6
	14	1.3
	15	1.3
D	123	1.3
	9	1.3
	1	1.1
D	4	1.1
	130	1.1
	140	1.1

P1 2020 - P9 2023
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

Route By Route MPS - P1 2020 to P6 2021

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: 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 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

Route By Route MPS - P7 2021 to P9 2023

Category A - MPS = 64% (increased to 70% from P4 2022 onwards)

15D, 77A, 7B, 16D, 7, 83, 33, 7A, 65, 38B, 39, 49, 65B, 116, 70, 44, 47, 38, 67, 66, 155, 83A, 11, 38D, 46E, 38A, 66E, 41C, 15B, 16C

Category B - MPS = 70% (increased to 76% from P4 2022 onwards)

118, 142, 54A, 151, 69, 32, 25, 66B, 41B, 42, 15A, 66A, 43, 27B, 31, 25A, 25B, 31A, 31B, 37, 41, 41D, 56A, 61, 68, 84, 122, 25D, 7D, 7E,

Category C - MPS = 76% (increased to 80% from P4 2022 onwards)

42D, 29A, 40D, 79, 53, 79A, 120, 27A, 40E, 53A, 14C, 26, 31D, 40B, 44B, 68A, 84A, 70D, 150, H1, H2, H3, H9, 6, C1, C2, C3, C4, C5, C6, L53, L54, L58, L59, P29, X25, X26, X27, X28, X30, X31, X32, 52, G1, G2, 60.

Express & Peak Services - MPS = **Various (80% from P4 2022 onwards)

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

** From P1 2020 to P2 2022, 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

Q3 2023
Dublin Bus Direct Award Contract
Punctuality Report



P7 Punctuality - June 19th 2023 - July 16th 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	69.7	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	2.23	*Route By Route

Note: June 24th has been excluded from the EWT analysis due to service disruptions relating to the Pride Parade

P8 Punctuality - July 17th 2023 - August 13th 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	72.0	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	1.95	*Route By Route

P9 Punctuality - August 14th 2023 - September 10th 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	69.2	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	2.20	*Route By Route

**Q1 & Q2 2023
Dublin Bus Direct Award Contract
Punctuality Report**



P1 Punctuality - January 1st 2023 → January 29th 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	65.8	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	1.58	*Route By Route

P4 Punctuality - March 27th 2023 → May 23rd 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	67.8	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	1.77	*Route By Route

P2 Punctuality - January 30th 2023 → February 26th 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	68.3	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	1.90	*Route By Route

P5 Punctuality - April 24th 2023 → May 21st 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	66.7	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	2.24	*Route By Route

P3 Punctuality - February 27th 2023 - March 26th 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	67.4	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	1.84	*Route By Route

P6 Punctuality - May 22nd 2023 - June 18th 2023

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	68.0	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	2.26	*Route By Route

**Q3 & Q4 2022
Dublin Bus Direct Award Contract
Punctuality Report**



P7 Punctuality - June 20th 2022 → July 17th 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	68.2	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	2.44	*Route By Route

P10 Punctuality - September 12th 2022 - October 9th 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	65.5	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	2.33	*Route By Route

P8 Punctuality - July 18th 2022 → August 14th 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	70.3	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	2.27	*Route By Route

P11 Punctuality - October 10th 2022 - November 6th 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	64.8	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	2.47	*Route By Route

P9 Punctuality - August 15th 2022 - September 11th 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	66.6	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	2.17	*Route By Route

P12 Punctuality - November 7th 2022 - December 4th 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	64.0	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	2.43	*Route By Route

P13 Punctuality - December 5th 2022 - December 31st 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	61.0	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	2.24	*Route By Route

**Q1 & Q2 2022
Dublin Bus Direct Award Contract
Punctuality Report**



P1 Punctuality - January 1st 2022 → January 30th 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	64.2	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	1.34	*Route By Route

P4 Punctuality - March 28th 2022 → May 22nd 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	69.2	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	1.51	*Route By Route

P2 Punctuality - January 31st 2022 → February 27th 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	68.4	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	1.41	*Route By Route

P5 Punctuality - April 25th 2022 → May 22nd 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	68.9	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	1.69	*Route By Route

P3 Punctuality - February 28th 2022 - March 27th 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	69.2	*Route By Route
	EWT (mins)	Minimum Performance Standard (mins)
High Frequency - Total	1.66	*Route By Route

P6 Punctuality - May 23rd 2022 - June 19th 2022

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	68.0	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	2.12	*Route By Route

**Q4 2021
Dublin Bus Direct Award Contract
Punctuality Report**



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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	69.6	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	1.68	*Route By Route

Note: September 29th has been excluded from the EWT analysis due to AVL technical issues.

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	68.1	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	1.69	*Route By Route

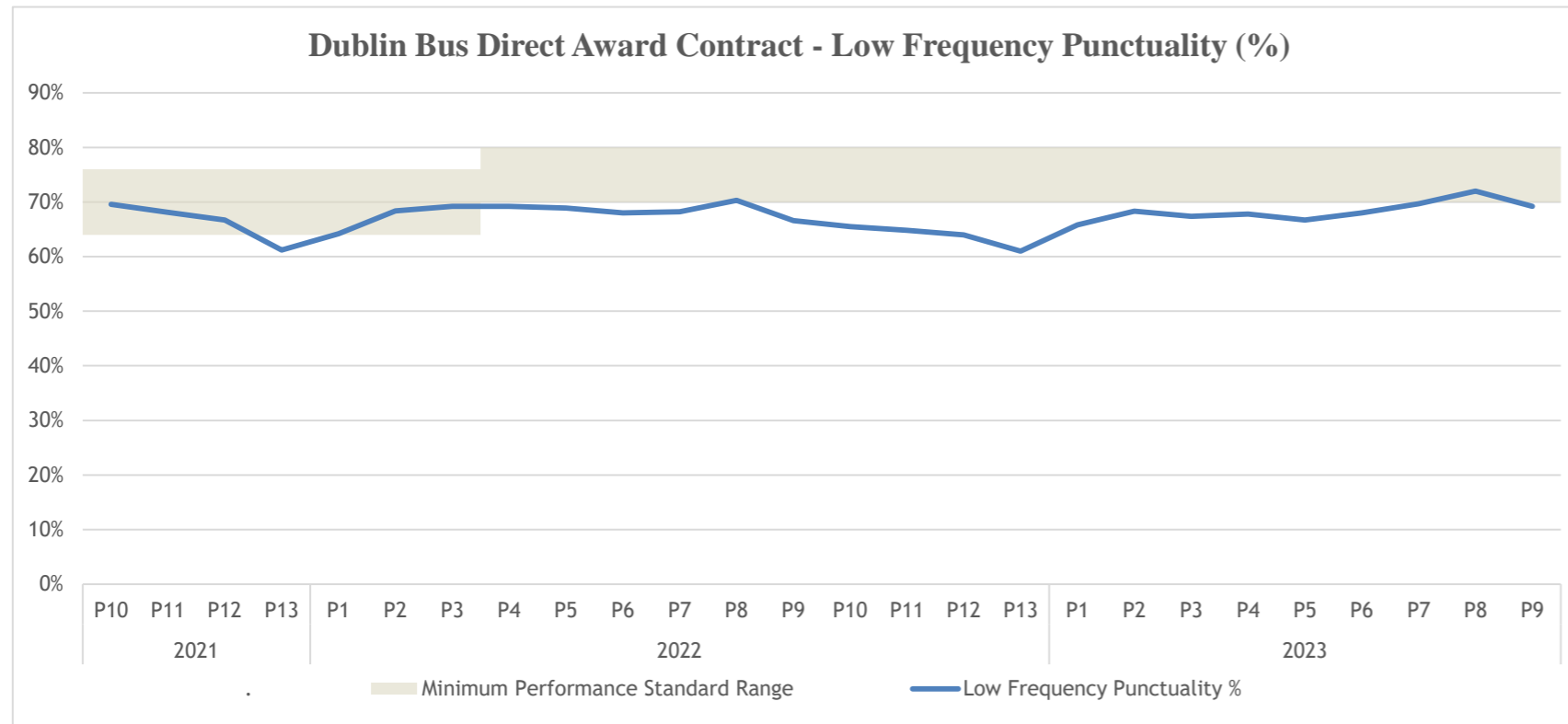
P12 Punctuality - November 8th 2021 - December 5th 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	66.7	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	1.71	*Route By Route

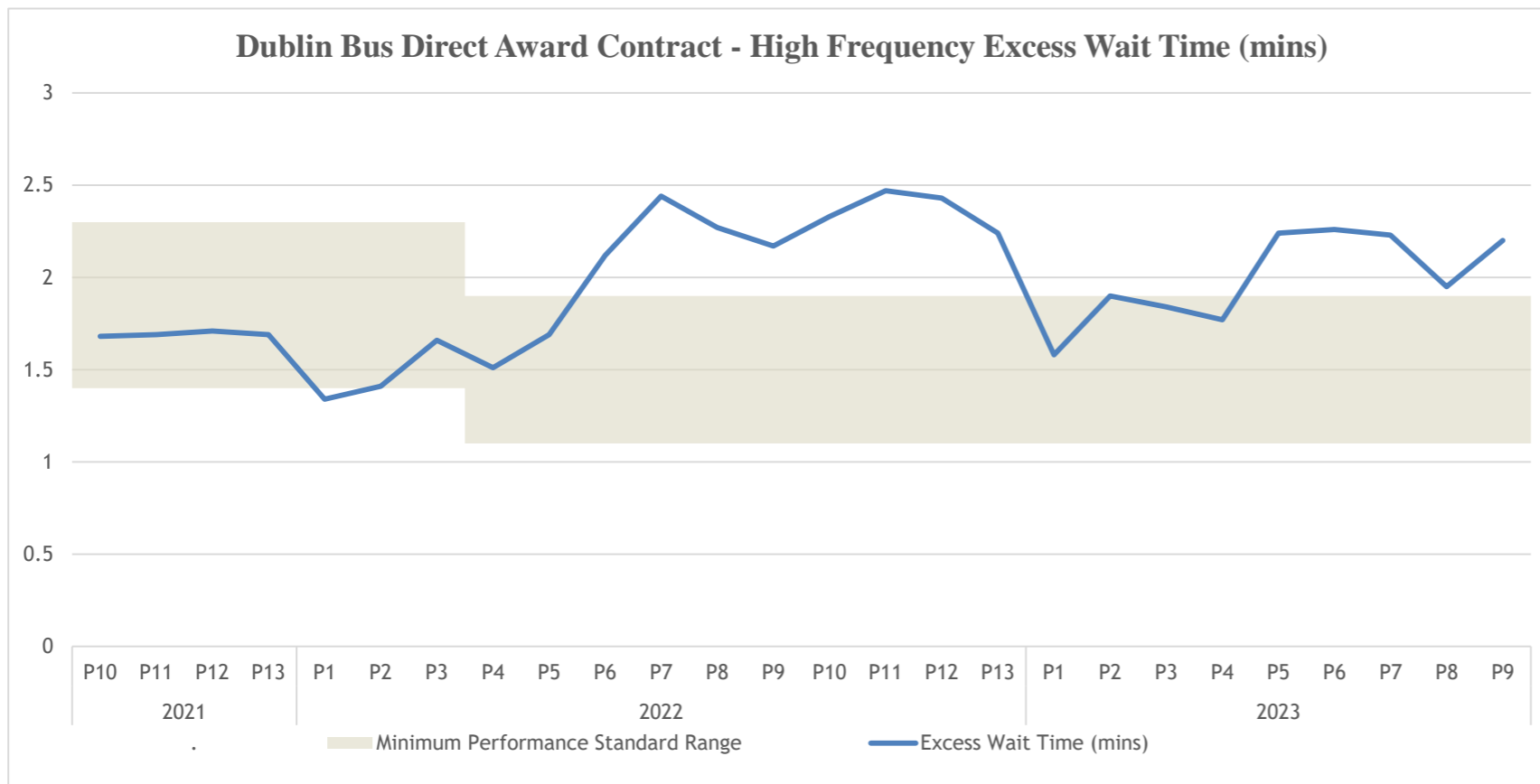
P13 Punctuality - December 6th 2021 - December 31st 2021

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	61.2	*Route By Route
	EWT (min)	Target Value (min)
High Frequency - Total	1.69	*Route By Route

Note: December 24th has been excluded from the EWT analysis due to AVL technical issues.



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



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.