2023 - 2024
Dublin Bus Direct Award Contract
Punctuality Report

NTA
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National Transport Authority

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	2022	2023-2024
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 frequncy routes. The Authority and the operators have been working to try to ensure that such cancelations 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:

EWT (min) =   Average Actual Waiting Time (min) - Average Planned Waiting Time

Dublin Bus must achieve the Regularity Standards set out in the table below for High Frequency Routes:

P7 2021- P3 2022 EWT KPI				P4 2022 Onwards		
Category	Route	MPS		Category	Route	MPS
A	13	2.3		A	13	1.9
	16	2.3			16	1.9
	27	2.3			27	1.9
B	39A	2.0		B	39A	1.6
	40	2.0			40	1.6
	46A	2.0			46A	1.6
	145	2.0			145	1.6
C	14	1.7		C	14	1.3
	15	1.7			15	1.3
	123	1.7			123	1.3
	9	1.7			9	1.3
D	1	1.4		D	1	1.1
	4	1.4			4	1.1
	130	1.4			130	1.1
	140	1.4			140	1.1

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Low Frequency Punctuality Minimum Performance Standards

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

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, 44D, 74, 99, L25, S2.

Express & Peak Services - MPS = 80%
33E, 51X, 67X, 77X, 66X, 25X, 39X, 69X, 41X, 32X, 84X, 27X, 33X, 51D, 33D, 68X

Route By Route MPS - P10 2023 onwards

Category A - MPS = 70%
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, 56A, 151, 122, 37, 68, 69, 84.

Category B - MPS = 76%
118, 142, 54A, 32, 25, 66B, 41B, 42, 15A, 66A, 43, 27B, 31, 25A, 25B, 31A, 31B, 41, 41D, 61, 25D, 7D, 7E, C1, C2, C3, C4, 26, P29, G1, G2, X25, X26, X27, X28, X30, X31, X32, 60.

Category C - MPS = 80%
42D, 29A, 40D, 79, 53, 79A, 120, 27A, 40E, 53A, 14C, 31D, 40B, 44B, 68A, 84A, 70D, 150, H1, H2, H3, H9, 6, C5, C6, L53, L54, L58, L59, 52, 44D, 74, 99, L25, S2.

Express & Peak Services - MPS = 80%
33E, 51X, 67X, 77X, 66X, 25X, 39X, 69X, 41X, 32X, 84X, 27X, 33X, 51D, 33D, 68X

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P7 Punctuality - June 17th 2024 - July 14th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	68.8	***Route By Route**
	EWT (min)	Target Value (min)
High Frequency - Total	1.89	***Route By Route**

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

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	65.9	***Route By Route**
	EWT (min)	Target Value (min)
High Frequency - Total	2.11	***Route By Route**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	70.7	***Route By Route**
	EWT (mins)	Minimum Perforance Standard (mins)
High Frequency - Total	1.57	***Route By Route**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	67.8	***Route By Route**
	EWT (mins)	Minimum Perforance Standard (mins)
High Frequency - Total	1.82	***Route By Route**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	68.1	***Route By Route**
	EWT (mins)	Minimum Perforance Standard (mins)
High Frequency - Total	1.68	***Route By Route**

P12 Punctuality - November 04th 2024 - December 01st 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	68.8	***Route By Route**
	EWT (mins)	Minimum Perforance Standard (mins)
High Frequency - Total	1.96	***Route By Route**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	69.5	***Route By Route**
	EWT (mins)	Minimum Perforance Standard (mins)
High Frequency - Total	1.79	***Route By Route**

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P1 Punctuality - January 1st 2024 - January 28th 2024

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**65.7**	***Route By Route**
	EWT (min)	Target Value (min)
High Frequency - Total	**1.51**	***Route By Route**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**66.0**	***Route By Route**
	EWT (min)	Target Value (min)
High Frequency - Total	**1.48**	***Route By Route**

Note: April 20th has been excluded from the high frequency analysis due to AVL technical issues.

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**66.8**	***Route By Route**
	EWT (mins)	Minimum Perforance Standard (mins)
High Frequency - Total	**1.70**	***Route By Route**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**65.8**	***Route By Route**
	EWT (min)	Target Value (min)
High Frequency - Total	**1.85**	***Route By Route**

Note:
- May 17th has been excluded from the high frequency analysis due to service disruptions relating to a traffic accident on the M50
-May 18th has been excluded from the low & high frequency analysis due to service disruptions relating to a traffic accident in the Port Tunnel & protest marches within the City Centre

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**66.9**	***Route By Route**
	EWT (mins)	Minimum Perforance Standard (mins)
High Frequency - Total	**1.69**	***Route By Route**

Note: March 1st & March 17th has been excluded from the analysis due to service disruptions relating to snow related disruptions and the St. Partick's Day parade.

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	**65.2**	***Route By Route**
	EWT (min)	Target Value (min)
High Frequency - Total	**1.63**	***Route By Route**

Note: June 2nd has been excluded from the analysis due to service disruptions relating to the Dublin Mini Marathon.

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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 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 Perforance 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 Perforance Standard (mins)
High Frequency - Total	2.20	***Route By Route**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	65.1	***Route By Route**
	EWT (min)	Target Value (min)
High Frequency - Total	2.49	***Route By Route**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	64.4	***Route By Route**
	EWT (mins)	Minimum Perforance Standard (mins)
High Frequency - Total	2.51	***Route By Route**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	63.4	***Route By Route**
	EWT (mins)	Minimum Perforance Standard (mins)
High Frequency - Total	2.34	***Route By Route**

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

	Punctuality (%)	Minimum Performance Standard (%)
Low Frequency - Total	62.1	***Route By Route**
	EWT (mins)	Minimum Perforance Standard (mins)
High Frequency - Total	2.08	***Route By Route**

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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 Perforance 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 Perforance 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**

Dublin Bus Direct Award Contract - Low Frequency Punctuality (%)
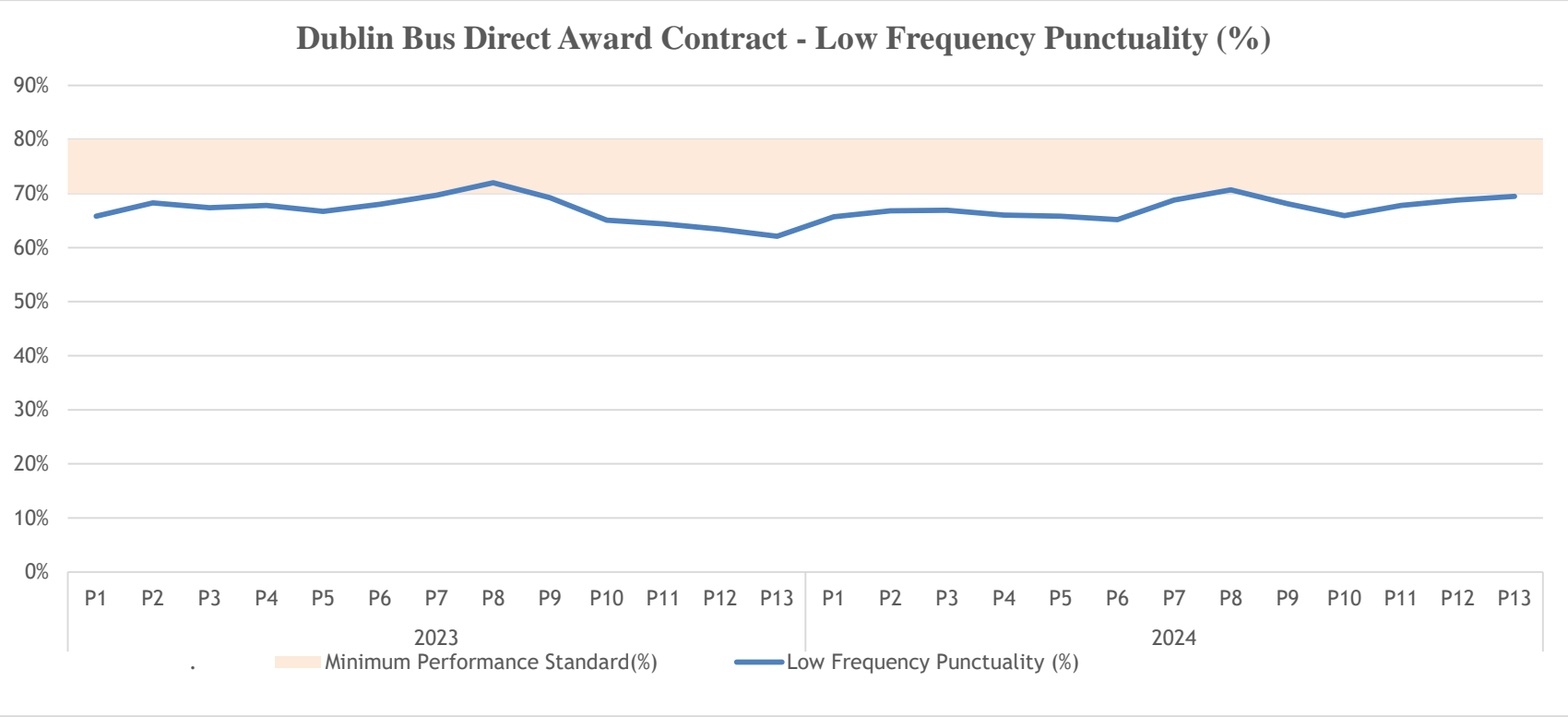
Higher punctuality (%) values are better as they show the percentage of departures from stops which are punctual.

Dublin Bus Direct Award Contract - High Frequency Excess Wait Time (mins)
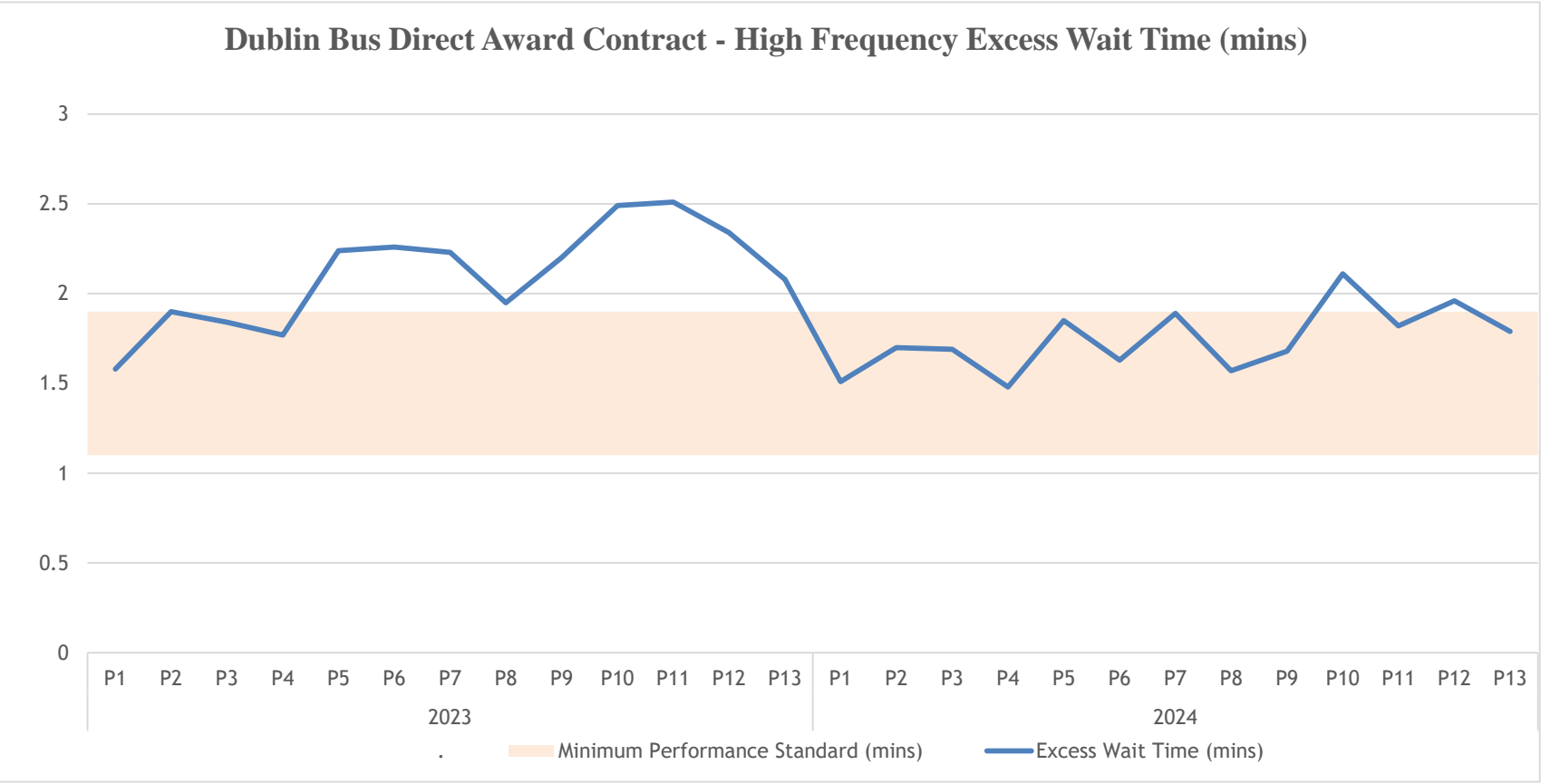
Lower EWT values are better as they reflect less Excess Waiting Time.
*From Period 1 2020, punctuality Minimum Performance Standards have applied on a route by route basis. More details are available in the route by route punctuality report.