Statistical Bulletin: 02 / 2018
June 2018

Údarás Náisiúnta Iompair
National Transport Authority

Bus & Rail Statistics

for Ireland - State Funded Services

Bulletin Topics:

- Total Number of PSO Passenger Journeys
- PSO Passenger Journeys by Region
- Total Operated Vehicle Kilometres and Vehicle Seat Kilometres
- Passenger Revenues
- Passenger Revenues by Region
- Free Travel Scheme Revenue
- Public Service Obligation (PSO) Subsidy
- Total Number of Buses
- Age of Buses
- Rail Network Changes
- Operating Fleet with Wheelchair Accessibility
- Gross Cost Contract Operators

Introduction

This statistical bulletin is a publication of the National Transport Authority of Ireland ("the Authority"). It focuses on bus services provided by Dublin Bus, Bus Éireann, the LocalLink rural transport programme and a small number of private operators who have been successful in tender competitions to operate a number of routes. On the rail side it focuses on heavy rail services provided by Iarnród Éireann (Irish Rail) and Luas light rail services.

On 1st December 2009 the Dublin Transport Authority Act 2008 and the Public Transport Regulation Act 2009 came into effect. Under these Acts the Authority signed contracts with Dublin Bus, Bus Éireann and Iarnród Éireann. These contracts were new and much more comprehensive than previous arrangements. Subsequent contracts were signed with Dublin Bus and Bus Éireann in December 2014. The contract with Iarnród Éireann was a 10 year contract and will remain in place until November 2019. These contracts are subsidised because the operators are required to deliver what are called Public Service Obligations (PSO). PSO services are socially necessary transport services which may not be commercially viable and require a state subsidy to operate.

The Authority has the statutory obligation to secure the provision of light railway passenger services in the Greater Dublin Area. In September 2014 the Authority co-signed with the Railway Procurement Agency (RPA), now part of Transport Infrastructure Ireland (TII) a five year contract with Transdev Dublin Light Rail Limited to operate the Luas services. The Authority has assigned aspects of its statutory function to the RPA and in turn to TII, however, Luas fares, marketing, promotions, customer facing website and apps, and any alterations to them are determined by the Authority.

Between 2013 and 2016 the Authority had issued two separate bulletins dealing with PSO passenger services, one focused on bus operators and the second focused on rail operators. In 2017 the two bulletins were combined into one which focus on all PSO transport operators. By combining the two bulletins, regional data based on rail and bus can be shown together.

The Authority came into effect on 1 December 2009 and hence the annual statistics in this bulletin begin in 2010 and cover the period 2010 to 2017 inclusive. Some data from prior to 2010 is referenced such as passenger journeys in order to give a historical perspective to data in recent years.

Dublin Bus and Bus Éireann currently provide the majority of PSO bus services under contract to the Authority. Three other public service contracts were in place in 2017 with M&A Coaches Ltd., Andrew Wharton Coach Hire and Bernard Kavanagh and Sons Ltd. As these contracts are very small in comparison to the main transport operators, the details in respect of these contracts are outlined separately in Chapter 12 of this document.

LocalLink provides bus services in many areas of rural Ireland with passenger journeys tending to be local in nature and a number of services delivering passengers door-to-door. The programme is also grant-aided by the State via the Authority. Management of this programme was transferred to the Authority in April 2012 and its statistics have also been included to the extent they were collected and are available.

Data on the operational performance of the transport operators in the form of quarterly reports on the key performance indicators of these public service contracts can be found on the Authority's website www.nationaltransport.ie under the heading Public Transport Services.

The data provided in this bulletin is based on the public transport operator annual returns.

The 2017 data in the bulletin is provisional as at the date of publishing a number of the operators had not finalised their 2017 annual accounts. However it is not anticipated that the trends illustrated by the 2017 data in this bulletin will vary significantly.

Statistical Qualification - it is important to note that the figures used in this bulletin are intended to illustrate broad trends and are not meant to be read as exact calculations. Rounding has being used and this could affect overall percentages. It should also be noted that some prior year comparative amounts have been reclassified on a basis consistent with the current year.

Data for the LocalLink rural transport programme is subject to further verification; however the broad trends illustrated by the data are valid.

There can also be approximations for a number of reasons. Reporting periods could differ slightly due to calculation methods and this would limit the precise accuracy. Other factors could affect figures e.g. severe weather conditions, amendments to routes, et cetera.

1

Total Number of PSO Passenger Journeys

Demand for public transport services is strongly related to economic activity. Economic growth increases employment, disposable income, and consumer spend, all of which lead to more travel. Economic decline produces the opposite effect. This was clearly demonstrated over the past decade. In 2007 passenger numbers travelling by public transport were at a peak based on passenger journeys in the annual reports of the transport operators. As the first sign of economic decline was evident in 2008, passenger journey numbers on public transport began to decline. The year 2009 saw the largest decline in passenger journeys when numbers fell by more than 10% across all modes of public transport. Total passenger journeys on public transport continued to decline, but at much slower rate, over the next three years up to 2012, although some services such as Luas did see some growth as new Luas lines were opened.

By 2013 the decline in total public transport passenger journeys had halted as the economy began to stabilise. In the four years since 2013 growth in total passenger journeys has been strong with growth across all modes of PSO funded public transport.

Over 252 million passenger journeys were carried on PSO services in 2017 compared to a low of 210 million in 2012 and 2013 with a high of 260 million in 2007.

Tables 1A and 1B along with Figure 1.1 illustrate the changes in passenger journeys on exchequer funded public transport services across the State between 2010 and 2017.

Table 1A: Annual PSO Public Transport Passenger Journeys, 2010-2017 (millions)

Year/ Operator	Dublin Bus	Bus Éireann PSO Services	LocalLink bus services	Iarnród Éireann	Luas	Total Passenger Journeys	Change in Passenger Journey numbers
2010	117.05	29.13	1.42	38.23	27.53	213.36	
2011	115.05	28.48	1.74	37.38	29.10	211.75	-1.61
2012	113.28	28.63	1.73	36.74	29.32	209.70	-2.05
2013	112.49	28.64	1.74	36.74	30.51	210.12	0.42
2014	116.26	29.69	1.76	37.80	32.61	218.12	8.00
2015	119.82	30.23	1.76	39.66	34.06	225.53	7.95
2016	125.35	32.12	1.79	42.80	34.03	236.09	10.02
2017	136.26	31.13	1.89	45.51	37.65	252.44	16.35

Table 1B: Percentage Change of Annual Passenger Journeys

Year/ Operator	Dublin Bus	Bus Éireann PSO Services	LocalLink bus services	Iarnród Éireann	Luas	Total Passenger Journeys
2011	-1.7%	-2.2%	22.5%	-2.2%	5.7%	-0.8%
2012	-1.5%	0.5%	-0.6%	-1.7%	0.8%	-1.0%
2013	-0.7%	0.0%	0.6%	0.0%	4.1%	0.2%
2014	3.4%	3.7%	1.0%	2.9%	6.9%	3.8%
2015	3.1%	1.8%	0.2%	4.9%	6.1%	3.6%
2016	4.6%	6.3%	1.6%	7.9%	-1.6%	4.4%
2017	8.7%	-3.1%	5.6%	6.3%	10.6%	6.9%

The data in Table 1A shows the number of passenger journeys carried by individual operators over the period 2010 to 2017. In general the numbers reflect trends in the economy with a fall in passenger journey numbers in 2011. In 2012 Dublin Bus and Iarnród Éireann passenger journeys continued to decline but the level of decline was easing off. In 2013 passenger journey numbers stabilised at Bus Éireann and Iarnród Éireann and the rate of decline at Dublin Bus continued to ease off. In 2014 passenger journeys grew for all operators for the first time in a number of years. 2014 saw growth of eight million passenger journeys and this level of growth continued in 2015. In 2016 the growth in passenger journeys was even stronger with an additional 10 million passenger journeys carried by the PSO operators. Growth of almost 7% in passenger journeys took place in 2017 bringing the total to over 252 million and close to where they were at their peak in 2007.

Luas passenger journeys did not follow the pattern of the other operators with growth each year except in 2016. Growth in Luas passenger journeys in 2011 was aided by the opening of extensions to both the green line and the red line between December 2009 and July 2011. The falloff in passenger numbers in 2016 can be attributed to two events, namely a partial closure of the red line for six weeks to allow for works and 12 days of industrial action. Luas passenger journeys in 2017 were up by over 10% to 37.65 million giving growth of 10 million passenger journeys since 2010. Growth in numbers in 2017 would have been helped slightly by the opening of Luas CrossCity on 9th December 2017 with passenger services available for the last three weeks of the year.

It should be noted that Iarnród Éireann carried a record 45.51 million passenger journeys in 2017, slightly above their previous peak in 2007.

Also of note is that the combined passenger journeys of Dublin Bus and Luas in 2017 was 173.9 million, just above their previous combined passenger journeys peak of 173.4 million in 2007.

Bus Éireann PSO services have considerable ground to recover with passenger journey numbers of 31.1 million in 2017 compared to a peak of 40.9 million passenger journeys in 2007. Passenger journeys on Bus Éireann were down 3.1% in 2017 on the previous year following 21 days of industrial action when no services operated and attendant loss of share when services resumed. Economic recovery was slower away from the eastern seaboard which also affected Bus Éireann passenger growth.

While recovery in the economy was a significant element in the growth of passenger journeys from 2012 the on-going redesign of the bus networks particularly in the cities of Dublin, Cork, Galway and Limerick have contributed to passenger journey growth. This redesign of the networks is carried out by the Authority in conjunction with the bus operators.

Dublin Bus, Bus Éireann and the Authority are continuing to redesign parts of the network on an on-going basis where they see that a better service can be provided to the travelling public. Rail travel does not offer this flexibility but over time extensions can be added to the network such as Luas CrossCity or providing services through the Phoenix Park Tunnel. Details of changes to the rail network are included at Chapter 10 of this bulletin.

The LocalLink bus services saw annual passenger journeys rise substantially between 2010 and 2011. This increase was partially due to new reporting methods that saw the inclusion of passengers on additional contracted services being included. Since then LocalLink passenger journeys have shown some growth, although not as much as the larger operators. In 2017 LocalLink saw strong growth similar to the other operators of 5.6%, their best year since 2011. This strong growth is mainly as a result of the introduction of over 50 new services since 2016.

The public transport operators over time review all aspects of their operations with a view to improving their services and enabling them to get more accurate data on their services. As a result of these improvements the method of counting passenger journeys has become more accurate. When this occurs the operator usually restates the data for the previous year so as it can be compared with the current year and future years. Bus Éireann has restated their 2013 passenger journeys while Iarnród Éireann has restated their 2012 passenger journeys. While the restatement will result in a slight adjustment to the comparison between one year and the next, it will not affect the overall trend in passenger journey growth over a number of years.

In any particular year there may be events which will affect the passenger journey numbers for one or other operator. One such event is industrial action. In 2017 Bus Éireann services did not operate for 21 days in March and April due to industrial action. Iarnród Éireann had two days of industrial action in November 2017 along with a number of stoppages associated with the Bus Éireann dispute. 2017 also saw the arrival of ex-hurricane Ophelia which disrupted most public transport services for at least one day with Luas not operating for a second day due to damage caused during the largest storm to hit Ireland in almost 50 years.

In 2016 Luas lost 12 days due to industrial action and Dublin Bus lost six days. For Bus Éireann there was no PSO bus services operated on two days in May both in 2013 and in 2015 while Dublin Bus had no PSO bus services for three days in August 2013 and two days in May 2015. Iarnród Éireann had two days of industrial action in August 2014 and a three hour stoppage during the morning peak in October 2015. These industrial actions have had a dampening effect on the passenger journeys for the operators in the relevant year.

Figure 1.1: PSO Public Transport Passenger Journeys, 2010-2017

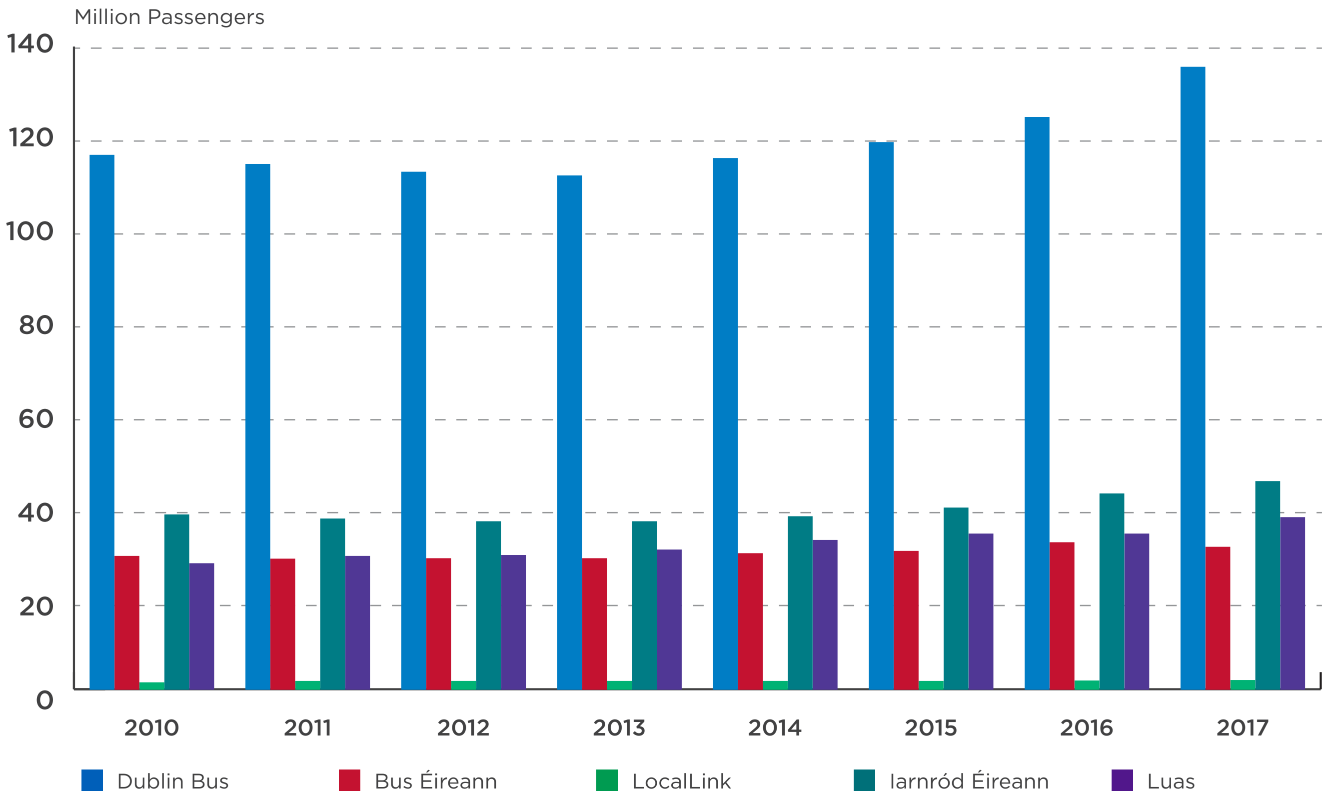


Figure 1.1 shows the total passenger journeys by operator from 2010 to 2017. It is clear from the chart that Dublin Bus carries many more passengers than all of the other PSO operators. Table 1C and Figure 1.2 shows that Dublin Bus actually carried 54% of all PSO passenger journeys in 2017. Iarnród Éireann is next carrying 18% while Luas carries 15%. Bus Éireann's market share of the PSO passengers is at 12% while LocalLink carries 1% of the total PSO passenger journeys.

Table 1C: Percentage of 2017 PSO Passenger Journeys Carried by Each Operator

Year/ Operator	Dublin Bus	Bus Éireann PSO Services	LocalLink bus services	Iarnród Éireann	Luas	Total Services
Passenger Journeys (million) 2017	136.26	31.13	1.89	45.51	37.65	252.44
% of Total Passenger Journeys by Operator	54%	12%	1%	18%	15%	100%

Figure 1.2: 2017 PSO Passenger Journeys Split by Operator

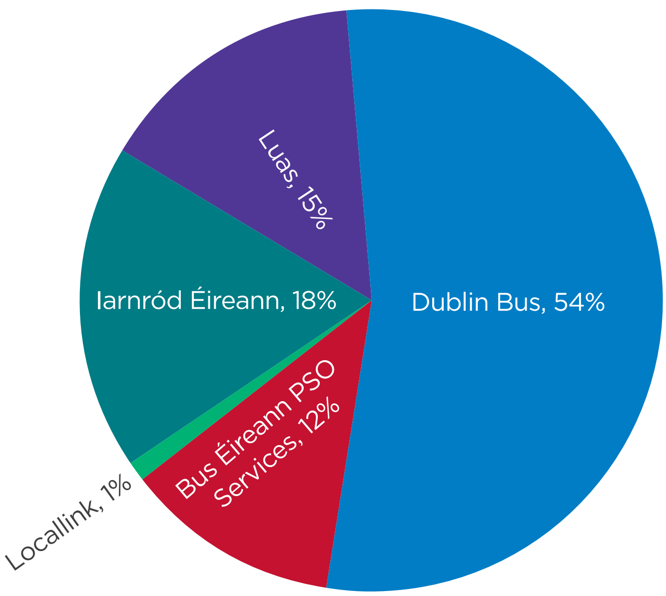


Figure 1.3: Total PSO Passenger Journeys 2010 to 2017 in Millions

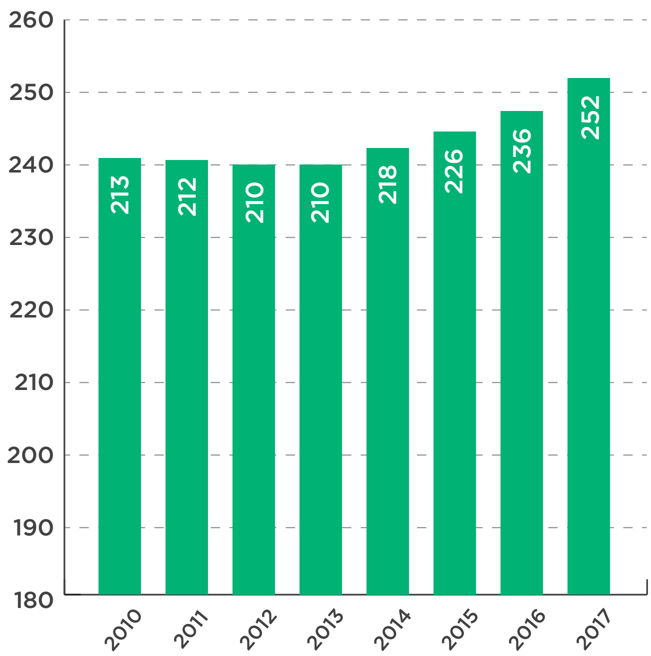


Figure 1.3 shows all PSO passenger journeys combined from 2010 to 2017. This shows that passenger journey numbers declined from 2010 to 2012 and stabilised in 2013. The chart shows strong growth since 2014 with the largest growth rate in 2017.

2

PSO Passenger Journeys by Region

As seen in Table 1.C Dublin Bus carries more than half of the total passenger journeys in Ireland. While they mainly operate within Dublin City & County they also offer some services in North Kildare and North Wicklow. Iarnród Éireann carried 18% of the passenger journeys yet they operate over a much larger geographical region providing services in 23 of the 26 counties along with services to Northern Ireland. Bus Éireann PSO services provide services to all 26 counties, and similar to Iarnród Éireann offer services to Northern Ireland. Luas on the other hand provide services in Dublin City only. The LocalLink services operate in all 26 counties with a small number of services extending into Northern Ireland.

The tables in this chapter will look at passenger journeys in the Dublin Region, the Greater Cork City Region and the rest of the country which will include Galway, Limerick and Waterford cities, stage carriage services on Bus Éireann and Iarnród Éireann intercity services. Stage carriage services provided by Bus Éireann are those services linking satellite towns and villages to the main towns and cities throughout the country. As outlined earlier the data shown in this bulletin is intended to highlight trends in public transport services partially funded by the exchequer and are not intended as exact calculations. This is especially true when looking at passenger journeys, and in Chapter 4 at passenger revenues. This is due to changes in routes and services over time. For example a small number of Bus Éireann services which were included in their stage carriage services a few years ago are now more appropriately included in one of their city services. No adjustment has been made to the data shown to account for these changes.

Table 2A and 2B show the passenger journeys for the Dublin region. Dublin Bus, Bus Éireann Dublin commuter services, Iarnród Éireann DART and Dublin commuter services, and Luas operate in this area. Since 2013 total passenger journeys have grown in the Dublin region each year with total passenger journey growth since 2013 in excess of 20%.

There are two exceptions to the continuous growth, namely Luas in 2016 when they had a small section of the line closed for six weeks along with 12 days of industrial action, and Bus Éireann Dublin commuter services in 2017 when they operated no services for 21 days due to industrial action.

Table 2B shows that the strongest growth in the Dublin region was on Iarnród Éireann services where there was 26.4% growth between 2013 and 2017. Luas and Dublin Bus also performed very well during this period with Bus Éireann showing a much lower rate of growth mostly due to the extended period in 2017 when no services operated.

Table 2A: Dublin Region Annual Passenger Journeys (Millions)

Year/ Operator	Dublin Bus	Bus Éireann Dublin Commuter	Iarnród Éireann DART & Dublin Commuter	Luas	Total Passenger Journeys
2013	112.49	6.45	25.94	30.51	175.39
2014	116.26	6.73	26.53	32.61	182.13
2015	119.82	6.79	28.12	34.60	189.33
2016	125.35	7.30	30.95	34.03	197.62
2017	136.26	6.79	32.77	37.65	213.47

Table 2B: Percentage Growth of PSO Passenger Journeys in Dublin Region 2013 to 2017

Year/ Operator	Dublin Bus	Bus Éireann Dublin Commuter	Iarnród Éireann DART & Dublin Commuter	Luas	Total Passenger Journeys
2013 to 2017	21.1%	5.3%	26.4%	23.4%	21.7%

Figure 2.1: Dublin Region Annual PSO Passenger Journeys

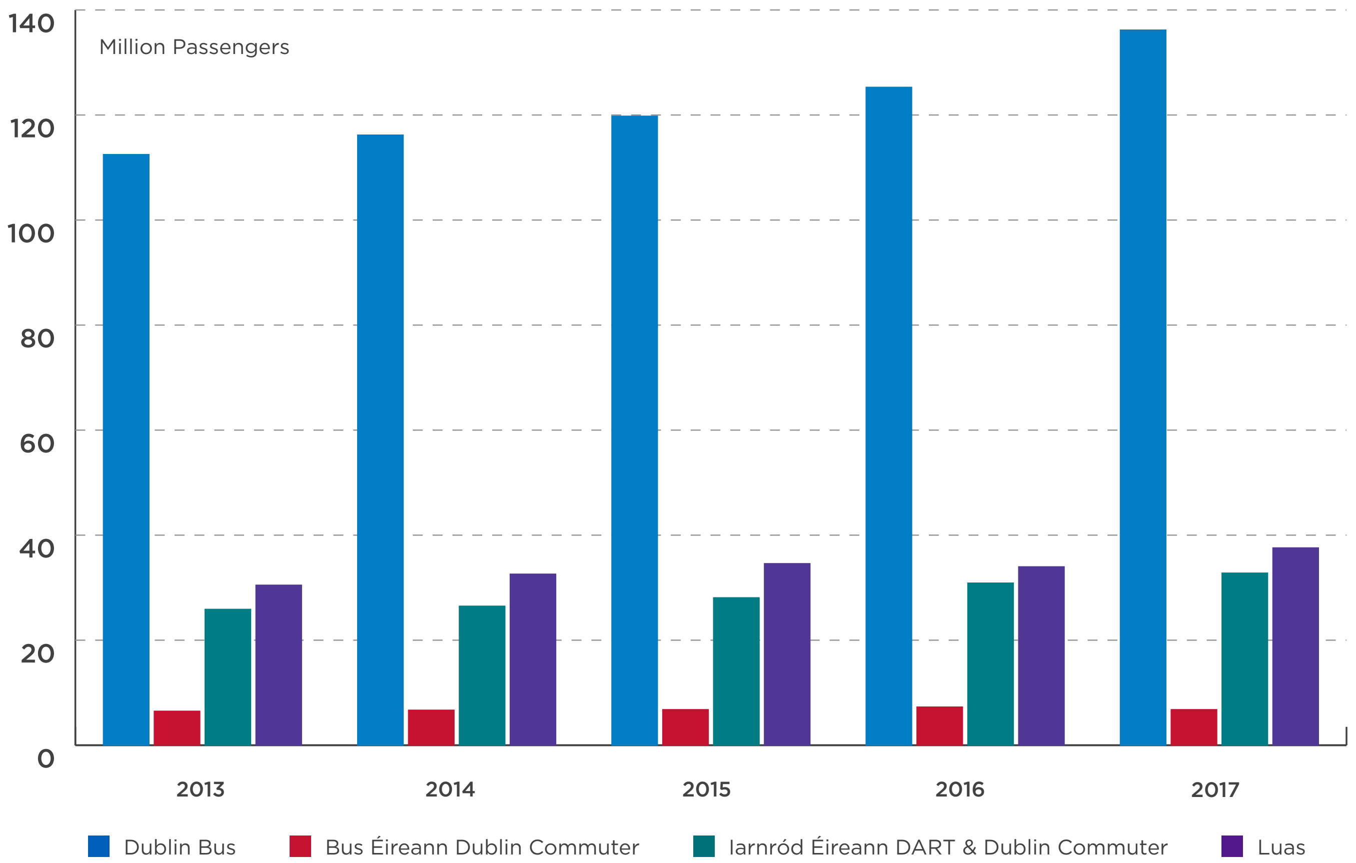


Table 2C and Figure 2.2 show the passenger journeys using PSO subsidised public transport in Cork commuter areas. Both Bus Éireann and Iarnród Éireann provide services in the Cork commuter area. The difference in passenger journeys in Cork commuter area compared to the Dublin region is striking. The Dublin region has about 16 passenger journeys on public transport for every one passenger journey in Cork; 13.4 million in Cork commuter area compared to 213.5 million in the Dublin region.

Table 2D shows the passenger journey growth between 2013 and 2017. Growth has been strong at 16.7% with Iarnród Éireann Cork commuter services growing from a low base by over 40%. The growth in Cork City by Bus Éireann has been greatly helped by the reconfiguration of bus services in the city over the past few years. Bus Éireann operated no services for 21 days in 2017. As a result the strong growth from previous years has been reversed and passenger journeys actually declined by over 4% in 2017. Despite the fall in passenger numbers in 2017 Bus Éireann numbers are still 14.5% up on the 2013 numbers.

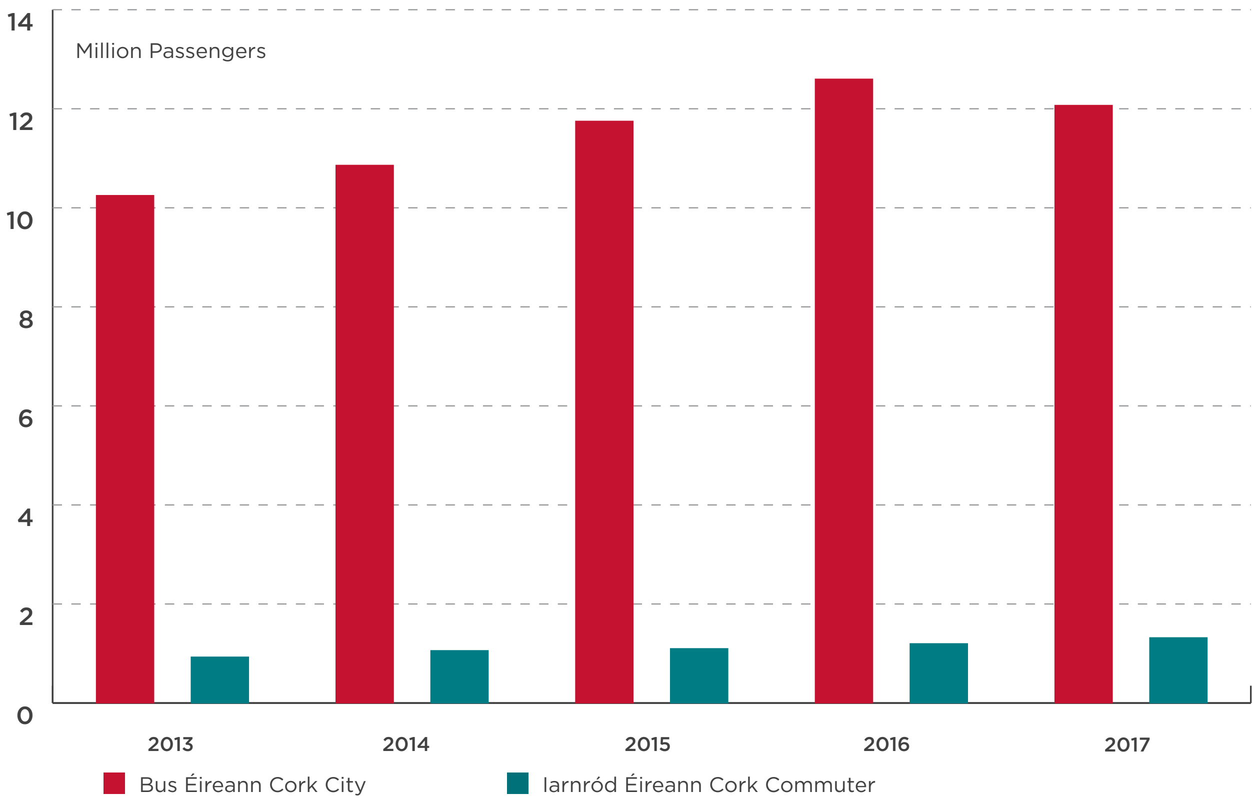
Table 2C: Cork Commuter Annual PSO Passenger Journeys (millions)

Year/ Operator	Bus Éireann Cork City	Iarnród Éireann Cork Commuter	Total Passenger Journeys
2013	10.25	0.93	11.18
2014	10.86	1.06	11.92
2015	11.75	1.10	12.85
2016	12.60	1.20	13.81
2017	12.07	1.32	13.39

Table 2D: Percentage Change of Cork Commuter PSO Passenger Journeys 2013 to 2017

Year/ Operator	Bus Éireann Cork City	Iarnród Éireann Cork Commuter	Total Passenger Journeys
2013 to 2017	14.5%	41.7%	16.7%

Figure 2.2: Cork Commuter Annual PSO Passenger Journeys



Outside of the Dublin region and the Cork commuter area services are provided by Bus Éireann in Galway, Limerick and Waterford cities, along with stage carriage services throughout Ireland. Iarnród Éireann provides intercity services outside the Dublin region and Cork City commuter services, while LocalLink provides local bus services in rural areas. Table 2E and Figure 2.3 show the passenger numbers on these services.

Table 2E: Annual Passenger Journeys Outside Dublin Region and Cork Commuter (millions)

Year/ Operator	Bus Éireann Galway	Bus Éireann Limerick	Bus Éireann Waterford	Bus Éireann Stage Carriage	Iarnród Éireann Intercity	LocalLink	Total
2013	3.82	2.76	0.83	4.54	9.88	1.74	23.56
2014	4.09	2.84	0.85	4.32	10.21	1.76	24.06
2015	3.96	2.82	0.83	4.09	10.44	1.76	23.89
2016	4.23	2.92	0.83	4.25	10.68	1.80	24.70
2017	4.18	3.18	0.75	4.16	11.41	1.89	25.57

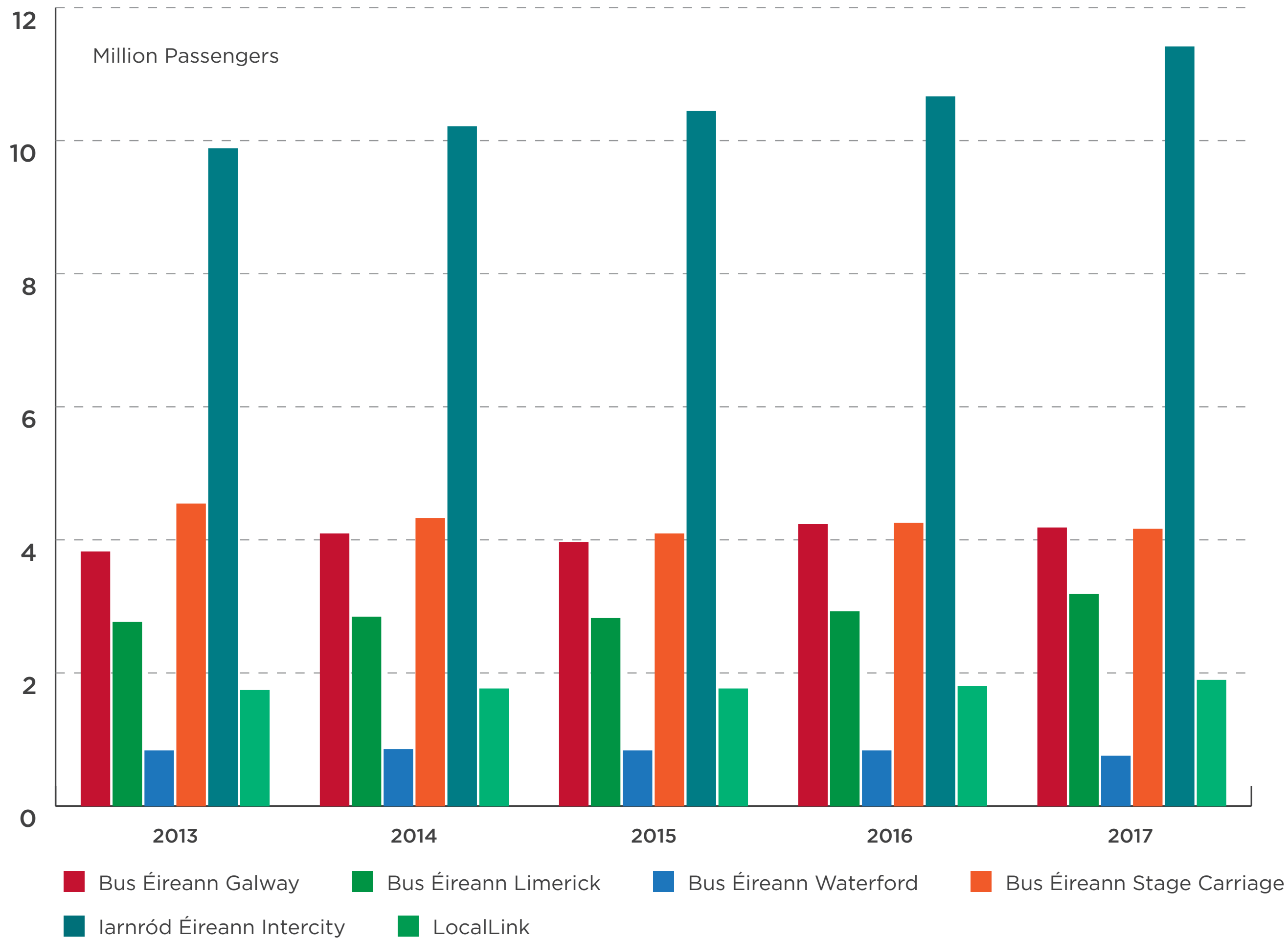
Total passenger journeys on these services was 25.57 million in 2017, around double the numbers for the Cork commuter area but again only a small fraction of the numbers using public transport in the Dublin region. Iarnród Éireann intercity services carry just less than half of these passengers while Bus Éireann services combined carry just over half of these passengers and the LocalLink buses carry the balance of around two million passenger journeys.

Table 2F: Percentage Change of PSO Passenger Journeys Outside Dublin Region and Cork Commuter

Year/ Operator	Bus Éireann Galway	Bus Éireann Limerick	Bus Éireann Waterford	Bus Éireann Stage Carriage	Iarnród Éireann Intercity	LocalLink	Total
2013 to 2017	9.6%	15.3%	-9.7%	-1.9%	15.5%	8.6%	9.9%

Iarnród Éireann intercity services have had steady growth between 2013 and 2016, but grew by almost 7% in 2017 resulting in 15.5% growth over the four years. Limerick City also had very strong growth in 2017 following a redesign of one of its main bus services early in 2017. Both Waterford city services and stage carriage services saw passenger journeys fall in 2017 to below their 2013 level. A small number of the stage carriage services from a few years ago are now included in various city services and that is responsible for a very small amount of the fall in passenger numbers on these services.

Figure 2.3: Annual PSO Passenger Journeys Outside Dublin Region and Cork Commuter



When looking at the growth in passenger journeys between 2013 and 2017 four different levels of growth can be seen.

- Iarnród Éireann DART & Dublin commuter, Luas and Dublin Bus are growing at rates in excess of 20% over the period 2013 to 2017. Cork commuter rail is growing even faster at over 40%, but overall passenger journeys on these services are relatively small at 1.32 million passenger journeys or about 0.5% of all passenger journeys.
- The second band of growth is those services growing at around 15% and this group includes Iarnród Éireann intercity services and Bus Éireann in Limerick and Cork.
- The third band are services experiencing somewhat slower passenger journey growth at between 5% and 10% and includes Bus Éireann Galway and Dublin commuter services along with the LocalLink services.
- The fourth group are those areas where passenger journey numbers have fallen over the past four years. This includes Bus Éireann Waterford where numbers have fallen by 9.7%, and Bus Éireann Stage Carriage services where passenger journey numbers have fallen by 1.9% over the past four years.

It is interesting to note that two of the three divisions of Iarnród Éireann are at the top of the growth league with their third sector also among the top five growing sectors. Bus Éireann sectors on the other hand are growing at a much slower rate with two of their sectors in decline.

Figure 2.4 illustrates the growth rates in the different sectors with Iarnród Éireann Cork commuter growing strongest and Bus Éireann Waterford City and stage carriage services showing a decline in passenger journeys over the period 2013 to 2017.

Figure 2.4: PSO Passenger Journey by Sector Percentage Change 2013 to 2017

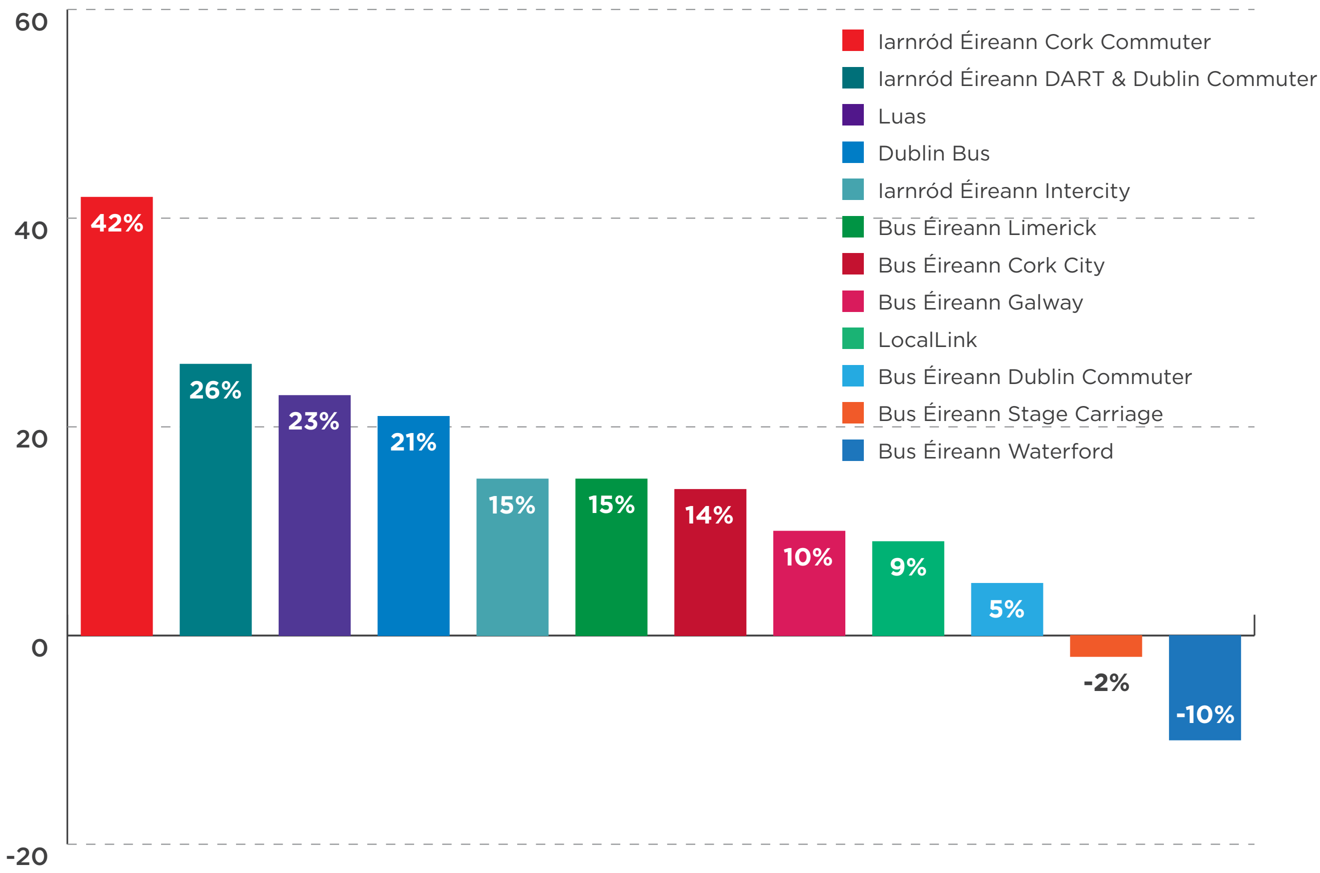


Figure 2.5: PSO Passenger Journeys by Sector 2017

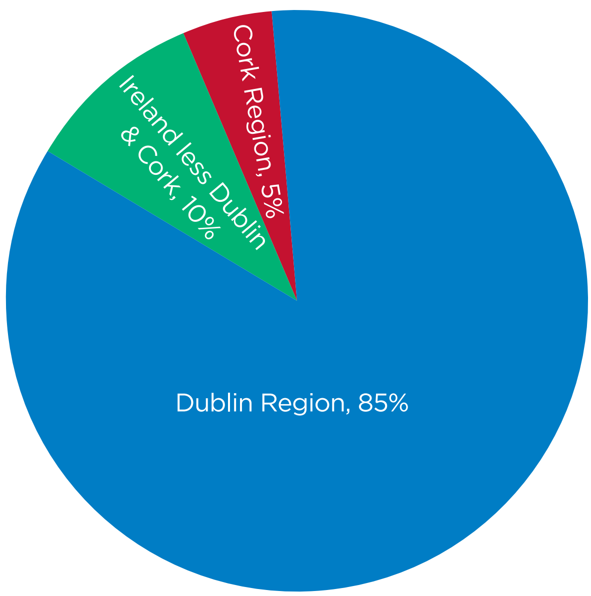


Figure 2.5 shows all passenger journeys in 2017 broken down into 3 regions: the Dublin region, the Cork region and the rest of Ireland. The chart shows that the Dublin region accounts for 85% of all PSO subsidised public transport passengers. The Cork region accounts for just 5% of all passengers while the rest of Ireland accounts for 10% of all passengers.

3

Total Operated Vehicle Kilometres and Vehicle Seat Kilometres

The changes in both vehicle kilometres and vehicle seat kilometres operated by Dublin Bus, Bus Éireann, Iarnród Éireann and Luas across the State are shown in Tables 3A to 3D along with Figure 3.1.

'Operated vehicle kilometres' refer to the actual amount of vehicle kilometres that a bus or rail company has operated in a given period, as opposed to 'scheduled vehicle kilometres' which would indicate the number of vehicle kilometres that they intended to operate as per their cumulative timetables.

'Vehicle seat-kilometres' meanwhile, is a unit of passenger transport capacity measuring the total number of seats available multiplied by the kilometres travelled.

Given that Dublin Bus, Bus Éireann and Iarnród Éireann operate a variety of vehicles with differing numbers of seats, vehicle seat-kilometres can be more instructive in illustrating actual transport capacity. However on city or commuter services passengers can stand for a short journey and that will increase the capacity available over the seated capacity. Iarnród Éireann commuter and DART in particular offer significant standing capacity on their vehicles and this standing capacity is not included in the vehicle seat kilometres outlined here. The Luas trams have an average of 70 seats per tram with total capacity including standing of 310. As most Luas passengers travel relatively short journeys many of them are required to stand for their journey. Therefore for Luas the vehicle seat-kilometres includes both seating and standing capacity on their trams.

In general both the vehicle kilometres and vehicle seat kilometres tended downwards between 2010 and 2014 as passenger journeys fell and then began to stabilise. The two bus operators have increased vehicle kilometres over the past three years as demand for services has increased and additional services are provided. The number of vehicle seat kilometres has increased by a larger percentage compared to vehicle kilometres for both bus operators and this is because the capacity of their new buses is larger than the buses which have been replaced allowing them to carry more passengers with the same number of services operated.

Luas vehicle kilometres increased significantly in 2011 following the opening of Luas extensions in late 2010. In 2013 the vehicle kilometres reduced as the interval between some services was extended but this was reversed partially the following year. The reduction in vehicle kilometres in 2016 is due to a combination of closing the red Luas line between Jervis and the Point for six weeks to allow for Luas CrossCity works and 12 days of industrial action when no services were operated. In 2017 Luas recovered the lost kilometres from 2016 and increased the number of services as passenger journeys also increased. The opening of the Luas CrossCity extension to the Green line in December 2017 would also have increased the kilometres operated.

The operated vehicle kilometres by Iarnród Éireann remained constant over the years between 2010 and 2016 but the operated seat kilometres dropped each year between 2011 and 2014. This is because Iarnród Éireann implemented a fleet strategy which allowed them to maintain the number of services provided but reduce costs by matching more closely the number of carriages required to the number of passengers travelling. In 2015 and 2016 in line with passenger journey numbers growing they adjusted upwards the number of carriages used on various services thereby increasing the number of vehicle seat kilometres. In 2017 both their vehicle kilometres and seat kilometres dropped as a result of a number of factors namely two days of industrial action by Iarnród Éireann staff, a further two days when there was a large number of mostly intercity trains cancelled due to knock-on effects of Bus Éireann industrial action and two days of disrupted services due to ex- hurricane Ophelia along with a number of other minor events which disrupted operations.

Both bus operators changed the method used to calculate kilometres operated, and therefore seat kilometres operated also changed by Bus Éireann in 2014 and Dublin Bus in 2015. Following this change in calculation methodology Bus Éireann restated their 2013 vehicle kilometres operated and vehicle seat kilometres operated while Dublin Bus restated their 2014 figures. As a result the 2013 Bus Éireann vehicle kilometres operated and vehicle seat kilometres operated is not directly comparable with previous years. Similarly Dublin Bus 2014 figures are not directly comparable with previous years.

Table 3A: Annual Operated Vehicle Kilometres (millions)

Year/Operator	Dublin Bus	Bus Éireann	Iarnród Éireann	Luas
2010	56.50	38.08	15.95	2.897
2011	53.90	37.34	15.96	3.687
2012	52.10	37.34	15.96	3.835
2013	50.30	33.34*	15.967	3.544
2014	54.73*	32.94	15.965	3.667
2015	55.34	33.76	15.965	3.664
2016	55.32	35.74	15.955	3.490
2017	55.98	36.90	15.045	3.913

*In 2014 Bus Éireann and in 2015 Dublin Bus changed the method used to calculate the annual operated vehicle kilometres. As a result of this change Bus Éireann restated their 2013 annual operated vehicle kilometres while Dublin Bus restated their 2014 annual operated vehicle kilometres.

Table 3B: Percentage Change of Annual Operated Vehicle Kilometres (millions)

Year/Operator	Dublin Bus	Bus Éireann	Iarnród Éireann	Luas
2011	-4.6%	-1.9%	0.1%	27.3%
2012	-3.3%	0.0%	0.0%	4.0%
2013	-3.5%	3.7%*	0.0%	-7.6%
2014	-2.8%*	-1.2%	0.0%	3.5%
2015	1.1%	2.5%	0.0%	-0.1%
2016	0.0%	5.9%	-0.1%	-4.7%
2017	1.2%	3.2%	-5.7%	12.1%

*In 2014 Bus Éireann and in 2015 Dublin Bus changed the method used to calculate the annual operated vehicle kilometres. As a result of this change Bus Éireann restated their 2013 annual operated vehicle kilometres while Dublin Bus restated their 2014 annual operated vehicle kilometres. Therefore the comparison between 2012 and 2013 for Bus Éireann and between 2013 and 2014 for Dublin Bus reflects the percentage change before the restatement.

Table 3C: Annual Operated Vehicle Seat Kilometres (millions)

Year/Operator	Dublin Bus	Bus Éireann	Iarnród Éireann	Luas
2010	3,629.3	2,298.2	7,063.1	898.4
2011	3,475.0	2,260.4	6,677.6	1,143.1
2012	3,342.9	2,255.4	6,623.0	1,188.9
2013	3,222.8	2012.7**	6,398.0	1,098.8
2014	3516.56**	2,007.4	5,707.0	1,137.0
2015	3,523.6	2,116.0	6,123.2	1,135.8
2016	3,458.7	2,326.7	6,208.3	1,081.9
2017	3,536.5	2,453.6	5,961.4	1,213.0

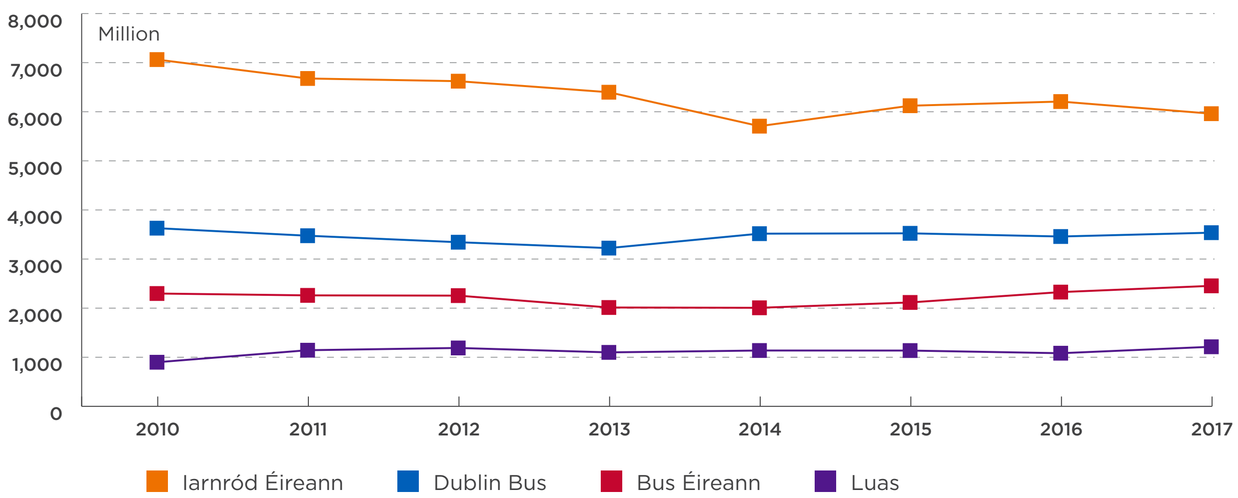
**See note under Table 3A above

Table 3D: Percentage Change of Annual Operated Vehicle Seat Kilometres (millions)

Year/Operator	Dublin Bus	Bus Éireann	Iarnród Éireann	Luas
2011	-4.3%	-1.6%	-5.5%	27.2%
2012	-3.8%	-0.2%	-0.8%	4.0%
2013	-3.6%	-3.8%**	-3.4%	-7.6%
2014	-3.3%**	-0.3%	-10.8%	3.5%
2015	0.2%	5.4%	7.3%	-0.1%
2016	-1.8%	10.0%	1.4%	-4.7%
2017	2.2%	5.5%	-4.0%	12.1%

**See note under Table 3B above

Figure 3.1: Annual Vehicle Seat Kilometres Operated 2010 -2017



4

Passenger Revenues

Passenger revenues for the operators are shown in Table 4A. The passenger revenues for Dublin Bus, Bus Éireann, Iarnród Éireann and Luas are made up of cash fare revenue, Leap revenue, and prepaid ticket sales (including Taxsaver tickets), as well as the free travel grant from the Department of Employment Affairs and Social Protection (DEASP). LocalLink revenues include cash and Leap fare revenue, prepaid ticket sales, free travel grant and contracted revenue which is revenue paid to LocalLink from agencies such as the Health Service Executive (HSE) or from community groups for the provision of specific bus services.

The passenger revenues reported in this chapter do not include the annual Public Service Obligation subsidy, which is outlined in Chapter 7. Passenger revenue only relates to contracted PSO services and does not include commercial sources (e.g. the Dublin Bus Airlink airport service or Bus Éireann Expressway services).

Passenger revenue growth is as a result of increased fares and/or increased passenger journeys. Significant fares increases were approved by the Authority for 2012 and 2013 to compensate for loss in PSO subsidy and these fare increases enabled the growth in passenger revenues despite passenger journeys falling slightly during this period. In 2014, 2015 and 2016 average fare increases were moderate and it was the growth in passenger journeys on the transport services which was the main contributor to passenger revenue growth.

Three out of four passengers had no fare increase in 2017 with a significant number of passengers having a fare reduction. In 2017 the driver of fare revenue growth was growth in passenger journeys. An increase of almost 7% in passenger journeys resulted in growth of over 5% in passenger revenues. As the use of Leap e-purse to pay for single journeys on the bus and rail network grows it has the effect of moderating passenger revenue growth due to the significant discount available. The Free Travel Grant from the DEASP has not increased since 2010 despite the increase in free travel passengers and this also has a moderating effect on the growth in passenger revenues.

Since 2010 the average growth rate in operators' passenger revenues is about 5% as can be seen in table 4B. In the earlier years the growth was driven by fare increases while in the past few years it is driven by growth in passenger journeys.

When looking at the operators on an individual basis there are some variations compared to the overall pattern. Revenues at Dublin Bus and Iarnród Éireann did not grow as strongly as their growth in passenger journeys might suggest in 2016 and 2017. This is due to passengers switching from paying with cash for single journeys to paying with Leap, which is up to 30% cheaper.

Bus Éireann passenger journeys grew by 6.3% in 2016 yet their passenger revenues grew by over 8% due to a slight increase in fares. As Leap is not fully rolled out on Bus Éireann their growth in revenues is not slowed by Leap to the same extent. However this is likely to change over the next few years as all Bus Éireann services will be Leap enabled. Revenues at Bus Éireann dropped 4.5% in 2017 as a result of 21 days of industrial action when no services operated. Like most instances where services do not operate for a considerable period of time, passengers will find alternate means of transport and some of the passengers will be slow to return or not return to an operator after prolonged industrial action.

Revenue growth continues to be strong on Luas where cash and Luas paper tickets are still favoured by many passengers. Luas had modest fare increases between 2011 and 2015, and have seen slightly higher fare increases in 2016 and 2017 than the other operators. In 2016 passenger revenues remained flat but this was due the closure of the red Luas line from Jervis to the Point for six weeks to facilitate Luas CrossCity works and to 12 days of industrial action when no services operated. Luas revenue growth was very strong in 2017 compared to 2016 due to 10% growth in passenger journeys, moderate fare increases, and weak returns in 2016.

The LocalLink figures include contracted revenue which has resulted in the increased passenger revenues each year since 2011. Contracted revenue is revenue paid to LocalLink from agencies such as the HSE or from community groups for the provision of specific bus services. It is this contracted revenue which is supporting the strong growth in the LocalLink passenger revenue from 2012 to 2016. While revenue growth continued in 2017 it was more moderate than in previous years.

Table 4A: Annual Passenger Revenue (€ millions)

Year / Operator	Dublin Bus	Bus Éireann	Iarnród Éireann	Luas	LocalLink*	Total
2010	€159.40	€63.97	€162.59	€40.43	-	€426.39
2011	€158.86	€62.66	€156.65	€43.66	€3.07	€424.90
2012	€172.13	€66.14	€157.91	€46.44	€4.00	€446.62
2013	€184.85	€69.51	€166.89	€47.89	€4.66	€473.80
2014	€194.43	€73.85	€174.52	€51.16	€5.19	€499.15
2015	€204.40	€77.79	€184.18	€54.37	€5.95	€526.69
2016	€211.71	€84.12	€193.67	€54.83	€6.88	€551.21
2017	€224.69	€80.35	€204.94	€61.99	€7.33	€579.29

*Figures include cash fares, plus contracted revenue collected.

Table 4B: Percentage Change in Annual Passenger Revenue

Year / Operator	Dublin Bus	Bus Éireann	Iarnród Éireann	Luas	LocalLink	Total
2011	-0.3%	-2.0%	-3.7%	8.0%	-	-0.3%
2012	8.4%	5.6%	0.8%	6.4%	30.3%	5.1%
2013	7.4%	5.1%	5.7%	3.1%	16.5%	6.1%
2014	5.2%	6.2%	4.6%	6.8%	11.4%	5.3%
2015	5.1%	5.3%	5.5%	6.3%	14.6%	5.5%
2016	3.6%	8.1%	5.2%	0.8%	15.6%	4.7%
2017	6.1%	-4.5%	5.8%	13.1%	6.5%	5.1%

Figure 4.1: Annual Passenger Revenues 2010 - 2017

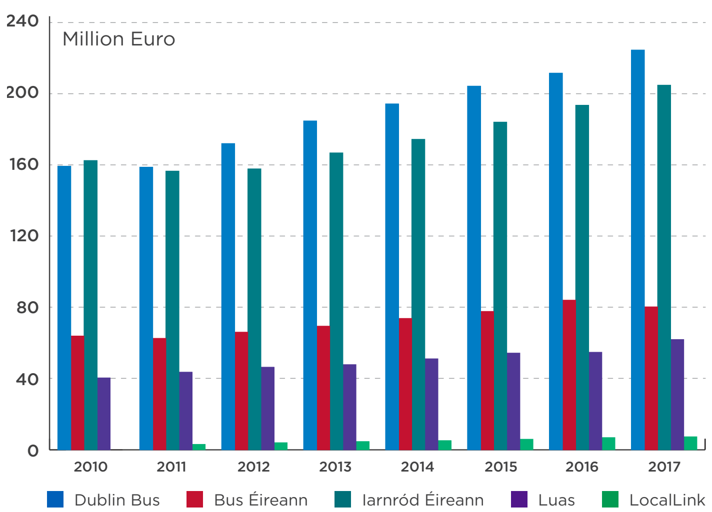


Figure 4.1 shows the annual passenger revenues for each of the operators. If this chart is compared with Figure 1.1 which showed passenger journeys by operator it can be noted that while Dublin Bus carries almost three times the number of passenger journeys compared to Iarnród Éireann their passenger revenues are quite similar. This is because Iarnród Éireann carries some of their passengers long distances and the fare charged is far greater than the fare charged by Dublin Bus, who in general carries their passengers a much shorter distance. This is similar to Bus Éireann and Luas, where Luas carried six million more passenger journeys than Bus Éireann but their revenues are only about three quarters of the Bus Éireann revenue. All Luas journeys are relatively short and therefore have low fares while Bus Éireann carries some of their passengers long journeys with much higher fares.

5

Passenger Revenues by Region

Table 5A, 5B and Figure 5.1 show the passenger revenue from 2013 to 2017 for the Dublin region and the growth over the past four years. Dublin Bus and Luas operate all their passenger services in the Dublin region while Iarnród Éireann DART and commuter services along with Bus Éireann Dublin commuter routes are included in the Dublin region here. Passenger revenues from Iarnród Éireann are not broken down by Dublin region and therefore the figures used in tables 5A and 5B are estimates only.

Total passenger revenues in this region have been growing steadily over the past four years with Iarnród Éireann passenger revenue showing strongest growth followed closely by Luas.

The total growth in passenger revenues shown in table 5B of almost 24% mirrors the growth in passenger journeys of almost 22%, in Table 2B, during the same period. This reflects the strong relationship between passenger revenues and passenger journeys. It also reflects the low fare increases over the past few years and the movement from cash fares to cheaper Leap fares.

Figure 5.1 clearly shows the dominance of Dublin Bus in the Dublin region with revenues greater than the other three operators combined.

Table 5A: Dublin Region Annual Passenger Revenues (€ million)

Year/ Operator	Dublin Bus	Bus Éireann Dublin Commuter	Iarnród Éireann DART & Dublin Commuter*	Luas	Total
2013	€184.85	€26.89	€64.20	€47.89	€323.83
2014	€194.43	€28.12	€68.78	€51.16	€342.49
2015	€204.40	€29.61	€73.58	€54.37	€361.96
2016	€211.71	€31.47	€80.94	€54.83	€378.95
2017	€224.69	€29.19	€85.21	€61.99	€401.07

*Estimated

Table 5B: Percentage Growth of Dublin Region Annual Passenger Revenues 2013 to 2017

Year/ Operator	Dublin Bus	Bus Éireann Dublin Commuter	Iarnród Éireann DART & Dublin Commuter*	Luas	Total Passenger Revenues
2013 to 2017	21.6%	8.5%	32.7%	29.4%	23.8%

*Estimated

Figure 5.1: Dublin Region Annual Passenger Revenues

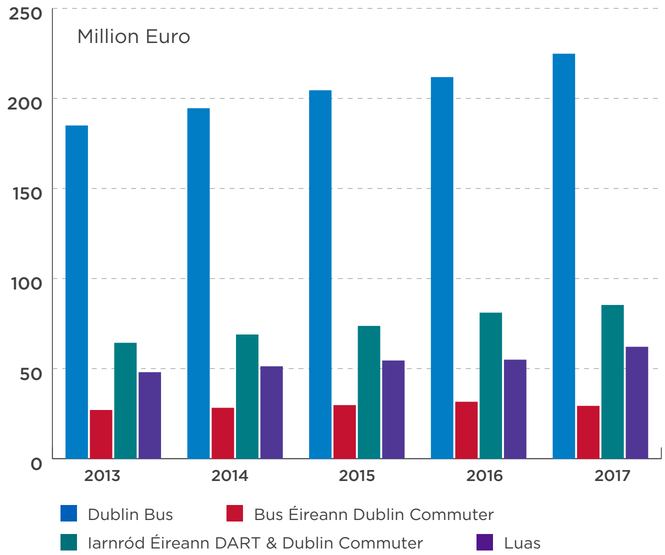


Table 5C and 5D show the breakdown of passenger revenues in selected areas outside the Dublin region. Most of the areas are served by Bus Éireann with Iarnród Éireann Intercity also providing services. All LocalLink services are included here even though a small number of their services operate in the Dublin region. Passenger revenues from all areas outside the Dublin region are less than 40% of the Dublin region passenger revenues. This is despite the fact that according to the CSO about 60% of the population of Ireland lives outside the greater Dublin area indicating a lower level of public transport usage throughout the country compared to Dublin.

While total passenger revenue grew in 2017 by 4.5% overall, the revenues for Bus Éireann were down slightly on 2016 mainly as a result of no services operating for 21 days during the year. Iarnród Éireann Intercity passenger revenues grew by 6.1% following a few years of more moderate growth. LocalLink revenue has grown strongly since 2014 with the addition of HSE services since then. Fare increases have been minimal over the past four years on all these services.

Passenger revenue growth outside Dublin was just over 16% between 2013 and 2017, somewhat less than the growth of almost 24% in the Dublin region. The passenger revenue growth outside Dublin is split between those areas where growth is close to average or above average and areas when growth is close to zero. The Bus Éireann city services in Cork, Galway and Limerick have had strong revenue growth driven by passenger growth and fare increases. However as passengers in those cities migrate to Leap in greater numbers revenue growth will be mitigated.

Both Waterford City and stage carriage services have seen their passenger revenues remain almost the same over the past five years. This is reflecting the drop in passenger journeys in these areas as shown in Table 2F. Waterford City Bus Éireann services have seen passenger journeys drop by almost 10% between 2013 and 2017, while stage carriage services have seen passengers drop slightly by less than 2%. Part of the drop in stage carriage passenger journeys can be attributed to a small number of stage carriage routes which were reclassified as city routes. However it is clear that a large part of the growth seen in passenger revenues in 2016 was reversed in 2017.

The strong growth in the cities of Cork, Galway and Limerick reflects the work done by the Authority in association with Bus Éireann in the reconfiguration of bus services to reflect the changing transport needs of the cities.

Table 5C: Annual Passenger Revenues Outside Dublin Region (€ million)

Year/ Operator	Bus Éireann Cork City	Bus Éireann Galway City	Bus Éireann Limerick City	Bus Éireann Waterford City	Bus Éireann Stage Carriage	Iarnród Éireann Intercity	LocalLink	Total
2013	€16.05	€5.08	€3.58	€0.97	€16.94	€100.55	€4.66	€131.78
2014	€18.20	€5.76	€3.90	€1.00	€16.89	€103.18	€5.19	€135.92
2015	€20.44	€5.94	€4.03	€0.98	€16.78	€107.83	€5.95	€141.51
2016	€22.71	€6.57	€4.34	€1.05	€17.99	€109.69	€6.88	€146.51
2017	€21.73	€6.69	€4.78	€0.96	€17.00	€116.37	€7.33	€153.12

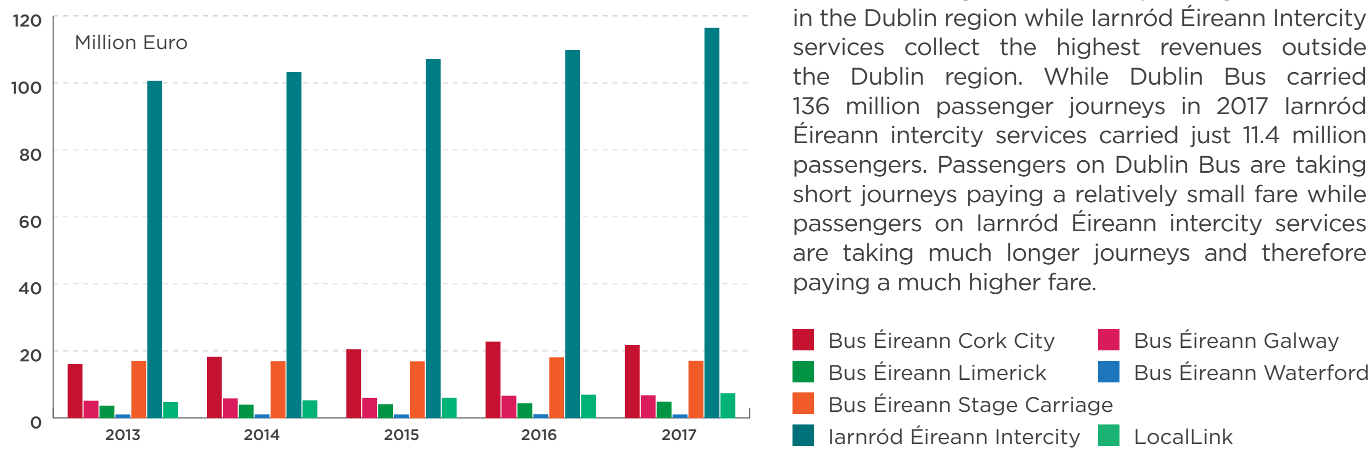
Table 5D: Percentage Change of Passenger Revenues Outside Dublin Region 2013 to 2017

Year/ Operator	Bus Éireann Cork City	Bus Éireann Galway City	Bus Éireann Limerick City	Bus Éireann Waterford City	Bus Éireann Stage Carriage	Iarnród Éireann Intercity	LocalLink	Total
2013 to 2017	35.4%	31.6%	33.4%	-0.7%	0.4%	15.7%	57.2%	16.2%

This growth in passenger revenues is due to both fare increases and strong passenger journey growth in these cities as outlined in tables 2D and 2F.

Passenger revenues on Iarnród Éireann intercity services have grown by 15.7% which is similar to passenger journey growth over the same period. This indicates that most of the growth in revenues came from additional passengers rather than an increase in fares. Fare increases on the Iarnród Éireann intercity network have been considerably less than on other public transport services over the past number of years. The low fare increases combined with cheaper web fares has kept revenue growth in line with passenger journey growth.

Figure 5.2: Annual Passenger Revenues Outside Dublin Region



It is clear from Figures 5.1 and 5.2 that Dublin Bus collects the largest amount of passenger revenues in the Dublin region while Iarnród Éireann Intercity services collect the highest revenues outside the Dublin region. While Dublin Bus carried 136 million passenger journeys in 2017 Iarnród Éireann intercity services carried just 11.4 million passengers. Passengers on Dublin Bus are taking short journeys paying a relatively small fare while passengers on Iarnród Éireann intercity services are taking much longer journeys and therefore paying a much higher fare.

Figure 5.3: Passenger Revenue Change by Segment 2013 to 2017

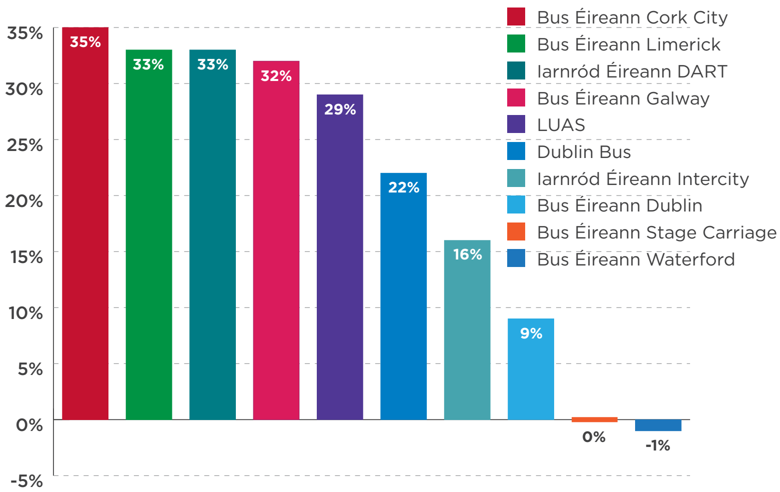


Figure 5.3 shows the passenger revenue change by segment between 2013 and 2017. This table is broadly similar to Figure 2.4 which showed the change in passenger journeys over the same period. The growth in passenger revenue is stronger than passenger journeys and this is accounted for by the increase in fares over this period. Financial data on Iarnród Éireann Cork commuter is not readily available and has been excluded from Figure 5.3.

Bus Éireann city services in Cork, Limerick and Galway along with Luas and Iarnród Éireann services in Dublin are showing strongest passenger revenue growth with Dublin Bus not far behind. At the lower end of the table Bus Éireann Stage Carriage and Waterford City services are showing no growth in revenues over this period.

6

Free Travel Scheme Revenue

The Department of Employment Affairs and Social Protection (DEASP) Free Travel Scheme is available to all persons aged 66 and over living permanently in the State. Some people under 66 may also qualify, such as carers in receipt of a Carer's Allowance and certain other persons in receipt of a Disability Allowance or Invalidity Pension.

Free travel under the Free Travel Scheme is available on many transport services including bus, train, tram and some ferry services. It is available on both PSO services and on a large number of commercial services. The DEASP spends in the region of €76m on the scheme each year. Funding for the scheme for PSO operators has remained stable since 2010 and has not responded to the significant increase in passenger journeys undertaken by Free Travel Scheme passengers and the significant growth in the population of those over 66 years of age.

Table 6A shows annual DEASP payments for the Free Travel Scheme. The CIÉ group which includes Dublin Bus and Bus Éireann PSO services and Iarnród Éireann receive a block grant each year and the CIÉ group divide the grant among the various operations. The differences in table 6A from one year to the next reflect timing differences in most cases, although in some cases deductions have been made from the payments when services did not operate due to industrial action.
The funding shown in table 6A is included in the passenger revenues in Chapters 4 and 5.

Table 6A: DEASP Revenue for Free Travel Scheme by Operator (€ million)

Year	Dublin Bus PSO services	Bus Éireann PSO services	Iarnród Éireann	Luas	LocalLink
2013	€20.45	€12.07	€14.60	€3.40	€1.5m
2014	€20.59	€11.98	€14.50	€3.91	€1.5m
2015	€20.59	€12.04	€14.63	€3.91	€1.5m
2016	€20.13	€13.29	€14.60	€3.91	€1.5m
2017	€20.59	€12.60	€14.60	€3.91	€1.5m

Over the past five years the number of people aged 66 years and over has increased by about 3% to 3.5% each year. This increase is reflected in the numbers availing of the Free Travel Scheme and Table 6B highlights that. Since 2013 the number of passenger journeys taken under the Free Travel Scheme has increased by almost 17% - as shown in table 6C

The fact that revenue received by transport operators for providing free travel has not increased in line with the number of passenger journeys taken means that these passengers are being subsidised by fare paying passengers and through the PSO subsidy.

Table 6B: DEASP Free Travel Scheme Passenger Journeys (million)

Year	Dublin Bus PSO services	Bus Éireann PSO services	Iarnród Éireann	Luas	LocalLink	Total
2013	23.07	8.84	4.53	3.47	0.83	40.74
2014	23.80	9.30	4.64	3.60	0.80	42.14
2015	23.97	9.22	4.62	3.86	0.77	42.44
2016	25.58	9.76	4.76	3.53	0.93	44.56
2017	28.11	9.80	4.87	3.67	1.11	47.55

Table 6C: Change in DEASP Free Travel Scheme Passenger Journeys 2013 to 2017

Year	Dublin Bus PSO services	Bus Éireann PSO services	Iarnród Éireann	Luas	LocalLink	Total
2013 to 2017	21.8%	10.9%	7.4%	5.7%	33.1%	16.7%

7

Public Service Obligation (PSO) Subsidy

Each year funding is provided for socially necessary but commercially unviable bus and rail services in Ireland. The Public Service Obligation (PSO) payments in respect of the bus and rail transport contracts since 2010 are set out in Table 7A. The operators provide these PSO services under contract to the National Transport Authority. The provision of PSO payments is governed in detail by both EU and Irish legislation. Regulation 1370/2007 is the EU wide legal framework governing the regulation of public bus and rail passenger services and sets out the methodology in terms of awarding contracts for service delivery and providing PSO compensation for the provision of such services. The funding of these PSO services is governed by public service contracts between the Authority and the relevant operator, subject to the level of exchequer funding available.

The bulk of the PSO funding goes to the three CIÉ companies namely Dublin Bus, Bus Éireann PSO services, and Iarnród Éireann. These companies were awarded public service contracts in 2009 with Dublin Bus and Bus Éireann for a period of five years and Iarnród Éireann for a period of 10 years. The contracts with the two bus companies were renewed in December 2014. These direct award public service contracts are operated on a net cost basis - the operators retain passenger revenues and also receive PSO subsidy payments.

A small number of additional public transport services are provided by other operators under a gross cost contract model. This is where the service provided results from a public tender competition. The cost of providing the service is fixed based on the tender and all fare revenue is transferred to the Authority. In 2017 there were three operators providing services following public tender competitions M&A Coaches Ltd., Andrew Wharton Coach Hire and Bernard Kavanagh & Sons Ltd.

The not-for-profit companies that provide services under the LocalLink Programme are grant-aided by the Government via the Authority. Significant change in the delivery structure for these services took place over the past few years. There are now 17 Transport Coordination Units (TCU) with the role of managing the programme at local level known under the brand name LocalLink.

Table 7A: PSO Subsidy Payments (€ millions)

Year	Iarnród Éireann	Dublin Bus	Bus Éireann	Locallink	Other Operators and Support costs	Total
2010	€155.14	€75.79	€45.22	€11.00	-	€287.15
2011	€148.69	€73.04	€43.41	€10.62	-	€275.76
2012	€166.42*	€74.77*	€36.87	€9.77	-	€287.83
2013	€127.03	€64.54	€34.36	€9.63	€0.03	€235.59
2014	€117.37	€60.04	€34.39*	€10.10*	€0.43	€222.33
2015	€98.11**	€57.70	€33.71*	€10.70*	€1.02	€201.24
2016	€133.06	€59.56	€40.84	€11.86	€3.57	€248.88
2017	€146.98	€53.96	€52.21	€13.70	€11.23***	€278.13

*Additional funds included in the above figures were made available to Iarnród Éireann in 2012, Dublin Bus in 2012, to Bus Éireann in 2014 & 2015 and to Locallink in 2014 and 2015.
**Iarnród Éireann received additional exchequer funds for their Infrastructure Management business which partly compensated them for a reduction in PSO subsidy payments to their Railway Undertaking business which receives the PSO subsidy payments.
***The payment of €11.23m in 2017 includes payment for the Gross Cost Operators, support costs and a once off payment €6.68m to TII for Luas CrossCity mobilisation costs.

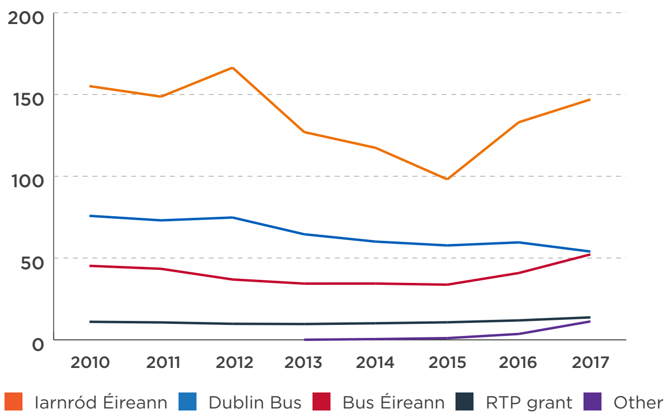
Table 7B: Percentage Change in PSO Subsidy Payments Each Year

Year	Iarnród Éireann	Dublin Bus	Bus Éireann	RTP grant	Other Operators and Support costs	Total
2011	-4.2%	-3.6%	-4.0%	-3.5%	-	-4.0%
2012	11.9%	2.4%	-15.1%	-8.0%	-	4.4%
2013	-23.7%	-13.7%	-6.8%	-1.4%	-	-18.1%
2014	-7.6%	-7.0%	0.1%	4.9%	1320.0%	-5.6%
2015	-16.4%	-3.9%	-2.0%	5.9%	139.8%	-9.5%
2016	35.6%	3.2%	21.1%	10.8%	249.6%	23.7%
2017	10.5%	-9.4%	27.8%	15.9%	222.0%	11.8%

Table 7B shows that the PSO payments increased by almost 12% in 2017 following an increase of about 24% in 2016. This increase of €77m, shown in Table 7A, over two years was the first increase since 2008. Despite this large increase over the two years the payment in 2017 is still €10m less than the 2010 payment.

It should be noted that the Dublin Bus payment dropped by over 9% or €5.6m in 2017. This was due to the growth in passenger journeys and the associated growth in passenger revenues. Under EU regulation 1370/2007 operators directly awarded public transport contracts are allowed earn reasonable profit but any higher level of profit is deducted from their annual subsidy payments.

Figure 7.1: PSO Payments 2010 to 2017

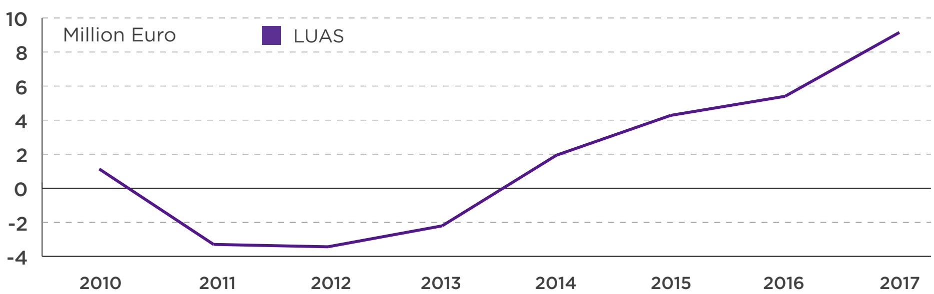


Luas experienced deficits between Luas revenue and operating costs between 2011 and 2013. In 2014 Luas operations returned a surplus of €1.94m and this has increased each of the last three years to €9.15m in 2017 as shown in Table 7C and Figure 7.2. Although Luas does not receive PSO funding from the Authority, the Authority has agreed to the balancing of any shortfalls from the TII's accumulated cash reserve (this reserve is the source of funding for the maintenance of the Luas network along with the Authority's capital grant funds.) While Luas returned a surplus in 2017 on its operating activities is should be remembered that all capital works such as the rail lines and the trams are funded by the exchequer.
In 2017 Luas received a once-off PSO grant of €6.68m towards Luas CrossCity mobilisation costs.

Table 7C: (Deficit) / Surplus on Luas Infrastructure Activities Before Interest, Tax and Depreciation

Year	Luas (€ millions)
2010	€1.13
2011	(€3.30)
2012	(€3.44)
2013	(€2.21)
2014	€1.94
2015	€4.28
2016	€5.40
2017	€9.15

Figure 7.2: (Deficit)/Surplus On Luas Infrastructure Activities, 2010 -2017



8

Total Number of Buses

The total number of buses that Dublin Bus and Bus Éireann own and/or maintain as part of their PSO services is outlined in Table 8A. Bus numbers shown are for Quarter 4 of the respective years. Bus numbers required by Dublin Bus and Bus Éireann have increased in recent years as passenger journey numbers have recovered and as a result of the establishment of steady state funding of replacement buses in the fleet. Both operators hire in additional buses to complement services on some routes but those buses are not included in the table.

Table 8A: Total Number of Buses

Year/Operator	Dublin Bus	Bus Éireann
Quarter 4 2010	1,023	400
Quarter 4 2011	940	460
Quarter 4 2012	914	443
Quarter 4 2013	907	453
Quarter 4 2014	919	453
Quarter 4 2015	943	475
Quarter 4 2016	967	517
Quarter4 2017	993	542

9

Age of Buses

The numbers in Table 9A reflect the average age of the bus fleets. It should be noted that the Dublin Bus figures may include a very small element of vehicles used for commercial purposes from 2010 to 2015. From 2016 onwards the average age refers to the Dublin Bus buses providing services included in the PSO Contract only.

For Bus Éireann the figures for 2010 refer to their PSO fleet, while between 2011 and 2016 the city fleet would be PSO only. Service Fleet includes stage carriage, Dublin commuter and some Expressway (Occasionally a vehicle could be used for PSO and commercial purposes and this can effect providing the average age of the PSO fleet only). In 2017 the average age refers to the Bus Éireann buses, both city and services fleet, providing services included in the PSO contract only.

Table 9A: Average Age of Operator's Fleet

Year/Operator	Dublin Bus	Bus Éireann (City fleet)	Bus Éireann (Services fleet)
Quarter 4 2010	6.8 years	4.8 years (PSO fleet)	4.8 years (PSO fleet)
Quarter 4 2011	7.7 years	6.4 years (PSO fleet)	5.5 years
Quarter 4 2012	7.5 years	5.6 years (PSO fleet)	5.4 years
Quarter 4 2013	7.5 years	5.4 years (PSO fleet)	6.1 years
Quarter 4 2014	7.6 years	6.4 years (PSO fleet)	7.4 years
Quarter 4 2015	7.5 years	6.3 years (PSO fleet)	6.7 years
Quarter 4 2016	7.5 years	6.3 years (PSO fleet)	7.4 years
Quarter 4 2017	7.2 years	7.3 years (PSO fleet only)	

10

Rail Network Changes

The major changes that have occurred to both the Iarnród Éireann and Luas network over the last number of years are outlined in Tables 10A and 10B.

Table 10A: Iarnród Éireann Network Changes

Line extensions / re-openings/suspensions	Date
Cork Suburban Rail: Cork to Midleton - Opened	July 2009
Western Railway Corridor: Ennis to Athenry – Re-opened	March 2010
Rosslare to Waterford - Passenger Services Suspended	September 2010
Dublin Suburban Rail (Western Commuter):	7.5 years
Clonsilla to M3 Parkway - Opened	September 2010
Kildare line services commence using the Phoenix Park Tunnel (peak only, Mon – Fri)	November 2016

Table 10B: Luas Network Changes

Line extensions	Date
Red Line: Connolly to Docklands - Opened	December 2009
Green Line: Sandyford to Brides Glen - Opened	October 2010
Red Line: Belgard to Saggart - Opened	July 2011
Green Line: St Stephen's Green to Broombridge - Opened	December 2017

11

Operating Fleet with Wheelchair Accessibility

With low-floor wheelchair accessible buses, access to part or all of the passenger area is direct from the bus stop apron. This enables easier access for wheelchair users and those with limited mobility. Accessing low floor buses also requires that appropriate bus stop infrastructure, for instance kerbs of a specific height, are in place.

Dublin Bus and Bus Éireann's urban bus fleets are fully wheelchair accessible, as can be seen in Table 11A. These fleets comprise single and double decker buses appropriate for short commuter journeys, which are fitted with ramps to facilitate wheelchair users.

Bus Éireann's rural and intercity bus services primarily use coaches because those services involve much longer journeys for customers. As coaches are designed to have storage facilities close to ground level with seating above that, the only way of facilitating wheelchair users is by the use of a lift. The wheelchair lifts, which raise the passenger above the steps and into the coach corridor area, are not as readily suitable for wheelchair access as low-floor buses, but they still contribute towards the overall accessibility of the fleet. All new replacement buses purchased are accessible although in a small number of cases a non accessible bus may be cascaded from their commercial fleet. It is planned that over the next number of years all Bus Éireann buses which are not accessible will be removed from the fleet.

The Luas fleet of trams is all wheelchair accessible. While the Iarnród Éireann fleet of trains is fully wheelchair accessible, their trains require a ramp to enable boarding from the platform to the train carriages. A special portable ramp is used for this purpose and these are currently available at staffed stations and on board some trains or by calling Iarnród Éireann in advance of travel.

Table 11A: PSO Operating Fleet that are Wheelchair Accessible

Year/Operator	Dublin Bus	Bus Éireann (Regional City fleet)	Bus Éireann (Coach fleet)	Iarnród Éireann	Luas
2013	100%	100%	56%	100%	100%
2014	100%	100%	65%	100%	100%
2015	100%	100%	80%	100%	100%
2016	100%	100%	80%	100%	100%
2017	100%	100%	78%	100%	100%

12

Gross Cost Contract Operators

In May 2013 following a competitive tender competition the Authority awarded the first gross cost public transport service contract for the provision of bus services to M&A Coaches Ltd. In a gross cost contract the cost of providing the service is fixed based on the tender and all fare revenue and Free Travel Scheme revenue from the DEASP is transferred to the Authority. The Authority sets the fares on these services as they do on all PSO funded services.

Since May 2013 M&A Coaches Ltd. operate Route 828 return services between Cashel and Portlaoise. The service was retendered in 2016 when M&A Coaches Ltd. was again successful in the tender competition.

Route 975 between Cavan and Longford was tendered in 2014 and Whartons Travel Ltd. was chosen as the operator. When this route was retendered in 2016 there was an increase in the number of services per day from three to five in each direction. Andrew Wharton Coach Hire was successful in the 2016 competition for this route.

In 2015 Bernard Kavanagh & Sons Ltd and Bus Éireann were successful in a tender competition to operate different elements of Route 817 which operates between Kilkenny and Dublin (return) via Castlecomer and from Naas to Castlecomer (return). These routes supplement the commercial bus service provided by JJ Kavanagh on Route 717 (Clonmel – Kilkenny – Dublin – Dublin Airport). The term of the contract for Route 817 (Castlecomer-Naas) operated by Bus Éireann expired in December 2016. However, following a review of the service, it was decided not to re-tender this service due to very low passenger numbers. The other element of the route between Kilkenny and Dublin via Castlecomer was retendered at that time and Bernard Kavanagh & Sons Ltd was again successful in winning the tender competition.

The PSO subsidy paid to the operators of these three gross cost contracts amounts to just over 0.1% of the total PSO allocated to bus operators.

Table 12A shows the PSO subsidy paid out on these routes which is the tendered cost for operating the route less passenger fares and DEASP payments for the free travel scheme. It also outlines passenger journeys, including the percentage of passenger journeys by free travel pass holder, the number of buses used along with their age and whether the buses are wheel chair accessible or not.

Note that there were no payments by the DEASP for the free travel scheme in 2013 or 2014 on these routes.

Table 12A: Details of Gross Cost Contract Routes

M&A Coaches Ltd	Route 828				
	Part Year 2013	2014	2015	2016	2017
Passenger journeys	2,555	6,499	9,519	15,218	19,594
Net Subsidy Payment	€31,562	€146,704	€139,023	€127,140	€121,663
Numbers of buses	2	2	2	2	3
Average age of buses	6.5	7.5	8.5	9.5	9.5
Buses wheelchair accessible	50%	50%	50%	50%	33%
Percentage of Free Travel Pass passenger journeys	N/a	N/a	49%	42%	62%

Whartons Travel Ltd 2014 to September 2016. Andrew Wharton Coach Hire September 2016 to date	Route 975			
	Part Year 2014	2015	2016	2017
Passenger journeys	8,919	26,305	32,562	36,013
Net Subsidy Payment	€27,227	€57,203	€77,124	€140,170
Numbers of buses	1	1	2	2
Average age of buses	8	9	10	8.5
Buses wheelchair accessible	100%	100%	100%	100%
Percentage of Free Travel Pass passenger journeys	N/a	40%	40%	37%

Route 817	Bernard Kavanagh & Sons Ltd			Bus Éireann (Gross Cost Contract)	
	Part Year 2015	2016	2017	Part Year 2015	2016
Passenger journeys	1,750	6,287	8,270	185	605
Net Subsidy Payment	€36,918	€92,500	€79,553	€22,778	€60,653
Numbers of buses	1	1	1	1	1
Average age of buses	9	10	2	9	10
Buses wheelchair accessible	100%	100%	100%	0%	0%
Percentage of Free Travel Pass passenger journeys	65%	64%	56%	42%	44%

Údarás Náisiúnta Iompair
National Transport Authority

For Further Information:

Media enquiries:
Dermot O'Gara
T: +353 0 1 8798346

Statistical enquiries:
Charlie Brophy
T: +353 0 1 8798393

National Transport Authority
Dún Scéine
Iveagh Court
Harcourt Lane
Dublin 2
D02 WT20