

2023-2024  
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:

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 Bue Éireann Waterford City Network as a whole:

Period	2023 Punctuality Minimum Performance Standard	2024 Punctuality Minimum Performance Standard
P1, P2, P3, P4, P5 (Late Winter / Spring)	80%	80%
P6, P7, P8, P9 (Summer)	80%	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 2024  
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P7 Punctuality - June 17th 2024 - July 14th 2024

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

P10 Punctuality - September 09th 2024 - October 06th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	72.5	80.0

P8 Punctuality - July 15th 2024 - August 11th 2024

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

P11 Punctuality - October 07th 2024 - November 03rd 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	75.4	80.0

P9 Punctuality - August 12th 2024 - September 08th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	77.0	80.0

P12 Punctuality - November 4th 2024 - December 01st 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	72.8	80.0

P13 Punctuality - December 02nd 2024 - December 31st 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	73.7	80.0

Q1 & Q2 2024  
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P1 Punctuality - January 01st 2024 - January 28th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	79.3	80.0

P4 Punctuality - March 25th 2024 - April 21st 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	79.3	80.0

P2 Punctuality - January 29th 2024 - February 25th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	77.4	80.0

P5 Punctuality - April 22nd 2024 - May 19th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	77.1	80.0

P3 Punctuality - February 26th 2024 - March 24th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	77.3	80.0

P6 Punctuality - May 20th 2024 - June 16th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	78.5	80.0

**Q3 & Q4 2023**  
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**P7 Punctuality - June 19th 2023 - July 16th 2023**

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>80.1</b>	<b>80.0</b>

**P10 Punctuality - September 11th 2023 - October 8th 2023**

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>73.8</b>	<b>80.0</b>

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

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>79.3</b>	<b>80.0</b>

**P11 Punctuality - October 9th 2023 - November 5th 2023**

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>75.2</b>	<b>80.0</b>

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

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>77.2</b>	<b>80.0</b>

**P12 Punctuality - November 6th 2023 - December 3rd 2023**

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>71.8</b>	<b>80.0</b>

**P13 Punctuality - December 4th 2023 - December 31st 2023**

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>71.5</b>	<b>80.0</b>

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**P1 Punctuality - January 01st 2023 - January 29th 2023**

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>81.8</b>	<b>80.0</b>

**P4 Punctuality - March 27th 2023 - April 23th 2023**

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>79.4</b>	<b>80.0</b>

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

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>81.0</b>	<b>80.0</b>

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

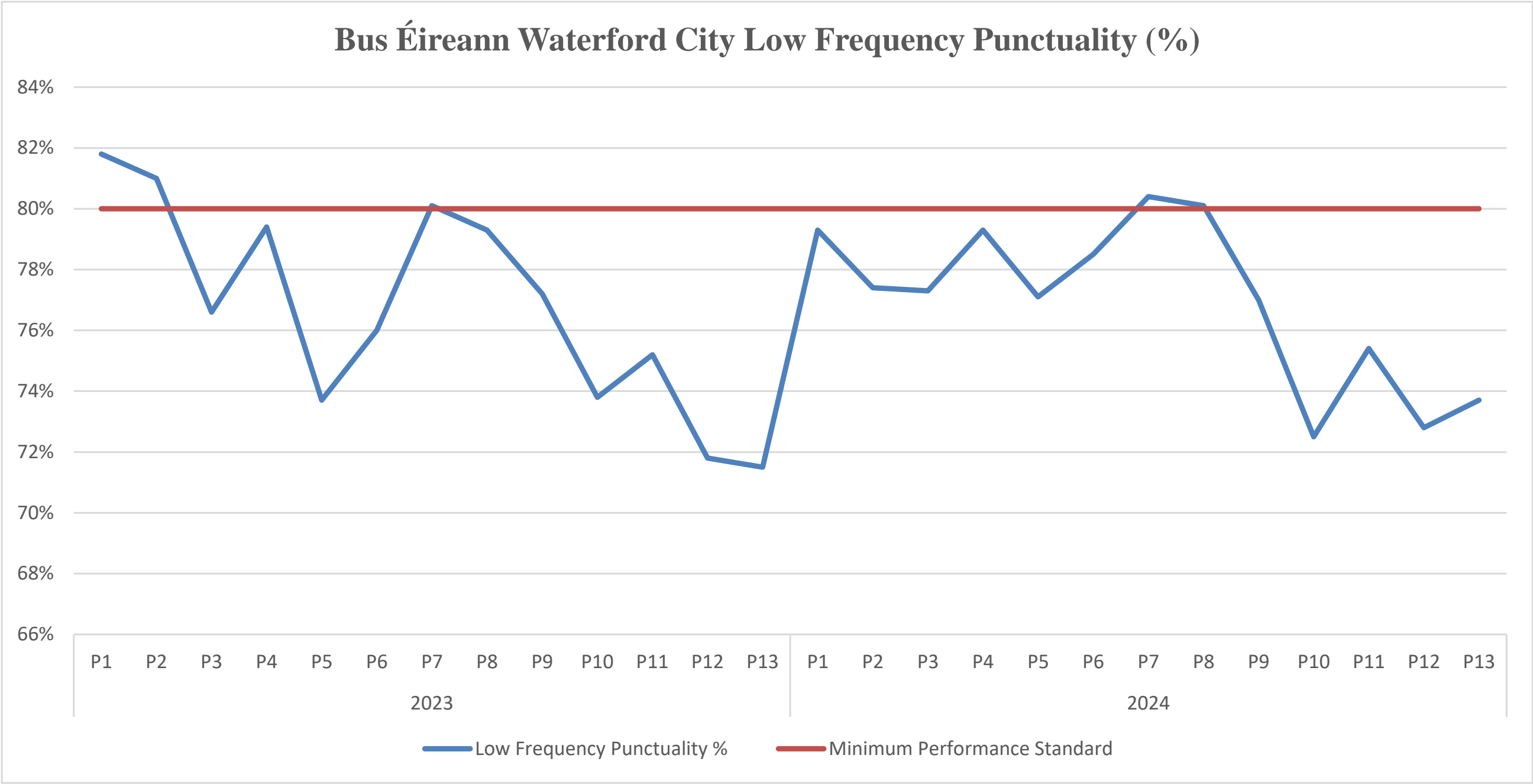
	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>73.7</b>	<b>80.0</b>

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

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>76.6</b>	<b>80.0</b>

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

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>76.0</b>	<b>80.0</b>



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