

**2023-24  
Go-Ahead Ireland Outer Western Orbitals W4W6  
Punctuality Report**



**Punctuality Overview**

Punctuality is a KPI (Key Performance Indicator) of the performance of Go-Ahead Ireland, as part of the terms of their PSO contract with the NTA.

For the purpose of measuring punctuality, Go-Ahead Ireland W4W6 routes are divided into Low Frequency Routes. Further details are provided below.

**The following pages detail the Punctuality and Regularity performance achieved by Go-Ahead Ireland 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:

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

Go-Ahead Ireland must achieve the Punctuality Standards set out in the table below for Low Frequency Routes:

	<b>2023 Punctuality Standard</b>	<b>2024 Punctuality Standard</b>
	Route By Route Minimum Performance Standards (70% for each route, increasing to 80% for each route from the start of Q4 2024)	Route By Route Minimum Performance Standards (70% for each route, increasing to 80% for each route from the start of Q4 2024)

**If the relevant punctuality Minimum Performance Standard for each period is not achieved, financial penalties apply. For each full 1% of departures for a Region/Route below the Punctuality Standard in a Reporting Period, a Punctuality Deduction equivalent to 0.2% of the Maximum Period Payment for that Region/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 5% of all recorded stopping times for journeys on the Go-Ahead Ireland 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 7 (2023) is the first Period where route specific minimum performance punctuality standards applied. A full route breakdown by MPS category is outlined on the following page. Route by Route minimum performance standards applied from P7 2023. A full breakdown of route by route low frequency punctuality standards is outlined on Page 3.**
- **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.
- 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 cancelations are minimised, that where possible consecutive services are not withdrawn and that first and last daily services on a route operate.

**Quater 1 2024**

**Go-Ahead Ireland Outer Western Orbitals W4W6**

**Route by Route Minimum Performance Standard (MPS) Breakdown**



**Low Frequency Routes** are defined as services which operates less than 5 times per hour on a weekday, outside the peak periods.

**Routes - Minimum Performance Standard = 70% (increasing to 80% from the start of Q4 2024)**

W4, W61, W62

**Q1 2024**  
**Go-Ahead Ireland Outer Western Orbitals W4W6**  
**Punctuality Report**



**Q1 Punctuality - January 01st 2024 - March 24th 2024**

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>74.8</b>	<b>*Route By Route</b>

**Q3 & Q4 2023**  
**Go-Ahead Ireland Outer Western Orbitals W4W6**  
**Punctuality Report**

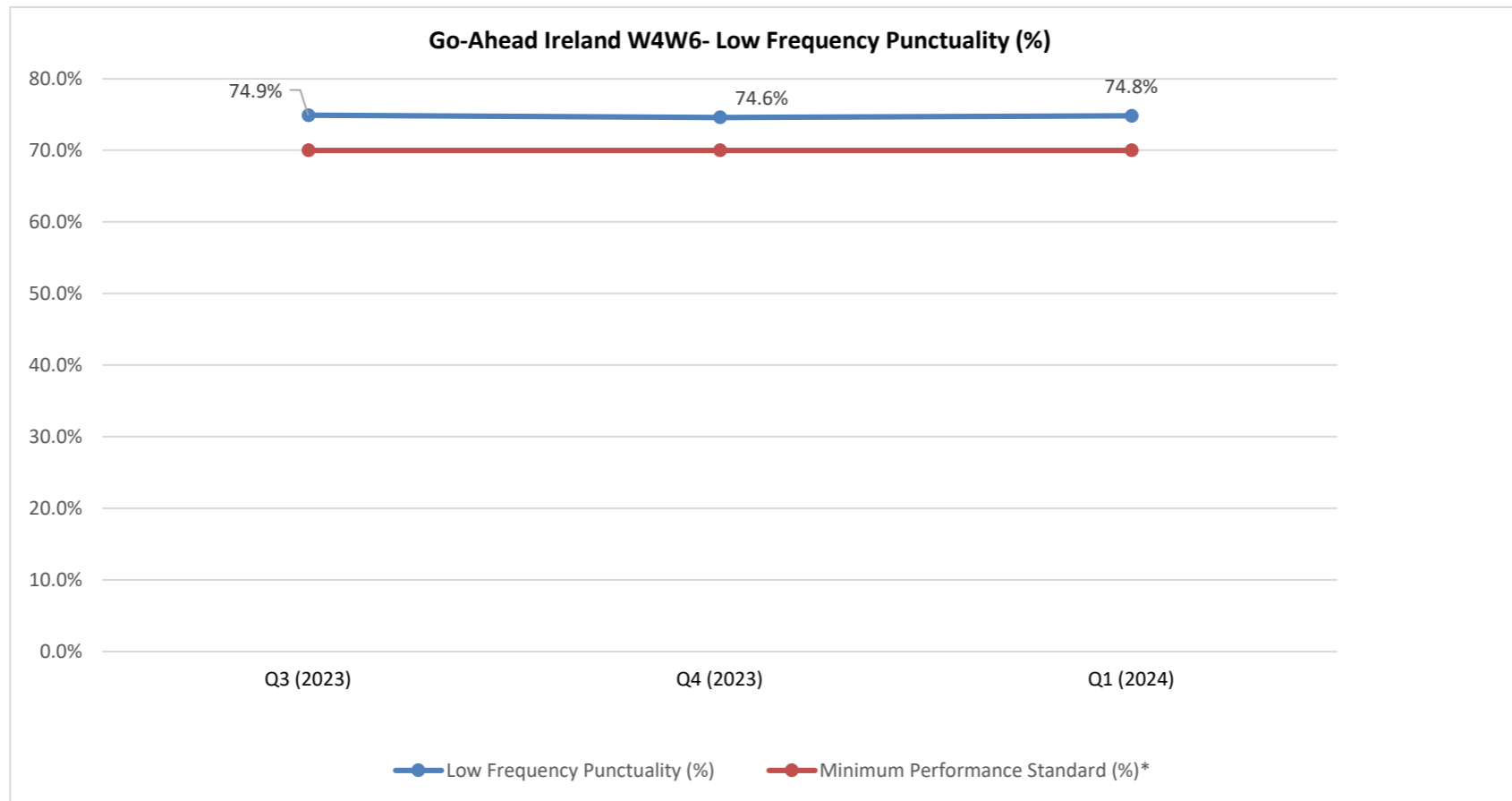


**Q3 Punctuality - June 19th 2023 - September 10th 2023**

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>74.9</b>	<b>*Route By Route</b>

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

	Punctuality (%)	Minimum Performance Standard (%)
<b>Low Frequency - Total</b>	<b>74.6</b>	<b>*Route By Route</b>



*\*Route By Route Minimum Performance Standards Apply*

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

**Go-Ahead Ireland Outer Western Orbitals W4W6  
Low Frequency Routes - Route By Route Punctuality Data  
2024**



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

Route	2024			
	Q4	Q3	Q2	Q1
W4				69.3%
W61				78.2%
W62				78.7%

Note this data is raw - it measures percentage punctuality each four week period (P1 to P13) 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 Go-Ahead Ireland network are recorded at first or last stops, and therefore prone to this error, resulting in lower punctuality than may actually be the case.

**Go-Ahead Ireland Outer Western Orbitals W4W6  
Low Frequency Routes - Route By Route Punctuality Data  
2023**



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

2023		
Route	Q4	Q3 (%)
W4	69.8%	68.1%
W61	77.1%	81.1%
W62	78.6%	78.5%

Note this data is raw - it measures percentage punctuality each four week period (P1 to P13) 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.

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