

# Public Service Obligation Contracts Annual Performance Report 2023



## **CONTENTS**

<b>CHIEF EXECUTIVE’S OVERVIEW .....</b>	<b>3</b>
<b>OVERVIEW OF PUBLIC SERVICE OBLIGATION CONTRACTS.....</b>	<b>4</b>
Direct Award Contracts .....	4
Competitively Tendered Contracts .....	4
Network Development .....	6
<b>PASSENGER NUMBERS .....</b>	<b>7</b>
<b>PUNCTUALITY BY CONTRACT AND REGION .....</b>	<b>10</b>
<b>RELIABILITY BY CONTRACT (LOST KILOMETRES) .....</b>	<b>17</b>
<b>CUSTOMER SERVICE QUALITY BY CONTRACT.....</b>	<b>22</b>
<b>DETAILS OF CONTRACTUAL INCENTIVE PAYMENTS AND DEDUCTIONS .....</b>	<b>27</b>

## Chief Executive's Overview

A record number of people used public transport in Ireland in 2023. The strong growth in passenger numbers, along with resource availability and traffic congestion, posed challenges in terms of punctuality and reliability performance across the network, and particularly in our urban areas. The Authority acknowledges that this caused disruption and inconvenience to customers. The Authority, in consultation with the operators, worked tirelessly to resolve these issues. It should be noted that the operators made great strides in 2023 recruiting additional drivers, with their focus now turning to recruiting additional vehicle mechanics of which there is a significant shortage in the State at present.

Our bus network redesign continued in 2023. Two sub-phases, phases 5a and 5b of the BusConnects Dublin network redesign were delivered. Implementation of the Connecting Ireland Rural Mobility Plan continued apace in 2023 with 64 new or enhanced services delivered during the year. The services under Connecting Ireland have led to a significant increase in the number of passengers using public transport in rural areas. In addition, two new town bus services were launched in Carlow and Clonmel. The BusConnects Network Redesigns for Limerick and Galway were finalised and published in 2023 with work commencing on an implementation plan for the new networks in both cities.

We continue to strive to improve performance and address any performance issues constructively and collaboratively with operators in a timely manner. Our joint aim is to maintain a high-quality public transport system and continue to deliver improvements for passengers.

Anne Graham

Chief Executive Officer

## Overview of Public Service Obligation Contracts

The National Transport Authority has entered into public transport services contracts with a number of public transport operators, both State-owned and private companies, for the provision of bus and rail services that are socially necessary but not generally commercially viable. These contracts include payments to operators to meet the real cost of providing services. Accordingly, those services are often referred to as Public Service Obligation or “PSO” services.

There are two types of public transport services contract. They are:-

- Net cost contracts under which the operator retains all fare revenue;
- Gross cost contracts under which the Authority retains all fare revenue. All competitively tendered contracts currently fall into this category including the Go-Ahead Ireland and Luas light rail contracts<sup>1</sup>.

Some contracts are awarded without a competitive tendering process. They are known as Direct Award Contracts. The Authority entered into new Direct Award Contracts with Dublin Bus, Bus Éireann and Iarnród Éireann in December 2019.

The Authority’s contracts in respect of Local Link rural transport services comprise a mix of net cost, direct award contracts and gross cost competitively tendered contracts. This report details the activity and performance of contracted bus and rail services in 2023, excluding Rural Transport Programme services.

### Direct Award Contracts

The Authority’s contracts with Dublin Bus and Bus Éireann are due to expire in November 2024. The Authority is statutorily obliged to consult with stakeholders including operators and users of the bus services in question in advance of any decision to direct award bus contracts. These public consultations took place in October 2023.

In November, The Authority decided to enter into further direct award contracts with Dublin Bus and Bus Éireann for a five-year period from December 2024, with a provision that any service levels above those in operation during summer 2023 would be competitively tendered at some point in the future.

The Authority subsequently commenced the preparation of replacement direct award contracts, which will include measures to improve operational performance across these contracts.

In addition, the change regarding the financial reporting for NTA’s direct award contract with Iarnród Éireann from net cost to gross cost went live in early 2023.

### Competitively Tendered Contracts

Table 1 details the principal operators of tendered bus services in 2023.

Mobilisation progressed on three significant tenders during 2023.

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<sup>1</sup> The Luas operating contract was awarded jointly by the Authority and Transport Infrastructure Ireland. The Authority has assigned the day-to-day management of the Luas operating contract to Transport Infrastructure Ireland

The first was for the new W4 from the Square in Tallaght to Blanchardstown and the W61 and W62 routes linking West Dublin with North Kildare . These services are a key part of the BusConnects Dublin Network Redesign project and were launched in June.

The second was for the East Coast Commuter Corridor, currently operated under the Bus Éireann Direct Award Contract as routes 101 and 133. This will enhance connectivity from Co. Louth and Co. Wicklow into Dublin. Services commenced operating under this tendered contract by Bus Éireann in May.

Bus Éireann commenced operating regular bus services in Carlow Town in July also following a tender competition.

Also route 139 from Naas to Blanchardstown was re-tendered in late 2023 with the incumbent JJ Kavanagh being successful at tender stage and was notified just before year end to progress to mobilisation.

The Authority extended the terms of a number of existing contracts as follows:-

- The Outer Dublin Metropolitan Area Contract provided by Go Ahead Ireland Limited was extended a second time for 1 year to October 2025
- The Dublin Commuter Contract provided by Go-Ahead Limited was extended for 1 year to November 2025.
- Contract with City Direct Limited in respect of city services in Kilkenny to January 2024.
- Contract with JJ Kavanagh and Sons Limited in respect of Route 139 between Naas and Blanchardstown to March 2024.
- Contract with Go Ahead Ireland Limited in respect of Route 197 Swords to Ashbourne to May 2023.

*Table 1 - Principal operators of tendered bus services*

<b>Operator</b>	<b>Routes operated</b>
Andrew Wharton Coach Hire	Route 975 between Cavan and Longford
Bus Éireann	Routes W1, W2, W3, W4 & W5 in Waterford City
Bus Éireann	Routes 101, 101X, 131 and 133 along the East Coast Commuter Corridor (ECCC)
Bus Éireann	Carlow Town Services CW1 and CW2
City Direct	Routes KK1 / KK2 in Kilkenny City
Go-Ahead Ireland	Routes in the Outer Dublin Metropolitan Area (ODMA) – Routes 17/d, 17A, 18, 33A, 33B/t, 45A/b, 59, 63/a, 75/a, 76, 76A, 102/a/c/p/t, 104, 111, 114, 161, 175, 184, 185/t, 220/a/t, 236/a/t, 238, 239, 270/t, L51, L52 and N6.
Go-Ahead Ireland	Regional routes in the Dublin Commuter Outer Metropolitan area (DCOM) – Routes 120 & variants a/b/e/f/x, 120C & variant d, 125, 126 & variants a/b/d/e/n/t/u/x and 130 & variant a.
Go-Ahead Ireland	Routes W4 (Tallaght to Blanchardstown), W61 and W62 (Linking West Dublin and North Kildare)
Go-Ahead Ireland	Route 197 between Swords and Ashbourne
JJ Kavanagh & Sons	Route 139 between Naas and Blanchardstown

## **Network Development**

Contracted bus and rail services were regularly revised in 2023 to stimulate growth in public transport use and to respond to changes in demand and the effects on services of traffic congestion. Key network developments in 2023 included:

### *Town Bus Services in Carlow and Clonmel*

Two new town bus services began operation last year. Carlow services launched in August and Clonmel services launched in December, giving more people the option to use public transport daily. Both launches were supported with locally targeted campaigns which included, radio, digital audio, outside advertising and social media. The number of passengers using both services has grown substantially. In its first month of operation in December, 14,000 people used the new town service in Clonmel, while 35,000 people are now using the Carlow Town bus service in every four-week period since its launch.

### *BusConnects Dublin Area Network Redesign launches*

Two phases of the Dublin Area Bus Network Redesign were launched in 2023. Phase 5a (W Orbital routes W4, W61 and W62) launched in June and 5b (Southern Orbital, Radial and Local routes S2, S4, S6, S8, 74, W2, L25, and L55) launched in November. Communications to launch these two phases included local press, local radio, social media, bus shelters, booklet door drops within the vicinity of the new routes and brand ambassador activity.

Other network development initiatives progressed in 2023 include;

- BusConnects Cork – Planning commenced for implementation of the Network Redesign
- Final reports published for BusConnects Limerick and Galway Network Redesigns
- Connecting Ireland – 64 new and enhanced routes in 2023
- Amendments to various routes to address capacity and congestion issues across the network; and
- Planning for the provision of new town bus networks in Mullingar, Portlaoise, Letterkenny and Ennis as well as undertaking work to further improve and enhance pre-existing town services in Sligo Town, Athlone and Drogheda.

## Passenger Numbers

The recovery from the impacts of COVID-19 was fully reflected in 2023, with work, leisure and other activities all returned to the ‘new normal’. This, along with new and improved services making public transport more attractive to more people, led to an increase in public transport passenger numbers in 2023, compared to 2022. 2023 was a record year for public transport patronage in Ireland, exceeding the 2019 total by more than 5%.

Overall, passenger numbers on contracted bus and rail services increased by 60.9 million in 2023, compared to 2022 (+24%). Table 2 below details the number of annual passenger journeys on contracted services in 2023, compared to 2022. The category ‘Other PSO Services’ is comprised of the services listed in Table 1. Patronage figures for Rural Transport Programme regular rural services are included for information.

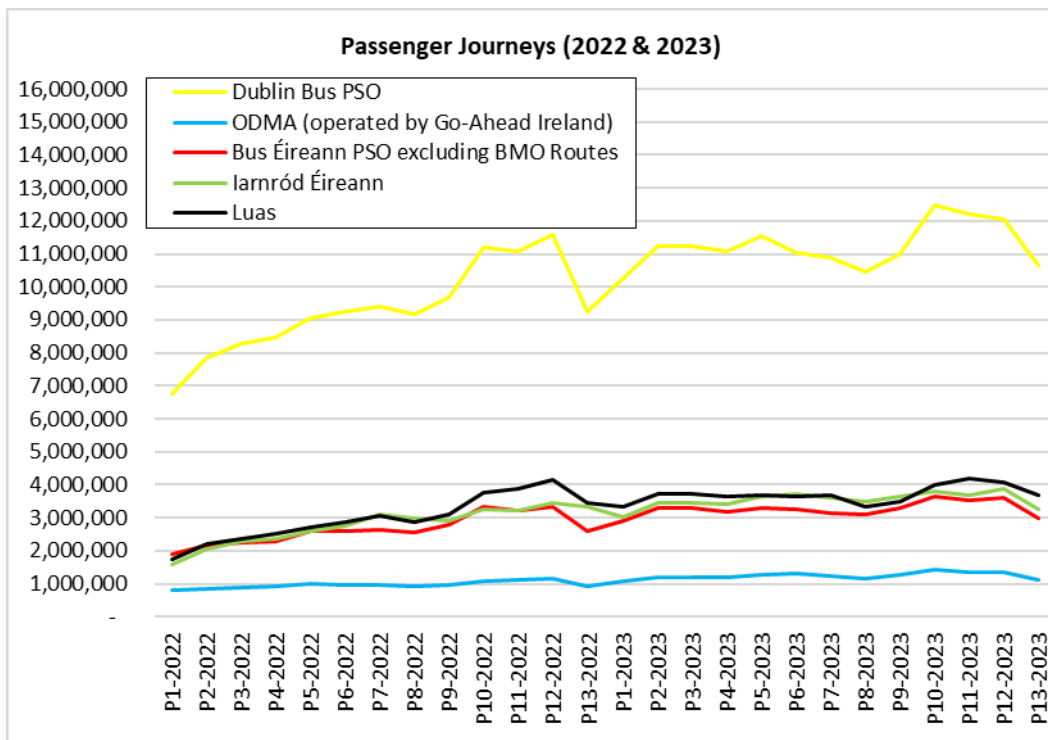
*Table 2 – Annual passenger journeys on principal contracted services (millions)*

Year	Dublin Bus	Bus Éireann*	Iarnród Éireann	Luas Light Rail	Other PSO Services	Rural Transport Programme	Totals
2022	121.0	35.7	35.8	38.7	15.7	2.8	249.7
2023	146.0	43.1	46.1	48.2	22.8	4.4	310.6
<b>Difference</b>	<b>+25.0</b>	<b>+7.4</b>	<b>+10.3</b>	<b>+9.5</b>	<b>+7.1</b>	<b>+1.6</b>	<b>+60.9</b>

*\*Direct Award Contract only. Bus Éireann Waterford, East Coast Commuter Corridor and Carlow Town tendered services included within ‘Other PSO Services’*

Figures 1, 2, 3 & 4 show trends in periodic passenger journey figures. Note that routes tendered under Bus Market Opening (BMO) arrangements are excluded from Dublin Bus and Bus Éireann totals in Figure 1.

Figure 1 – Periodic passenger journeys by main PSO route grouping 2022-2023



See Table 1 for details of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City services.

Figure 2 – Bus Éireann periodic passenger journeys by route subgroup 2022-2023

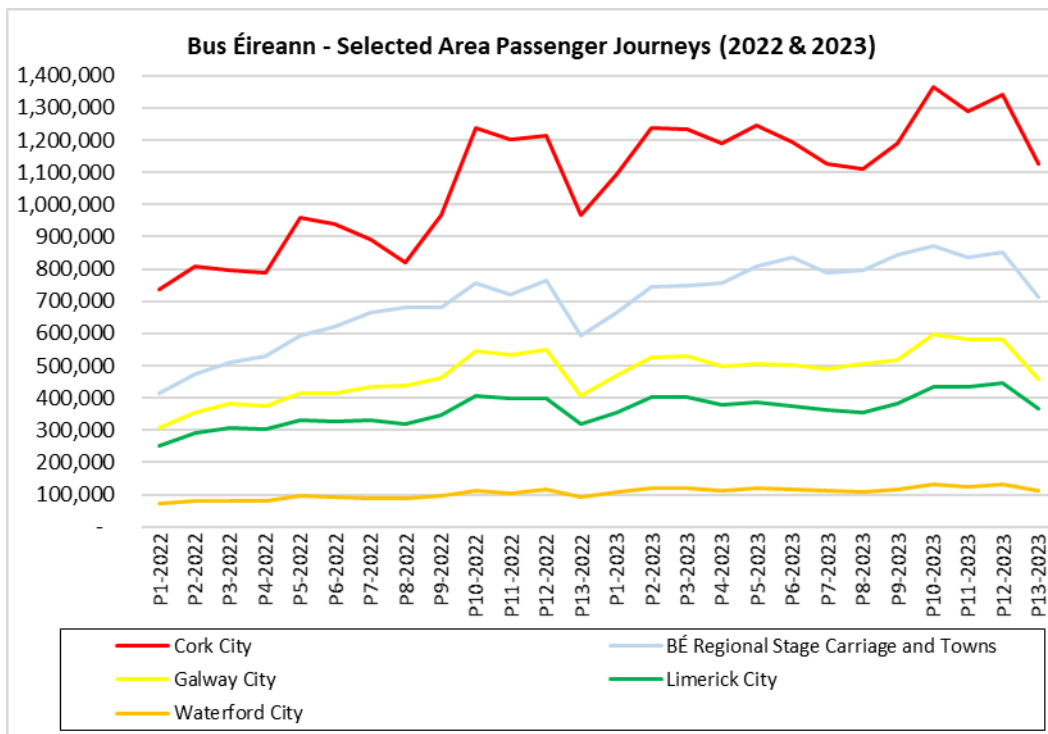




Figure 3 – Dublin Commuter Bus Routes (Bus Éireann plus Go-Ahead Ireland) periodic passenger journeys 2022-2023

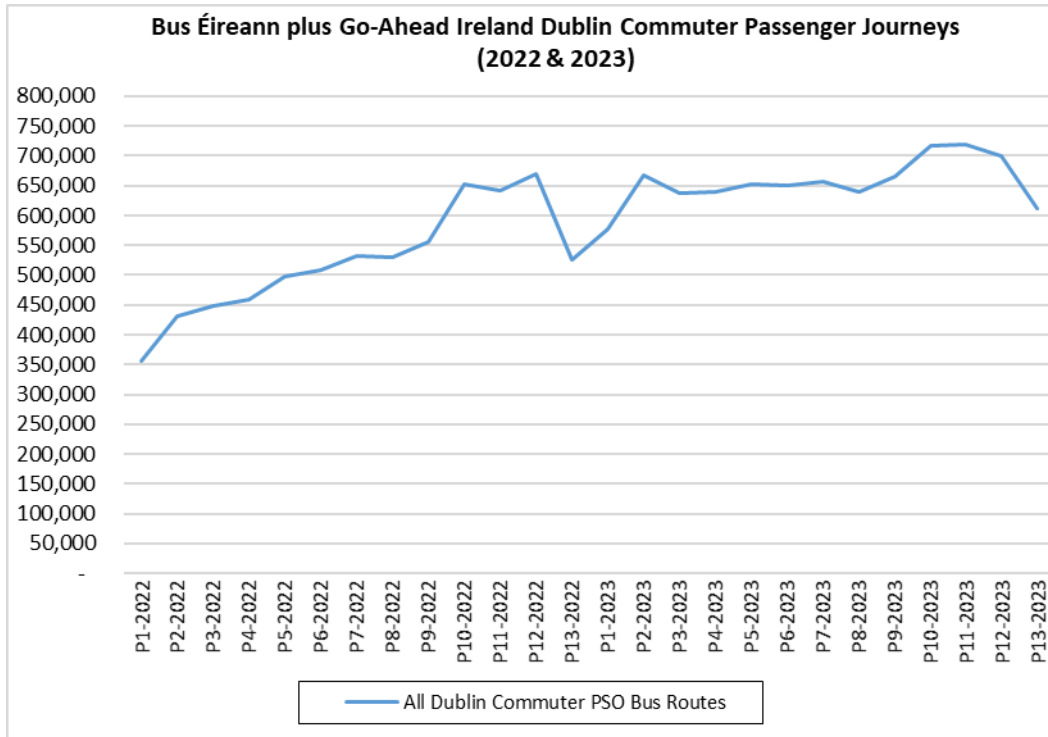
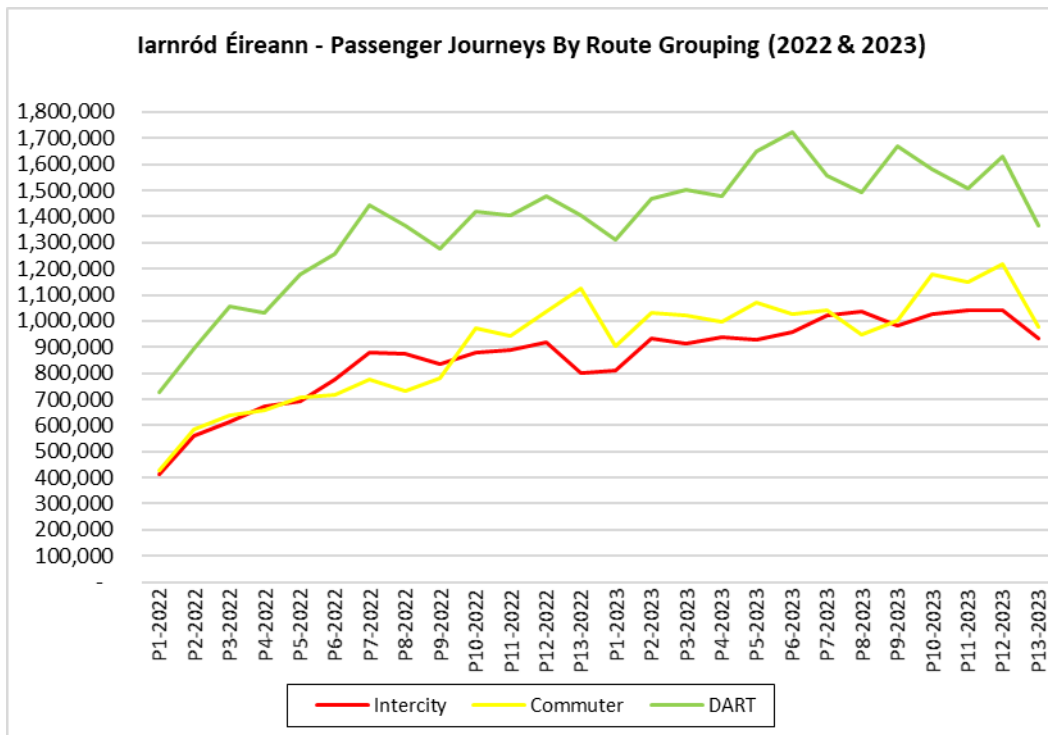


Figure 4 – Iarnród Éireann periodic passenger journeys by route subgroup 2022-2023



## Punctuality By Contract And Region

Low frequency bus routes are defined as services that operate less than 5 times per hour on a weekday, outside of peak periods.

The Punctuality of Low Frequency Routes is calculated as follows:

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

For low frequency bus routes, a departure from a bus stop is classified as ‘on time’ if the bus departs not more than one minute early or not more than five minutes and fifty-nine seconds late, when compared to the scheduled departure time.

Low frequency bus route punctuality is measured at every stop along each route. The bus shares the majority of its route with general traffic with no special priority measures. In Dublin, bus priority measures exist on only 30% of the network.

One of the elements of the BusConnects project involves building a network of new bus corridors to improve journey times and journey time reliability. This project, along with numerous other performance improvement initiatives involving bus operators, will facilitate further improvements in punctuality performance in the months and years ahead. A good example of such improvement is in the London area. In 1990/91, low frequency network punctuality was 63%. This gradually improved during the 1990s and was at 68% in 2000/01. Over the following decade, punctuality rose to over 80%, and remains at this level to date.

High frequency bus routes are defined as services which operate at a frequency of 12 minutes or greater on a weekday, outside the peak periods.

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 measures the regularity of High Frequency Routes using a metric 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. For 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. Therefore, the regularity of High Frequency Routes is calculated as follows:

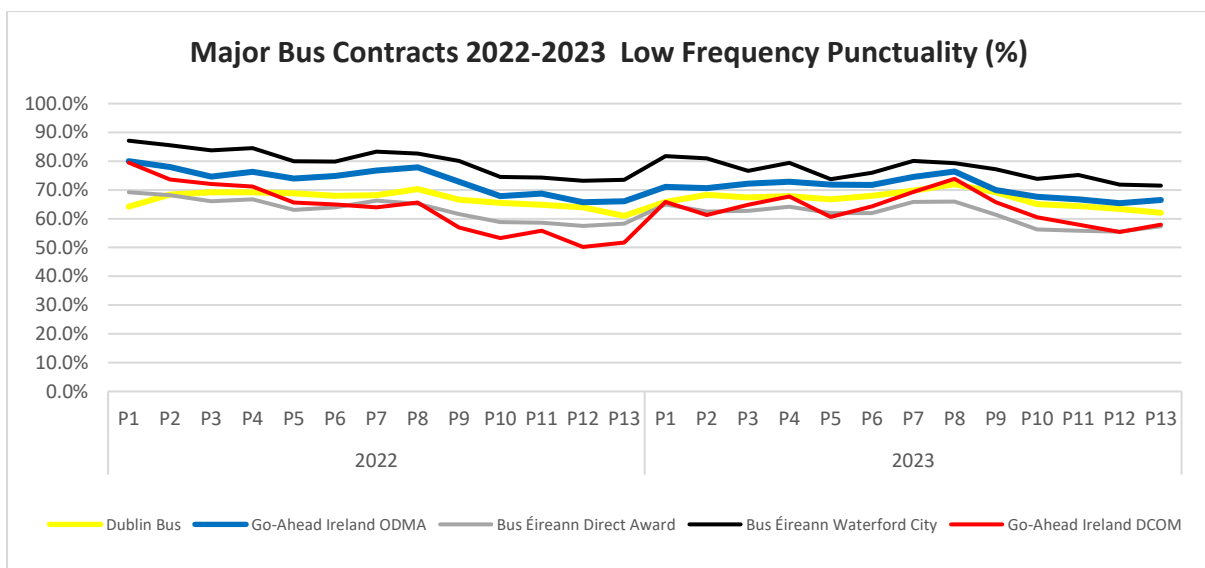
$$\text{EWT (mins)} = \text{Average Actual Waiting Time (mins)} - \text{Average Planned Waiting Time (mins)}$$

Excess Wait Time is also used as the punctuality measure for Luas services, while punctuality of Iarnród Éireann services is measured by the number of trains departing within 5 or 10 minutes of the scheduled departure time. The Minimum Performance Standard for Excess Wait Time on Luas services requires a much lower EWT value than for bus services. Much of the Luas network runs on track that is

segregated from general traffic and Luas is generally afforded traffic signal priority through junctions. In addition, Luas tickets are purchased and validated off the vehicle, allowing for more consistent dwell time at stops.

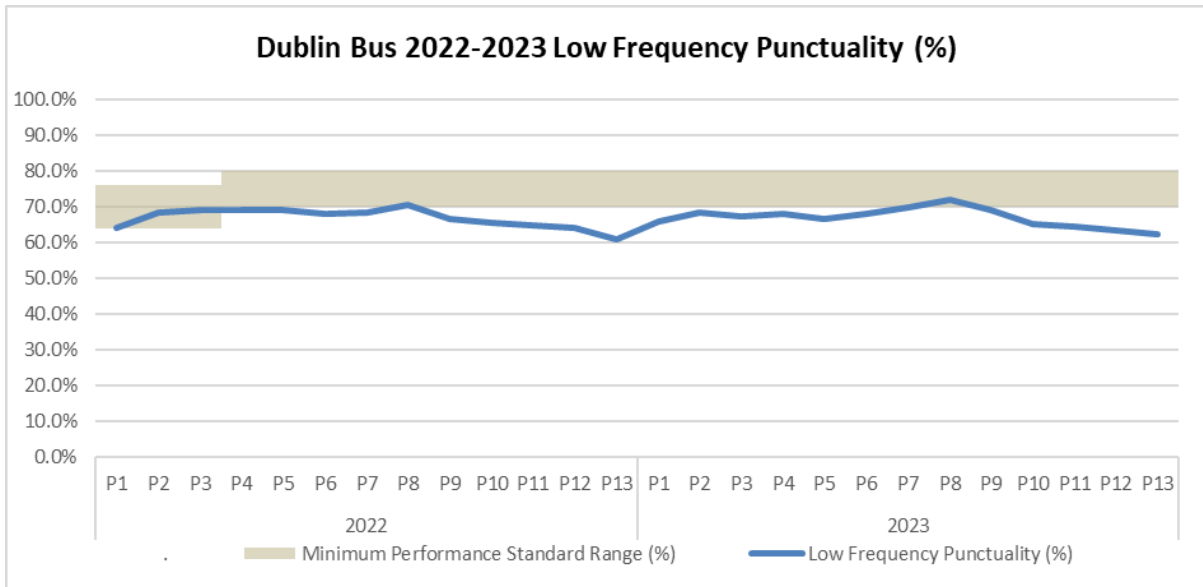
Figures 5 to 15 show punctuality performance on low frequency and high frequency routes by contract for 2023, with 2022 results included (where possible) to show trends. Increasing patronage levels and traffic congestion impacted punctuality rates in 2023, with record numbers of bus passengers in 2023, compared to pre-pandemic levels. In addition, there has been increased variability in traffic levels during the working week in the post-Covid world, with the busier commuting days being Tuesday to Thursday in 2023. Further detail, including route by route punctuality data, is available on the Public Transport Services section of the NTA website at [Quarterly performance reports - National Transport](#).

Figure 5 – Low frequency punctuality performance for major bus contracts 2022-2023



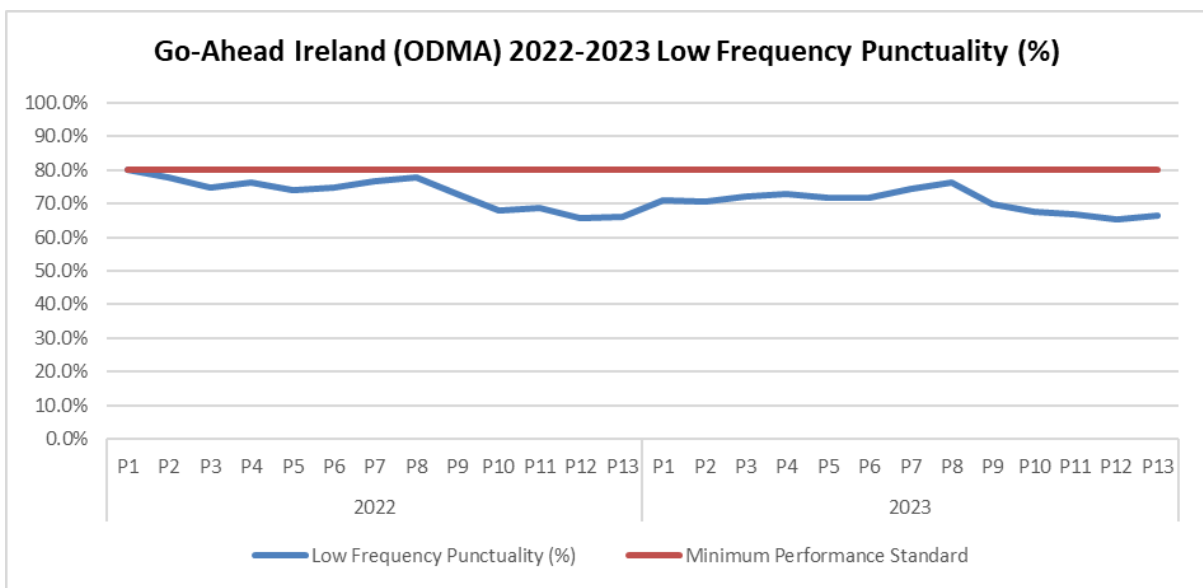
Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 6 – Dublin Bus low frequency punctuality performance 2022-2023



Note – the Dublin Bus low frequency punctuality Minimum Performance Standard (MPS) is a route specific MPS. The route specific Minimum Performance Standards ranged from 64% to 76% in in 2021 and up until P3 2022, with each of these standards being reduced by ten percentage points during the Covid-19 pandemic. More detail is available in the Public Transport Services section of the National Transport Authority Website.

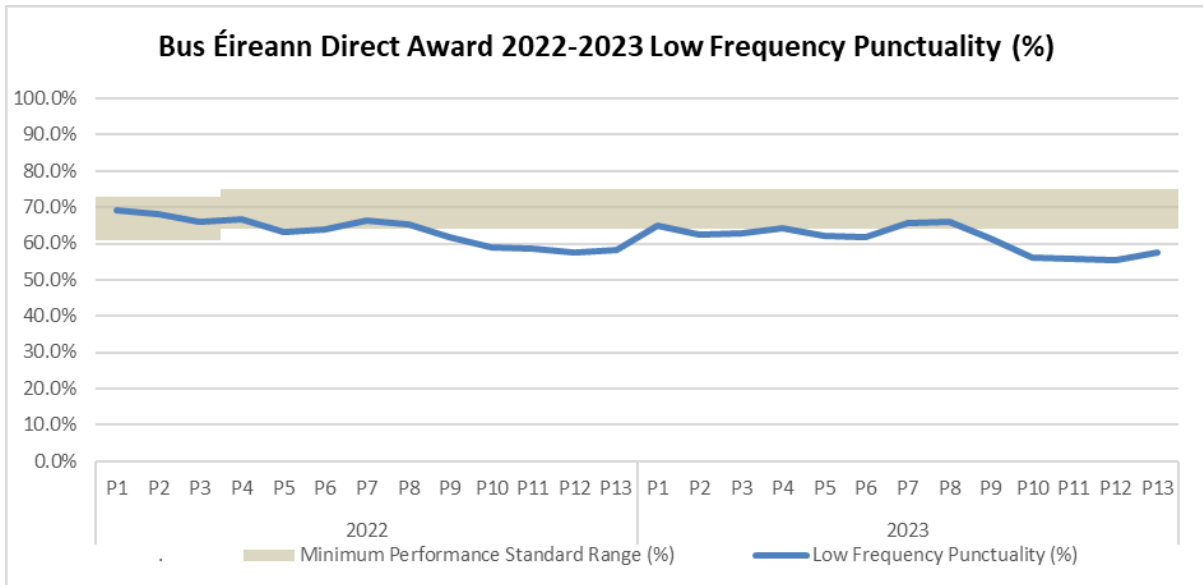
Figure 7 – Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA) low frequency punctuality performance 2022-2023



Note 1 – A punctuality minimum performance standard of 65% came into operation for the Go-Ahead Ireland Outer Dublin Metropolitan Area in P5 2019, transitioning to 80% in P8 2020. The Minimum Performance Standard was reduced by ten percentage points from 16<sup>th</sup> March 2020 until 18<sup>th</sup> May 2020 due to the Covid-19 pandemic. More detail is available in the Public Transport Services section of the National Transport Authority Website.

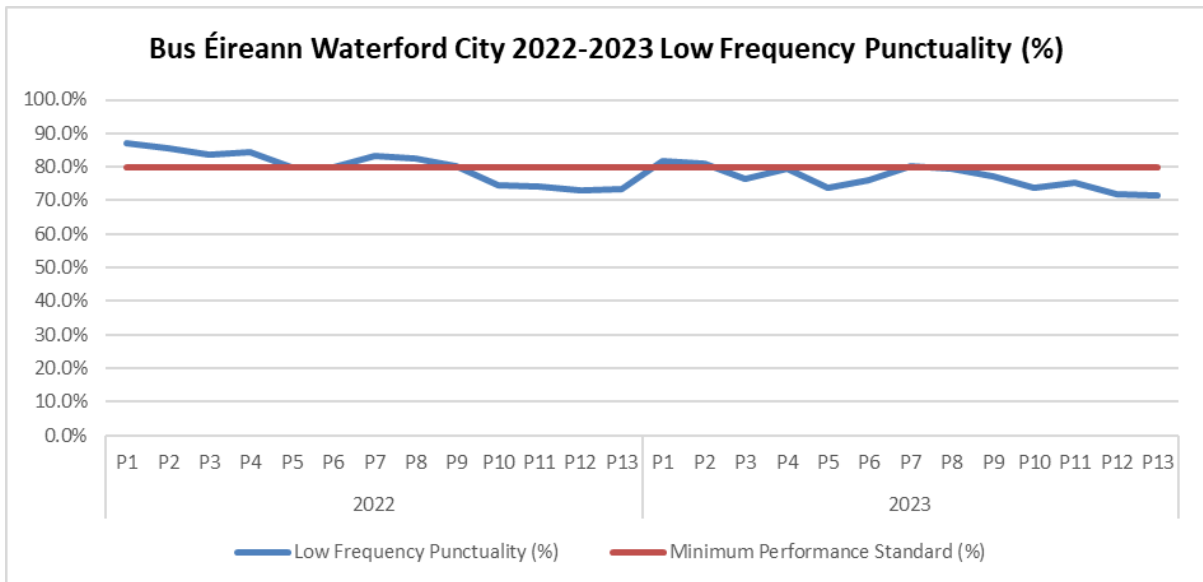
Note 2 - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 8 – Bus Éireann Direct Award Contract low frequency punctuality performance 2022-2023



Note – the Bus Éireann low frequency punctuality Minimum Performance Standard (MPS) transitioned from a region specific MPS to a route by route MPS from Period 4 2021. The route specific Minimum Performance Standards ranged from 61% to 73% in 2021 and up to P3 2022. The route specific Minimum Performance Standards ranged from 64% to 75% in from P4 2022 onwards. More detail is available in the Public Transport Services section of the National Transport Authority Website.

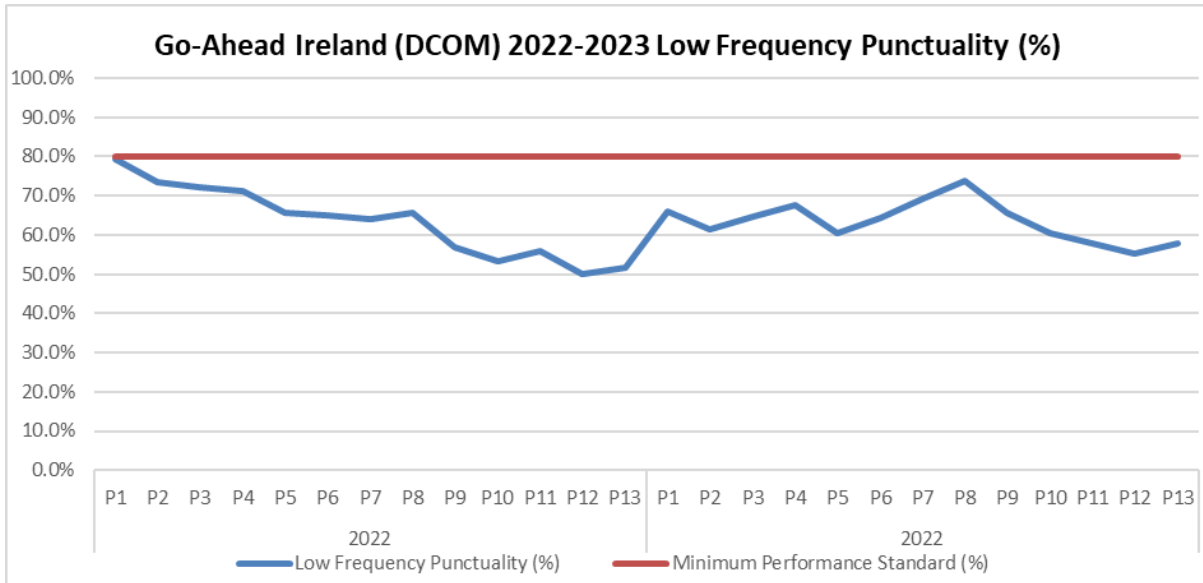
Figure 9 – Bus Éireann Waterford City Contract low frequency punctuality performance 2022-2023



Note 1 – A punctuality minimum performance standard of 65% came into operation for BÉ Waterford City in P13 2019, transitioning to 80% in P7 2020. The Minimum Performance Standard was reduced by ten percentage points from 16<sup>th</sup> March 2020 until 18<sup>th</sup> May 2020 due to the Covid-19 pandemic. More detail is available in the Public Transport Services section of the National Transport Authority Website.

Note 2 - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

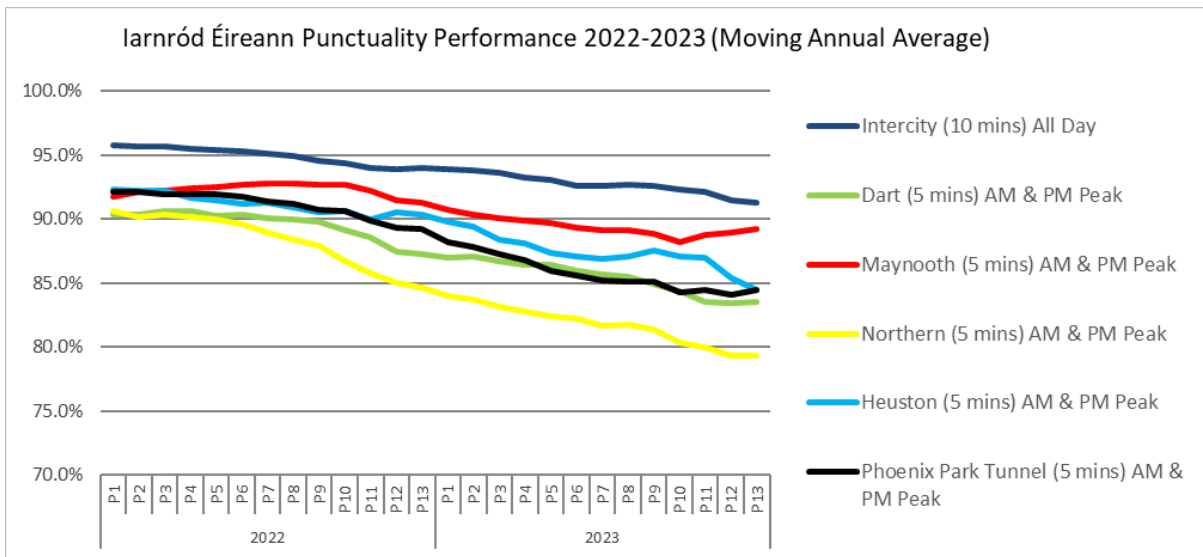
Figure 10 – Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) punctuality performance 2022-2023



Note 1 – A punctuality minimum performance standard of 65% came into operation for the Go-Ahead Ireland Dublin Commuter Outer Metropolitan network in P10 2020. The MPS increased to 80% from P5 2021 onwards.

Note 2 - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

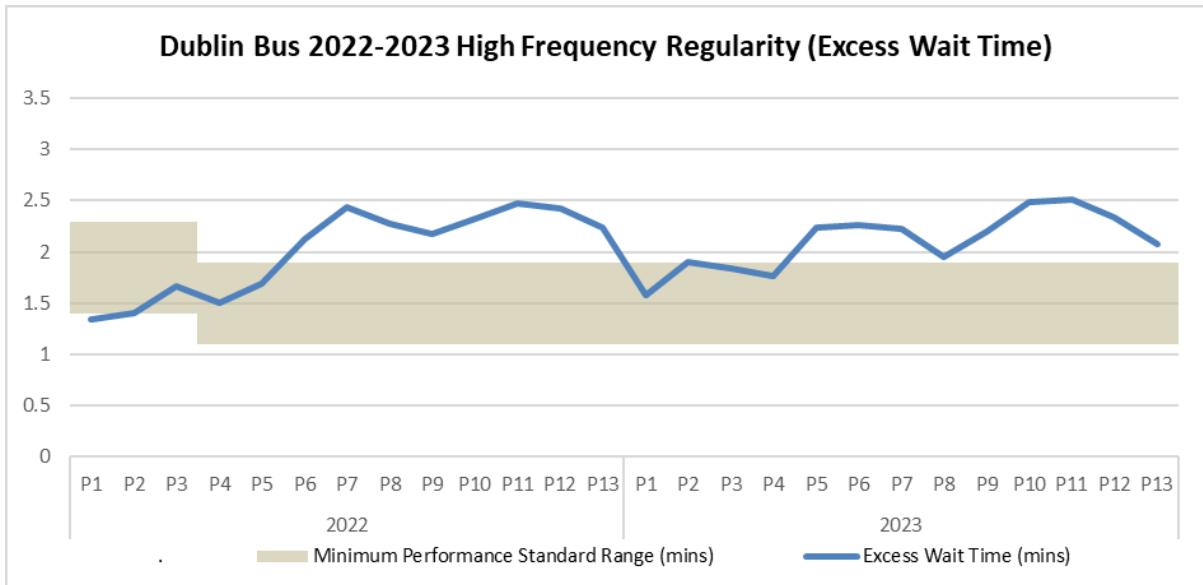
Figure 11 – Iarnród Éireann punctuality performance 2022-2023



Note 1 – Maynooth, Northern, Heuston and Phoenix Park Tunnel services are all categorised as commuter rail services.

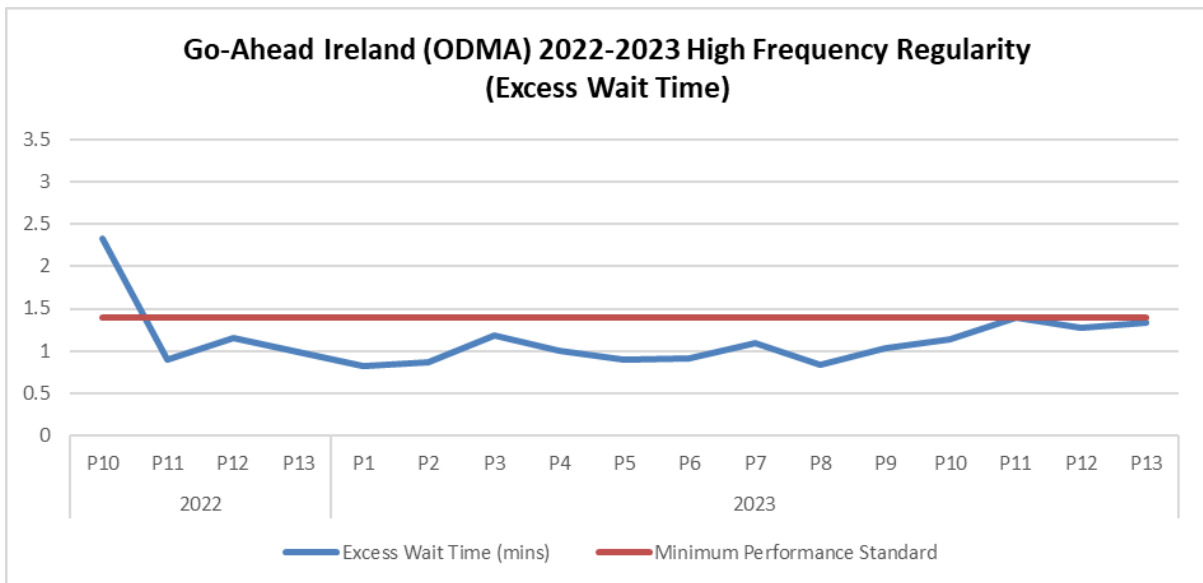
Note 2 – Minimum Performance Standards for Iarnród Éireann services in 2022 & 2023 ranged from 90.0% to 98.7%. More detail is available in the Public Transport Services section of the National Transport Authority Website.

Figure 12 – Dublin Bus High Frequency Regularity (Excess Wait Time) 2022-2023



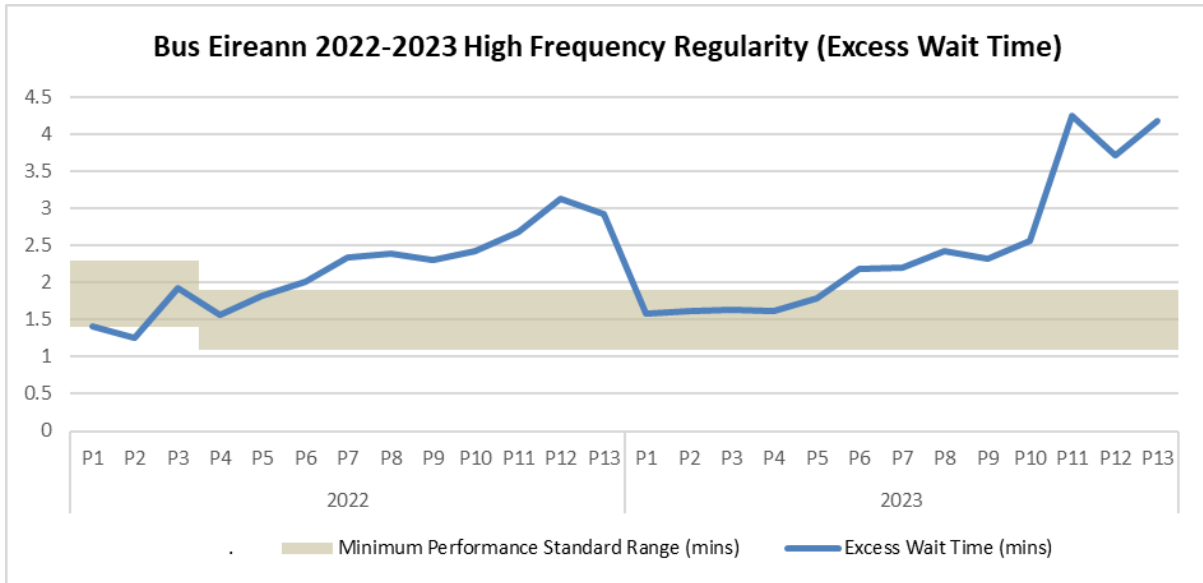
Note – the Dublin Bus high frequency punctuality Minimum Performance Standard (MPS) is a route specific MPS. The route specific Minimum Performance Standards ranged from 1.4 minutes to 2.3 minutes until P3 2022, and from 1.1 minutes to 1.9 minutes from P4 2022 onwards. More detail is available in the Public Transport Services section of the National Transport Authority Website.

Figure 13 – Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA) High Frequency Regularity (Excess Wait Time) 2022-2023



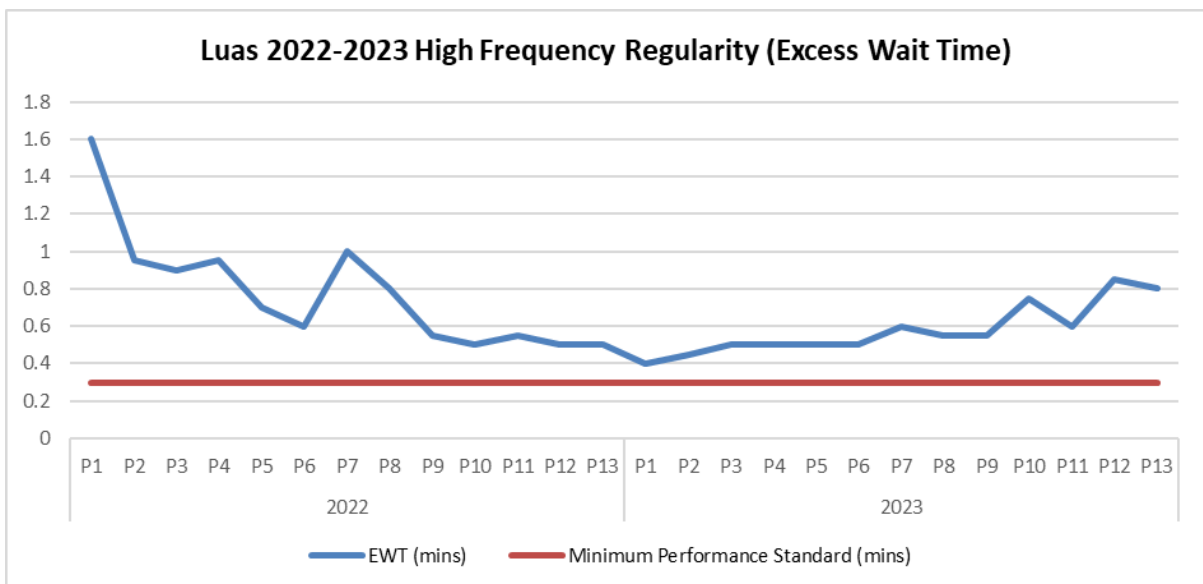
Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 14 – Bus Éireann Direct Award Contract High Frequency Regularity (Excess Wait Time) 2022-23



Note – the Bus Éireann high frequency punctuality Minimum Performance Standard (MPS) is a route specific MPS. The route specific Minimum Performance Standards ranged from 1.4 minutes to 2.3 minutes until P3 2022, and from 1.1 minutes to 1.9 minutes from P4 2022 onwards. More detail is available in the Public Transport Services section of the National Transport Authority Website.

Figure 15– Luas High Frequency Regularity (Excess Wait Time) 2022-2023





## Reliability by Contract (Lost Kilometres)

Reliability of public transport services is assessed using a metric called “Lost Kilometre Rate (%)”. This metric for bus services is calculated as follows:

*Step 1:*

**Number of Lost Kilometres (Km)** = Total Scheduled Services (Km) – Total Services Operated (Km)

*Step 2:*

**Lost Kilometre Rate (%)** =  $\left( \frac{\text{Number of Lost KM (Km)}}{\text{Total Scheduled Services (Km)}} \right) \times 100$

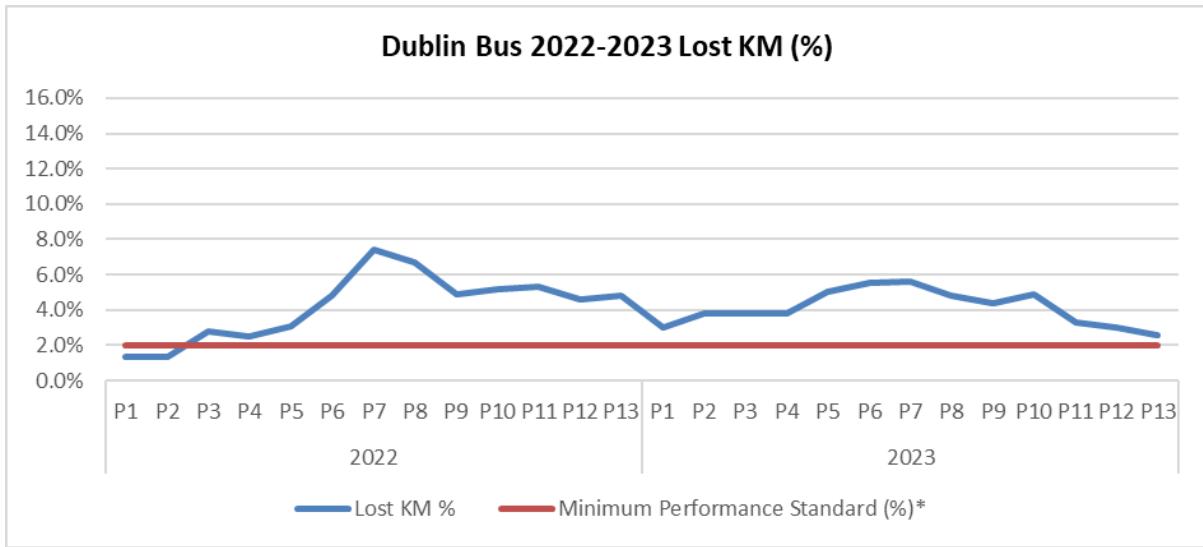
- The *Total Scheduled Services* is based on the route and timetable(s) for every bus service, as agreed with the NTA under each relevant PSO contract.
- The *Total Services Operated* is determined by the AVL (Automatic Vehicle Location) system which is installed on each bus to record the route and distances travelled.
- The *Number of Lost Kilometres* does not include services (whole or partial routes) which could not be operated for reasons outside of the control of the operator (for example, road closures due to a major event, extreme weather resulting in unsafe road conditions, Covid-19 related staff absence etc.). These exceptions are identified by the operator and approved by the NTA.

Minimum Performance Standards (MPS) are set out in operating contracts. By the end of 2019, the minimum performance standard for Lost Kilometres on all of the main PSO bus operating contracts was 2%. The Lost KM MPS (Minimum Performance Standard) transitioned to a Route specific MPS of 2% per route per period for Dublin Bus & Bus Éireann from Period 1 2020 onwards.

Similar systems are used to determine Lost Kilometres for Heavy Rail and Luas services. The MPS for Luas is 0% and the MPS for Heavy Rail services is 0.5%. All operators are liable for payment deductions if they fail to meet contractual lost kilometre standards.

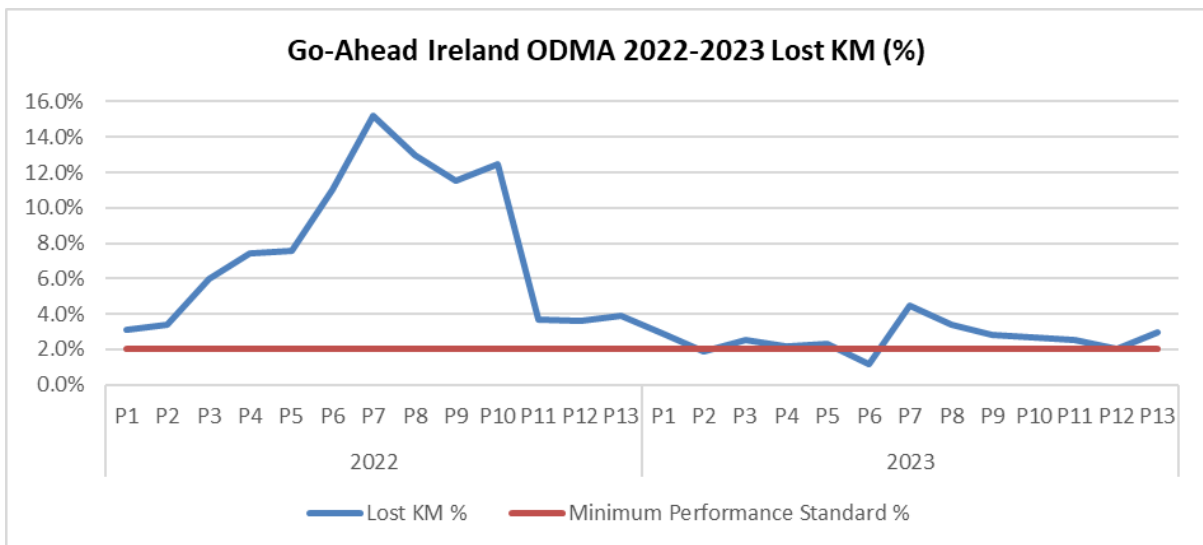
Figures 16 – 22 below show Lost Kilometre trends in 2023, with 2022 figures included for comparison purposes. Further detail is available on the Public Transport Services section of the NTA website. As discussed earlier in this report, bus driver and mechanic craft worker shortages had a major impact on Lost Kilometre rates during 2022 and 2023. Tram availability issues also impacted Lost Kilometre rates for Luas during 2022, with the situation improving in 2023.

Figure 16 – Dublin Bus reliability performance 2022-2023



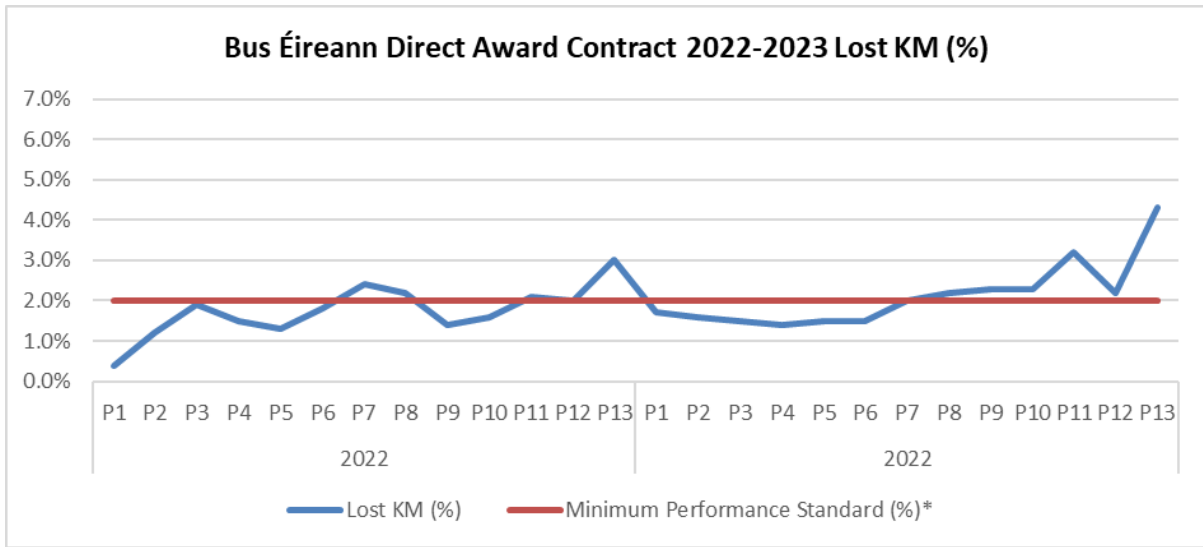
\*Note - The Lost KM Minimum Performance Standard (MPS) transitioned to a route specific MPS of 2% per route per period for Dublin Bus from Period 1 2020.

Figure 17 – Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA) reliability performance 2022-2023



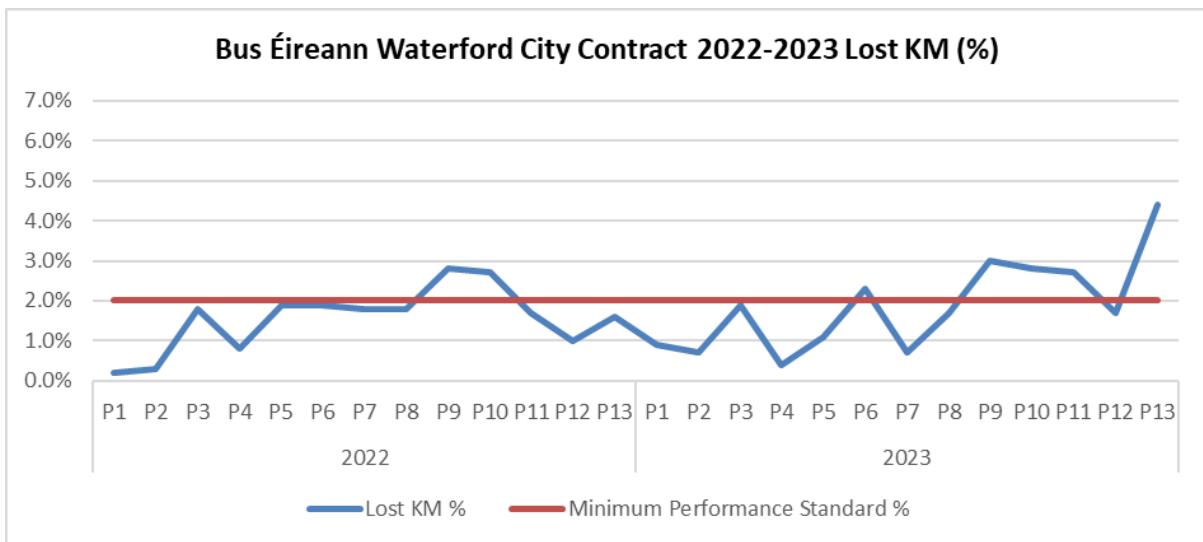
Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 18 – Bus Éireann Direct Award Contract reliability performance 2022-2023



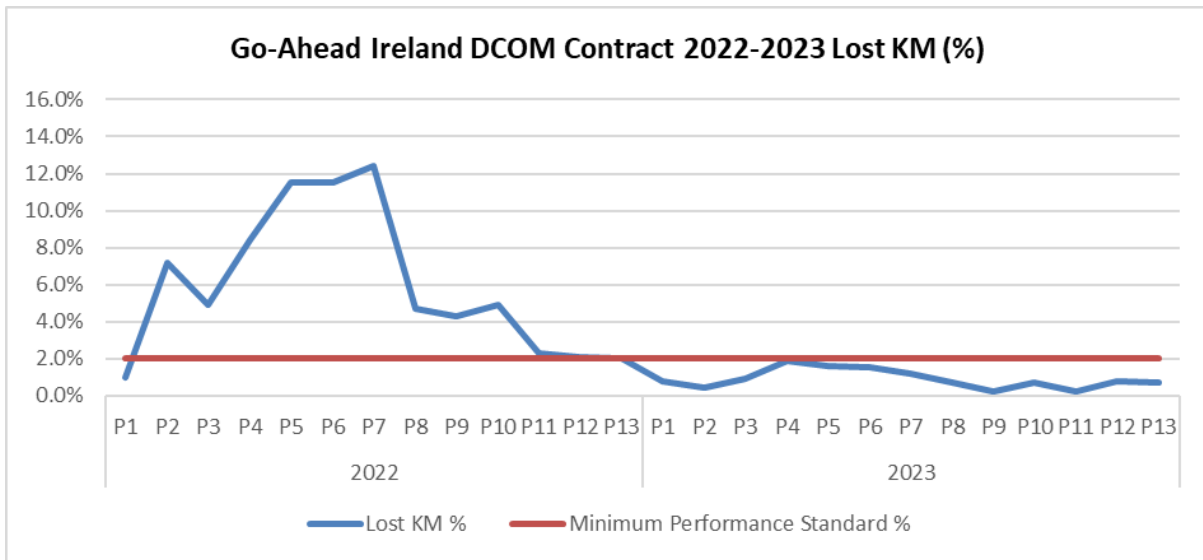
Note - the Lost KM Minimum Performance Standard (MPS) transitioned to a Route specific MPS of 2% per route per period for Bus Éireann from Period 1 2020.

Figure 19 – Bus Éireann Waterford City reliability performance 2022-2023



Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 20 – Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) reliability performance 2022-2023



Note 1 – A Lost KM minimum performance standard of 2% came into operation for Go-Ahead Ireland DCOM in P6 2020.

Note 2 - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 21 – Iarnród Éireann reliability performance 2022- 2023

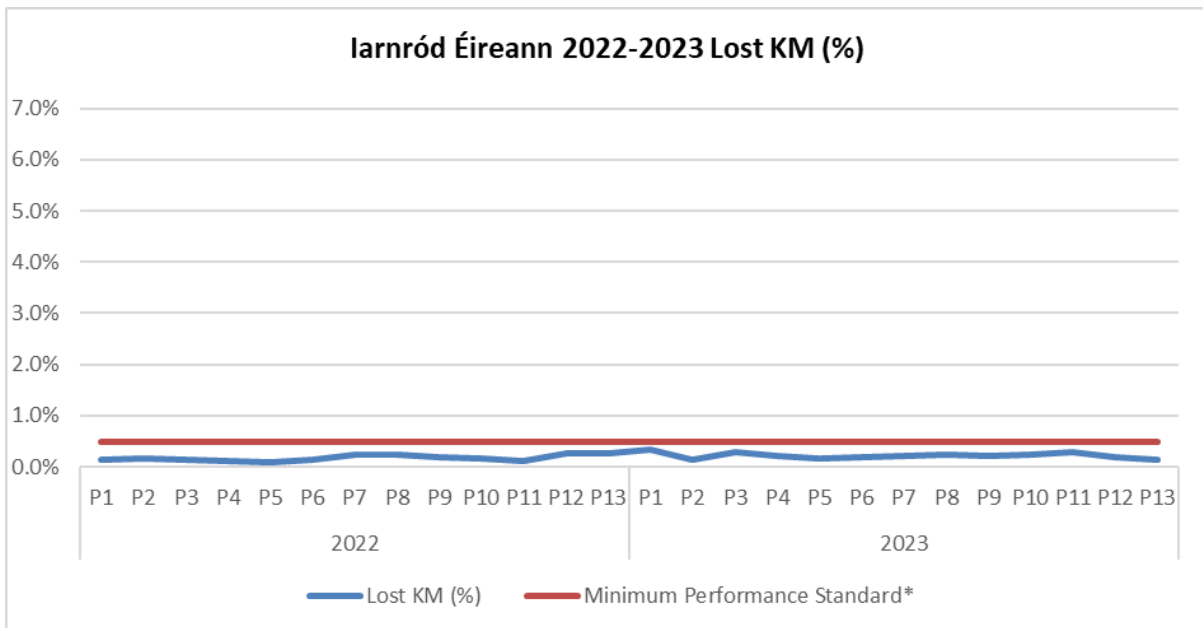
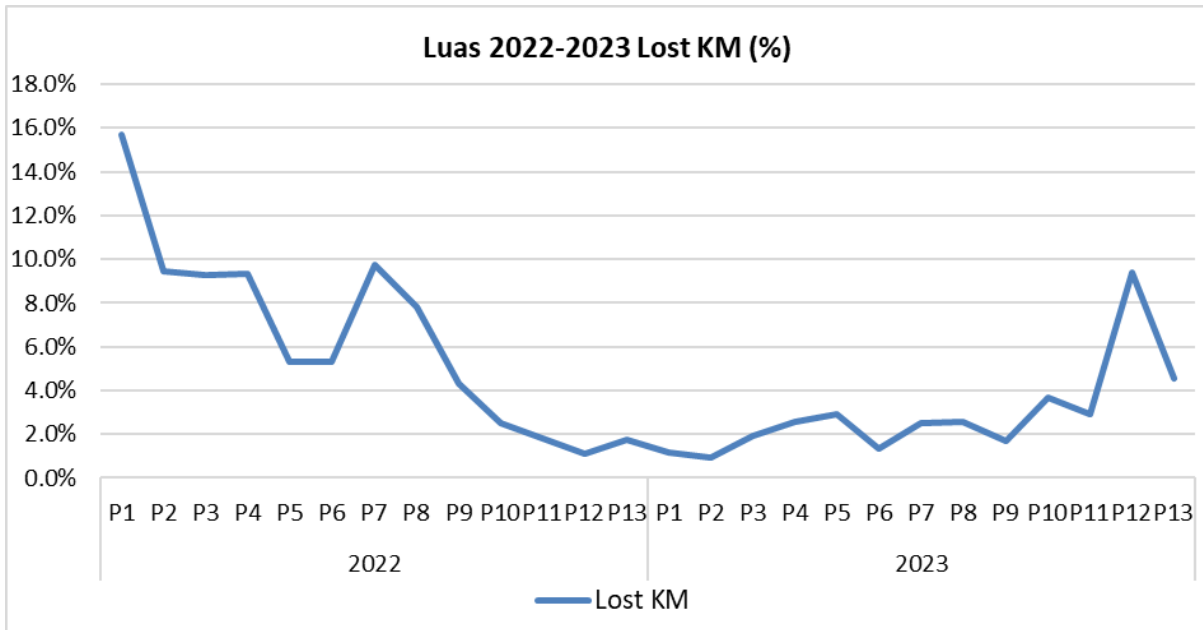


Figure 22 – Luas reliability performance 2022- 2023



Note - Luas Lost KM figures do not take into account any bus replacement services that operated when Luas was not operating.

## Customer Service Quality by Contract

The NTA utilises a number of data sources to assist in monitoring and improving service quality for public transport passengers. Bus Mystery Passenger Surveys are undertaken by the NTA on a continuous basis. Passenger complaint rates per 100,000 passengers are also measured and reported.

Figures 23-29 below detail the 2023 complaint rates per 100,000 passengers for each of the PSO operators, with figures shown for 2022 for comparison purposes.

It is important to note that some complaints included in these figures may not be fully attributable to the operator; for example, complaints regarding frequency on a public transport route, or issues at certain bus stops that the operator has no responsibility to maintain.

Further details, including route by route complaint rates for bus services, are available on the Public Transport Services section of the NTA website.

*Figure 23 – Dublin Bus complaint rate per 100,000 passengers 2022- 2023*

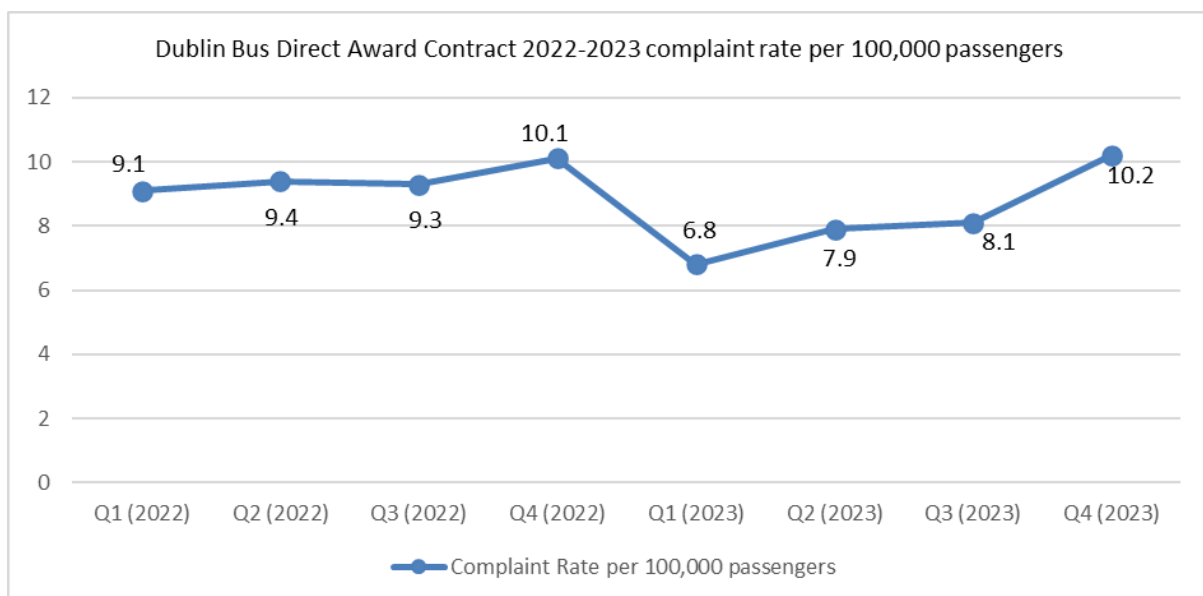
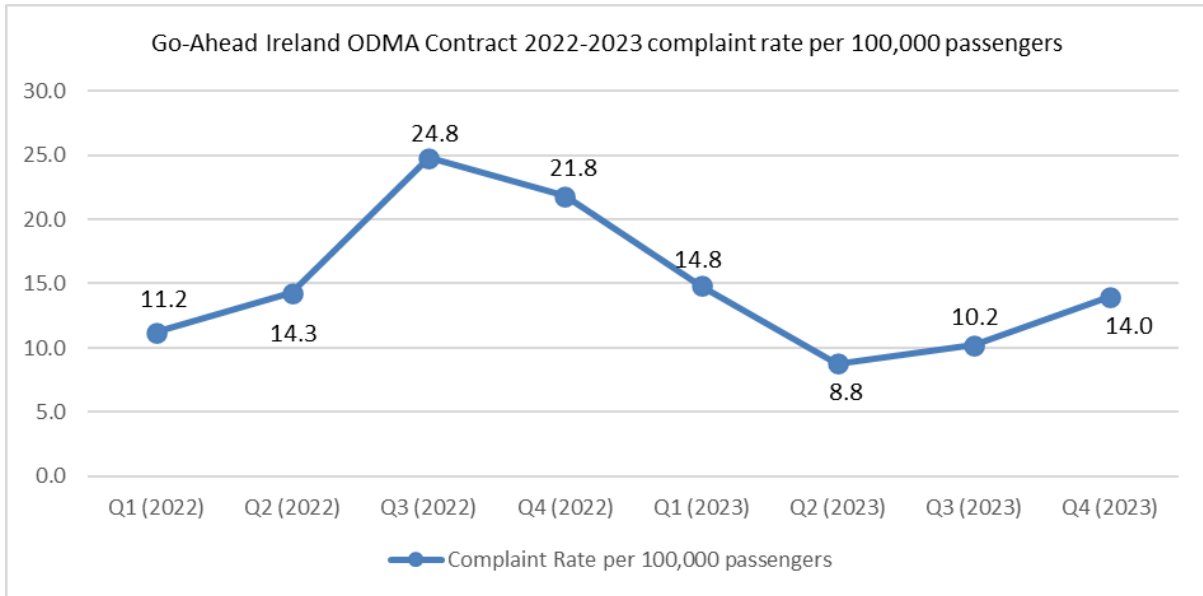


Figure 24 – Go-Ahead Ireland Outer Dublin Metropolitan Area complaint rate per 100,000 passengers 2022-2023



Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 25 – Bus Éireann Direct Award Contract complaint rate per 100,000 passengers 2022-2023

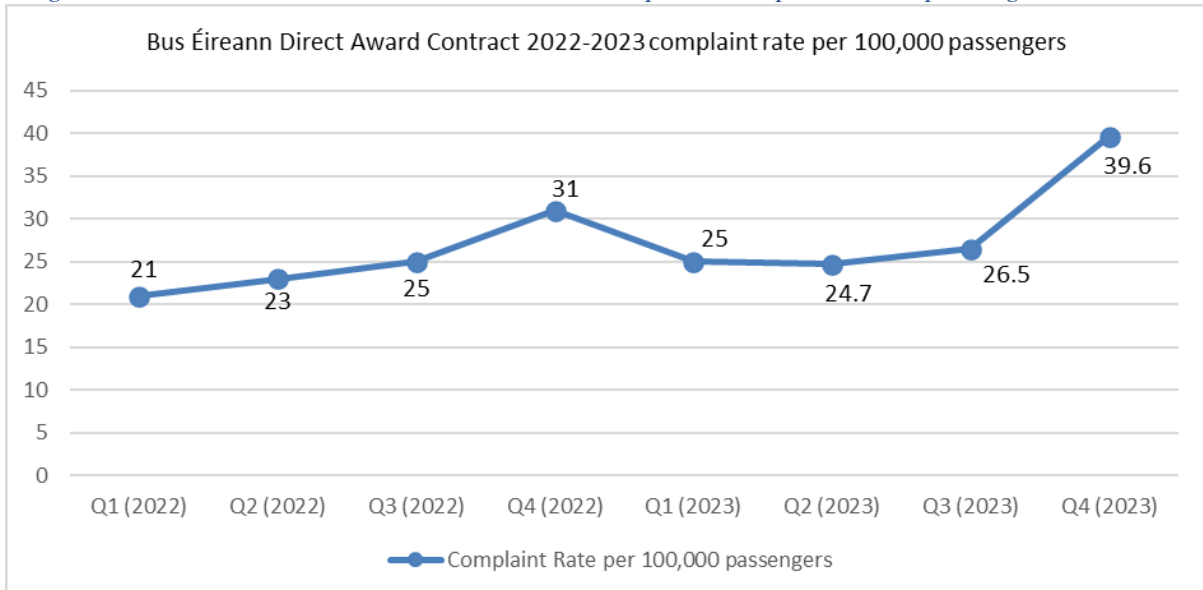


Figure 26 – Bus Éireann Waterford City Contract complaint rate per 100,000 passengers 2022-2023



Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 27 – Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) complaint rate per 100,000 passengers 2022-2023



Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.



Figure 28 – Iarnród Éireann complaint rate per 100,000 passengers 2022-2023

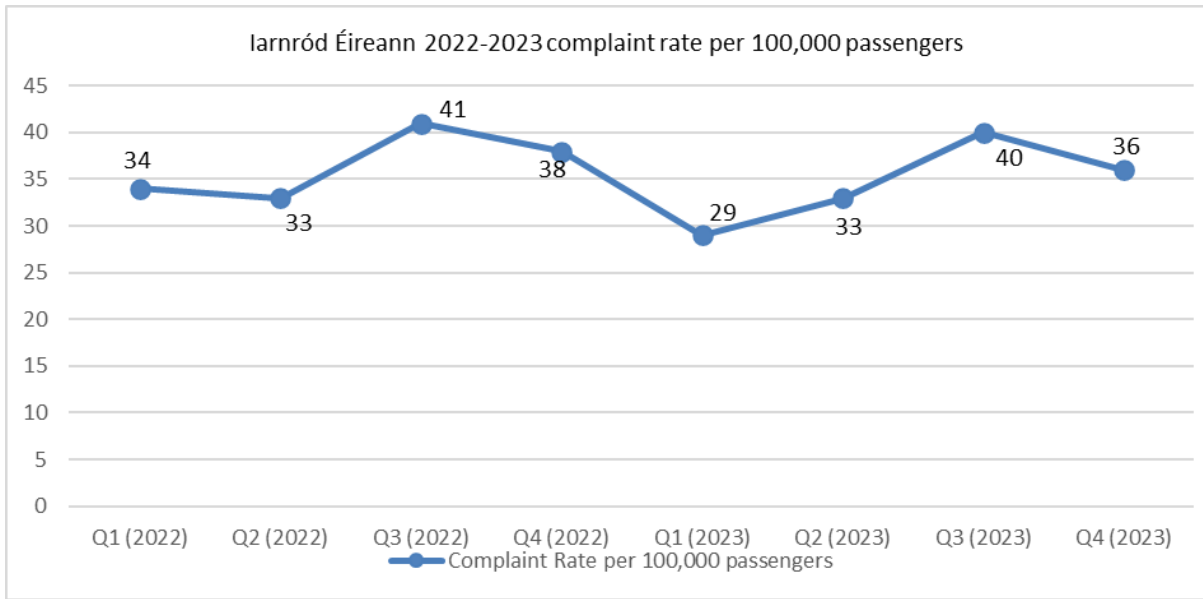
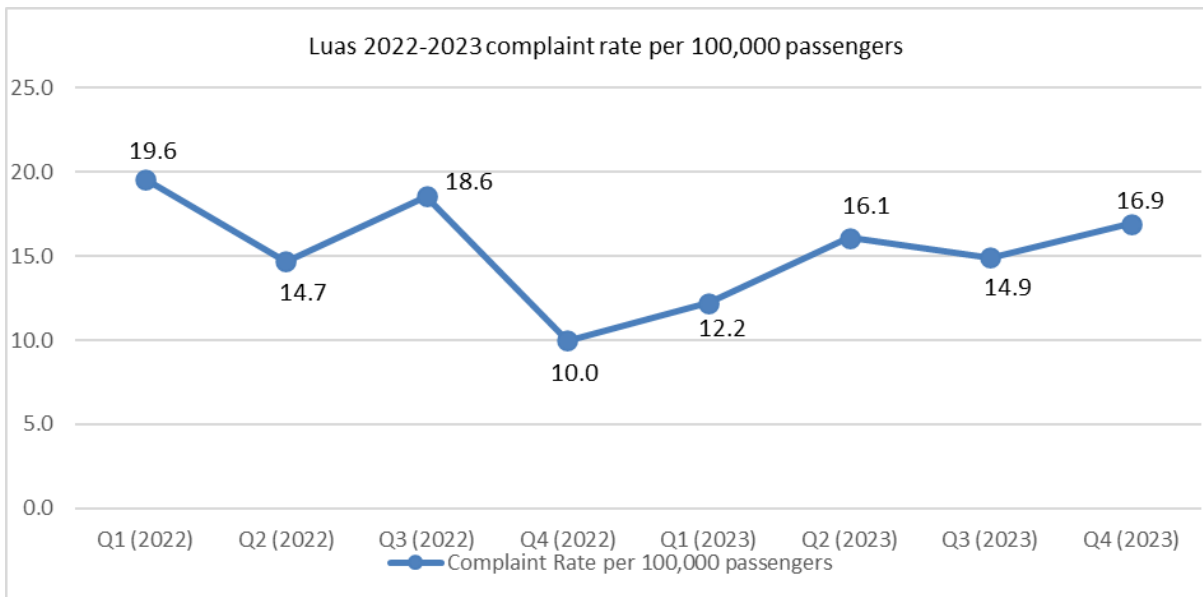


Figure 29 – Luas complaint rate per 100,000 passengers 2022-2023



PowerPoint presentations of detailed results of NTA Bus Mystery Passenger Surveys undertaken during each quarter of 2023 are available in the Public Transport Services section of the NTA website. Some highlights for each operator in 2023 are listed below.

#### **Dublin Bus**

- Drivers are highly regarded in terms of attitude, presentation and driving style;
- Cleanliness levels of buses are generally rated as good or excellent.
- Fares are displayed clearly at the entrance of 99% of surveyed buses; and
- Centre doors are being opened for alighting passengers when safe to do so.

#### **Bus Éireann Direct Award Contract**

- Drivers are highly regarded in terms of attitude, presentation and driving style;
- Cleanliness levels of buses are generally rated as good or excellent;
- Further work is needed to ensure all bus drivers always open centre doors for alighting passengers when safe to do so; and
- Further work is needed to ensure that on board information screens are fully functioning;

#### **Go-Ahead Ireland ODMA**

- Drivers are highly regarded in terms of attitude, presentation and driving style;
- Cleanliness levels of buses are generally rated as good or excellent;
- Fares are displayed clearly at the entrance of 99% of surveyed buses; and
- Centre doors are being opened for alighting passengers when safe to do so.

#### **Go-Ahead Ireland DCOM**

- Drivers are highly regarded in terms of attitude, presentation and driving style;
- Cleanliness levels of buses are generally rated as good or excellent; and
- Fares are displayed clearly at the entrance of 99% of surveyed buses;

#### **Bus Éireann Waterford City**

- Driver helpfulness and politeness is generally rated as Excellent, Good or Acceptable;
- Drivers are rated very highly in terms of presentation;
- Cleanliness levels of buses are generally rated as good or excellent; and
- Fares are displayed clearly at the entrance of 100% of surveyed buses.

## Details of Contractual Incentive Payments and Deductions

All PSO operating contracts include schedules of Key Performance Indicators. Performance-related payment deductions are made where an operator fails to meet Minimum Performance Standards.

During 2023, operating conditions were monitored to ensure that operators were not unfairly penalised issues that were outside of their control. Further detail is available in the Public Transport Services section of the National Transport Authority website.

Measures aimed at improving punctuality performance include the introduction of incentive payments, where operators can benefit financially when Minimum Performance Standards are exceeded.

The figures outlined in Table 3 show the performance related deductions incurred and incentive payments received by each operator in 2023. Incentive payments for the Iarnród Éireann contract exceeded deductions in 2023. Performance related deductions exceeded incentive payments for all other bus and Luas contracts in 2023.

*Table 3 – 2023 Performance Related Incentive Payments & Deductions (€m)*

Operator / Contract	2023 deductions applied (€m)	2023 incentives applied (€m)
Iarnród Éireann	1.261	0
Dublin Bus	9.094	0
Bus Éireann (Direct Award)	3.253	0
Bus Éireann Waterford City	0.766	0
Go-Ahead Ireland Outer Dublin Metropolitan Area	0.868	0
Go-Ahead Ireland Dublin Commuter Outer Metropolitan	0.242	0
Luas	2.420	0

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