



Údarás Náisiúnta Iompair  
National Transport Authority

# Proposal to Directly Award a Public Bus Service Contract to Bus Éireann in 2019

## 1. Consultation Paper

October 2018





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# 1. Introduction

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## 1.1 Overview

The National Transport Authority (the “Authority”) is proposing (i) to enter into another direct award contract with Bus Éireann in 2019 and (ii) to amend that contract in 2021 to reduce the services within that contract by up to 10% and (iii) provide the removed services through a separate contract following an open tender process.

This paper sets out, for the purposes of consultation, the rationale for the Authority’s proposal in relation to the direct award to Bus Éireann of a new contract to operate certain Public Service Obligation bus services outside the Dublin city area from December 2019 and the Authority’s proposal to competitively tender for operators to provide a subset of these bus services in 2021. A direct award contract is one awarded to an operator without competitive tendering, as permissible under national and European Union legislation.

## 1.2 Background

The provision of a good quality frequent bus service, properly integrated with other forms of public transport, is of vital importance to the economic growth and social well-being of the country as a whole. Buses provide access to workplaces, commercial and retail centres, and are particularly important to those without access to a car. Buses have an important social function in linking communities to each other and to the services they require. Finally, a good quality bus service should encourage more people to travel by bus in preference to the car, reducing the environmental impact associated with car travel.

To address the fact that certain bus services may be socially necessary but not commercially viable the state is allowed under European and national law to subsidise contracts which require operators to deliver, what are called, Public Service Obligations (PSO) services.

Current Public Service Obligation bus services outside the Dublin city region are mainly provided by Bus Éireann under a direct award contract with the National Transport Authority.

The Authority has also contracted with a number of private companies such as M&A Coaches Ltd, Whartons Travel Ltd, Bernard Kavanagh & Sons Ltd, and Bus Éireann, to provide PSO services across the state. In addition, the Rural Transport Programme provides PSO services primarily through tendered contracts.

In 2013, the National Transport Authority decided to award a further direct award contract to Bus Éireann for a period of five years from December 2014.

The 2014 direct award contract included a provision to remove approximately 10% of services in the contract and competitively tender them during the lifetime of the contract. Two tender competitions took place for services included in the 2014 Direct Award contract. The first competition was for the operation of services in Waterford city and resulted in the award of a contract to Bus Éireann, which is due to commence in late 2018. The second competition was for the operation of Dublin Commuter services on the Kildare to Dublin corridor and resulted in the award of a contract to Go Ahead Dublin, which is due to commence in early 2019.

The 2014 direct award contract for the remainder of Bus Éireann PSO services is due to expire on 30<sup>th</sup> November 2019.

The Authority must now consider how to provide public bus passenger services outside Dublin following the expiry of the current contract. The options to be considered are whether to award another direct award contract to Bus Éireann or to competitively tender all of the Bus Éireann public bus services or pursue a combination of tendering some services and a reduced size direct award contract for remaining services. The appropriate durations for any new directly awarded or competitively tendered contracts also need to be considered.

This report examines options in detail and highlights the key issues involved in reaching a decision on a recommended proposal for the bus market outside Dublin.

This report concludes with

- A proposal to directly award the contract to Bus Éireann for the operation of all public bus services outside Dublin from December 2019, along with
- A proposal to commence competitively tendering a 10% portion of the public bus service market outside Dublin in 2019/2020 with the target of a contract for those services being in place from 2021 onward.

The Authority has also undertaken a review of the operation of the public bus services to which the 2014 direct award contract relate and has examined the contract options in an accompanying technical report. These reports are available during this consultation period.

### 1.3 Legislative background

In 2007 **EC Regulation 1370/2007 – on public passenger transport services by rail and by road** was adopted. The Regulation creates a framework regulating how Member States award exclusive rights and pay compensation for transport services which include Public Service Obligations (PSO).

The purpose of the Regulation is to ensure transparency in the award of subvention for public transport services by requiring all PSO transport services to be subject to contracts.

In preparation for EC Regulation 1370/2007 Ireland progressed legislation in two stages, the first involving the enactment of the **Dublin Transport Authority Act 2008 (DTA Act)** and the second involving the **Public Transport Regulation Act 2009 (PTR Act)**.

The result of the enactment of these two Acts was the establishment of the National Transport Authority one of whose principal functions is to “... *secure the provision of public passenger transport services*” (section 11(1)(e)(i) of the Act of 2008) by means of entering into public transport services contracts (section 48). In relation to the provision of public bus services, that section stipulates that the Authority has to do so either by means of directly awarded contracts or following a competitive tendering procedure. However, in relation to the services then being operated by Dublin Bus and Bus Éireann, the Act put an obligation on the Authority to enter into directly awarded contracts with the two companies for a period of 5 years (section 52).

These first directly awarded contracts were signed between the Authority and the two bus operators on 1<sup>st</sup> December 2009. The second set of Direct Award contracts, signed in December 2014, saw the removal of 10% of the services for competitive tendering within the life of the contract. The contracts meet the current criteria set down in EU law, setting standards of operational performance and customer service and containing penalties for under-performance.

On expiry of the current direct award contract in 2019, the Authority must have regard to the provision of Section 52(6)(c) in determining whether it can enter into a subsequent direct award with Bus Éireann, which provides:

*(i) Subject to subparagraph (ii), the Authority may enter into direct award contracts subsequent to those which the subsection (3) applies.*

*(ii) Where the Authority proposes to enter into direct award contracts subsequent to those referred to in subsection (3)(a), it may only do so where it is satisfied that the continued adequacy of the public bus services to which the contracts relate can only be guaranteed in the general economic interest by entering into such direct award contracts.*

Regulation 1370 also places an obligation on the Authority to ensure that “... at least one year before the launch of the invitation to tender procedure or one year before the direct award” that a notice is placed in the Official Journal describing the type of award envisaged and the services and areas potentially covered by the award (Article 7(2)).

Where the Authority proposes to enter into a new direct award contract, section 52(6) of the 2008 Act states that “...it shall invite and consider submissions from the holder of the direct award contract in question and from any other interested parties, including users of the public bus passenger services that are the subject of the contract.”.

## **1.4 Extent and variety of services in Bus Éireann’s current contract**

Bus Éireann operates throughout the state. Its services include

- subsidised public transport services under its current direct award contract with the Authority;
- commercial services, under its Expressway brand, that are licensed by the Authority, and
- school transport services on behalf of the Department of Education and Skills, by way of an administrative arrangement with that Department:

The services provided under its contract with the Authority are quite varied, with significantly different characteristics.

Rural services are spread throughout the country’s rural areas; these services link towns and villages. City services in Cork, Galway, Limerick and Waterford are very similar to the services provided by Dublin Bus. Their Commuter services bring people to and from cities from mid-range distances and include a significant operation delivering commuters into

Dublin city each day. Finally, Bus Éireann operates a number of town services – examples include Dundalk, Tralee and Athlone. The services provided in Waterford city will be provided not in the Direct Award contract but in a separate contract that followed an open procurement process.

Arising from all their various operations, all major Bus Éireann bus depots are currently shared (Public Service Obligation buses, commercial Expressway services and school services use the same depots).

## **1.5 Objectives**

The objectives of the Authority in entering into any public bus services contract are to:

- i. Ensure the provision of high quality and accessible bus services at best value for money to the Exchequer;
- ii. Enable strong monitoring of, and enforcement of compliance by, the contracted operators with the terms of their contracts;
- iii. Improve the customer experience of public transport;
- iv. Ensure public transport integration is not compromised; and
- v. Be compliant with the Dublin Transport Authority Act 2008, the Public Transport Regulation Act 2009, EC Regulation 1370/2007 and EU procurement requirements.

## 2. Consideration

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### 2.1 Assessment Stages

An assessment of Authority options in relation to the procuring of bus services under public bus service contracts in 2019 has been undertaken.

The assessment stages have been:

- Identification of the key requirements of any future bus services contract;
- Examination of how best to ensure continued public transport integration;
- Examination of strategic options for contracting bus services outside Dublin, including options for segmentation;
- Consideration of any potential impacts in relation to the incumbent operators and market entrants;
- Review of legal issues;
- Review of wider bus developments in the regions on the contracting strategy;
- Review of customer satisfaction levels;
- Review of operation of the current direct award contract, and
- Development of proposals in relation to the scope of tendered and or direct awarded contracts in December 2019.

### 2.2 Summary of operational and financial performance

The Authority has reviewed the operation of the current contract covering the period from award in December 2014 up to end 2017. In that period, the Authority introduced revised methods of measuring operator performance in relation to reliability, punctuality and customer service quality on a phased basis.

PSO contract performance over the period 2015 to 2017 is set in more detail in Section 3 of the report “Performance of the Bus Éireann Direct Award Contract”.

Overall, Bus Éireann achieved a generally good level of compliance with the required reliability and punctuality performance obligations over the three year period 2015 to 2017 when looking at the services in total, although 2017 was a more challenging year. However, performance on individual routes in the Eastern region has been poor in recent times.



It has also performed less well against customer service quality indicators, in particular revised and updated indicators based on the results of NTA commissioned mystery shopper surveys.

Over the period, in-service vehicle kilometres operated increased by 6%, passenger numbers increased by 3% and revenue rose by approximately 3%. The cost of operating the services rose by €10.8m or 9%. The compensation paid by the NTA to subsidise the operation of services has increased by €18.5m or 54% between 2015 and 2017. The cost per kilometre operated has increased by €0.64 or 18%.

Year	Total Vehicle Km Operated [Millions] <sup>1</sup>	Passengers Carried [Million]	Revenue Collected [€Million]	Cost of operations [€Million]	Cost/km	Compensation Paid [€Million]
2015	33.8	30.2	€80.1	€118.2	€3.49	€33.7
2016	35.7	32.1	€86.4	€128.1	€3.99	€41.9
2017	35.9 <sup>2</sup>	31.1	€82.5	€128.6	€4.13	€52.2

Bus Éireann has faced significant financial challenges in the last number of years primarily associated with the losses on the commercial Expressway services. Since that period, the company has introduced a number of cost-saving measures which will reduce the operating cost of their PSO services significantly and reduce the cost per km below the figure for 2017. The resultant savings in PSO cost is being reinvested by Bus Éireann and the NTA in reductions in fares, increased service levels and other operational improvements.

## Review of Recent Tender Competitions

The Authority is carrying out a detailed assessment of the results of the recently completed tender competition for Bus Éireann services. At this stage, there is one issue that would be of concern if further open tendering is to be considered i.e. lack of access to existing bus depots in CIÉ and no immediate proposals by NTA to provide depot facilities.

<sup>1</sup> Total Vehicle Kms operated – PSO routes only

<sup>2</sup> Automatic Vehicle Location Data supplemented by ticketing verification data utilised from Q3 2017, excludes strike days and Storm Ophelia

Both competitions for Waterford and the Dublin commuter services attracted high level of interest and tenders from indigenous and international operators. The tendered price offered by Bus Éireann was very competitive in both competitions and it is unlikely that much value could be achieved when looking at price alone. However the quality of service provision in terms of reliability and punctuality has not been improving in the last direct award contract and competitive tension should continue to be applied to drive up the quality of service for all customers. Recent reports have indicated that the KPIs on service quality are improving but this needs to be sustained before the Authority can fully rely on it.

The total costs of the facilities being provided by Go-Ahead, Bus Éireann and the NTA to facilitate the tendered services as well as the cost of the competition have to be offset against the possible savings from Go-Ahead and Bus Éireann operations to see whether additional value could be achieved from further tendering of bus services.

## **Customer Satisfaction**

The Authority carries out a biannual customer satisfaction survey which measures satisfaction levels across all subsidised public transport operators and identifies issues that impact on customer satisfaction.

Reliability, punctuality and frequency were strongly viewed as key factors in the provision of a good quality of service. A minimum frequency of service and ensuring a commitment to such a service via strong contractual conditions, as well as ensuring flexibility of a service and its capacity to respond to changes in demand, were regarded as essential.

Bus Éireann has achieved a high level of satisfaction in a recent customer survey with 41% very satisfied and 42% fairly satisfied, an overall satisfaction rate of 83% which is two points lower than the Autumn 2017 rating. Reliability, frequency and punctuality customer satisfaction scores were 81%, 86% and 89% respectively which indicates a reasonably high perception of quality on these measures. However across these metrics, they are about 10% lower than Dublin Bus and therefore there is room for improvement on the customer perception of these KPIs. The Performance report also shows that Bus Éireann could improve significantly on these key performance metrics.

In looking at the overall satisfaction across the different service offerings of Bus Éireann, Limerick city services has the lowest satisfaction rating of 72%, Galway city at 74%, Cork city 83%, Stage Carriage at 88% and Dublin Commuter and Waterford city services at 91%. The KPI that brought Limerick's satisfaction rating down was related to reliability.

On the basis of raising customer satisfaction levels, Limerick and Galway city should be considered for tender competition, however there are other considerations.

## **2.5 Integration**

Customers strongly advocate better integration including expansion of the real time and Leap card initiatives. Integration of modes through better network planning and timetable connections was another other strong theme.

The experience of the recent tender process highlights that there is significant effort and cost required to maintain the integration of services in a multi-operator environment.

## **2.6 Economic Environment**

The Authority commenced the assessment of the Direct Award contract this year. Bus Éireann has just come through a significant restructuring of their business following being close to bankruptcy. The Authority acknowledges the efforts of Bus Éireann in this regard and recognises that it would not be appropriate to tender all of Bus Éireann services.

## **2.7 Bus network reorganisations and the direct award contract**

Early in the lifetime of the new direct award contract, and once the final bus network reorganisation plans are confirmed, the Authority will need to work with Bus Éireann to amend or revise routes and service levels in Cork and Galway to agree with those in the network reorganisation plans for these cities. This will require the Authority to negotiate a series of contract service variations with Bus Éireann.

In negotiating these contractual variations the Authority will need to be cognisant of three aspects in particular (1) the variation price Bus Éireann proposes to charge for the change, and whether the required variation can be implemented by Bus Éireann in a manner that provides good value for money to the Authority, (2) the ability of Bus Éireann to commit to the performance requirements for the service, including reliability punctuality, regularity and customer service quality and (3) the timescale for implementation of the variation, and (3) whether it can be delivered in a manner that fits in with the overall Bus Connects network implementation programme.

If in the opinion of the Authority either route or service level variation costs or implementation timescales proposed by Bus Éireann appear to be excessive, or the ability and commitment

of Bus Éireann to meeting required performance standards is in doubt, the Authority reserves the right to competitively tender the services in question, in order to expedite the delivery of the network reorganisations in a timely and cost effective manner.

The scale of the changes to bus services anticipated in the regional cities bus network reorganisations, including the potential introduction of entirely new bus routes in some areas, means that certain bus routes may be competitively tendered to supplement those services that will remain in a direct award contract to Bus Éireann. It is not anticipated that this will result in a diminution of the overall scale of the bus network that will be operated by Bus Éireann in regional cities.

## **2.8 General Economic Interest**

Section 52(6)(c)(ii) of the Dublin Transport Authority Act 2008 requires that the Authority must be “*satisfied*” that the continued adequacy of the public bus passenger services can “*only be guaranteed*” in the general economic interest by entering into a subsequent direct award contract.

The key advantages associated with competitive tendering of public transport services arise from the effects of competitive pressures and market discipline. By putting a service out to tender, market forces are brought to bear to reveal the most economically efficient provider, thereby leading to lower costs. An enhanced level of customer service quality can also feature as an element of the contract award criteria. Additionally, the presence of a number of operators in a market allows for benchmarking of performance.

Experience from a range of countries supports the contention that competitive tendering of public bus services yields benefits. The results regarding an initial move to competitive tendering are encouraging, although with a cautionary finding that second and subsequent awards, while still offering cost benefits, can lead to increased unit costs from the first tender. While some of the observed increases can be attributed to developments which would be evident in the scenario without tendering (such as fuel and other cost increases) at least some of the increases represent an erosion of the initial gains through market evolutions such as authorities becoming more specific in their requirements and bidders becoming more experienced. However, the clear finding of the literature is that enhanced value for money is available through a move to competitive tendering.

A further benefit put forward for moving to competitive tendering relates to the potential for enhanced customer service levels. There is evidence of service improvements following competitive tendering.

The Authority considers that it is in the general economic interest to incentivise Bus Éireann to improve performance on the existing Direct Award by competitively tendering up to 10% of their current services.

Bus Éireann is involved in delivering subsidised services across a very wide geographical area. In 2017, 31 million passengers journeys were carried. This is obviously a major market, and the strategic importance of the functioning of that market to regional and national economic performance has been to the forefront of the Authority's consideration. The costs and risks arising from an ill-considered competition are substantial. Consequently, care must be taken in progressing even if the changes are well proven in other jurisdictions.

Tendering the entire market in one contract is not seen as prudent and would not accord with international practice for market competitions. Furthermore, the re-structuring of many services is on-going and the interface with rural transport services is currently being established, all of which are assisted by having a knowledgeable incumbent. The Authority considers it is in the public interest to leave Bus Éireann with a scale of operation which remains efficient for the company's resources and overheads.

Consequently the Authority has determined that further tendering up to 10% of the market presents little, if any, risk to Bus Éireann's overall operations while giving the opportunity to improve efficiency and customer service.

## **2.9 2019 Contract award proposal**

The Authority proposes to directly award to Bus Éireann the contract for the operation of the PSO bus services outside the Dublin metropolitan area that are currently operated by Bus Éireann under direct award contract with the Authority, with the exception of those bus services in Waterford City and the Dublin Commuter area which were recently competitively tendered and awarded to Go-Ahead Ireland.

It is proposed to enter into a direct award contract with Bus Éireann for a further five year period from 1<sup>st</sup> December 2019 up to the end of November 2024, with the exception of the following routes serving the Dublin commuter area:

- Route 101, 101X, 132 and 133 (Linking east coast towns and Dublin)



- 101: Dublin - Dublin Airport - Balbriggan – Drogheda
- 101X: Dublin – Drogheda – Termon Abbey
- 132: Dublin - Baltinglass - Tullow - Ballon - Kildavin – Bunclody
- 133: Dublin Airport - City Centre - Ashford – Wicklow - Gorey
- Routes 103, 103X, 105 and 105X (Linking Ashbourne, Dunshaughlin and Dublin)
  - 103: Dublin - Ashbourne - Ratoath - Tayto Park
  - 103X: Dublin - Coolquay - Ratoath – Fairyhouse
  - 105: Drogheda - Ashbourne - Ratoath - Blanchardstown
  - 105X Dublin - Fairyhouse - Ratoath - Ashbourne

These routes will be included in a December 2019 direct award contract, but with the proviso that the Authority would remove them from the direct award contract and competitively tender them as soon as practicable after December 2019.

In making this proposal the Authority has taken into account:

- (1) The need for sufficient time to review the performance of the competitively tendered contracts to be awarded to Go-Ahead Ireland and Bus Éireann, for which services are due to commence operation in early 2019, and to compare their performance with the Bus Éireann direct award contract.
- (2) A major reorganisation of the bus network in Cork and Galway is proposed by the Authority for implementation in 2020 and beyond. Due to the need to consult with bus users on the new networks, it is not anticipated that the changes will be finalised and specified in detail in advance of the date by which the Authority will award the 2019 contract. For this reason the Authority is likely to award a contract for the operation of the routes broadly in line with the current Bus Éireann network. After contract award, and once the revised bus networks are finalised, the Authority will need to negotiate changes in the contract that take account of the revised bus networks.
- (3) The need for improved operational performance on certain routes, in relation to punctuality, lost kilometres, customer comments or the percentage of AVL data provided. Performance has been particularly sub-standard in the Dublin Commuter area, although issues have also arisen in recent months in certain regional cities and Cork city in particular.

In the case of (2) above, the Authority considers that there is some financial risk to it in any negotiation, post contract award, with a bus operator over the cost of service variations of the scale contemplated by bus network reorganisation plans. These risks could be larger in

the case of a bus operator who has tendered for the operation of a network that is then substantially re-specified shortly after contract award.

In the case of (3) above, in addition to the routes listed above, the Authority may also remove certain other poorly performing routes for competitive tender after direct award in December 2019, unless there is significant improvement in operational performance.

## 3. Proposal for this Public Consultation

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### 3.1 Conclusions for Public Consideration

The provisions in the Dublin Transport Authority Act 2008 as amended by the Public Transport Regulation Act 2009 create a high threshold of test for not opening up the bus market to competition. The Authority considers that the general economic interest would be best served in the coming 5 years by Bus Éireann retaining a substantial proportion of services but not all services. There is value in introducing competition in bus services market outside Dublin while maintaining a smaller Direct Award Contract. The Authority's research of international experience indicates that there is likely to be a cost saving associated with tendering of bus services.

The Authority considers that tendering in the order of up to 10% of the services would be a scale that would encourage good competition at tender stage and would provide a satisfactorily sized operation for on-going benchmarking with Bus Bus Éireann. It would also leave 90% of current services with Bus Éireann, a manageable downsizing to be planned for and achieved by that company. Furthermore, Bus Éireann could compete in the tender competition if they wished and they have been successful in the recent competition for Waterford.

The requirements regarding tender notification in EC Regulation 1370/2007 are that one year has to elapse from the point of decision before actual tendering can commence. This means that, assuming a final decision of the Authority this coming November 2018, the earliest date when competitive tendering can occur will be in November 2019. Therefore the realistic target date for the conclusion of contract award/s and the mobilisation of services by operator/s is 2021.

## 3.2 Specific Service Proposals

The Authority is obliged to carry out a statutory consultation exercise at a time when it has determined the proposed nature and extent of another proposed direct award contract

This paper has set out, for the purposes of consultation, the background to the Authority's proposal in relation to the direct award to Bus Éireann of a new contract to operate Public Service Obligation public bus services outside the Dublin area from December 2019, and the rationale behind this proposal. In considering the proposals below the public may wish, in conjunction, to read the other papers which the Authority is making publicly available during the consultation period.

**A new contract for the operation of all services outside the Dublin area will be awarded to Bus Éireann on 1st December 2019 for the operation of bus services set out in Appendix 1.**

**The duration of the Direct Award contract will be for a period of five years until 30<sup>th</sup> November 2024, except for up to 10% of the services.**

**The quotient of services will only remain within the Bus Éireann Direct Award contract for a maximum of two years, until 2021 at latest. The Authority will tender these with the objective of commencement of operation by the winning tenderer in 2021.**

**The services for tendering will be drawn from a combination of the following:**

- **Route 101, 101X, 132 and 133 (Linking east coast towns and Dublin)**
  - **101: Dublin - Dublin Airport - Balbriggan – Drogheda**
  - **101X: Dublin – Drogheda – Termon Abbey**
  - **132: Dublin - Baltinglass - Tullow - Ballon - Kildavin – Bunclody**
  - **133: Dublin Airport - City Centre - Ashford – Wicklow - Gorey**
- **Routes 103, 103X, 105 and 105X (Linking Ashbourne, Dunshaughlin and Dublin)**
  - **103: Dublin - Ashbourne - Ratoath - Tayto Park**
  - **103X: Dublin - Coolquay - Ratoath – Fairyhouse**

- **105: Drogheda - Ashbourne - Ratoath - Blanchardstown**
- **105X Dublin - Fairyhouse - Ratoath - Ashbourne**

### **3.3 Making a Submission**

The Authority invites written submissions or observations on the above proposals for the Bus Éireann Direct Award contract.

Written submissions and observations may be made via the email address [2019buscontracts@nationaltransport.ie](mailto:2019buscontracts@nationaltransport.ie) or by post to:

Bus Contracts,  
National Transport Authority,  
Dún Scéine,  
Iveagh Court,  
Harcourt Lane,  
Dublin D02 WT20.

All submissions must include the full name and address of the person making the submission and where relevant the name of the body or organization represented.

All submissions and observations received within the timeframe set out will be taken into consideration.

The closing date for all submissions is Tuesday 30<sup>th</sup> October 2018 at 5.00pm.

# Appendix 1:: Services within Contract in December 2019

## Scope of contract with Bus Éireann

- A. The direct award contract will provide the operator with the exclusive right to operate public bus passenger services that it currently provides in accordance with the provisions of section 7 of the Transport Act 1958 and section 8 of the Transport (re-organisation of Córas Iompair Éireann) Act 1986.
- B. Services operated under the contract will be those included in the current contract, and listed in Table A1 below, allowing for the fact that the Authority may make alterations to elements of the current or new direct award contract which relate to the provision of services contained within the contract, subject to there being no amendment to the scope of the relevant exclusive right referred to in (i) above.
- C. The proposed duration of the contract will be for a period of 2 years or 5 years, depending on the service.
- D. The services set out in Table A2 Appendix 2 will have contract duration of a maximum of two years for each service and will be competitively tendered for commencement of service by the winning tenderer in 2021.



**Table A1:**

**Bus services currently<sup>3</sup> provided by Bus Éireann in accordance with the 2014 - 2019 contract with the National Transport Authority**

## **Regional city services**

<b>Location</b>	<b>Route No.</b>	<b>Route Description</b>
Cork City	201	Mayfield - Blackpool - Knocknaheeny - Bishopstown
	202	Knocknaheeny - City Centre - Mahon
	203	Ballyphehane - City Centre - Farranree
	204	St Patricks St - Friars Walk
	205	CIT - St Patrick St - Kent Station
	206	Grange - South Douglas Road - South Mall
	207	Donnybrook - City Centre - Ballyvolane - Glen Heights Park
	207A	Well Rd - City Centre - Montenotte
	208	Mayfield - City Centre - Bishopstown
	208A	Lottamore - St Patrick St
	209	Pouladuff - St Patrick St - Audley Place
	212	Merchants Quay - Glenthorn
	214	St Patrick St - Cork University Hospital
	215	Cloghroe - Blarney - City Centre - Mahon Point
	216	Cork University Hospital - City Centre - Mount Oval
	219	Mahon - Douglas - Ballyphehane - Bishopstown
	221	Cork - Riverstown - Knockraha
	222	Cork - Carragaline - Crosshaven - Fountainstown
	223	Cork - Monkstown - Ringaskiddy - Haulbowline
	226/226A	Kent Stn - City Centre - Cork Airport - Kinsale
Limerick City	301	Regional Hospital - City Centre - Westbury
	302	Caherdavin - Cratloe Rd(LIT, Thomond Pk.) - City Centre
	303	Pineview - City Centre - O'Malley Pk
	304	UL - City Centre - Raheen - Ballycummin
	305	St Mary's Pk - City Centre - Lynwood Pk
	306	Edward St - City Centre - Ballynanty

<sup>3</sup> As of end August 2013

Galway City	401	Salthill - Eyre Square
	402	Merlin Pk - Eyre Sq - University Rd (NUIG) -Seacrest
	403	Eyre Sq - Castlepark - Parkmore Rd
	404	Eyre Sq - University Rd (NUIG) -Newcastle
	405	Ballybane - Eyre Sq - University Rd (NUIG)- Ragoon
	407	Eyre Sq - Bothar an Choiste
	409	Parkmore - Dublin Rd (GMIT) -Eyre Sq
	410	Eyre Sy - Dublin Rd (GMIT)- Oranmore

## Regional town services

Location	Route No.	Route Description
Balbriggan	104	Balbriggan Rail Station - Drogheda Street - Millfield Shopping Centre
Navan	110	Shopping Centre - St Oliver's Church/Hospital/ Kilcarne Bridge
Drogheda	173	NORTHSIDE SERVICE West Street - Brookville - Bóthar Brugha SOUTHSIDE SERVICE: West Street - Rathmullen Park - Rathmullen Rd
Dundalk	174	Bus Station/Long Walk - Bay Estate/Fatima
Athlone	459/459A	Monksland/Bus Station - Athlone I. T. - Garrycastle
Sligo	478	Bus Station - I.T. Sligo - Carraroe Retail Park
	478A	Bus Depot - Oakfield Cross - Carrowmore

## Dublin commuter belt services

Route No.	Route Description
65	Galway - Roscommon - Athlone - Longford (Rail Station) -Cavan - Monaghan - Armagh - Lurgan -Belfast
70	Galway - Athlone - Mullingar - Navan- Drogheda (Bus Station) -Dundalk
100	Drogheda - Dunleer Castlebellingham - Dundalk - Newry
101	Dublin - Airport - Balbriggan - Drogheda - Termon Abbey
101X	Wilton Tce - Balbriggan -Drogheda - Termon Abbey
103	Dublin - Ashbourne - Kilmoon - Duleek /Ratoath
105	Dublin - Blanchardstown Shopping Centre -Ashbourne - Ratoath
107	Dublin - Ashbourne -Navan - Nobber - Kingscourt - Kells
108	Dublin - Kells - Baileboro
109	Dublin - Blanchardstown S. C. -Dunboyne - Dunshaughlin - Navan - Kells - Cavan
109A	DCU - Airport - Ashbourne -Ratoath - Dunshaughlin - Navan - Kells
111	Wilton Tce - Blanchardstown SC - Trim - Athboy -Cavan
115/115A	Dublin - Lucan - Maynooth - Enfield - Kinnegad - Mullingar - Longford Dublin - Tallaght (Hospital) -Blessington -Tullow - Carnew - Enniscorthy -Wexford -Rosslare Europort
132	
133	Dublin Airport - Dublin -Bray -Kilmacanogue -Newtownmountkennedy - Ashford - Wicklow
134	Navan - Dunsany - Dorey's Forge
135	Scurroughstown - Navan
136	Ross Cross - Navan
161	Dundalk - Greenore - Carlingford - Omeath - Newry
162	Cavan (Bus Station) - Clones - Monaghan - Dundalk
163	Dublin - Drogheda - Donore
166	Dundalk - Carrickmacross - Cavan
167	Dundalk - Louth - Ardee
168	Dundalk - Castlebellingham - Anagassan
175	Monaghan - Cootehill - Rockcorry -Cavan
177	Dublin - Airport - Drogheda -Ardee - Carrickmacross -Monaghan
182	Drogheda - Collon - Ardee
187	Kells - Virginia - Ballyjamesduff - Oldcastle
188	Drogheda - Slane - Navan - Trim
189	Drogheda - Baltray - Termonfeckin - Clogher Hd - Grangebellew
190	Drogheda - Bettystown - Laytown

## Stage carriage services

Route No.	Route Description
66	Westport - Castlebar - Ballina - Sligo - Enniskillen
72	Limerick - Nenagh -Borrisokane - Birr - Athlone
73	Waterford - Kilkenny (Rail Stn) - Carlow (Bus Park) - Portlaoise - Athlone - Longford
232	Cork - Ballincollig
233	Cork - Ballincollig - Macroom
235	Cork - Blarney - Stuaque - Rylane
236	Cork - Bandon - Bantry - Glengarriff - Castletownbere
237	Cork - Cork Airport -Bandon- Clonakilty - Skibbereen - Schull - Goleen
239	Cork - Bandon - Courtmacsheery - Butlerstown
240	Cork - Cloyne - Ballycotton
241	Cork - Midelton - Whitegate - Trabolgan
243	Cork - Mallow - Buttevant - Newmarket
245	Cork - Fermoy - Mitchelstown
246	Cork - Glanmire - Sallybrook - Sarsfield Court
248	Cork - Mallow Road Barracks - Carriganavar - Glenville
252	Cork - Cork Airport - Kinsale - Bandon - Clonakilty - Skibereen - Glengarriff - Kenmare
257	Macroom - Millstreet - Killarney
258	Macroom - Rylane Lower
259	Macroom - Renanirree
260	Cork - Youghal - Ardmore
261	Cork - Carrigtwohill - Midelton - Ballinacurra
270	Sneem - Kenmare - Killarney
271	Tralee - Kerry Airport - Killarney
272	Tralee - Listowel - Ballybunion - Moyvane - Tarbert
273	Tralee - Castlegregory - Cloghane
274	Tralee - Ballyheigue - Ballyduff
275	Tralee - Dingle
276	Dingle - Ballyferriter - Dunquin
277	Dingle - Ballydavid
278	Tralee - Kilfenora -Fenit
279	Killarney - Killorglin - Tralee
280	Ring of Kerry: Tralee - Killarney - Killorglin - Cahersiveen- Waterville - Sneem - Kenmare
281	Killarney - Inch - Dingle
282	Castletownbere - Kenmare - Killarney
284	Tralee -Farranfore - Killarney
285	Tralee - Kerry Airport -Farranfore - Furies -Killarney (Bus Station)
313	Limerick - Ardnacrusha
314	Limerick - Foynes - Tarbert - Ballybunion
320	Limerick - Croom - Charleville
321	Limerick - Rathkeale - Newcastle West
322	Lorrha - Terryglass - Coolbawn - Nenagh
323	Limerick - Killaloe - Newport - Nenagh - Borrisokane - Birr
324	Kilbarron - Borrisokane - Nenagh
328	Limerick - Hospital - Galbally/Mitchelstown

Route No.	Route Description
329	Limerick - Meanus - Bruff - Kilfinane
332	Limerick - Newport - Rearcross - Cappamore - Cappawhite - Dundrum /Rearcross
333	Limerick - Ennis (Bus Station) - Miltown Malbay - Doonbeg
334	Crosses of Annagh - Kilmaley - Ennis
336	Limerick - Ennis - Kilrush - Kilkee
337	Limerick - Ennis - Lisdoonvarna - Doolin
341	Shannon - Limerick - Newport - Cappamore - Bilboa Cross
343	Limerick - Shannon Airport
344	Ennis - Newmarket-on-Fergus - Shannon - Shannon Airport
345	Scariff - Killaloe - Limerick
346	Limerick - Tulla - Scariff - Whitegate
347	Limerick - Oola - Limerick Junction - Tipperary
348	Scariff - Flagmount - Feakle - Tulla - Ennis
349	Scariff - Feakle - Gort
360/360A	Waterford - WIT - Tramore
362	Waterford - Dungarvan
365	Waterford - Thomastown
366	Waterford - Dungarvan - Cappoquin - Lismore
367	Waterford - Carrick-on-Suir - Clonmel
370	Waterford - WIT - New Ross - Duncannon - Wexford - Rosslare Europort
371	New Ross - Foulksmills - Adamstown - Wexford
372	New Ross - Foulksmills - Wellington Bridge - Wexford
373	New Ross - Fethard on Sea - Wellington Bridge - Wexford
374	New Ross - Inistioge - Kilkenny
375	New Ross - Killealy - Enniscorthy
377	Wexford - Enniscorthy
378	Wexford - Churchtown
379	Wexford - Curracloe - Kilmuckridge - Gorey
380	Wexford - Ferrycarrig - Crossabeg
381	Wexford - Blackhall
382	Wexford - Adamstown - Wexford
383	Wexford - Kilmore Quay
384	Dublin - Arklow - Gorey
385	Wexford - Rosslare Strand - Rosslare Europort
416	Galway - Spiddal - Carna
417	Galway - Corofin
419	Galway - Oughterard - Recess - Clifden
421	Galway - Oughterard - Recess - Clifden - Westport
420	Galway - Cong
422	Westport - Castlebar- Claremorris - Tuam- Galway
423	Galway -Galway GMIT- Kinvara- Lisdoonvarna - Doolin -Cliffs of Moher
424	Galway - Spiddal- Carraroe - Lettermullen
425/425A	Galway - Claregalway- Mountbellew - Roscommon- Longford
429	Galway - Claregalway- Tuam - Ballyhaunis- Castlerea
432	Galway - Cong
434	Galway - Oranmore- Kinvara- Gort
439	Ballina - Swinford- Castlebar - Westport
440	Ireland West Airport - Castlebar - Westport - Dooagh(Achill Island)



<b>Route No.</b>	<b>Route Description</b>
442	Charlestown - Kiltimagh - Castlebar - Westport
443	Ballina - Cooneal - Farragh Cross
444	Ballina - Dromore West
445	Ballina - Killala - Ballycastle
446	Ballina - Belmullet- Blacksod
447	Finea - Castlepollard - Mullingar
450	Westport - Louisburgh - Killadoon
451	Ballina - Charlestown - Longford
454	Ballina - Crossmolina - Lahardane - Castlebar - Westport
455	Ballina - Moygownagh - Crossmolina
456	Galway - Cong -Ballinrobe - Westport - Castlebar - Ballina
457	Castlerea - Ballintubber - Roscommon
458	Sligo - Enniscrone - Ballina
460	Sligo - Castlerea
461	Roscommon - Athlone
462	Sligo - Ballinamore - Carrigaleen
463	Carrigaleen - Longford
464	Carrigaleen - Enniskillen
465	Carrigallen - Ballyconnell- Cavan
466	Athlone - Ballymahon- Longford
467	Longford - Lanesboro - Roscommon
468	Strokestown - Elphin - Carrick on Shannon
469	Sligo - Drumkeeran - Drumshambo - Carrick on Shannon- Mohill-Longford
470	Sligo - Manorhamilton - Glenfarne - Dromahair
471	Sligo - Ballymoate - Riverstown
472	Sligo - Strandhill
473	Sligo - Rosses Pt
474	Sligo - Maugherow
475	Sligo - Ballisodare - Collooney - Coolaney
476	Tubbercurry - Killavil - Bunninadden - Ballymoate
479	Aclare - Tourlestrane - Coolaney - Sligo
480	Sligo - Bundoran - Ballyshannon- Donegal - Ballybofey - Letterkenny/Derry
483	Ballyshannon - Kinlough - Ballintrillick - Sligo
485	Ballyshannon - Bundoran
486	Ballyshannon- Enniskillen- Lough Derg
487	Strabane - Raphoe - Letterkenny
489	Letterkenny - Carrigans - St Johnston - Strabane
490	Donegal - Killybegs - Glencolumbkille
491	Letterkenny - Ballybofey
492	Donegal - Glenties - Dungloe
494	Strabane - Lifford - Ballybofey
495	Ballyshannon - Bundoran- Kinlough - Manorhamilton

## Appendix 2: Services under consideration for removal from Contract in 2021

**Table A2: Bus services<sup>4</sup> being considered for removal for competitive tendering. A quotient of 10% of Bus Éireann's overall PSO operation will be selected from the options below and will be provided under a separate contract by 2021.**

Dublin Commuter	101	Dublin – Dublin Airport - Balbriggan - Drogheda Wilton Tce - Drogheda - Termon Abbey Dublin – Baltinglass – Tullow – Ballon – Kildavin - Bunclody Dublin Airport – Dublin city centre - Ashford – Wicklow - Gorey
	101X	
	132	
	133	

Dublin Commuter	103	Dublin - Ashbourne - Ratoath - Tayto Park Dublin - Coolquay - Ratoath – Fairyhouse Drogheda - Ashbourne - Ratoath - Blanchardstown Dublin - Fairyhouse - Ratoath - Ashbourne
	103X	
	105	
	105X	

<sup>4</sup> Currently provided by Bus Éireann in accordance with the 2014 - 2019 contract with the National Transport Authority which will remain within the Bus Éireann direct award contract for a maximum of two years.







