

**2023**  
**Bus Éireann East Coast Commuter Corridor Contract**  
**Punctuality Report**



**Punctuality Overview**

Punctuality is a KPI (Key Performance Indicator) of the performance of Bus Éireann, as part of the terms of their operating contract with the NTA.

For the purpose of measuring punctuality, all of the East Coast Commuter COrridor routes are currently classed as Low Frequency Routes. Further details for each group are provided below.

The following pages detail the Punctuality Performance achieved by Bus Éireann 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:

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

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

Period	2023 Punctuality Standard
P1, P2, P3, P4, P5 (Late Winter / Spring)	Route By Route Minimum Performance Standards (65% for each route, increasing to 80% for each route from the start of Q3 2024)
P6, P7, P8, P9 (Summer)	
P10, P11, P12, P13 (Autumn / Early Winter)	

For each full 1% of departures for a Route below the Punctuality Standard in a Reporting Period, a Punctuality Deduction equivalent to 0.3% of the Maximum Period Payment for that Route shall be made by the Authority. For each full 1% of departures for a Route above the Punctuality Standard in a Reporting Period, a Punctuality Incentive Payment equivalent to 0.3% of the Maximum Period Payment for that Route as outlined in shall be made by the Authority. Implementation of payment deductions commences in Q1 2024. Implementation of Payment Incentives commences in Q3 2024.

**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 5% of all recorded stopping times for journeys on the Bus Éireann 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.

**Q3 & Q4 2023**  
**Bus Éireann East Coast Commuter Corridor Contract**  
**Punctuality Report**

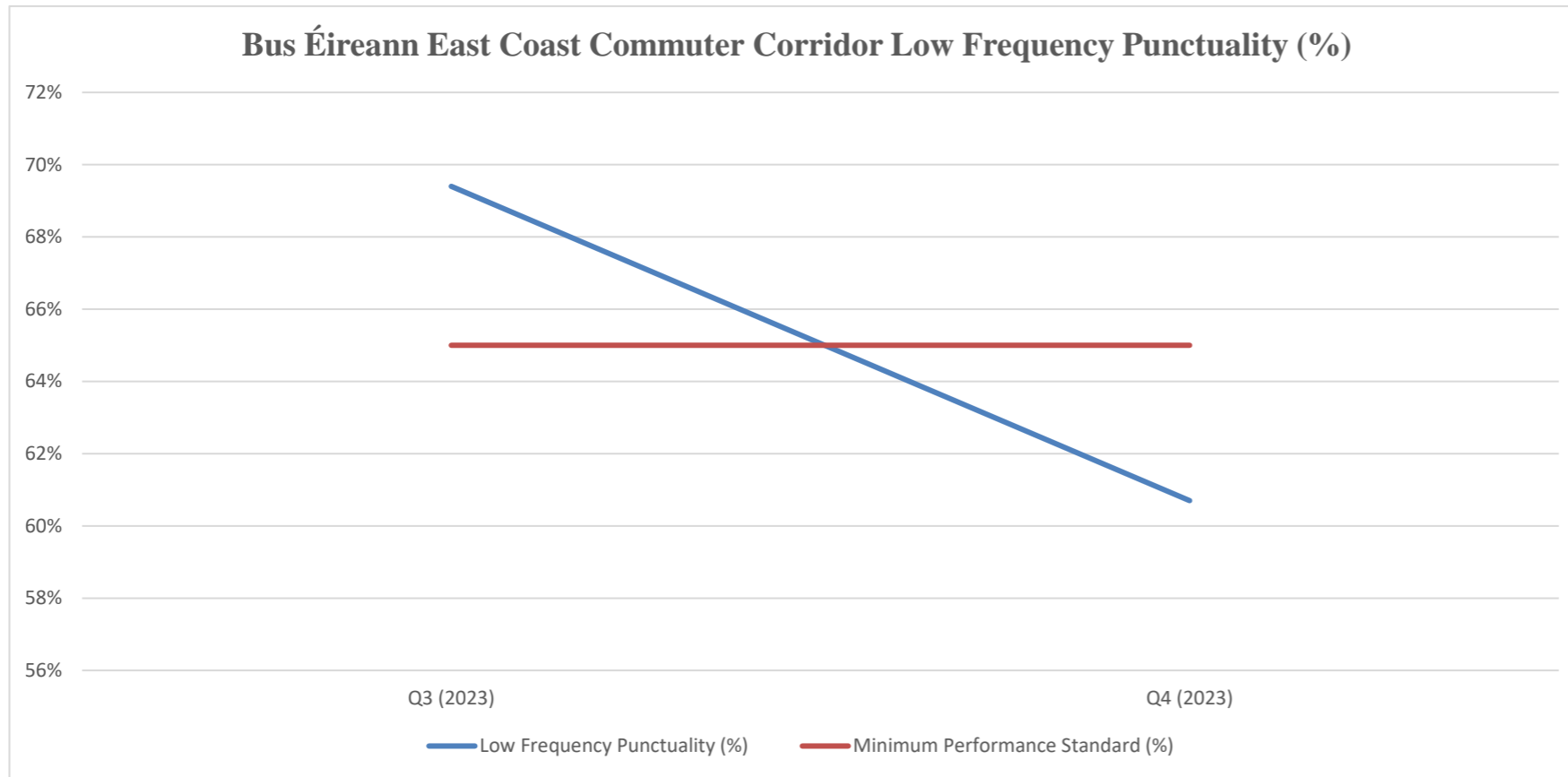


**Q3 Punctuality - June 19th 2023 - September 10th 2023**

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>69.4</b>	<b>65.0</b>

**Q4 Punctuality - September 11th 2023 - December 31st 2023**

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>60.7</b>	<b>65.0</b>



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

**Bus Éireann East Coast Commuter Corridor  
Low Frequency Routes - Route By Route Punctuality Data  
2023**



**2023 PERCENTAGE PUNCTUALITY BY ROUTE - BUS ÉIREANN EAST COAST COMMUTER CORRIDOR (see note on interpretation of this data at bottom of table)**

Route	Q4 2023 (%)	Q3 2023 (%)
101	52.7%	63.1%
101X	66.4%	65.3%
131	73.6%	79.5%
133	65.9%	75.6%

Note this data is raw - it measures percentage punctuality each quarter in each year measuring scheduled departure time for each stop against actual departure time as recorded by Automatic Vehicle Location equipment on board each bus, except the final stop where the arrival time is measured.

Punctuality is measured as % of times buses are at stop within -1 minutes and +5 minutes 59 seconds of scheduled time, observed at all stops along a route over each four week period.

The data measures punctuality only where both an actual observed time and a corresponding scheduled time is available for comparison purposes.

The data has not been adjusted for first and last stop time recording issues which can arise for example when a bus is recorded leaving first stop early because vehicles parked at first stop mean the bus needed 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 5% of all recorded stopping times for journeys on the Bus Éireann PSO network are recorded at first or last stops, and therefore prone to this error, resulting in lower punctuality than may actually be the case.