



Snapper Services

On-Time Performance: A Global Perspective

By Miki Szikszai, CEO of Snapper Services

Punctuality is fundamental for a reliable public transport system. For passengers, it builds trust and encourages preference for buses over private vehicles. For operators, on-time performance (OTP) reflects service quality and network reliability.

At Snapper Services, we've launched the **Mosaiq Global Public Transit Index (GPTI)** to help transport authorities and operators answer key questions: what does excellence in OTP look like? How can networks improve over time? And, crucially, what can we learn from each other to foster continuous improvement in public transport?

A New Approach to Benchmarking Performance

In public transport, we're constantly looking for ways to improve. However, the process of learning from one another isn't always straightforward. Different cities operate under varying regulations, employ different OTP definitions and set unique performance thresholds. Comparing performance often feels like comparing apples and oranges, especially when conventional benchmarking tools only offer static, one-off snapshots of performance.

That's where the Mosaiq Global Public Transit Index comes in. By processing open data from global transport networks, we've created a referenceable resource for the industry. Operators and authorities can



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now compare how their networks measure up under shared standards, identify areas for improvement and accelerate a culture of continuous improvement through meaningful comparisons.

This isn't just about measuring performance – it's about enabling ongoing refinement and incremental progress. The goal is to help transport operators and authorities harness data for long-term sustained growth.

The Challenge of Defining 'On Time'

One of the most interesting insights we've uncovered is how differently OTP is defined across the world. While passengers universally want their bus to be on time, the definition of 'on-time' can vary significantly. Some networks allow a wider range of early or late arrivals, while others set much tighter thresholds, reflecting the priorities of each city.



In cities with a high share of commuters, public transport often faces stricter political and funding pressure, resulting in more stringent performance standards. In less dense areas, however, expectations can be more lenient.

With the Mosaiq Global PT Index, we help operators and authorities understand how their network would compare under different conditions, creating opportunities for continuous improvement across diverse environments. This makes it easier to identify strengths, weaknesses and opportunities to learn.

Making Data Work for Everyone

For public transport to truly transform, data must be accessible and actionable. The Mosaiq platform processes tens of millions of bus trips every month, turning complex data into clear and actionable insights. This helps operators and authorities identify areas for improvement, track trends over time and make data-driven decisions that enhance service delivery.

Take first stop OTP for example, answering the question: did the bus journey start on time? A detail which can have a significant impact on passenger trust. By comparing first-stop OTP across various networks, operators and authorities can identify areas for improvement and drive continuous enhancements in punctuality.

By providing this data in a shared, comparative framework, we aim to promote a global culture of learning and collaboration. The goal isn't just to measure but to enable operators and authorities to act on insights, turning those into concrete, sustained improvements.

Expanding the Mosaiq Global Public Transit Index to England

Our next edition of the Mosaiq Global Public Transit Index, due to be released in early 2025, will include regions from across England, allowing local authorities and operators to compare their performance with each other and international benchmarks, adopting the most relevant practices from cities around the world.

Already we're seeing great progress in places like West Yorkshire, where the Mosaiq platform is helping operators and local authorities collaborate to improve



performance and work together to roll out a franchised network. With the index, we can build on this foundation, offering even more tools to deliver reliable, efficient services that passengers can count on.

The Index will expand on this foundation, offering another lens for transport authorities and operators to drive continuous improvement, reduce operational inefficiencies and deliver better outcomes for passengers. With the shift to franchising gathering pace, there is no better time to learn from each other to ensure that the customer experience is at the centre of this transition.

A Tool for Transformation

At its core the Mosaiq Global PT Index isn't just about metrics, it's about passengers. When operators and authorities consistently deliver on-time services, they build trust, loyalty and satisfaction.

As we expand the Mosaiq Global PT Index to include more cities and regions, the potential for collaboration only grows. Our vision is clear: a public transport industry where data drives meaningful decisions, and every passenger benefits from a system that's reliable, efficient and designed with them in mind.

Would you like to see how your on-time performance compares? Make sure to download the Mosaiq Global Public Transit Index at mosaiq.co to find out more.

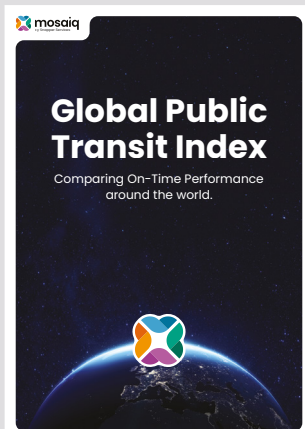
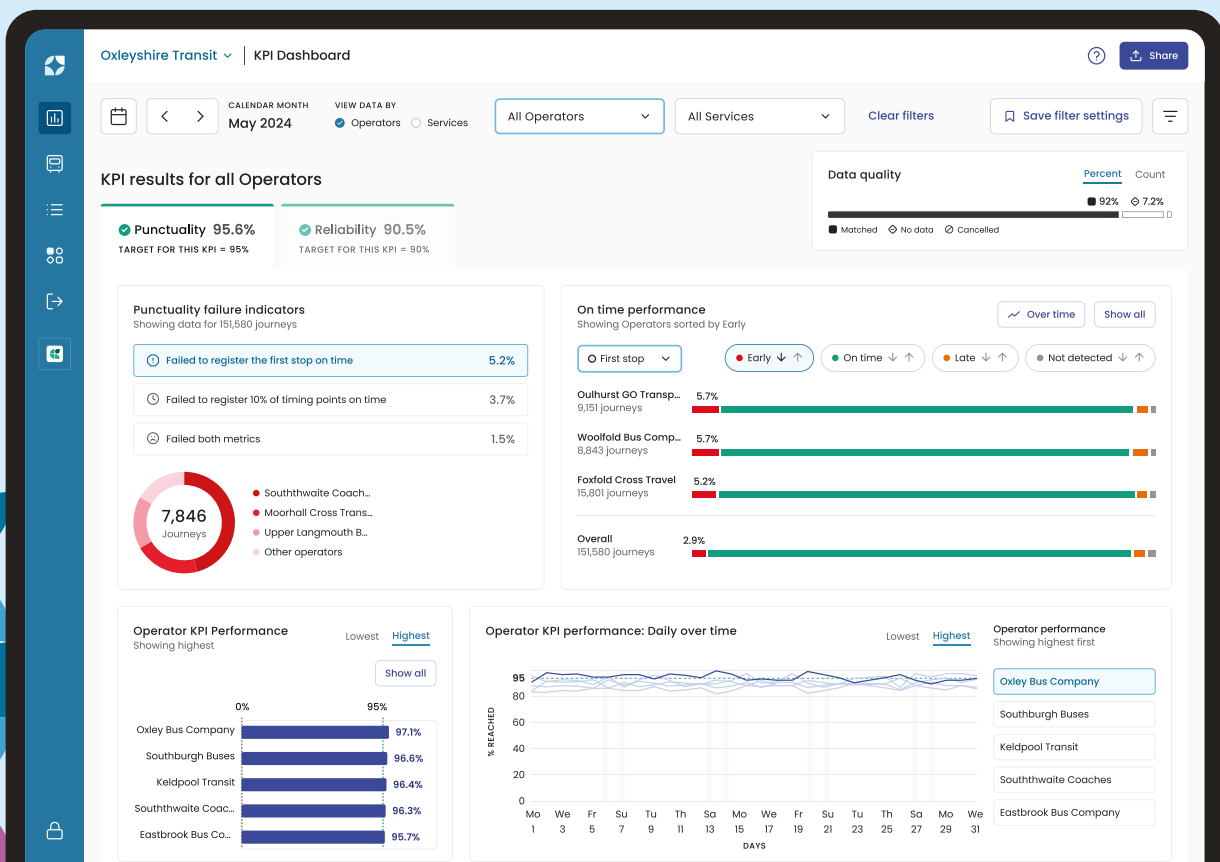


mosaiq
by Snapper Services

Transit intelligence made easy.

Transform your public transit data into the intelligence you need to continually make positive improvements. Simply.

[Book a demo at mosaiq.co](https://mosaiq.co)



Downloaded our Global PT Index yet?

The Mosaiq Global Public Transit Index uses publicly available data to build referenceable insights, including On-Time Performance, and benchmarks these for public transit authorities around the world. Download the report or sign up for the next release here.

