



Údarás Náisiúnta Iompair
National Transport Authority

Report on Direct Award of Public Services Contract to Bus Éireann in 2019

December 2018

National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2





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National Transport Authority Decision on Award of Public Bus Services Contract to Bus Éireann from 1st December 2019

1. Background

Section 52(6)(d) of the Dublin Transport Authority Act 2008 (as amended) states that

“Where the Authority proposes to...enter into the direct award contracts to which paragraph (c) refers, 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 services that are part of the contract.

Section 52(6)(e) of the 2008 Act states that

“Where the Authority...enters into a direct award contract to which paragraph (c)(ii) refers, it shall prepare and publish a report relating to the operation of the public bus passenger services to which the original direct award contracts relate, the consideration of any submissions made to it under paragraph (d) and its reasons for...entering into the subsequent direct award contracts or, where appropriate, the termination of those contracts.”

This report has been prepared and published in accordance with the above requirement.

2. Operation of the Direct Award Contract between Bus Éireann and the National Transport Authority

A report on the operation of the direct award contract between Bus Éireann and the National Transport Authority over the period Quarter 1 2015 to Quarter 4 2017 is contained in Annex A of this report.

3. Submissions made by interested parties, including users of public bus services operated by Bus Éireann

In September 2018, the Authority invited submissions from interested parties in relation to the proposal

- i. To enter into another direct award contract with Bus Éireann in December 2019, for the provision of public bus services outside the Dublin area under a public service obligation (PSO), and
- ii. To amend that contract in 2021 to reduce the services within that contract by 10%, and
- iii. To provide the removed services through a separate contract following an open tender process.

Points made in the submissions are summarised in the Consultation Submissions Report in Annex B of this report.

Full copies of the submissions made to the Authority as part of this consultation are available on the National Transport Authority website <http://www.nationaltransport.ie/publications/transport-services/>

4. Authority consideration and decision

At its Board meeting on November 16th 2018 the Authority decided to award a Public Bus Services Contract to Bus Éireann from 1st December 2019. The relevant considerations of the Authority in reaching that decision and details of the decision itself are presented in Annex C of this report.

The consideration and decision is reproduced below.

Consideration and decision

The National Transport Authority in exercise of the powers conferred on it by the Dublin Transport Authority Act 2008, as amended, having considered:

- the proposal, as set out in the Consultation Paper together with the supporting documents published on 2nd October 2018 on a new Direct Award Public Bus Services Contract to Bus Éireann to commence on 1st December 2018 and the removal of up to 10% in 2021 following a competitive tender competition;
- the public submissions received in relation to this proposal, including from users of the services in question;
- the views of Bus Éireann, the operator of the direct award contract in question;
- that it had been previously satisfied (as required by section 52(6) in connection with its entry into the Direct Award contract with Dublin Bus due to expire in November 2019) in relation to the continued adequacy of the public bus services being provided under such contract being guaranteed in the general economic interest by such entry;
- section 52(5), Dublin Transport Authority Act 2008 and the power conferred on the Authority to make alterations to elements of the direct award contract relating to the provision of services, following consultations with the relevant operator;
- the general objectives -of the Authority which it is obliged to seek to achieve (in accordance with section 10 of the Act), including but not limited to:
 - the development of an integrated transport system which contributes to environmental sustainability and social cohesion and promotes economic progress,
 - the provision of a well-functioning, attractive, integrated and safe public transport system for all users,
 - improved access to the transport system and, in particular, to public passenger transport services by persons with disabilities,
 - increased use of the public transport system,
 - regulated competition in the provision of licensed public bus passenger services in the public interest,
 - value for money,

- the strategic importance of the public bus system for both regional and national economic performance and social cohesion and the role of the Direct Award contracts in protecting the continued adequacy of the public bus passenger services in the general economic interest,

has decided and determined that:

1. it is satisfied that that the continued adequacy of the public bus services to which the direct award contract relates can only be guaranteed in the general economic interest by entering into a subsequent direct award contract; for the following reasons:
 - a. the NTA proposal to significantly change the bus networks in the regional cities as part of the BusConnects programme; and
 - b. the need for the Authority to have a right of alteration of the elements of service to be provided under the relevant public transport services contract for the ongoing delivery of the services, with minimum disruption to such services and thereby to allow it to require changes to the contract to maintain the adequacy of such public bus services;
 - c. the improving performance levels of Bus Éireann;
 - d. the Authority is in the process of obtaining historic information in relation to the tendered services so that it may be able to carry out a comparative assessment (whether as regards performance or otherwise) between the direct award contract and that other public transport services contract;
 - e. to retain competitive tension to encourage continued performance improvement;
2. the Authority shall enter into a direct award contract (the “**2019 direct award contract**”) in accordance with section 52(6) of the Act to Bus Éireann;
3. the 2019 direct award contract to Bus Éireann will consist of two elements:
 - a. the direct award of certain routes (the current list of which is specified in Table A1 and Table A2 of Schedule 1) for the five year period up to 30th November 2019; and
 - b. the removal from the direct award to Bus Éireann of certain routes (the current list of which is specified in Table A2 of Schedule 1) after a period not greater than two years. These routes are the 101,101X and 133 which are contained within Dublin Commuter area; and
4. the Chief Executive Officer is:
 - a. to conclude the 2019 direct award contract on behalf of the Authority, including settling the terms of the 2019 direct award contract; and
 - b. without prejudice to the generality of (a), if necessary in his opinion to reflect customer needs and trends, to modify the routes that are the subject of the 2019 direct award contract or a particular element of the 2019 direct award contract; and

5. the resolution at 4 is without prejudice to the powers of the Chief Executive pursuant to section 19 of the Act, and to the extent required is to be construed as the conferral of an “other function” on the Chief Executive for the purposes of section 19(2) of the Act.

In relation to the routes contemplated by Table A2 of Schedule 1 (Annex C of this report), the Authority notes that its current intention is for such routes to be the subject of competitive tendering, with the aim of services being commenced in 2021.

Annex A

Report on Operational Performance of current Bus Éireann Direct Award Contract



Údarás Náisiúnta Iompair
National Transport Authority

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

2. Performance Report on Current Bus Éireann Direct Award Contract

October 2018



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Executive Summary

Direct Award Contract

In December 2014, under the provisions of the Dublin Transport Authority Act 2008 as amended, the National Transport Authority [“the NTA”] entered into a direct award contract¹ [“the Contract”] with Bus Éireann for the provision of public service obligation [“PSO”] bus services nationally for a period of 5 years.

The Contract is due to expire on 30th November 2019 and the NTA must decide whether to enter into a subsequent direct award contract with Bus Éireann. The Act specifies that before a subsequent direct award can be entered into, the NTA must prepare and publish a report detailing the operation of the public bus services under the current direct award contract.

This report therefore considers the operation of the Contract and the services provided to the NTA between the period of Q1/2015 and Q4/2017, a total of 12 quarters.

Performance Obligations

The Contract sets out performance obligations within the following categories which Bus Éireann must comply with when providing the services:

1. Reliability and Punctuality Obligations
2. Service Quality, Customer Information and Customer Experience Obligations

Within the Contract the Reliability and Punctuality performance obligations have incentivised payment mechanisms. Ten per cent of the total compensation due is retained by the NTA on a quarterly basis and is only released on demonstrating compliance with these particular performance obligations. Bus Éireann is required to measure and report their compliance with the performance obligations at intervals specified in the Contract to the NTA. Since 2017 the NTA has commenced the measurement and reporting of certain performance obligations. The NTA and Bus Éireann meet on a 4 weekly basis and on a quarterly basis to review the performance obligation results and other reporting required under the Contract.

Contract performance monitoring and reporting requirements were significantly strengthened as part of the 2014-2019 direct award contract. These changes were phased in during 2017, with the performance requirements in the early stages of the contract broadly the same as in the previous direct award contract (2009-2014).

Details of contractual performance reporting requirements are set out in Section 2 of this report.

Services Provided, Compensation Paid and Performance Results

During the period 2015 to 2017 Bus Éireann provided, under the Contract, PSO services in Cork, Galway, Limerick and Waterford cities, Dublin Commuter area services, town services and local and

¹ A contract directly awarded to an Operator that is not subject to a competitive tendering process.

regional stopping services (“stage carriage services”). In return for the provision of the services, the NTA compensated Bus Éireann with monies received from Exchequer funding.

Over the period, vehicle kilometres operated increased by 6% and passenger numbers increased by 3%. The compensation paid by the NTA to subsidise the operation of the Bus Éireann PSO network has increased by €19.5m or 54% between 2015 and 2017.

Overall, Bus Éireann reported a generally good level of compliance with the required performance obligations in 2015 and 2016, however compliance declined in 2017.

PSO contract performance over the period 2015 to 2017 is set in more detail in Section 3 of this report.

Changes Approved to the PSO services

The Contract provides that any changes to the PSO services must be subject to the approval of the NTA. To date the NTA has approved a number of alterations to services during each year of the contract. Those with cost implications are summarised in Section 4 of this report.

Fares

The Contract provides that Bus Éireann retains the fares revenue. It also provides that the NTA must approve any fare alterations. Bus Éireann has complied with all the process requirements in relation to the approval of fares and the subsequent implementation of approved fares.

Purchase of buses and associated equipment and systems

The Contract provides for the granting of capital funds to Bus Éireann for the purchase of public transport infrastructure, primarily new vehicles, but also for the refurbishment of older vehicles, provision of accessibility measures in vehicles and integrated transport measures such as Real Time Passenger Information.

In 2017 the Authority revised the manner in which buses are provided to Bus Éireann, with vehicles now being purchased directly by the Authority before being provided for Bus Éireann to use on PSO services in this contract, under license.

Auditing the Contract

Each year the NTA has commissioned independent audits of Bus Éireann’s financial systems, controls and processes to ensure:

- that Bus Éireann correctly allocates its costs and revenue between PSO and commercial activities.
- that any reasonable profit claimed for delivering PSO services had been calculated on an appropriate basis and that the operating costs incurred are consistent with those of a ‘well run’ transport operator
- that any financial flows between the CIE companies do not provide a cross-subsidy between the CIE companies.

The 2015 and 2016 audits were “satisfactory” in relation to the conduct of the contract. The 2017 audit was underway at the time of writing.

1.0 Introduction

1.1 Background

In 2007 EU Regulation 1370/2007 – on public passenger transport services by rail and by road was adopted by the European Union. The Regulation sets out a requirement for Member States to provide public passenger transport services that are the subject of a public service obligation [‘PSO’] through a public service contract between a transport authority and a public transport operator.

In order to implement the Regulation into Irish law, the National Transport Authority [‘NTA’] was established by the Dublin Transport Authority Act 2008 and its powers extended by the Public Transport Regulation Act 2009 [‘the Acts’].

Under a public service contract, the Authority compensates the Operator with monies received from the Oireachtas in return for the provision of specified public passenger transport services.

The Acts required the Authority to enter into a direct award contract with Bus Éireann for the provision of national public bus transport services for a period of 5 years commencing from 1st December 2009. 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 30th November 2019.

Before a subsequent direct award can be placed with Bus Éireann, the Acts set out various requirements that the Authority must comply with, one of which is the preparation and publication of a report setting out the operation of the public bus passenger services under the present direct award contract².

The purpose of this Report therefore is to fulfil this requirement. It provides an account of the operation of the public bus services provided by Bus Éireann under the Contract between the periods January 2015 and December 2017 – a total of twelve quarterly periods.

² Section 52 (6) (e) of the 2008 Dublin Transport Authority Act (as amended)

Section 2 of this report provides an overview of the provisions of the Contract. Section 3 provides an account of the operation of the public bus services provided during this period.

1.2 Bus Éireann

Bus Éireann is a wholly owned subsidiary of Córas Iompar Éireann (CIÉ), a commercial state body which provides bus and rail public transport services. The Company was established in 1987 under the Transport [Re-organisation of CIE Act] 1986 and is the largest nation-wide provider of PSO bus services outside of the Greater Dublin Area.

As of Q4 2017, the Company currently employs in the region of 2,445 people and operates from twelve main depots nationwide. The PSO services comprise City, Stage Carriage and Dublin Commuter services. The PSO services are, at the time of writing of this Report, operated by a total fleet of 542 vehicles. The average age of the PSO fleet at the end of 2017 was 6.3 years old.

Under the Contract, Bus Éireann is responsible for the provision of bus depot and stabling facilities, supply and maintenance of bus fleet and ancillary facilities (such as ticket machines, automatic vehicle location equipment and CCTV equipment) and associated communications, storage, analysis and reporting systems. They are also responsible for the provision of staff and staff facilities and marketing.

In addition to, and financially separate from the PSO services provision, the Company also operates commercial activities such as express services and private hire services. It also provides schools transport services and administers the Schools Transport Scheme for the Department of Education and Skills.

Company restructuring and optimisation of staff rosters implemented by Bus Éireann in 2017 is expected to result in a significant change in the cost base for PSO operations from 2018 onwards.

2.0 The Direct Award Contract with Bus Éireann

2.1 The Contract

The Contract between Bus Éireann and the NTA was signed on the 1st December 2014 for a period of 5 years. The main provisions of the Contract are set out in the following paragraphs.

2.2 The scope of the PSO included in the Contract

The Contract defines the scope of the PSO as including not only the transport services to be provided but also the wider attributes of an efficient and functional public transport network such as the provision of passenger information, ticketing, transport interchanges, participation in wider Integration projects such as integrated Ticketing [LEAP], Real time Passenger Information [RTPI] and website development [Journey Planning etc].

2.3 The PSO services to be provided

The direct award Contract Service Specification provides a listing schedule of the PSO services to be provided by Bus Éireann. It sets out the stopping points and timetables or minimum service frequencies for each of the routes in the direct award contract. The Service Specification is available here: https://www.nationaltransport.ie/wp-content/uploads/2018/01/Bus_Eireann_Services_Specification.xlsx

As of December 2017, Bus Éireann operated 231 bus services under direct award contract with the National Transport Authority.

Regional cities

The direct award contract includes obligations for Bus Éireann to provide services in Cork city (21 routes), Limerick city (8 routes), Galway city (7 routes) and Waterford city (5 routes excluding Tramore services) up to the anticipated commencement of the new contract for Waterford city services in late 2018.

Bus services generally operate at regular frequencies throughout the day from Monday to Saturday. Sunday services are less frequent and in some cases they do not operate.

Regional towns

Six towns are currently served (Dundalk, Drogheda, Navan, Balbriggan, Athlone, and Sligo) by a total of 11 routes. Services generally operate at regular frequencies throughout the day from Monday to Saturday. Sunday services are less frequent and in some cases they do not operate.

Dublin commuter belt

27 services operate from the commuter belt surrounding Dublin, generally as radial services to Dublin city. Some local and orbital services also operate between destinations within the commuter belt. Radial services to Dublin generally operate at regular frequencies throughout the day. Local services tend to operate at significantly lower frequencies.

Stage carriage services

There are 152 Stage carriage services, generally linking a series of settlements of various sizes in a particular region. Routes vary significantly in length and frequency from several times a day to once a week.

2.4 Changes to the PSO Services

The 2014 direct award contract provides that any changes to the PSO services are subject to the approval of the NTA. It also provides for the Authority to compensate Bus Éireann for changes in operating costs associated with service changes, at the rates set out in the contract.

2.5 Performance Obligations

The 2014 direct award contract included major revision of performance obligations and reporting requirements. The contract recognised that an interim period would need to apply while Bus Éireann updated its reporting requirements to meet contractual obligations. In the interim, the 2009 direct award contract performance obligations continued to apply.

The 2009 contract sets out, in Schedule B, minimum performance requirements that must be met by Bus Éireann when providing the PSO services. These comprise a series of performance obligations within 5 categories that measure Bus Éireann's performance in providing the services. The categories are as follows:

- 1. Reliability and Punctuality Obligations** – 45 obligations to ensure that the bus services operate reliably and punctually with sufficient capacity, frequency and provide adequate coverage of the network to cater for customer demand. The Contract incentivises the Reliability and Punctuality performance obligations. Ten per cent of the total annual Compensation due is retained by the NTA on a quarterly basis and is paid to Bus Éireann when it is demonstrated that the performance obligations have been achieved for that Quarter. Failure to meet any of the performance obligation targets will result in the deduction by the NTA of an equivalent proportion of the retained compensation due.

2. **Customer Information Obligations** – 7 obligations to ensure that sufficient information is made available to the customer in order to use the services;
3. **Customer Experience Obligations** – 4 obligations to ensure that the customer experience when using the services is satisfactory;
4. **Efficiency Targets**- 2 obligations to ensure that efficiencies are delivered by Bus Éireann in relation to the implementation of the Cost and Efficiency Reviews and Revenue Protection;
5. **Environmental Obligation** - Compliance with vehicle emission and noise targets and reporting on the progress achieved on use of bio-fuels.

The NTA conducts a quarterly review of the performance obligation results with the objective of continuous improvement of the delivery and efficiencies of the PSO services.

The performance obligations inherited from the 2009 contract and in place up to 2017 are set out in Table 1.

Performance obligation		Description	Compliance Test	Reporting Frequency	Major Amendments since 2014
Reliability Obligations					
Vehicles in Service, Stage Carriage					
1.1	Weekdays	Specified % of Peak Vehicle Requirement to be in service at specified time periods	Minimum 98%	Quarterly	2017 – Replaced with scheduled kilometres operated by route from Automatic Vehicle Location data
1.2	Saturdays		Minimum 98%	Quarterly	
1.3	Sundays		Minimum 98%	Quarterly	
			Minimum 98%	Quarterly	
Vehicles in Service, City, Cork					
1.4	AM Peak	Specified % of Peak Vehicle Requirement to be in service at specified time periods	Minimum 98%	Quarterly	2017 – Replaced with scheduled kilometres operated by route from Automatic Vehicle Location data
1.5	PM Peak		Minimum 98%	Quarterly	
1.6	Saturday		Minimum 98%	Quarterly	
1.7	Sunday		Minimum 98%	Quarterly	
Vehicles in Service, City, Galway					
1.8	AM Peak	Specified % of Peak Vehicle Requirement to be in service at specified time periods	Minimum 98%	Quarterly	2017 – Replaced with scheduled kilometres operated by route from Automatic Vehicle Location data
1.9	PM Peak		Minimum 98%	Quarterly	
1.10	Saturday		Minimum 98%	Quarterly	
1.11	Sunday		Minimum 98%	Quarterly	
Vehicles in Service, City, Limerick					
1.12	AM Peak	Specified % of Peak Vehicle Requirement to be in service at specified time periods	Minimum 98%	Quarterly	2017 – Replaced with scheduled kilometres operated by route from Automatic Vehicle Location data
1.13	PM Peak		Minimum 98%	Quarterly	
1.14	Saturday		Minimum 98%	Quarterly	
1.15	Sunday		Minimum 98%	Quarterly	
Vehicles in Service, City, Waterford					
1.16	AM Peak	Specified % of Peak Vehicle Requirement to be in service at specified time periods	Minimum 98%	Quarterly	2017 – Replaced with scheduled kilometres operated by route from Automatic Vehicle Location data
1.17	PM Peak		Minimum 98%	Quarterly	
1.18	Saturday		Minimum 98%	Quarterly	
1.19	Sunday		Minimum 98%	Quarterly	

Performance obligation		Description	Compliance Test	Reporting Frequency	Major Amendments since 2014
Vehicles in Service, Dublin Commuter					
1.20	AM Peak	Specified % of Peak Vehicle Requirement to be in service at specified time periods	Minimum 98%	Quarterly	2017 – Replaced with scheduled kilometres operated by route from Automatic Vehicle Location data
1.21	PM Peak				
1.22	Saturday				
1.23	Sunday				
Drivers' Duties					
2.1	Stage Carriage	Specified percentage of drivers' duties to be performed	Minimum 98%	Quarterly	2017 – Replaced with scheduled kilometres operated by route from Automatic Vehicle Location data
2.2	City, Cork		Minimum 98%	Quarterly	
2.3	City, Galway		Minimum 98%	Quarterly	
2.4	City, Limerick		Minimum 98%	Quarterly	
2.5	City, Waterford		Minimum 98%	Quarterly	
2.6	Dublin Commuter		Minimum 98%	Quarterly	
Schedule Km Operated					
3.1	Stage Carriage	Specified percentage of scheduled Km operated	Minimum 98%	Quarterly	2017- Criteria aggregated network-wide and % of scheduled kilometres operated (excluding third-party causes for non-operation) calculated utilising AVL data from P9. Overall interim target of 85%
3.2	City, Cork		Minimum 95%	Quarterly	
3.3	City, Galway		Minimum 95%	Quarterly	
3.4	City, Limerick		Minimum 95%	Quarterly	
3.5	City, Waterford		Minimum 95%	Quarterly	
3.6	Dublin Commuter		Minimum 98%	Quarterly	
Services Operated					
4.1	Stage Carriage	Specified percentage of services operated	Minimum 98%	Quarterly	2017 – Obligation discontinued in P9.
4.2	City, Cork		Minimum 95%	Quarterly	
4.3	City, Galway		Minimum 95%	Quarterly	
4.4	City, Limerick		Minimum 95%	Quarterly	
4.5	City, Waterford		Minimum 95%	Quarterly	

Performance obligation		Description	Compliance Test	Reporting Frequency	Major Amendments since 2014
4.6	Dublin Commuter		Minimum 98%	Quarterly	
5. Punctuality					
5.1	Stage Carriage	Specified percentage of services to operate no later than 10 minutes after scheduled time	Minimum 95%	Quarterly	2017 – Obligation discontinued upon activation of low-frequency punctuality obligation.
5.2	City, Cork	Specified percentage of services to operate from the terminus no later than 5 minutes after scheduled time	Minimum 90%	Quarterly	2017 – Obligation limited to high-frequency services upon activation of low-frequency punctuality obligation.
5.3	City, Galway, Limerick and Waterford	Specified percentage of services to operate from the terminus no later than 5 minutes after scheduled time	Minimum 87%	Quarterly	As above
5.4	Dublin Commuter	Specified percentage of services to operate no later than 10 minutes after scheduled time	Minimum 95%	Quarterly	2017 – Obligation discontinued upon activation of low-frequency punctuality obligation.
Provision of Customer information Obligations					
6.0	Timetable Information	Availability of comprehensive and up to date timetable information on website	Confirmation of Availability	Quarterly	
7.0	Bus Destination Scrolls	Percentage of vehicles	Minimum 98%	Quarterly	

Performance obligation		Description	Compliance Test	Reporting Frequency	Major Amendments since 2014
		displaying correct route number and destination information			
8.0	Customer Telephone Information	Opening hours of telephone information and percentage of calls answered in specified period	Minimum 90% calls answered in 60 seconds	Quarterly	
9.0	24 Service Information	Availability of information on 24 hour basis by web or by text.	Confirmation of availability	Quarterly	
10.0	Complaint Recording	Recording of complaints received by category	Quarterly Report	Quarterly	
11.0	Fares Information	Up to date information available on website, any changes to be published not less than 5 working days in advance	Availability of Information and minimum 5 working days re changes	Quarterly	
12.0	Network Changes on Website	Comprehensive and up to date information available on website, any changes to be published not less than 5 working days in advance	Confirmation of Availability and minimum 5 working days re changes	Quarterly	
Customer Experience Obligations					
13.0	Cleanliness	Cleanliness of vehicles and stations. Friendly, helpful and courteous staff.	Percentage of Compliance	Quarterly	
14.0	Accessibility	All new vehicles to be low floor and wheel chair accessible	All new buses	Annual	
15.0	Fleet Bus Age	Report on the fleet age	Report Bus Fleet Age	Annual	Fleet age monitored

Performance obligation		Description	Compliance Test	Reporting Frequency	Major Amendments since 2014
					quarterly in Schedule 18 Annex D from 2017
Efficiency Obligations					
16.0	Revenue Protection	Report on measures taken to ensure revenue protection		Quarterly	2011- Added as new Obligation.
Environmental Obligations					
17.0	Emissions Statement	Compliance with noise and emission standards and report progress on bio-fuel use.		Annual	
Other Amendments					

Table 1: Summary of Performance Obligations (taken from 2009 contract and applied to 2014 contract on interim basis up to 2017/2018)

The performance obligations set out in the 2014 contract and applicable from 2017/2018 to expiry date of the 2014 contact are set out in Table 2.

Performance obligation		Description	Current Compliance Test	Current Reporting Frequency and Method	Major Amendments since 2014
1. Reliability Obligations					
1.1	Scheduled KMs Operated	Evidence that target percentage of scheduled revenue earning Km operated	Minimum 85%, increasing to 95% from start 2018	Periodic reporting from DMS	2017- % of scheduled kilometres operated (excluding third-party causes for non-operation) calculated utilising AVL data supplemented by ticketing data from P9. Overall interim target of 85% increasing to 95% from start 2018
2. Punctuality					
2.1	Low-Frequency Services	Percentage of low frequency services departing any bus stop on route within -1 to +6 minutes of timetabled time.	Target varies seasonally and will increase year-on-year	Periodic reporting from DMS	2017 – active since Period 5
2.2	City, Cork	Specified percentage of services to operate from the terminus no later than 5 minutes after scheduled time	Minimum 90%	Quarterly reporting from Operator	2017 – reporting requirement limited to high-frequency services following activation of low-frequency punctuality obligation (2.1).
2.3	City, Galway, Limerick and Waterford	Specified percentage of services to operate from the terminus no later than 5 minutes after scheduled time	Minimum 87%	Quarterly reporting from Operator	As above
3. Service Quality Performance					

Performance obligation		Description	Current Compliance Test	Current Reporting Frequency and Method	Major Amendments since 2014
3.1	RTPI Data Performance	Provision of Operator data to support provision of accurate real-time information by authority	100% deduction: 4 or more performance points. 50% deduction: 2 to 3 performance points	Periodic Operator reports and Authority surveys and audits of Apps, website and stops.	
3.2	Leap Card Scheme Performance	Provision of required Leap Card data to Authority	100% deduction: 15 or more performance points. 50% deduction: 8 to 14 performance points	Authority to record instances of failure each Quarter	
3.3	Journey Planner Data Performance	Provision of required data to support provision of National Journey Planner by the Authority	100% deduction: 3 or more performance points. 50% deduction: 1 to 2 performance points	Authority to record instances of failure each Quarter	
3.4	Bus Vehicle Performance	Network Bus is operated in accordance with Network Bus Specification set out in Schedule 3	100% deduction: more than 12 performance points. 50% deduction: more than 6 and up to 12 performance points	Quarterly NTA Mystery Shopper surveys	
3.5	Bus Equipment Performance	Equipment on-board meets the Network Bus Specification in Schedule 3 and is functioning and in use.	100% deduction: more than 60 performance points. 50% deduction: more than 30	Quarterly NTA Mystery Shopper surveys	

Performance obligation		Description	Current Compliance Test	Current Reporting Frequency and Method	Major Amendments since 2014
			and up to 60 performance points		
3.6	Bus Driver Performance	Performance of Bus driver in terms of appearance, interaction with customers and driving style	100% deduction: more than 60 performance points. 50% deduction: more than 30 and up to 60 performance points	Quarterly NTA Mystery Shopper surveys	
3.7	Cleanliness Performance	Bus cleanliness and Station Cleanliness	100% deduction: more than 54 performance points. 50% deduction: more than 27 and up to 54 performance points	Quarterly NTA Mystery Shopper surveys	Shared station areas maintained by Irish Rail cleaners are excluded from assessment
3.8	Customer Service Performance	Customer service desk opening hours, Service Centre opening hours, complaints acknowledgement response times, substantive response times, Service centre automated answer, Service centre person answer, lost property office opening hours	100% deduction: more than 20 performance points. 50% deduction: more than 10 and up to 20 performance points	Quarterly Operator reports	
3.9	Customer Information Performance	Bus fares, customer information at stops, bus stop database maintenance, Operator website and App, Operator website availability, advance announcement of timetable changes, advance announcement of fares changes	100% deduction: more than 20 performance points. 50% deduction: more than 10 and up to 20	Combination of Quarterly Operator Reports and NTA Mystery Shopper	

Performance obligation		Description	Current Compliance Test	Current Reporting Frequency and Method	Major Amendments since 2014
			performance points	surveys	
3.10	Stop Maintenance Performance	Maintenance of bus stop poles and flags, stop cleanliness, stop advertising	100% deduction: 10 or more performance points. 50% deduction: between 6 and 9 performance points	Combination of Quarterly Operator Reports and NTA Mystery Shopper surveys	
3.11	Report Provision Performance	Provision of Operator Periodic, Quarterly and Annual reports within stipulated timeframes	100% deduction: more than 4 performance points. 50% deduction: 2 to 4 performance points	Authority to record report provision each Quarter	

Table 2: Summary of Performance Obligations (applicable since 2017)

2.6 Measuring the Performance Obligations

From 2014 to end 2016 the reliability and punctuality of services was reported to the Authority by Bus Éireann, based on a sample of departure times recorded at bus termini. Since 2017, the reliability and punctuality of Bus Éireann operations has been measured using an Automatic Vehicle Location and Control system fitted to each Bus Éireann bus. This constantly records the position of the vehicle. The bus departure times from each bus stop are compared to the scheduled departure times. The system is also used to provide Real Time Passenger Information [RTPI] to passengers.

From 2014 to mid-2017 the Customer Experience and Customer Information performance obligations were reported to the NTA by Bus Éireann, who employed independent consultants to undertake 'mystery shoppers' market research firms to provide verification that the performance obligations are being met. Since 2017, this obligation has been

replaced by various Customer Service Quality performance obligations, which are measured by a combination of NTA commissioned mystery shop surveys and Bus Éireann reports.

2.7 Other Reporting Requirements

Schedule 18 of the Contract imposes other reporting obligations in relation to the provision of information in relation to the operation of the PSO network. Additional information required to be reported is as follows:

1. Passenger Journeys
2. Payments Received
3. Costs Incurred
4. Capital Expenditure
5. Staff numbers
6. Network Operations (accidents incurred, environmental reports, fleet age, etc)

2.8 Monitoring the Contract

Periodic and Quarterly Review meetings are held between NTA and Bus Éireann to review Schedule 18 report results. The NTA publishes contractual performance results on www.nationaltransport.ie on a quarterly basis. Financial reporting is not published as it contains commercially sensitive information.

In addition the NTA has commissioned independent audits of Bus Éireann financial allocation systems and processes in relation to the operation of the Contract on an annual basis.

2.9 Fares

The Contract is a 'net cost contract' - under which Bus Éireann collects and retains the passenger fares. The Contract provides that Bus Éireann must obtain approval from the NTA in relation to any proposed change in fares.

2.10 Capital Grants

The Authority, subject to certain conditions may award capital grant funding to Bus Éireann. Such grants may cover the acquisition of new public service vehicles.

3.0 Operation of the Public Bus Services

3.1 Overview

During the period 2015 to 2017 Bus Éireann provided, under the Contract, PSO services in Cork, Galway, Limerick and Waterford cities, Dublin Commuter area services, town services and local and regional stopping services (“stage carriage services”). In return for the provision of the services, the NTA compensated Bus Éireann with monies received from Exchequer funding.

Over the period, vehicle kilometres operated increased by 6% and passenger numbers increased by 3%. The compensation paid by the NTA to subsidise the operation of services has increased by €19.5m or 54% between 2015 and 2017. The cost per kilometre operated has increased by €0.64 or 18%.

Table 3 provides an overview of the PSO services provided by Bus Éireann, passengers carried and costs and revenue associated with the provision of the PSO services.

Year	Total Vehicle Km Operated [Millions] ³	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 ⁴	31.1	€82.5	€128.6	€4.13	€52.2

Table 3: Bus operations overview

3.2 Reliability and Punctuality Results

Based on information provided by Bus Éireann, a good level of compliance was achieved in the period 2015 to 2017 against the KPIs for punctuality and reliability that were inherited from the 2009 direct award contract. Details are set out in Table 4 below and in Tables A1 to A3 and A5 in Appendix A.

Bus Éireann achieved a reasonable level of compliance in 2017 against reliability targets applicable on an interim basis while BÉ sought to resolve issues surrounding provision of AVL data to the Authority. However in the case of the targets for punctuality for low frequency services introduced by the NTA from 2017, BE did not meet contractual targets. Details are set out and Table 4, and in

³ Total Vehicle KMs operated – PSO routes only

⁴ Automatic Vehicle Location Data supplemented by ticketing verification data utilised from Q3 2017, excludes strike days and Storm Ophelia

Tables A4 and A6 in Appendix A. A primary reason for the failure to meet targets for punctuality of low-frequency services has been the planned schedules not reflecting traffic conditions that are regularly experienced throughout the network. Bus Éireann are currently in the process of reviewing these schedules to more accurately reflect these traffic conditions.

Availability of AVL Data

As noted, Bus Éireann have experienced difficulties in the provision of AVL data for the measurement of punctuality and reliability, providing on average 70% and 76% of planned data in 2016 and 2017 respectively. As well as a number of operational issues that have contributed to this issue, which are currently being addressed by Bus Éireann, a high level of subcontracting of services has also had a negative effect in the provision of AVL data. While the subcontracting of services has ensured the provision of services which otherwise would have been cancelled, the disadvantages are that these services historically did not have compatible ticketing machines and are not equipped with the AVL equipment necessary to monitor punctuality and reliability performance.

Performance obligation		Target	2015 Average	2016 Average	2017 Average	Running Average	No. of non-compliances reported	See Table No
Vehicles in Service-Stage Carriage								
1.1	Weekdays	98%	100%	100%	100%	100%	0/9	A1
1.2	Saturdays	98%	100%	100%	100%	100%	0/9	
1.3	Sundays	98%	100%	100%	100%	100%	0/9	
Vehicles in Service – Cork City								
1.4	AM Peak	98%	100%	100%	100%	100%	0/9	A1
1.5	PM Peak	98%	100%	100%	100%	100%	0/9	
1.6	Saturday	98%	100%	100%	100%	100%	0/9	
1.7	Sunday	98%	100%	100%	100%	100%	0/9	
Vehicles in Service-Galway City								
1.8	AM Peak	98%	100%	100%	100%	100%	0/9	A1
1.9	PM Peak	98%	100%	100%	100%	100%	0/9	
1.10	Saturday	98%	100%	100%	100%	100%	0/9	
1.11	Sunday	98%	100%	100%	100%	100%	0/9	
Vehicles in Service-Limerick City								
1.12	AM Peak	98%	100%	100%	100%	100%	0/9	A1
1.13	PM Peak	98%	100%	100%	100%	100%	0/9	
1.14	Saturday	98%	100%	100%	100%	100%	0/9	
1.15	Sunday	98%	100%	100%	100%	100%	0/9	
Vehicles in Service-Waterford City								
1.16	AM Peak	98%	100%	100%	100%	100%	0/9	A1
1.17	PM Peak	98%	100%	100%	100%	100%	0/9	
1.18	Saturday	98%	100%	100%	100%	100%	0/9	
1.19	Sunday	98%	100%	100%	100%	100%	0/9	
Vehicles in Service-Dublin Commuter								
1.20	AM Peak	98%	96.75%	99.25%	99.5%	98.5%	3/10	A1
1.21	PM Peak	98%	96.75%	99.25%	99.5%	98.5%	3/10	
1.22	Saturday	98%	100%	100%	100%	100%	0/10	

Performance obligation		Target	2015 Average	2016 Average	2017 Average	Running Average	No. of non-compliances reported	See Table No
1.23	Sunday	98%	100%	100%	100%	100%	0/10	
Drivers' Duties Operated								
2.1	Stage Carriage	98%	100%	100%	100%	100%	0/10	A2
2.2	City, Cork	98%	100%	100%	100%	100%	0/10	
2.3	City, Galway	98%	100%	100%	100%	100%	0/10	
2.4	City, Limerick	98%	100%	100%	100%	100%	0/10	
2.5	City, Waterford	98%	100%	100%	100%	100%	0/10	
2.6	Dublin Commuter	98%	100%	100%	100%	100%	0/10	
Schedule Km Operated								
3.1	Stage Carriage	98%	100%	100%	100%	100%	0/10	A2
3.2	City, Cork	95%	99.25%	99%	98%	98.75%	0/10	
3.3	City, Galway	95%	98.75%	99.5%	99%	99.33%	0/10	
3.4	City, Limerick	95%	97.75%	98%	98.5%	98.1%	0/10	
3.5	City, Waterford	95%	100%	100%	100%	100%	0/10	
3.6	Dublin Commuter	98%	100%	100%	99.5%	99.8%	0/10	
Services Operated								
4.1	Stage Carriage	98%	100%	100%	100%	100%	0/10	A3
4.2	City, Cork	95%	99%	99%	98%	98.7%	0/10	
4.3	City, Galway	95%	98.5%	98.75%	99.5%	98.9%	0/10	
4.4	City, Limerick	95%	97.75%	96.75%	98.5%	97.7%	0/10	
4.5	City, Waterford	95%	100%	100%	100%	100%	0/10	
4.6	Dublin Commuter	98%	100%	99.75%	99%	99.6%	0/10	
Scheduled Kilometres Operated								
<i>Based on AVL and ticketing data supplied by BÉ.</i>								
5.1	Total	85%	N/A	N/A	93.4%	93.4%	0/7	A4
Punctuality								
<i>High and low frequency punctuality at origin terminus– sample of services recorded for BÉ</i>								
6.1	Stage Carriage	95%	97%	96.75%	95.7%	96.5%	0/11	A5
6.2	City, Cork	90%	95.75%	93.75%	92.3%	93.9%	0/11	
6.3	City, Galway, Limerick and Waterford	87%	95.25%	94.25	95.3%	94.9%	0/11	
6.4	Dublin Commuter	95%	95.75%	96.5%	96%	95.6%	0/11	
Low-Frequency Punctuality (2017 only, over full route, based on AVL data supplied to NTA by BÉ)								

Performance obligation		Target	2015 Average	2016 Average	2017 Average	Running Average	No. of non-compliances reported	See Table No
7.1	Total	54% to 55%	N/A	N/A	51% to 54%	51% to 54%	5/5 3/4	A6
Total							14/581	

Table 4: Reliability and Punctuality performance

3.3 Customer Information Results

The customer information results for 2015 and 2016 are taken from Bus Éireann commissioned mystery shop surveys. The results for 2017 are taken from Bus Éireann mystery shop surveys and, later in the year, NTA commissioned mystery shop surveys, which used a revised methodology and categorisation for assessing measuring performance.

Within this category, a total of 14 non-compliances were reported.

There was a high level of non-compliance in relation to answering customer information queries on the telephone in 2015, prior to the introduction by Bus Éireann of a new customer services contract.

Details are set out and Table 5, and in Tables A7 to A12 in Appendix A.

Performance obligation		Compliance Test	2015 Average	2016 Average	2017 Average	Running Average	No. of non-compliances reported	Refer to Table
8.0	Timetable Information	Confirmation of Availability	100%	100%	100%	100%	0/10	A7
9.0	Bus Destination Scrolls	98%	92%	82%	77%	83.7%	10/10	A8
10.0	Customer Telephone Information	90%	64%	97%	94%	85%	4/10	A9
11.0	24 Service Information	Confirmation of Availability	100%	100%	100%	100%	0/8	A10
12.0	Fares Information	Availability of information	Confirmed	Confirmed	Confirmed	n/a	0/10	A11
13.0	Network Changes on Website	Confirmation of availability	Confirmed	Confirmed	Confirmed	n/a	0 /10	A12
Total							14/68	

Table 5: Customer Information performance

3.4 Customer Experience Results

Stations, drivers and vehicles

The customer experience results for 2015 and 2016 are taken from Bus Éireann commissioned mystery shop surveys. The results for 2017 are taken from NTA commissioned mystery shop surveys, which used a revised methodology and categorisation for assessing measuring performance.

The 2015 and 2016 results are presented in Table 6 and in Table A13 of Appendix A. These indicators were not part of the contractual performance regime at the time, so there are no recorded non-compliances.

Reporting obligation		Compliance Test	2015 Average	2016 Average	No. of non-compliances reported	Refer to Table
13.0	Cleanliness of Vehicles	N/A	86%	87%	N/A	A13
13.1	Cleanliness of Stations	N/A	91%	91%	N/A	A13
13.2	Heating, Lighting and Ventilation On Board	N/A	83%	82%	N/A	A13
13.3	Drivers are well-dressed	N/A	96%	95%	N/A	A13
13.4	Drivers are friendly and helpful	N/A	89%	85%	N/A	A13
13.3	Cleanliness of Station	N/A	84%	73%	N/A	A13
13.4	Station Staff well-presented	N/A	98%	98%	N/A	A13
13.5	Station Staff friendly and helpful	N/A	96%	96%	N/A	A13

Table 6: Customer Experience performance (2015 and 2016)

The 2017 results are presented in Table 7 and in Table A14 of Appendix A. The application of service quality performance targets based on the results of quarterly NTA commissioned Mystery Shops commenced in Q1 2017. A total of 12 of 20 performance targets were not met in 2017. Where targets were not met, contractual performance payment deductions were applied.

Target	Year	Performance target met?	Refer to table
<i>Bus Equipment Performance (including heating, lighting, wheelchair ramps, CCTV, ticket machine, route and destination displays)</i>	2017	4 of 4 quarters	A14
<i>Bus Driver Performance (helpful, polite, drives smoothly, pulls into kerb at stop, stops at bus stops on request, informs of disruption)</i>	2017	2 of 4 quarters	A14
<i>Customer Information Performance (fares display on buses)</i>	2017 Q2 onwards	1 of 3 quarters	A14

<i>Customer care performance (customer service desk, complaints response times, etc)</i>	2017	0 of 4 quarters	A14
<i>Cleanliness Performance (bus vehicles and stations)</i>	2017	1 of 4 quarters	A14

Table 7: Customer Experience performance (2017)

Complaint rates

The overall complaint rate increased significantly from late 2015 onwards, due to better recording of customer complaints following the procurement by Bus Éireann of a new customer services contractor. The complaint rate increased markedly again in late 2017, largely associated with issues surrounding driver availability to operate services. The complaint rate was particularly high for Dublin Commuter services.

A summary is provided in Table 8 and in more detail in Table A15 of Appendix A.

Complaints (Per 100,000 Passengers)	2015				2016				2017				Refer to Table
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Total Figure Achieved	9.8	8.4	9.7	17.1	18.4	18.6	18.4	24.8	20.4	21.9	22.9	52.7	A15

Table 7: Customer Experience performance (2017)

Vehicle accessibility and age

These obligations are reported to the Authority by Bus Éireann on a quarterly basis. The results are summarised in Table 8.

Performance obligation		Compliance Test	2015 Average	2016 Average	2017 Average	Running Average	No. of non-compliances reported
14.0	Accessibility	All new Vehicles purchased to be wheelchair accessible	100%	100%	N/A	100%	0
15.0	Fleet Bus Age	Report Bus Fleet Age	City – 6.3 years Commuter / Stagecarriage	City – 6.3 years Commuter / Stagecarriage	6.3 years	N/A	0

Performance obligation	Compliance Test	2015 Average	2016 Average	2017 Average	Running Average	No. of non-compliances reported
		Fleet- 6.7 years	Fleet- 7.4 years			
Total						0

Table 8: Vehicle accessibility and age

3.6 Environmental Performance

BÉ has reported full compliance with emissions and noise vehicle standards. From 2017 onwards, Bus Éireann has also reported on a quarterly basis in relation to fuel consumption and carbon emissions, and complaints made in relation to noise and vibration associated with its PSO operations.

4.0 Changes to the Contract

4.1 Service changes

The Contract provides that any changes to the PSO services must be subject to the approval of the NTA. The NTA has approved a number of alterations to services during each year of the contract to date. Those with cost implications are summarised below. In addition there have been numerous minor timetable adjustments and stopping locations relocations with no cost implications.

- 2015 – 5 route or timetable changes with an annualised gross cost of €1.29m
 - Route 132
 - Routes 216 and 223
 - Route 245
 - Routes 270 to 282

- 2016 – 34 route or timetable changes with an annualised gross cost of €9.36m (TBC).
 - Routes A1 and A2 (Athlone town)
 - Route 103, 103x, 105, 105x, 109a, 109b, 111, 111a, 111x, 115, 190, D1 (Dublin Commuter area)
 - Routes 202, 203, 208, 215, 220, 220X, 221, 245 (Cork city/commuter area)
 - Routes 404 and 409 (Galway City)
 - Routes 301, 302, 303, 304, 304a, 306 and 343 (Limerick City/commuter)
 - Routes 333, 336, 350, 355, 458 (stage carriage)

- 2017 – 29 route or timetable changes with an annualised gross cost of €3.29m
 - New NX service, revised Routes 109 and 109X (Dublin Commuter area)
 - Enhanced Routes 101, 101x, 105x, 115, 120, 130 (Dublin Commuter area)
 - Routes 169, 163, 166, 168, 189, 190 (Dundalk and Drogheda area)
 - Routes 202, 205 (Cork city)
 - Routes 302, 304 (Limerick city)
 - Routes 401, 404 (Galway city)
 - Routes 360, 602, 604 (Waterford city and Tramore)
 - Route 241, 245, 275, 440, 458

These service changes have delivered improved public transport services for the public during the period of the Contract.

4.2 Fare Increases Approved

The Authority approved fares increases requested by Bus Éireann. The appropriate information was provided by Bus Éireann and the approvals were fully implemented.

4.3 Purchase of buses and associated equipment and systems

The Authority provided a capital grant to Bus Éireann in 2015 to fund the purchase of buses and coaches for use on PSO services.

From 2016 the Authority has directly purchased buses and provided them to operators for use on PSO services contracted by the Authority.

All fleet are Wi-Fi enabled, and wheelchair accessible.

In addition, the Authority over the period 2015-2017 funded the provision of various enhancements to bus equipment and systems including Automatic Vehicle Location system enhancements and new ticketing equipment. The Authority has also funded upgrades to customer contact management system and additional resources for customer care and operational control of PSO bus services. The cost of certain of these items, including on-going operational costs of system enhancements required to support contract operations, are included in the annual subvention amounts set out in Table 3 above.

5.0 Audits of the Contract

The annual audit for the December 2014 contract commissioned by the NTA examines the financial systems, controls and processes used in relation to:

- Safety Management
- Environmental Management
- Ticketing and Fares Collection
- Operation and Maintenance of Network Assets
- Management of Security
- Records and Reporting Requirements
- Net Financial Report and Efficiency Incentive
- Defects and Damage to the Network Assets
- Insurance
- Other audit items

Given the outcome of the audit work for 2015, an overall assurance rating of “satisfactory” was deemed appropriate. A rating of “substantial” or “satisfactory” was deemed appropriate for the conduct of the contract in all audited areas.

Given the outcome of the audit work for 2016, an overall assurance rating of “satisfactory” was deemed appropriate. A rating of “substantial” or “satisfactory” was deemed appropriate for the conduct of the contract in all audited areas, apart from Environmental Management where a “limited” rating was applied.

At the time of writing the 2017 audit is underway.

Appendix A: Performance Obligation Results

RELIABILTY PERFORMANCE INDICATORS

Vehicles in service			2015				2016				2017			
Ref	Time period	Target	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Stage Carriage														
1.1	Weekdays	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	N/A	N/A
1.2	Saturdays	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
1.3	Sundays	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
City Services – Cork														
1.4	AM Peak	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
1.5	PM Peak	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
1.6	Saturday	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
1.7	Sunday	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
City Services – Galway														
1.8	AM Peak	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
1.9	PM Peak	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
1.10	Saturday	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
1.11	Sunday	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
City Services – Limerick														
1.12	AM Peak	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
1.13	PM Peak	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
1.14	Saturday	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
1.15	Sunday	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
City Services – Waterford														
1.16	AM Peak	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
1.17	PM Peak	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
1.18	Saturday	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A

1. 19	Sunday	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
1.20	AM Peak	98%	95%	96%	98%	98%	100%	100%	97%	100%	100%	99%	N/A	N/A
1.21	PM Peak	98%	95%	96%	98%	98%	100%	100%	97%	100%	100%	99%	N/A	N/A
1.22	Saturday	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
1.23	Sunday	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A

Table A1- Vehicles in Service as percent of Peak Vehicle Requirement (reported by Bus Éireann)

No	Performance Obligation	Target	2015				2016				2017			
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
3.1	Stage carriage	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
3.2	Cork city	95%	99%	100%	99%	99%	99%	99%	99%	99%	99%	97%	N/A	N/A
3.3	Galway city	95%	99%	99%	99%	98%	98%	100%	99%	99%	100%	99%	N/A	N/A
3.4	Limerick city	95%	98%	98%	99%	96%	100%	97%	98%	97%	99%	98%	N/A	N/A
3.5	Waterford city	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
3.6	Dublin Commuter	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	N/A	N/A

Table A2: Schedule Km operated (reported by Bus Éireann)

No	Performance Obligation	Target	2015				2016				2017			
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
4.1	Stage carriage	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
4.2	Cork city	95%	99%	99%	99%	99%	99%	99%	99%	99%	99%	97%	N/A	N/A
4.3	Galway city	95%	99%	99%	98%	98%	98%	99%	99%	99%	100%	99%	N/A	N/A
4.4	Limerick city	95%	98%	98%	98%	97%	98%	96%	97%	96%	99%	98%	N/A	N/A
4.5	Waterford city	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A
4.6	Dublin commuter	98%	100%	100%	100%	100%	100%	100%	100%	99%	99%	99%	N/A	N/A

Table A3: Services Operated (reported by Bus Éireann)

No	Performance Obligation	Target	2017						
			P7	P8	P9	P10	P11	P12	P13
5.1	Percentage of scheduled kilometres operated (excludes third party causes for non-operation)	Interim 85%, increasing to 95% in 2018	90%	91%	92%	96%	96%	95%	94%

Table A4: Scheduled Kilometres Operated (verified from AVL and ticketing data provided by Bus Éireann)

PUNCTUALITY PERFORMANCE INDICATORS

No	Performance Obligation	Target	2015				2016				2017			
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	Services leaving terminus within target margin of timetabled departure time													
6.1	Stage Carriage	95%	97%	96%	97%	98%	97%	97%	97%	96%	95%	95%	97%	N/A
6.2	Cork	90%	96%	96%	96%	95%	93%	98%	93%	91%	91%	91%	95%	84%*
6.3	Galway, Limerick, Waterford	87%	95%	96%	96%	94%	95%	98%	92%	92%	94%	94%	98%	84%*
6.4	Dublin Commuter	95%	95%	96%	97%	95%	97%	96%	97%	96%	95%	95%	98%	N/A

**Q4 2017 Punctuality accounts for high-frequency routes only*

Table A5: Punctuality (BE reports for sample of routes)

No	Performance Obligation		2017								
			P5	P6	P7	P8	P9	P10	P11	P12	P13
7.1	Percentage of low frequency services departing each bus stop on route within -1 to +6 minutes of timetabled time.	Target									
		54%	53%					52%	52%	51%	49%
		55%		54%	55%	54%	53%				

Table A6: Punctuality (low frequency services (less than 4 per hour) measured at each bus stop where BÉ AVL data is available)

CUSTOMER SERVICE QUALITY PERFORMANCE INDICATORS

Target	Year	Q1	Q2	Q3	Q4
<i>Comprehensive and up to date timetable will be published on BE website</i>	2015	Confirmed	Confirmed	Confirmed	Confirmed
	2016	Confirmed	Confirmed	Confirmed	Confirmed
	2017	Confirmed	Confirmed	N/A	N/A

Table A7: Timetable Information on website(Bus Éireann commissioned mystery shop)

Target	Year	Q1	Q2	Q3	Q4	Year Average
98%	2015	88%	89%	90%	95%	92%
98%	2016	88%	81%	75%	84%	82%
98%	2017	76%	78%	N/A	N/A	77%

Table A8: Bus Destination Scrolls Display (Bus Éireann commissioned mystery shop)

Target	Year	Q1	Q2	Q3	Q4	Year Average
<i>90% of calls answered in 60 seconds</i>	2015	57%	73%	50%	69%	64%
	2016	98%	96%	96%	98%	97%
	2017	94%	94%	N/A	N/A	94%

Table A9: Customer Telephone Information(Bus Éireann commissioned mystery shop)

Target	Year	Q1	Q2	Q3	Q4
<i>Service information available on website</i>	2015	Confirmed	Confirmed	Confirmed	Confirmed
	2016	Confirmed	Confirmed	Confirmed	Confirmed
	2017	Confirmed	Confirmed	N/A	N/A

Table A10: Service Information available on website(Bus Éireann commissioned mystery shop)

Target	Year	Q1	Q2	Q3	Q4
<i>Changes to be published not less than 5 days in advance</i>	2015	Confirmed	Confirmed	Confirmed	Confirmed
	2016	Confirmed	Confirmed	Confirmed	Confirmed
	2017	Confirmed	Confirmed	N/A	N/A

Table A11: Fares change information published on website(Bus Éireann commissioned mystery shop)

Target	Year	Q1	Q2	Q3	Q4
<i>Changes to be published not less than 5 days in advance</i>	2015	Confirmed	Confirmed	Confirmed	Confirmed
	2016	Confirmed	Confirmed	Confirmed	Confirmed
	2017	Confirmed	Confirmed	N/A	N/A

Table A12: Network Changes published on Website (Bus Éireann commissioned mystery shop)

Target	Year	Q1	Q2	Q3	Q4
<i>Where facilities exist each bus operated in service will be vacuumed internally</i>	2015	82%	83%	88%	85%
	2016	84%	87%	87%	87%
<i>Where facilities exist each bus operated in service will be washed externally each day</i>	2015	86%	90%	94%	91%
	2016	88%	92%	92%	91%
<i>Heating, ventilation and lighting on board all vehicles is working and set to a comfortable level</i>	2015	86%	84%	88%	83%
	2016	81%	84%	83%	80%
<i>BE drivers are well-dressed</i>	2015	96%	95%	95%	96%
	2016	95%	96%	96%	95%
<i>BE drivers are friendly and helpful</i>	2015	87%	86%	91%	89%
	2016	87%	86%	87%	85%
<i>Stations are clean</i>	2015	82%	79%	79%	87%
	2016	81%	80%	77%	66%
<i>Station Staff are well presented</i>	2015	94%	96%	98%	98%
	2016	97%	98%	97%	97%
<i>Station Staff are friendly and helpful</i>	2015	94%	94%	96%	96%
	2016	96%	96%	94%	96%

Table A13: Customer experience performance (Bus Éireann commissioned mystery shop)

Target	Year	Q1	Q2	Q3	Q4
<i>Bus Equipment Performance (including heating, lighting, wheelchair ramps, CCTV, ticket machine, route and destination displays)</i>	2017	Target met	Target met	Target met	Target met
<i>Bus Driver Performance (helpful, polite, drives smoothly, pulls into kerb at stop, stops at bus stops on request, informs of disruption)</i>	2017	Target not met: 50% Deduction	Target met	Target not met: 50% Deduction	Target met
<i>Customer Information Performance (fares display on buses, information at bus stops)</i>	2017	Target met	Target not met: 100% Deduction	Target not met: 100% Deduction (suspended due to NTA need to clarify routes requiring fare display)	Target not met: 50% Deduction
<i>Customer care performance (customer service desk, complaints response times, etc)</i>	2017	Target not met: 50% Deduction	Target not met: 100% deduction	Target not met: 100% deduction	Target not met: 100% deduction
<i>Cleanliness Performance (bus vehicles and stations)</i>	2017	Target met	Target not met: 100% deduction	Target not met: 100% deduction	Target not met: 100% Deduction

Table A14: Customer Service Quality Performance (NTA commissioned mystery shop)

Complaints (Per 100,000 Passengers)	2015				2016				2017			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Service Experience	N/A	N/A	N/A	N/A	N/A	N/A	N/A	16.4	13.2	14.8	14.9	42.3
Staff Issues	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4.8	3.4	2.8	2.9	4.0
Negative Interaction	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.8	1.4	2.1	2.2	2.5
Fares & Ticketing	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1.0	0.7	0.9	1.1	1.0
Boarding & On-board	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.5	0.4	0.5	0.6	0.7
Bus Station, Stop / Shelter Issues	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.3	0.3	0.2	0.5	0.6
Timetable / Service Changes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.6	0.3	0.4	0.3	0.6
Website	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.2	0.3	0.1	0.2	0.4
Customer Service	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.2	0.1	0.1	0.1	0.2
Information Provision	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.1	0.1	0.1	0.1	0.2
Apps	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.0	0.0	0.0	0.1	0.0
Antisocial Behaviour	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.0	0.0	0.0	0.0	0.0
Environmental	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.0	0.0	0.0	0.0	0.0
Total Figure Achieved	9.8	8.4	9.7	17.1	18.4	18.6	18.4	24.8	20.4	21.9	22.9	52.7

Table A15: Customer complaint rates (reported by Bus Éireann)

Annex B

Consultation Submissions Report



**Statutory Public Consultation on Direct
Award of 2019 Bus Public Service
Contract to Bus Éireann**

Consultation Submissions Report

November 2018

National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2

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1. Background

In December 2014, the National Transport Authority (the “Authority”) entered into a direct award contract with Bus Éireann, for the provision of PSO bus services outside Dublin

The Authority is proposing:

- (i) to enter into another direct award contract with Bus Éireann in 2019 for the provision of public bus services outside the Dublin areas under a public service obligation (PSO), and
- (ii) to amend that contract in 2021 to reduce the services within that contract by approximately 10%, and
- (iii) to provide the removed services through a separate contract or contracts, following an open tender process.

Under section 52(6) of the Dublin Transport Authority Act (as amended), where the Authority proposes to enter into direct award contracts subsequent to the initial (2009) contracts, it is obliged to 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 transport services that are the subject of the contract.

To this end, a public consultation has been undertaken to seek views in relation to the above proposals.

The consultation took place between 2nd October and 30th October 2018, and was advertised in the national press as well as on the Authority’s website.

This report is on the public consultation submissions received.

2. Overview of submissions received

A total of 32 submissions were received relating to the Bus Éireann direct award contract (excluding duplicate submissions).

Of the 32 submissions

- 5 were from private individuals
- 4 were from private businesses
- 4 were from government agencies
- 1 was from bus operator industry body
- 4 were from other industry or employer bodies
- 3 were from non-profit organisations /NGOs
- 2 were from the incumbent bus operator (Bus Éireann) or parent body (CIÉ)
- 3 were from trade unions
- 6 were from political representatives

A table listing the submissions made is included in Appendix A at the back of this report.

3. Summary of consultation responses

The sections below summarise the comments made by the various respondents to the public consultation. The specific subjects raised have been grouped into four subject areas:

- Comments on the proposal to direct award contracts in 2019 to Dublin Bus and Bus Éireann
- Comments on proposals to tender some public bus services in 2021
- General comments on new bus contracts
- Other comments

Appendix B to this report contains a table of the specific subjects raised by each respondent to the consultation.

3.1 Comments on the proposal to direct award contracts in 2014 to Dublin Bus and Bus Éireann

3.1.1 Approval in principle

Ronan Gill of CIE:

- Welcomed and supported the NTA decision for the new direct award contract to Bus Éireann
- Noted that Bus Éireann benefits from important economies of scale as an established network wide operator which allows for a fully integrated approach to transport planning

Dermot O’Leary of NBRU noted continuation of direct award is entirely compatible with EU Regulation 1370/2007.

Robert O’Mahony of Bus Éireann:

- Noted positive customer and financial value delivered by Direct Awards since 2009, significant level of service enhancements driving modal shift, partnership approach that has delivered greater value to state, focus on work practice flexibility and cost efficiency, noted evidence showing BE is as efficient and effective as international peers
- Contended that direct award approach makes best use of available resources available to Competent Authority grouping, and is most suited to Irish environment.
- Noted that when adequately resourced in relation to steady state investment, performs very well compared to international peers.
- Noted that BE will bring value to the State for any future award of services
- Noted that recent business transformation has helped make provision of services by BE more cost competitive, and are structured to deliver excellent standards of service quality,

reliability and punctuality

- Noted growth in customer journeys and positive financial trends since 2009
- Noted focus of effort in network development to city services
- Acknowledged challenges remain with industrial relations, transition to DMS system, changed approach to managing punctuality and constraints in investment, but noted plans for addressing these

Sean Aylward believed Bus Éireann deserve a shot at being allowed to maintain a national transport service

Frank O'Rourke TD:

- Considered Bus Éireann are the best company to provide these services
- Noted Bus Éireann commuter services offer a sensible and cost effective alternative to driving into Dublin city.

Donal O'Keeffe of the **Licensed Vintners Association** was supportive of Bus Éireann and the important social and public transport service they provide

Peter Fitzpatrick TD, Tracy McElligott of **Moyross Residents Forum** and **Donal Healy** of **Ireland West Airport** supports Bus Éireann continuing to provide Public Service Obligation bus service.

3.1.2 Supports incumbent operator

Pippa Woolnough of the **Immigrant Council of Ireland** Noted that BE partner with Immigrant Council of Ireland since 2014 and participate in annual Transport against Racism campaign

Daniel Browne of **Ocean FM** and **Sea Sesssions:**

- Noted that like Bus Éireann, provides a public service to the north west under licence to the Broadcasting Authority of Ireland
- Has a long standing working relationship with Bus Éireann
- Noted the unique developmental role that Bus Éireann plays in a wider context and the importance of the public service element

Karen Hennessy of the **Design & Crafts Council of Ireland**, **Bill O'Brien** of the **Original Doolin Ferry Company** and **Olivia Ferguson** were generally supportive of Bus Éireann.

Roisin Guiry of **HSE** noted positive partnership of Bus Éireann with HSE since 2016 on "The Dementia Understand Together Campaign"

3.1.3 Disagreement with proposal

Kevin Gough of Ballycurrance National School was not supportive of NTA proposal to directly award contract to Bus Éireann

3.1.4 Accessibility requirements

Niamh Fawl of the NDA:

- Highlighted importance of wheelchair access without advance booking
- Welcomed direct award proposal because it will result in no service disruption to people with disabilities
- Stated new contract should have clear KPIs and timeframes for addressing key barriers that prevent easy access to services by all
- Stated need for NTA and Bus Éireann to work for universally designed bus stops throughout country
- Stated that next stop announcements should be operational on all services
- Noted bus livery should be universally designed, and that NDA would be happy to facilitate a consultation on this matter
- Noted staff training on disability awareness is crucial
- Noted website should be universally designed to meet EU Web Accessibility Directive requirements
- Suggested NTA should consult a wide range of service users to guide service design requirements before tendering.
- Stated operator must commit to providing universally designed services

Joan Carthy of the Irish Wheelchair Association:

- Stated Operator must commit to providing universally designed services

3.1.5 Service quality and performance indicators

Fiona Monaghan of Fáilte Ireland:

- Welcomed recognition of need for improved quality of service provision in terms of reliability and punctuality

Áine Carroll of the Competition and Consumer Protection Commission:

- Welcomed that NTA will maintain a "fairly tight contractual specification of required services"

Bob Laird:

- Agreed performance based penalties and incentives for exceeding targets, as long as targets are sufficiently challenging.

Ronan Gill of CIE:

- Recognised that both competitiveness and service quality are critical to future growth and success
- Agreed with the NTA's view that reliability, punctuality and frequency are key factors in the provision of good quality service.

3.2 Comments relating to proposals to tender some public bus services in 2021

3.2.1 Support tendering

Kevin Traynor of Coach Tourism and Transport Council of Ireland

- Welcomed proposal to tender up to 10% of PSO services in 2021.
- To assist smaller operators in bidding, recommended that a "designated bonding alternative" be put in place to safeguard State against non-delivery of contractual obligations

Áine Carroll of the Competition and Consumer Protection Commission:

- Noted that the Dublin Transport Authority Act included provisions to facilitate competition in PSO service provision in line with 1999 Competition Authority recommendation
- Recalled that the 2013 Competition Authority submission to NTA concluded that competitive tendering gives a stronger framework to NTA to achieve its goals
- Stated that CCPC supports opening up bus routes with effective regulatory oversight to deliver improvements in quality reliability and punctuality
- Stated that the CCPC view continues to be that opening up the public bus market through competition benefits consumers and businesses

Neil Walker of IBEC was broadly supportive of more competition but supportive of pragmatic tendering approach adopted by Authority

Bob Laird

- Agreed with all the final conclusions regarding tendering
- Supported tendering route bundles, based on number of buses required, rather than number of routes. Waterford city was probably at the lower end of bundle size, probably ideal to have them a bit larger.

3.2.2 Additional route tendering favoured

Kevin Traynor of Coach Tourism and Transport Council of Ireland:

- Questioned rationale for awarding majority of routes to incumbent operator that has provided "substandard" service in certain areas
- Recommended that additional routes that may be introduced in Galway and Cork be put out to open tender
- Suggested amendment to legislation so that duration of PSO contract can be reduced [from five years] to provide greater flexibility
- Was disappointed that a larger share of Bus Éireann PSO services will not be tendered

Áine Carroll of the Competition and Consumer Protection Commission:

- Stated that CCPC regret that the proposals do not provide for further competitive tendering
- Noted that option is left open to tender certain services in Cork and Galway following bus network reorganisation
- Urged further consideration on how greater competition can be facilitated and would welcome opportunity to discuss with NTA

3.2.3 Evaluation period needed prior to further tendering

Robert Troy TD of Fianna Fáil stated:

- Fianna Fáil consider further competitive tendering would mean further privatisation of Ireland's bus network
- By introducing an element of competitiveness, overall service quality can be increased and costs borne by state can be reduced
- However [following tendering] subsidy levels may not always increase and service levels may not increase, and fares may increase
- Privatisation can harm working conditions for transport workers, which in turn can impact on customer experience
- Given that private operators have only just started operating PSO routes, it is too early for impacts to be ascertained.
- A full evaluation of impacts of privatisation should be undertaken with a minimum of five years following current round of tendered contract awards
- Trial period of and review is required before further tendering is undertaken

Imelda Munster TD of Sinn Féin stated:

- A full evaluation of impacts of privatisation should be undertaken a minimum of five years following current round of tendered contract awards.

Sean Aylward:

- Stated that 10% of BE routes already privatised – he can see the rationale for that in the context of current EU competition policy and national transport standard setting, but it seems precipitate that further routes going for tender shortly.

Ronan Gill of CIE:

- Noted that there will inevitably be a lead-time before a credible benchmark of this method (competitive tendering) of providing bus services can be made.
- Considered that a cost benefit analysis of the impacts of competitive tendering should be undertaken after benchmark established.
- Stated that specifying the potential routes that may be open to competitive tender may be premature at this stage.

3.2.4 Disagree with proposal to tender

John Murphy of SIPTU noted:

- SIPTU is totally opposed to proposal to tender 10% of Bus Éireann PSO services in 2021
- Proposals appear only motivated by agenda that "competitive tension in the market is good for consumer" or alleged "value for money"
- Public bus service contracts should be adequately funded by exchequer as they are socially necessary and should not fall victim to profiteering or race to bottom in wages and employment conditions
- The view that tendering for most economically efficient operator will lead to lower costs contradicts the statement that value for money cannot be achieved by looking at price alone.
- Further decline in terms and conditions will lead to industrial action impacting on customer satisfaction, integration of services and will not be in general economic interest of passengers
- Proposals to tender 10% of Bus Éireann direct award contract are flawed and should not proceed

Robert O'Mahony of Bus Éireann noted:

- Proposal to tender should be further considered and framed in the final analysis only by the advantage to the state and customers when the decision is made, noting service results already achieved and will continue to deliver further improvements.

Imelda Munster of Sinn Féin:

- Queried why Authority continues to tender. Where the requirement [to tender] is in law is not clear from paper;
- Noted further tendering ("privatisation") would damage BE and public transport in Ireland

Cllr Réada Cronin, Cllr Mark Lynch and Cllr Thomas Redmond of Kildare County Council:

- Noted proposals to tender would undermine capacity of BE to provide integrated service meeting needs of all sections of communities;
- Noted that routes previously and currently tendered are high-volume routes which cross-subsidise low-volume and orbital routes. Claim such cross-subsidy only possible within a single operator entity and needed with projected population expansion.

Cllr Brendan Young of Kildare County Council

- Proposal to remove a further 10% of services from BE is mistaken and should not proceed
- Claims tendering would lead to loss of revenue to BE to cross-subsidise low-volume and orbital routes.
- Need a single public entity providing and integrated public transport service, BE best suited and should not have any more routes removed.

Daniel Browne of Ocean FM and Sea Sessions:

- Noted continued degrading and privatisation of public services in the north-west from post offices to health facilities is having a detrimental effect and threatens on-going viability of communities.
- Urged the NTA not to continue headlong down this same path
- Understands and supports the objective to have services paid for and be profitable
- Suggests that the NTA desist from further privatisation
- Concern that the NTA proposes to further privatise elements of the Bus Éireann service
- Private operators will have no view towards the wider economic needs of the region

Dermot O'Leary of NBRU:

- NBRU remains implacably opposed to "privatisation of jobs" currently provided by state owned Bus Éireann
- Drivers pay in state owned bus companies is significantly higher than in the case of private operators. This is a state sponsored race to the bottom.
- Unlike a publicly owned and operated transport company, profit made by private operators is not re-invested into public transport
- Further PSO network fragmentation would undermine security of bus services and the jobs associated with service provision
- "Privatisation" means profit is king at expense of services and workers' conditions. Bus Éireann staff have suffered significant reductions in take home pay since 2017 strike
- Tendering rarely achieves promised savings, and increased costs to deliver services will ultimately be borne by taxpayer

Liam Berney of ICTU:

- Claims that data shows Bus Éireann Dublin Commuter Services matched or exceeded target performance levels, therefore question rationale for selection of Commuter Services for 2021 tendering.
- Notes it seems reckless to remove further service from Bus Éireann. View is that this will damage financial position, undermine operational capacity and could precipitate another financial crisis.
- States that Congress [of Trades Unions] does not support contention that competitive tendering automatically leads to better public services.
- Strong international evidence that tendering is often used as a means of driving down terms and conditions of employment and lowering standards
- Congress does not believe evidence presented in the documentation supports increased tendering and therefore encourages reconsideration of this aspect of the proposal.

3.2.5 Question rationale for tendering

John Murphy of SIPTU

- Noted in the context of "value for money" objective that regarding recent Dublin Commuter and Waterford competitions NTA states "the tender price offered by Bus Éireann was very competitive"
- Noted high level of customer satisfaction recorded in Dublin Commuter area and that despite this Dublin Commuter services are being put out to tender
- Noted Bus Éireann exceeded contractual requirements for punctuality and reliability (up to 2017)
- Noted that BE generally met contractual targets
- Noted high customer satisfaction rates
- Noted that BE generally met contractual targets
- Noted BE's competitive tenders indicate ability to provide value for money

Robert O'Mahony of Bus Éireann:

- Noted high customer satisfaction rates
- Highlighted EC study of various case studies of economic and financial effects of Regulation 1370/2007 outlined that BE scored highest in terms of Performance Monitoring and Reporting, and that Direct Award model was being implemented efficiently and effectively.
- Noted BE-sponsored studies show BE PSO Costs in line with UK Operators
- Noted BE's competitive tenders indicate ability to provide value for money
- Noted range of skillsets and track record of stakeholder engagement and providing social and economic inclusion

3.2.6 Question rationale for selection of particular routes for tendering

Robert O'Mahony of Bus Éireann:

- Noted high growth in trips on M2 and M11 corridor, with improving service delivery and are committed to continuous improvement

Alan Richardson:

- Noted it was unclear how routes were selected for tender. Route 133 service needs to improve before considering tendering it

Fiona Monaghan of Fáilte Ireland:

- Stated that consideration of whether to retain or remove future contracts should take account of need to retain services levels and tourist sector needs.

3.3 General comments on new contracts

3.3.1 Net or Gross Cost Contract

Robert O'Mahony of **Bus Éireann** noted Gross Cost contract proposal requires further discussion and consideration with Authority.

Bob Laird agreed best for NTA to take revenue risk

Ronan Gill of **CIE**:

- Claimed consultation paper does not address where revenue risk is to be allocated under Direct Award.
- Stated a gross cost approach will inevitably give rise to some changes to the way in which bus services are financed and delivered.

3.3.2 Authority should set service specifications

Bob Laird:

- Agreed best, in theory, for NTA to set requirements on routes, timetables, fares, vehicles and customer information
- Stated that NTA has worked extremely well with Bus Éireann to improve timetables and to provide consistent products on many routes. The city and county reviews have been very successful.

3.3.3 Terms and conditions of employment of operator staff

Dermot O'Leary of **NBRU**:

- Noted that Unlike to 1958 Transport Act, the 2008 Act setting up the National Transport Authority did not include the maintenance of reasonable conditions of employment for its workers as a function of the Authority
- Stated that safety is put at risk by having cheap labour behind the wheel of buses
- Stated that NTA has not availed of provisions in EU Regulation 1370/2007 that allow competent authorities to impose contract conditions and standards that protect social standards and workers conditions
- Stated that pay levels in private bus companies contribute to such workers falling within the scope of the social welfare system, at a cost to the State.

3.3.4 Importance of transport service integration

Thomas McHugh of **Cork Chamber** stated factors such as service integration, uniformity, accessibility, affordability, dependability; fuels and fleet technology need to be taken into consideration.

3.3.5 Review or revise service specification

Fiona Monaghan of **Fáilte Ireland** stated need for more "hop-on hop-off" services between visitor attractions, and to take account of tourist needs in planning services.

Kevin Traynor of **Coach Tourism and Transport Council of Ireland**:

- Recommended fundamental review of PSO in rural areas, with use of smaller accessible vehicles to connect to commercial mainline services

3.4 Other comments

3.4.1 Competitive advantage of incumbent

Kevin Traynor of Coach Tourism and Transport Council of Ireland stated ownership of depots by Bus Éireann is an unfair competitive advantage. Resources should be allocated for such infrastructure for future tenders:

3.4.2 Rural and school transport services

Kevin Gough of Ballycurrance National School noted:

- Every year the issue of the rural bus service is of extreme angst and concern, affecting our enrolment and continued viability
- Rural public transport plays a critical public service by serving and sustaining rural communities.
- Experience of the rural school bus service provision by BE not entirely positive and customer experience is poor
- Rural school public bus service/programme should be set-aside for tendering in separate lots
- Future public consultations be advise directly INTO/IIPM and directly to schools

Bob Laird noted fares policies particularly for schoolchildren may make services unprofitable.

3.4.3 Split incumbent into separate companies

Bob Laird suggested:

- Bus Éireann would continue with school transport service management, and all commercial Expressway services to/from Dublin. The new regional companies could operate commercial services including Expressway between and outside their regions, but not to Dublin
- Regional bus companies would ideally be state owned, outside the CIE group. Assets such as depots and bus stations should ideally be separately owned, either by CIE group, or by NTA. Even if not possible to achieve these, there is significant merit in regional rather than national bus companies.

Appendix A - List of submissions

Reference	Name	Organisation
1	Joan Carthy	Irish Wheelchair Association
2	Pippa Woolnough	Immigrant Council of Ireland
3	Daniel Browne	Ocean FM
4	Daniel Browne	Sea Sessions
5	Sean Aylward	
6	Frank O Rourke TD	Fianna Fáil
7	Donall O'Keefe	Licensed Vintners Association
8	Deputy Peter Fitzpatrick	Independent TD
9	Roisin Guiry	HSE
10	Kevin Gough	Ballycurrane NS
11	Bob Laird	
12	Tracy McElligott	Moyross Residents Forum
13	Thomas McHugh	Cork Chamber
14	ClIr Brendan Young	Kildare County Council
15	Ronan Gill	CIE
16	Donal Healy	Ireland West Airport
17	Robert Troy TD	Fianna Fáil
18	Robert O'Mahony	Bus Éireann
19	Karen Hennessy	Design & Crafts Council of Ireland
20	Bill O'Brien	Original Doolin Ferry Company
21	Olivia Ferguson	
22	John Murphy	SIPTU
23	Imelda Munster TD	Sinn Féin
24	ClIr Réada Cronin, ClIr Mark Lynch and ClIr Thomas Redmond	Kildare County Council
25	Neil Walker	IBEC
26	Dermot O'Leary	NBRU
27	Kevin Traynor	Coach Tourism and Transport Council of Ireland
28	Alan Richardson	
29	Fiona Monaghan	Fáilte Ireland
30	Niamh Fawl	NDA
31	Áine Carroll	Competition and Consumer Protection Commission
32	Liam Berney	CTU

Appendix B - List of comments under each submission

Direct Award of 2019 Bus Public Service Contract to Bus Éireann - Consultation Submissions Report

Submission	Name	Organisation	Comment	Theme
1	Joan Carthy	Irish Wheelchair Association	All buses should be fully accessible, lower floor buses where possible and all infrastructure needs to be accessible.	Accessibility
2	Pippa Woolnough	Immigrant Council of Ireland	BE partner with Immigrant Council of Ireland since 2014 and participate in annual Transport against Racism campaign	Support incumbent operator
3	Daniel Browne	Ocean FM	Engage in a public discussion about the aims and objectives of the people of this region for a transport service for the future	N/A
3	Daniel Browne	Ocean FM	Continued degrading and privatisation of public services in the north west from post offices to health facilities is having a detrimental effect and threatens on-going viability of our communities.	Opposes tendering
3	Daniel Browne	Ocean FM	Urge the NTA not to continue headlong down this same path	Opposes tendering
3	Daniel Browne	Ocean FM	Understand and support the objective to have services paid for and be profitable	Opposes tendering
3	Daniel Browne	Ocean FM	Suggest that the NTA desist from further privatisation	Opposes tendering
3	Daniel Browne	Ocean FM	Like Bus Éireann, provide a public service to the north west under licence to the Broadcasting Authority of Ireland	Support incumbent operator
4	Daniel Browne	Sea Sessions	Concern for the NTA to further privatise elements of the Bus Éireann service	Opposes tendering
4	Daniel Browne	Sea Sessions	Private operators will have no view towards the wider economic needs of the region	Opposes tendering
4	Daniel Browne	Sea Sessions	Long standing working relationship with Bus Éireann	Support incumbent operator
4	Daniel Browne	Sea Sessions	Consider the unique developmental role that Bus Éireann plays in a wider context and the importance of the public service element	Support incumbent operator

Direct Award of 2019 Bus Public Service Contract to Bus Éireann - Consultation Submissions Report

Submission	Name	Organisation	Comment	Theme
5	Sean Aylward		Saw that 10% of BE routes privatised - Can see the rationale for that in the context of current EU competition policy and national transport standard setting, but seems precipitate that further routes going for tender shortly	Evaluation period prior to further tendering
5	Sean Aylward		Bus Éireann deserve a shot at being allowed to maintain a national transport service	Supports direct award
6	Frank O Rourke TD	Fianna Fáil	Bus Éireann are the best company to provide these services	Supports direct award
6	Frank O Rourke TD	Fianna Fáil	Bus Éireann commuter services offer a sensible and cost effective alternative to driving into Dublin city.	Supports direct award
7	Donall O'Keeffe	Licensed Vintners Association	Good public transport network is essential for access to and from our members licenced premises	N/A
7	Donall O'Keeffe	Licensed Vintners Association	Public transport service is essential to the employment and commercial sustainability of the Dublin licenced trade.	N/A
7	Donall O'Keeffe	Licensed Vintners Association	Supportive of Bus Éireann and the important social and public transport service they provide	Supports direct award
8	Peter Fitzpatrick TD	Independent TD	Supports Bus Éireann continuing to provide Public Service Obligation bus service	Supports direct award
9	Roisin Guiry	HSE	Positive partnership with HSE since 2016 on "The Dementia Understand Together Campaign"	Support incumbent operator
10	Kevin Gough	Ballycurrane NS	Not supportive of NTA proposal to directly award contract to Bus Éireann	Opposes direct award
10	Kevin Gough	Ballycurrane NS	Every year the issue of the rural bus service is of extreme angst and concern, affecting our enrolment and continued viability	Rural transport provision
10	Kevin Gough	Ballycurrane NS	Rural public transport plays a critical public service by serving and sustaining rural communities.	Rural transport provision
10	Kevin Gough	Ballycurrane NS	Experience of the rural school bus service provision by BE not entirely positive and customer experience is poor	School transport provision
10	Kevin Gough	Ballycurrane NS	Rural school public bus service/programme should	School transport provision

Direct Award of 2019 Bus Public Service Contract to Bus Éireann - Consultation Submissions Report

Submission	Name	Organisation	Comment	Theme
			be set-aside for tendering in separate lots	
10	Kevin Gough	Ballycurrane NS	Future public consultations be advise directly INTO/IIPM and directly to schools	School transport provision
11	Bob Laird		Agreed best, in theory, for NTA to set requirements on routes, timetables, fares, vehicles and customer information	Authority should set service specifications
11	Bob Laird		NTA has worked extremely well with Bus Éireann to improve timetables and to provide consistent products on many routes. The city and county reviews have been very successful.	Authority should set service specifications
11	Bob Laird		Agreed best for NTA to take revenue risk	Net or gross cost contract
11	Bob Laird		Fares policies particularly for schoolchildren may make services unprofitable	School transport provision
11	Bob Laird		Agreed performance based penalties and incentives for exceeding targets, as long as targets are sufficiently challenging.	Service quality and performance indicators
11	Bob Laird		Create three bus companies based in Cork, Limerick and Galway. Cork would serve Cork; Limerick serve Limerick, Kerry and south Clare; Galway serve Connacht, north Clare and Athlone. Bus Éireann would continue to serve Leinster, Ulster three counties, and Waterford. All companies would serve some parts of Tipperary.	Split incumbent into separate companies
11	Bob Laird		Bus Éireann would continue with school transport service management, and all commercial Expressway services to/from Dublin. The new regional companies could operate commercial services including Expressway between and outside their regions, but not to Dublin	Split incumbent into separate companies
11	Bob Laird		Regional bus companies would ideally be state owned, outside the CIE group. Assets such as depots and bus stations should ideally be separately owned, either by CIE group, or by NTA.	Split incumbent into separate companies

Direct Award of 2019 Bus Public Service Contract to Bus Éireann - Consultation Submissions Report

Submission	Name	Organisation	Comment	Theme
			Even if not possible to achieve these, there is significant merit in regional rather than national bus companies.	
11	Bob Laird		Agrees with all the final conclusions	Supports tendering
11	Bob Laird		Agreed use route bundles, based on number of buses required, rather than number of routes. Waterford city was probably at the lower end of bundle size, probably ideal to have them a bit larger	Supports tendering
12	Tracy McElligott	Moyross Residents Forum	Supports Bus Éireann continuing to provide Public Service Obligation bus service	Supports direct award
13	Thomas McHugh	Cork Chamber	Factors such as service integration, uniformity, accessibility, affordability, dependability, fuels and fleet technology need to be taken into consideration	Importance of transport service integration
14	Cllr Brendan Young	Kildare County Council	Proposal to remove a further 10% of services from BE is mistaken and should not proceed	Opposes tendering
14	Cllr Brendan Young	Kildare County Council	Claims tendering would lead to loss of revenue to BE to cross-subsidise low-volume and orbital routes.	Opposes tendering
14	Cllr Brendan Young	Kildare County Council	Need a single public entity providing and integrated public transport service, BE best suited and should not have any more routes removed.	Opposes tendering
15	Ronan Gill	CIE	There will inevitably be a lead-time before a credible benchmark of this method (competitive tendering) of providing bus services can be made.	Evaluation period prior to further tendering
15	Ronan Gill	CIE	Cost benefit analysis of the impacts of competitive tendering should be undertaken after benchmark established.	Evaluation period prior to further tendering
15	Ronan Gill	CIE	Specifying the potential routes that may be open to competitive tender may be premature at this stage.	Evaluation period prior to further tendering

Direct Award of 2019 Bus Public Service Contract to Bus Éireann - Consultation Submissions Report

Submission	Name	Organisation	Comment	Theme
15	Ronan Gill	CIE	Consultation paper does not address where revenue risk is to be allocated under Direct Award	Net or gross cost contract
15	Ronan Gill	CIE	A gross cost approach will inevitably give rise to some changes to the way in which bus services are financed and delivered	Net or gross cost contract
15	Ronan Gill	CIE	Recognises that both competitiveness and service quality are critical to future growth and success	Service quality and performance indicators
15	Ronan Gill	CIE	Agrees with the NTA's view that reliability, punctuality and frequency are key factors in the provision of good quality service	Service quality and performance indicators
15	Ronan Gill	CIE	Welcomes and supports the NTA decision for the new direct award contract to Bus Éireann	Supports direct award
15	Ronan Gill	CIE	Bus Éireann benefits from important economies of scale as an established network wide operator which allows for a fully integrated approach to transport planning	Supports direct award
16	Donal Healy	Ireland West Airport	Supports Bus Éireann continuing to provide Public Service Obligation bus service	Supports direct award
17	Robert Troy TD	Fianna Fáil	Fianna Fáil consider further competitive tendering would mean further privatisation of Ireland's bus network	Evaluation period prior to further tendering
17	Robert Troy TD	Fianna Fáil	By introducing an element of competitiveness, overall service quality can be increased and costs borne by state can be reduced	Evaluation period prior to further tendering
17	Robert Troy TD	Fianna Fáil	However [following tendering] subsidy levels may not always increase and service levels may not increase, and fares may increase	Evaluation period prior to further tendering
17	Robert Troy TD	Fianna Fáil	Privatisation can harm working conditions for transport workers, which in turn can impact on customer experience	Evaluation period prior to further tendering
17	Robert Troy TD	Fianna Fáil	Given that private operators have only just started operating PSO routes, it is too early for impacts to be ascertained.	Evaluation period prior to further tendering

Direct Award of 2019 Bus Public Service Contract to Bus Éireann - Consultation Submissions Report

Submission	Name	Organisation	Comment	Theme
17	Robert Troy TD	Fianna Fáil	A full evaluation of impacts of privatisation should be undertaken with a minimum of five years following current round of tendered contract awards	Evaluation period prior to further tendering
17	Robert Troy TD	Fianna Fáil	Trial period of and review required before further tendering is undertaken	Evaluation period prior to further tendering
17	Robert Troy TD	Fianna Fáil	Fianna Fáil has long recognised vital role the state must play in the delivery of quality public transport	N/A
18	Robert O'Mahony	Bus Éireann	Gross Cost contract proposal requires further discussion and consideration with Authority	Net or gross cost contract
18	Robert O'Mahony	Bus Éireann	Proposal to tender should be further considered and framed in the final analysis only by the advantage to the state and customers when the decision is made, noting service results already achieved and will continue to deliver further improvements	Opposes tendering
18	Robert O'Mahony	Bus Éireann	Noted that BE generally met contractual targets	Questions rationale for tendering
18	Robert O'Mahony	Bus Éireann	Noted high customer satisfaction rates	Questions rationale for tendering
18	Robert O'Mahony	Bus Éireann	Highlighted EC study of various case studies of economic and financial effects of Regulation 1370/2007 outlined that BE scored highest in terms of Performance Monitoring and Reporting, and that Direct Award model was being implemented efficiently and effectively.	Questions rationale for tendering
18	Robert O'Mahony	Bus Éireann	BE-sponsored studies noted that cost profiling shows BE PSO Costs in line with UK Operators	Questions rationale for tendering
18	Robert O'Mahony	Bus Éireann	Note BE's competitive tenders indicate ability to provide value for money	Questions rationale for tendering
18	Robert O'Mahony	Bus Éireann	Note range of skillsets and track record of stakeholder engagement and providing social and economic inclusion	Questions rationale for tendering

Direct Award of 2019 Bus Public Service Contract to Bus Éireann - Consultation Submissions Report

Submission	Name	Organisation	Comment	Theme
18	Robert O'Mahony	Bus Éireann	Noted high growth in trips on M2 and M11 corridor, with improving service delivery and are committed to continuous improvement	Rationale for route selection
18	Robert O'Mahony	Bus Éireann	Noted positive customer and financial value delivered by Direct Awards since 2009, significant level of service enhancements driving modal shift, partnership approach that has delivered greater value to state, focus on work practice flexibility and cost efficiency, noted evidence showing BE is as efficient and effective as international peers	Supports direct award
18	Robert O'Mahony	Bus Éireann	Contends that direct award approach makes best use of available resources available to Competent Authority Grouping, and is most suited to Irish environment.	Supports direct award
18	Robert O'Mahony	Bus Éireann	Notes that when adequately resourced in relation to steady state investment, performs very well compared to international peers	Supports direct award
18	Robert O'Mahony	Bus Éireann	Note that BE will bring value to the State for any future award of services	Supports direct award
18	Robert O'Mahony	Bus Éireann	Noted that recent business transformation has helped make provision of services by BE more cost competitive, and are structured to deliver excellent standards of service quality, reliability and punctuality	Supports direct award
18	Robert O'Mahony	Bus Éireann	Noted growth in customer journeys and positive financial trends since 2009	Supports direct award
18	Robert O'Mahony	Bus Éireann	Noted focus of effort in network development to city services	Supports direct award
18	Robert O'Mahony	Bus Éireann	Acknowledged challenges relating to industrial relations, transition to DMS system, changed approach to managing punctuality and constraints in investment, but noted plans for addressing these	Supports direct award

Direct Award of 2019 Bus Public Service Contract to Bus Éireann - Consultation Submissions Report

Submission	Name	Organisation	Comment	Theme
19	Karen Hennessy	Design & Crafts Council of Ireland	Generally supportive of Bus Éireann	Support incumbent operator
20	Bill O'Brien	Original Doolin Ferry Company	Noted connectivity provided by BE routes for tourism	
20	Bill O'Brien	Original Doolin Ferry Company	Generally supportive of Bus Éireann	Support incumbent operator
21	Olivia Ferguson	0	Generally supportive of Bus Éireann	Support incumbent operator
22	John Murphy	SIPTU	SIPTU is totally opposed to proposal to tender 10% of Bus Éireann PSO services in 2021	Opposes tendering
22	John Murphy	SIPTU	Proposals appear only motivated by agenda that "competitive tension in the market is good for consumer" or alleged "value for money"	Opposes tendering
22	John Murphy	SIPTU	Public bus service contracts should be adequately funded by exchequer as they are socially necessary and should not fall victim to profiteering or race to bottom in wages and employment conditions	Opposes tendering
22	John Murphy	SIPTU	View that tendering for most economically efficient operator will lead to lower costs contradicts statement that value for money cannot be achieved by looking at price alone.	Opposes tendering
22	John Murphy	SIPTU	Further decline in terms and conditions will lead to industrial action impacting on customer satisfaction, integration of services and will not be in general economic interest of passengers	Opposes tendering
22	John Murphy	SIPTU	Proposals to tender 10% of Bus Éireann direct award contract are flawed and should not proceed	Opposes tendering
22	John Murphy	SIPTU	Notes in the context of "value for money" objective that regarding recent Dublin Commuter and Waterford competitions NTA states "the tender price offered by Bus Éireann was very competitive"	Questions rationale for tendering
22	John Murphy	SIPTU	Notes high level of customer satisfaction recorded in Dublin Commuter area and that despite this Dublin Commuter services are being put out to	Questions rationale for tendering

Direct Award of 2019 Bus Public Service Contract to Bus Éireann - Consultation Submissions Report

Submission	Name	Organisation	Comment	Theme
			tender	
22	John Murphy	SIPTU	Notes Bus Éireann exceeded contractual requirements for punctuality and reliability (up to 2017)	Questions rationale for tendering
22	John Murphy	SIPTU	Noted that BE generally met contractual targets	Questions rationale for tendering
22	John Murphy	SIPTU	Noted high customer satisfaction rates	Questions rationale for tendering
22	John Murphy	SIPTU	Note BE's competitive tenders indicate ability to provide value for money	Questions rationale for tendering
23	Imelda Munster TD	Sinn Féin	A full evaluation of impacts of privatisation should be undertaken with a minimum of five years following current round of tendered contract awards	Evaluation period prior to further tendering
23	Imelda Munster TD	Sinn Féin	Trial period of and review required before further tendering is undertaken	Evaluation period prior to further tendering
23	Imelda Munster TD	Sinn Féin	Queries why Authority continues to tender. Where the requirement [to tender] is in law is not clear from paper	Opposes tendering
23	Imelda Munster TD	Sinn Féin	Noted further tendering ("privatisation") would damage BE and public transport in Ireland	Opposes tendering
24	Cllr Réada Cronin, Cllr Mark Lynch and Cllr Thomas Redmond	Kildare County Council	Noted proposals to tender would undermine capacity of BE to provide integrated service meeting needs of all sections of communities	Opposes tendering
24	Cllr Réada Cronin, Cllr Mark Lynch and Cllr Thomas Redmond	Kildare County Council	Noted that routes previously and currently tendered are high-volume routes which cross-subsidise low-volume and orbital routes. Claim such cross-subsidy only possible within a single operator entity and needed with projected population expansion	Opposes tendering

Direct Award of 2019 Bus Public Service Contract to Bus Éireann - Consultation Submissions Report

Submission	Name	Organisation	Comment	Theme
25	Neil Walker	IBEC	Broadly supportive of more competition but supportive of pragmatic tendering approach adopted by Authority	Supports tendering
26	Dermot O'Leary	NBRU	Claim that from 2002 to 2013 Bus Éireann funding from commercial services effectively supplanted Government as main funder of public bus transport, and that the issuing of commercial bus licences to private operators by NTA eliminated this ability.	
26	Dermot O'Leary	NBRU	NBRU remains implacably opposed to "privatisation of jobs" currently provided by state owned Bus Éireann	Opposes tendering
26	Dermot O'Leary	NBRU	Drivers pay in state owned bus companies is significantly higher than in the case of private operators. This is a state sponsored race to the bottom.	Opposes tendering
26	Dermot O'Leary	NBRU	Unlike a publicly owned and operated transport company, profit made by private operators is not re-invested into public transport	Opposes tendering
26	Dermot O'Leary	NBRU	Further PSO network fragmentation would undermine security of bus services and the jobs associated with service provision	Opposes tendering
26	Dermot O'Leary	NBRU	"Privatisation" means profit is king at expense of services and workers' conditions. Bus Éireann staff have suffered significant reductions in take home pay since 2017 strike	Opposes tendering
26	Dermot O'Leary	NBRU	Tendering rarely achieves promised savings, and increased costs to deliver services will ultimately be borne by taxpayer	Opposes tendering
26	Dermot O'Leary	NBRU	Continuation of direct award is entirely compatible with EU Regulation 1370/2007	Supports direct award

Direct Award of 2019 Bus Public Service Contract to Bus Éireann - Consultation Submissions Report

Submission	Name	Organisation	Comment	Theme
26	Dermot O'Leary	NBRU	Unlike to 1958 Transport Act, the 2008 Act setting up the National Transport Authority did not include the maintenance of reasonable conditions of employment for its workers as a function of the Authority	Terms and conditions of employees
26	Dermot O'Leary	NBRU	Safety is put at risk by having cheap labour behind the wheel of buses	Terms and conditions of employees
26	Dermot O'Leary	NBRU	NTA has not availed of provisions in EU Regulation 1370/2007 that allow competent authorities to impose contract conditions and standards that protect social standards and workers conditions	Terms and conditions of employees
26	Dermot O'Leary	NBRU	Claim that pay levels in private bus companies contribute to such workers falling within the scope of the social welfare system, at a cost to the State.	Terms and conditions of employees
27	Kevin Traynor	Coach Tourism and Transport Council of Ireland	Question rationale for awarding majority of routes to incumbent operator that has provided "substandard" service in certain areas	Additional route tendering favoured
27	Kevin Traynor	Coach Tourism and Transport Council of Ireland	Recommend that additional routes that may be introduced in Galway and Cork be put out to open tender	Additional route tendering favoured
27	Kevin Traynor	Coach Tourism and Transport Council of Ireland	Amend legislation so that duration of PSO contract can be reduced [from five years] to provide greater flexibility	Additional route tendering favoured
27	Kevin Traynor	Coach Tourism and Transport Council of Ireland	Disappointed that a larger share of Bus Éireann PSO services will not be tendered	Additional route tendering favoured
27	Kevin Traynor	Coach Tourism and Transport Council of Ireland	Ownership of depots by Bus Éireann is an unfair competitive advantage. Resources should be allocated for such infrastructure for future tenders	Competitive advantage of incumbent
27	Kevin Traynor	Coach Tourism and Transport Council of Ireland	Recommends fundamental review of PSO in rural areas, with use of smaller accessible vehicles to connect to commercial mainline services	Rural transport provision

Direct Award of 2019 Bus Public Service Contract to Bus Éireann - Consultation Submissions Report

Submission	Name	Organisation	Comment	Theme
27	Kevin Traynor	Coach Tourism and Transport Council of Ireland	Recommends that a "designated bonding alternative" be put in place to safeguard State against non-delivery of contractual obligations	Support smaller operator bids
27	Kevin Traynor	Coach Tourism and Transport Council of Ireland	Welcome proposal to tender up to 10% of PSO services in 2021.	Supports tendering
28	Alan Richardson	0	Unclear how routes were selected for tender. Route 133 service needs to improve before considering tendering it	Rationale for route selection
29	Fiona Monaghan	Fáilte Ireland	Noted that previous tender of Bus Éireann PSO services attracted high level of market interest	
29	Fiona Monaghan	Fáilte Ireland	Route 101 proposed for tendering serves is important tourist locations in the Wicklow county area	
29	Fiona Monaghan	Fáilte Ireland	Consideration of whether to retain or remove future contracts should take account of need to retain services levels and tourist sector needs	Rationale for route selection
29	Fiona Monaghan	Fáilte Ireland	Need more "hop-on hop-off" services between visitor attractions, and to take account of tourist needs in planning services	Review or revise service specifications
29	Fiona Monaghan	Fáilte Ireland	Welcome recognition of need for improved quality of service provision in terms of reliability and punctuality	Service quality and performance indicators
30	Niamh Fawl	NDA	Highlighted importance of wheelchair access without advance booking	Accessibility
30	Niamh Fawl	NDA	Welcome direct award proposal because it will result in no service disruption to people with disabilities	Accessibility
30	Niamh Fawl	NDA	New contract should have clear KPIs and timeframes for addressing key barriers that prevent easy access to services by all	Accessibility
30	Niamh Fawl	NDA	Need for NTA and Bus Éireann to work for universally designed bus stops throughout country	Accessibility

Direct Award of 2019 Bus Public Service Contract to Bus Éireann - Consultation Submissions Report

Submission	Name	Organisation	Comment	Theme
30	Niamh Fawl	NDA	Next stop announcements should be operational on all services	Accessibility
30	Niamh Fawl	NDA	Bus livery should be universally designed. NDA would be happy to facilitate a consultation on this matter	Accessibility
30	Niamh Fawl	NDA	Staff training on disability awareness is crucial	Accessibility
30	Niamh Fawl	NDA	Website should be universally designed to meet EU Web Accessibility Directive requirements	Accessibility
30	Niamh Fawl	NDA	NTA should consult a wide range of service users to guide service design requirements before tendering.	Accessibility
30	Niamh Fawl	NDA	Operator must commit to providing universally designed services	Accessibility
31	Áine Carroll	Competition and Consumer Protection Commission	CCPC regret that the proposals do not provide for further competitive tendering	Additional route tendering favoured
31	Áine Carroll	Competition and Consumer Protection Commission	Noted that option is left open to tender certain services in Cork and Galway following bus network reorganisation	Additional route tendering favoured
31	Áine Carroll	Competition and Consumer Protection Commission	CCPC urges further consideration on how greater competition can be facilitated and would welcome opportunity to discuss with NTA	Additional route tendering favoured
31	Áine Carroll	Competition and Consumer Protection Commission	Welcome that NTA will maintain a "fairly tight contractual specification of required services"	Service quality and performance indicators
31	Áine Carroll	Competition and Consumer Protection Commission	Dublin Transport Authority Act included provisions to facilitate competition in PSO service provision in line with 1999 Competition Authority recommendation	Supports tendering

Direct Award of 2019 Bus Public Service Contract to Bus Éireann - Consultation Submissions Report

Submission	Name	Organisation	Comment	Theme
31	Áine Carroll	Competition and Consumer Protection Commission	2013 Competition Authority submission to NTA concluded that competitive tendering gives a stronger framework to NTA to achieve its goals	Supports tendering
31	Áine Carroll	Competition and Consumer Protection Commission	CCPC supports opening up bus routes with effective regulatory oversight to deliver improvements in quality reliability and punctuality	Supports tendering
31	Áine Carroll	Competition and Consumer Protection Commission	CCPC view continues to be that opening up the public bus market through competition benefits consumers and businesses	Supports tendering
32	Liam Berney	ICTU	Claim that data shows Bus Éireann Dublin Commuter Services matched or exceeded target performance levels, therefore question rationale for selection of Commuter Services for 2021 tendering.	Opposes tendering
32	Liam Berney	ICTU	Seems reckless to remove further service from Bus Éireann. View is that this will damage financial position, undermine operational capacity and could precipitate another financial crisis.	Opposes tendering
32	Liam Berney	ICTU	Congress does not support contention that competitive tendering automatically leads to better public services.	Opposes tendering
32	Liam Berney	ICTU	Strong international evidence that tendering is often used as a means of driving down terms and conditions of employment and lowering standards	Opposes tendering
32	Liam Berney	ICTU	Congress does not believe evidence presented in the documentation supports increased tendering and therefore encourages reconsideration of this aspect of the proposal.	Opposes tendering

Annex C

National Transport Authority Decision on Award of Public Bus Services Contract to Bus Éireann from 1st December 2019



Board Consideration and Decision on Award of Public Bus Services Contract to Bus Éireann from 1st December 2019

Published Proposals

On 2nd October 2018 the National Transport Authority published three documents in relation to whether it would:

- (i) enter into another direct award contract with Bus Éireann in 2018;
- (ii) amend that direct award contract so that in 2021 the services contemplated by that contract would be reduced by up to 10%; and
- (iii) seek to have those removed services provided through a separate contract following an open tender process.

The three published documents were:

1. Consultation Paper;
2. Technical Report on Contract Options;
3. Report on operation of the 2014 direct award contract with Bus Éireann.

Legislation

The legislative background to this matter is as follows.

The Dublin Transport Authority Act 2008 provides, at section 52(6)(c), that:

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

In other words, on expiry of the current Direct Award contract with Bus Éireann on 30th November 2019, the Authority may enter into a subsequent direct award contract. This right is subject to complying with the requirements of section 52(6) of the Act.

These requirements include:

- being satisfied that the continued adequacy of the public bus services can only be guaranteed in the general economic interest by entering into such direct award contract (section 52(6)(c)(ii));
- inviting and considering submissions from the holder of the direct award contract and from other interested parties (including users of the public bus services the subject of the contract) (section 52(6)(d)); and
- preparing and publishing a report relating to:
 - the operation of the public bus services to which the original direct award contracts relate;
 - the consideration of any submissions made to it under section 52(6)(d); and
 - among other things, the reasons for entering into the subsequent direct award contract (section 52(6)(e)).

Regulation EU 1370/2007, in Article 7(2), 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*” a notice is placed in the Official Journal describing the type of award envisaged and the services and areas potentially covered by the award.

Consultation

Through advertisement in the national press, the Authority invited submissions on its proposals from the public, encompassing interested parties and users of the public bus passenger services and from Bus Éireann (the holder of the Direct Award contract in question).

The period for receipt of submissions was 2nd October to 30th October 2018. Some late submissions were received and were considered as part of the assessment by the Authority.

These submissions have been made available in a separate document and a report summarising the submissions has also been provided.

Consideration of Submissions

Of the thirty two submissions received, a significant number approved in principle the proposal to enter into a direct award contract with Bus Éireann. These included the incumbent operator, C.I.É. and the unions that represent some of the employees of the incumbent operator. There was also a number of customers and stakeholders that work with Bus Éireann who supported them retaining their Direct Award. In fact all the union submissions and the submission from Deputy Imelda Munster TD of Sinn Féin along with some councillors in Kildare opposed any further tendering of Bus Éireann PSO services. Some of the submissions agreed with the direct awarding of a contract to Bus Éireann but would consider further tendering in the future, whereas others including the submission from Deputy Robert Troy, Fianna Fáil, considered that the tendering completed by the Authority recently should be tested before any further tendering is considered.

Both the Competition and Consumer Protection Commission (CCPC) and the Coach Tourism and Transport Council of Ireland favour additional tendering in the interest of the travelling public. IBEC welcomed the pragmatic approach to tendering adopted by the Authority.

International experience has shown that increased competition can be in the consumer's interest, not just in driving down costs but also in improving service levels. The Authority is proposing a modest increase in tendering of Bus Éireann services primarily to drive better performance in the delivery of services in the Dublin Commuter area. The incumbent operator has made a compelling argument that service quality is improving across all its services and that is noted by the Authority. It is proposed to reduce the level of tendering to up to 5% of Bus Éireann's services in recognition of the recent drive in improving performance being undertaken by the company.

It is considered that the Authority's position in relation to the General Economic Interest was adequately set out in the proposal documents and in sufficient depth for the Authority to fully consider the relevant issues.

Common features shared by all Services of General Economic Interest (SGEIs) include:

- a) The economic nature of the service provided;
- b) The imposition of public service obligations;
- c) The overall public good delivered;
- d) The SGEI's universal nature, continuity, quality and affordability and
- e) The protection the SGEI affords both users and consumers.

The concept of "general economic interest" is a dynamic concept, sector specific and is capable of evolving over time. The Authority, in considering that a Direct Award, with an early release of certain services to competitive tendering, best maintained the important continuity of the public transport services option in the "general economic interest" took account of all the features above. Public transport both performs a social and an economic function within the State and its importance to the economic activity of the State means that it should not be impaired.

The value that can be accrued for the State from competition includes the potential savings that would come from a successful tenderer and the future benchmarking of the cost of services. This has to be considered in light of a) the efficiencies that may have already been achieved by the

incumbent b) the cost of the competition and c) the ability of the incumbent to reduce overheads associated with the services if not successful in the competition.

The Authority noted that general economic interest necessitated that the impact on the operator currently operating all the services had to be considered. The resultant financial impact on Bus Éireann needs to be such that the network of services can be fully maintained for the public.

The Authority noted the international experience of other authorities in gradually opening up their public transport markets to competition. It considered that its decision to continue with a modest opening of the market, which would not undermine the financial stability of the incumbent operator and which would adequately protect the public good in the transition to competitively tendered contracts, accorded with international practice that had delivered overall value for money.

In relation to the services to be included in a tender competition

The routes proposed in the Consultation Paper to be tendered were chosen because they had the highest level of customer complaints for the services in the Dublin Commuter Area. The Authority noted the submission of Bus Éireann and the improving performance across its services and are recommending a reduction in the number of routes to be tendered. It is proposed to tender only the 101, 101x and the 133 forming an eastern commuter route.

Maintaining Integration of Services

While none of the submissions addressed the issue of maintaining the integration of the services, the key objectives in entering any public transport services contract include improving the customer experience of public transport and ensuring that public transport integration is not compromised. The Authority has worked to bring the information on the services being provided into one digital location for the public transport customer. Therefore when considering a subsequent direct award contract to Bus Éireann and/or the introduction of competition, the Authority must continue to integrate services for the benefit of the consumer, regulate and restructure all public transport fares and ensure and oversee appropriate mechanisms in relation to each operator for complaint handling.

The Authority has invested in the technology behind the delivery of all the integrated products such as the National Journey Planner, Real Time Passenger Information and Leap Card. With Authority funding support, Dublin Bus has also invested in the operational technology that supports these integrated products. The Authority has now invested in these systems to allow other operators other than Bus Éireann to access these core systems. The operation of this multi-operator environment has to be tested in order to ensure that the entry of a new operator technology will operate so that the customer's experience remains unaffected.

A number of the submissions agreed that the Authority should maintain control of the service levels and maintain improving performance metrics. The Authority would devise both the Direct Award contracts and any competitively tendered contract so that the net effect for the consumer should be that, absent anything else, no diminution would occur in the quality and integration of bus services

notwithstanding what procurement route is chosen. The Authority also noted that procuring services through competition will not result in any change in either determining the need for the provision of socially necessary services or in providing such services, subject to the availability of State funds. The Authority will continue to define the services and contractually required services may only be changed with the approval of the Authority.

Maintaining accessibility of services

A number of submissions received noted that the level of accessibility should not be reduced in any way. This will be guaranteed by supplying the fleet that the incumbent currently uses to the successful tenderer, if different from Bus Éireann.

It is also noted that a programme of upgrading bus stops for wheelchair accessibility is being developed at present. This programme's available funding will be rolled out based on the Authority's assessment of the greatest need and would be independent of who is operating the service.

The Authority will include in all Public Transport Service Contracts, whether directly awarded or tendered, an obligation that all relevant staff undergo disability equality training.

Other Services

The performance of the tendered contract with Go Ahead Ireland Limited in connection with certain of the routes outside the Dublin area will be monitored thereby allowing for a comparative assessment of the two types of public transport services contract to be carried out. . At this point, the Authority does not have enough data to facilitate such a comparative assessment.

Conclusion

The Authority approved the proposal set out in the Consultation Paper but reduced the number of routes to be competitively tendered which equates to about 5% of Bus Éireann's services.

Board Decision

The National Transport Authority in exercise of the powers conferred on it by the Dublin Transport Authority Act 2008, as amended, having considered:

- the proposal, as set out in the Consultation Paper together with the supporting documents published on 2nd October 2018 on a new Direct Award Public Bus Services Contract to Bus Éireann to commence on 1st December 2018 and the removal of up to 10% in 2021 following a competitive tender competition;
- the public submissions received in relation to this proposal, including from users of the services in question;
- the views of Bus Éireann, the operator of the direct award contract in question;

- that it had been previously satisfied (as required by section 52(6) in connection with its entry into the Direct Award contract with Dublin Bus due to expire in November 2019) in relation to the continued adequacy of the public bus services being provided under such contract being guaranteed in the general economic interest by such entry;
- section 52(5), Dublin Transport Authority Act 2008 and the power conferred on the Authority to make alterations to elements of the direct award contract relating to the provision of services, following consultations with the relevant operator;
- the general objectives -of the Authority which it is obliged to seek to achieve (in accordance with section 10 of the Act), including but not limited to:
 - the development of an integrated transport system which contributes to environmental sustainability and social cohesion and promotes economic progress,
 - the provision of a well-functioning, attractive, integrated and safe public transport system for all users,
 - improved access to the transport system and, in particular, to public passenger transport services by persons with disabilities,
 - increased use of the public transport system,
 - regulated competition in the provision of licensed public bus passenger services in the public interest,
 - value for money,
- the strategic importance of the public bus system for both regional and national economic performance and social cohesion and the role of the Direct Award contracts in protecting the continued adequacy of the public bus passenger services in the general economic interest,

has decided and determined that:

1. it is satisfied that that the continued adequacy of the public bus services to which the direct award contract relates can only be guaranteed in the general economic interest by entering into a subsequent direct award contract; for the following reasons:
 - a. the NTA proposal to significantly change the bus networks in the regional cities as part of the BusConnects programme; and
 - b. the need for the Authority to have a right of alteration of the elements of service to be provided under the relevant public transport services contract for the ongoing delivery of the services, with minimum disruption to such services and thereby to allow it to require changes to the contract to maintain the adequacy of such public bus services;
 - c. the improving performance levels of Bus Éireann;
 - d. the Authority is in the process of obtaining historic information in relation to the tendered services so that it may be able to carry out a comparative assessment (whether as regards performance or otherwise) between the direct award contract and that other public transport services contract;
 - e. to retain competitive tension to encourage continued performance improvement;

2. the Authority shall enter into a direct award contract (the “**2019 direct award contract**”) in accordance with section 52(6) of the Act to Bus Éireann;
3. the 2019 direct award contract to Bus Éireann will consist of two elements:
 - a. the direct award of certain routes (the current list of which is specified in Table A1 and Table A2 of Schedule 1) for the five year period up to 30th November 2019; and
 - b. the removal from the direct award to Bus Éireann of certain routes (the current list of which is specified in Table A2 of Schedule 1) after a period not greater than two years. These routes are the 101,101X and 133 which are contained within Dublin Commuter area; and
4. the Chief Executive Officer is:
 - a. to conclude the 2019 direct award contract on behalf of the Authority, including settling the terms of the 2019 direct award contract; and
 - b. without prejudice to the generality of (a), if necessary in his opinion to reflect customer needs and trends, to modify the routes that are the subject of the 2019 direct award contract or a particular element of the 2019 direct award contract; and
5. the resolution at 4 is without prejudice to the powers of the Chief Executive pursuant to section 19 of the Act, and to the extent required is to be construed as the conferral of an “other function” on the Chief Executive for then purposes of section 19(2) of the Act.

In relation to the routes contemplated by Table A2 of Schedule 1, the Authority notes that its current intention is for such routes to be the subject of competitive tendering, with the aim of services being commenced in 2021.

Schedule 1: Services to be contained within Direct Award Contract commencing in December 2019

- A. The direct award contract will provide Bus Éireann with the 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. The list of the Services to be operated under the direct award contract will be:
 - a. those set out in Table A1 below (i.e. those included in the current contract) for a period of 5 years except to the extent such routes fall within paragraph b. in which case b. applies; and

 - b. those set out in Table A2 for a period not greater than 2 years for each service.

Table A1:**Bus services to be within the Direct Award contract as of 1st December 2019****Regional city services**

Location	Route No.	Description
Cork City	201	CUH - CIT - Wilton Road - Hollyhill - Farranree - Blackpool - Ballyvolane - Lotabeg
	202	Apple Campus - Hollyhill - City Centre - Mahon
	203	Lehenaghmore - City Centre - Farranree
	205	Cork Institute of Technology - St Patrick Street - Kent Station
	206	Grange - South Mall
	207	Donnybrook - Douglas - Ballyvolane - Glenheights
	207A	Glenthorn - Merchant's Quay via Blackpool and Glen Avenue
	208	Lotabeg - City Centre - Bishopstown/Curraheen
	209	St Patrick Street - Audley Place - Montenotte - Lotamore
	209A	St. Patrick Street - Friars Walk - Connolly Rd - Pouladuff - Ballyphehane
	214	St Patrick Street - rk University Hospital
	215	Cloghroe - Blarney - City Centre - Ballinlough - Mahon Point
	215A	City Centre - Boreenmanna Rd - Mahon Point
	216	Mount Oval to Cork University Hospital
	219	Mahon - Douglas - Ballyphehane - Togher - Bishopstown (Southern Orbital)
	220	Ovens - Ballincollig - Cork City Centre - Maryborough - Carrigaline
	220X	Ovens - Ballincollig - City Centre - South Link - Carrigaline - Crosshaven - Fountainstown
	221	Cork City - Tivoli - Glamire - Riverstown - Hazelwood - Knockraha
	223	Cork - Monkstown - Ringaskidy - Haulbowline
	226	Cork Railway Station - Cork City Bus Station - Cork Airport - Kinsale
226A	Cork Railway Station - Cork City Bus Station - Airport Business Park - Cork Airport	
Limerick City	301	Fr Russell Rd – Regional Hospital – City Centre – Westbury
	302	City Centre - LIT – Caherdavin
	303	O'Malley Park - City Centre – Pineview
	304	University - City Centre - Regional Hospital – Ballycummin
	304A	Raheen – Station – University – Monaleen
	305	St. Mary's Park - City Centre - Lynwood Park
	306	Ballynanty - City Centre - Edward St

Galway City	401	Salthill-Eyre Square-Parkmore (valid from 16.09.2018)
	402	Seacrest – Eyre Square – Merlin Park (valid from 16.09.2018)
	404	Newcastle - Eyre Square - Oranmore
	405	Rahoon - Eyre Square - Ballybane
	407	Eyre Square - Bóthar an Chóiste and return
	409	Eyre Square - GMIT - Parkmore

Regional town services

Location	Route No.	Route Description
Balbriggan	B1	Balbriggan Town Service
Navan	A	Shopping Centre - Blackcastle - Shopping Centre
	B	Shopping Centre - Commons Road - Shopping Centre
	C	Shopping Centre - Bailis Downs - Shopping Centre
Drogheda	173	Drogheda Northside & Southside Town Services
	D1	Drogheda - Laytown
Dundalk	174	Dundalk Town Services/Bay Estate & Muirhevnamuir
Athlone	A1	Monksland - Bus/Rail Stn - Golden Island - Retreat Rd - AIT - Creggan Court
	A2	Monksland - Bus/Rail Stn - Golden Island - Ballymahon Rd - AIT - Creggan Court
Sligo	S1	Cartron – Sligo IT – Town Centre – Caltragh Road
	S2	Strandhill – Bus/Rail Station – Town Centre – Sligo IT – Rosses Point

Dublin commuter belt services

Route No.	Route Description
NX	Dublin - Navan Express
100	Dublin - Drogheda – Dunleer – Castlebellingham – Dundalk
101	Dublin - Airport - Balbriggan - Drogheda
101X	Wilton Terrace - Drogheda - Termon Abbey
103	Dublin – Ashbourne – Ratoath – Tayto Park
103X	Dublin – Coolquay – Ratoath - Fairyhouse
105	Drogheda – Ashbourne – Ratoath – Blanchardstown - Dublin
105X	Dublin – Fairyhouse – Ratoath - Ashbourne
107	Dublin - Navan - Kingscourt - Kells
108	Dublin - Kells - Bailieboro
109	Dublin - Dunshaughlin - Navan - Kells - Virginia - Cavan
109A	Dublin - D.C.U. - Airport - Ratoath - Dunshaughlin - Navan - Kells
109B	Trim - Kilmessan – Dunshaughlin – Dublin
109X	Dublin - Cavan
111	Delvin – Athboy – Trim – Batterstown – Dublin
111A	Cavan - Granard - Delvin
111X	Dublin - Athboy - Delvin - Clonmellon
115	Dublin – Kilcock - Enfield – Mullingar
132	Dublin – Baltinglass – Tullow – Ballon – Kildavin - Bunclody
133	Dublin Airport – Dublin – Ashford – Wicklow - Gorey
163	Dublin - Drogheda - Donore

Stage carriage services

Route No.	Route Description
65	Galway - Athlone - Longford - Cavan - Monaghan - Belfast
70	Galway - Athlone - Mullingar - Dundalk
72	Tralee - Limerick - Birr - Athlone
73	Waterford - Athlone - Longford
134	Navan - Dunsany - Dorey's Forge
135	Scurloughstown - Navan
136	Ross Cross - Navan
160	Dundalk - Ravensdale - Carrickarnon - Newry
161	Dundalk - Greenore - Carlingford - Omeath - Newry
162	Clones - Monaghan - Dundalk
166	Dundalk - Carrickmacross - Cavan
167	Dundalk - Louth - Ardee
168	Dundalk - Annagassan
175	Monaghan - Cootehill - Cavan
182	Drogheda - Collon - Ardee - Monaghan
187	Kells - Virginia - Ballyjamesduff - Oldcastle
189	Drogheda - Termonfeckin - Clogher - Grangebellew
190	Drogheda - Navan - Trim
221	Cork City - Tivoli - Glamire - Riverstown - Hazelwood - Knockraha
223	Cork - Monkstown - Ringaskiddy - Haulbowline
226	Cork Railway Station - Cork City Bus Station - Cork Airport - Kinsale Cork Railway Station - Cork City Bus Station - Airport Business Park - Cork
226A	Airport
233	Cork - Macroom
235	Cork - Rylane - Stuake
236	Cork - Dunmanway - Bantry - Glengarriff - Castletownbere
237	Cork - Clonakilty - Skibbereen - Goleen
239	Cork - Bandon - Courtmacsherry - Butlerstown
240	Cork - Cloyne - Ballycotton
241	Cork - Midleton - Whitegate - Trabolgan
243	Cork - Mallow - Buttevant - Newmarket
245	Cork - Fermoy - Mitchelstown - Ballyporeen - Ardfinnan - Clonmel
248	Cork - Carrignavar - Glenville
252	Cork - Cork Airport - Skibbereen - Glengarriff - Kenmare
257	Macroom - Millstreet - Killarney
258	Macroom - Rylane Lower
259	Macroom - Renanirree
260	Cork - Youghal - Ardmore
261	Cork - Midleton - Ballinacurra
270	Sneem - Kenmare - Killarney
271	Tralee - Castleisland - Kerry Airport - Killarney
272	Tralee - Listowel - Ballybunion
273	Tralee - Cloghane
274	Tralee - Ballyheigue
275	Tralee - Dingle
275A	Dingle - Ballyferriter - Dunquin/Gallarus - Ballydavid
276	Killarney - Inch - Dingle

Route No.	Route Description
278	Tralee - Fenit
279	Tralee - Killorglin
279A	Killarney - Killorglin - Caherciveen - Waterville
282	Ring of Beara/Kenmare - Ardgroom
284	Tralee - Farranfore - Killarney
313	Limerick - Ardnacrusha
314	Limerick - Askeaton - Foynes
320	Limerick - Charleville
321	Limerick - Rathkeale - Newcastlewest
322	Lorrha - Terryglass - Coolbawn - Nenagh
323	Limerick - Killaloe - Newport - Nenagh - Borrisokane - Birr
324	Kilbarron - Borrisokane - Nenagh
328	Limerick - Mitchelstown
329	Limerick - Bruff - Kilmallock - Kilfinane
332	Limerick - Newport - Rearcross - Cappamore - Dundrum
333	Ennis - Miltown Malbay - Doonbeg
334	Crosses of Annagh - Kilmaley - Ennis
336	Limerick - Ennis - Kilrush - Kilkee
341	Shannon - Limerick - Newport - Cappamore
343	Limerick - Shannon - Ennis
343X	Limerick - Ennis
345	Scariff - Killaloe - Limerick
346	Limerick - Tulla - Scariff - Whitegate
347	Limerick - Tipperary
348	Scariff - Flagmount - Feakle - Tulla - Ennis
349	Scariff - Feakle - Gort
350	Galway - Kinvara - Doolin - Cliffs of Moher - Ennis
355	Cahir - Clonmel - Carrick on Suir - Waterford
360	Waterford - Tramore
362	Waterford - Dungarvan
365	Waterford - Thomastown
366	Waterford - Dungarvan - Cappoquin - Lismore
370	Waterford - New Ross - Duncannon - Wexford
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 - Kiltealy - Enniscorthy
377	Wexford - Enniscorthy
378	Wexford - Churchtown
379	Wexford - Curraclloe - Kilmuckridge - Gorey
380	Wexford - Crossabeg
381	Wexford - Blackhall
382	Wexford - Adamstown - Wexford
383	Wexford - Kilmore Quay

Route No.	Route Description
385	Wexford - Rosslare Strand - Rosslare Europort
417	Galway - Tuam (Summary Timetable)
419	Galway – Clifden (Winter Timetable)
420	Castlebar – Pontoon – Ballina
421	Swinford – Kiltimagh – Knock - Claremorris
422	Castlebar – Cong – Headford
424	Galway - Spiddal - Carraroe - Lettermullen
425/425A	Galway - Mountbellew - Roscommon - Longford
429	Galway - Tuam - Castlerea
434	Galway - Gort
440	Athlone - Westport - Achill Island
442	Charlestown - Castlebar - Carnacon - Roundfort
443	Ballina - Cooneal
444	Ballina - Dromore West
445	Ballina - Killala - Ballycastle
446	Blacksod - Belmullet - Ballina
447	Finea - Castlepollard - Mullingar
448	Shandonagh - Ballynacargy - Mullingar
450	Westport - Louisburgh - Killadoon
451	Ballina - Charlestown - Longford
454	Ballina - Crossmolina - Lahardane - Castlebar - Westport
455	Ballina - Moygownagh - Crossmolina
456	Castlebar – Westport – Ballinrobe – Kilmaine – Headford - Galway
457	Castlerea - Ballintubber - Roscommon
458	Ballina - Sligo - Enniskillen
460	Sligo - Castlerea
462	Sligo - Dromahair - Ballinamore - Carrigallen
463	Carrigallen - Longford
464	Carrigallen - Enniskillen
465	Carrigallen - Killeshandra - Cavan
466	Athlone - Ballymahon - Longford
467	Longford - Lanesboro - Roscommon
468	Strokestown - Elphin - Carrick-on-Shannon
469	Sligo - Drumkeeran - Drumshanbo - Carrick on Shannon - Longford
470	Sligo - Manorhamilton - Glenfarne - Dromahair
471	Sligo - Ballymote - Riverstown
474	Sligo - Maugherow
475	Sligo - Ballisodare - Collooney - Coolaney
476	Tubbercurry - Ballymote - Bunninadden - Killavil - Gurteen - Boyle
479	Aclare - Tourlestrane - Coolaney - Sligo
480	Derry - Donegal - Ballyshannon - Sligo
483	Ballyshannon - Kinlough - Ballintrillick - Sligo
485	Ballyshannon - Bundoran
486	Lough Derg Services (Summer Service)
487	Strabane - Raphoe - Letterkenny

Route No.	Route Description
489	Letterkenny - Carrigans - St Johnston - Strabane
490	Donegal - Killybegs - Glencolumbkille
491	Letterkenny - Ballybofey
492	Donegal - Glenties - Dungloe
494	Strabane - Ballybofey
495	Ballyshannon - Kinlough - Manorhamilton

Table A2:

Bus services which will only remain within the Direct Award Contract until end 2021 and which will be competitively tendered and thereafter removed from the Direct Award and provided under a separate contract by end 2021

Table A2: Routes for Competitive Tendering, for operation by successful tenderer in 2021		
Dublin Commuter (Coastal and Wexford West Wicklow)	101	Dublin – Dublin Airport - Balbriggan - Drogheda
	101X	Wilton Tce - Drogheda - Termon Abbey
	133	Dublin Airport – Dublin city centre - Ashford – Wicklow - Gorey

Illustrative maps of Services in Table A2

To be included in final version

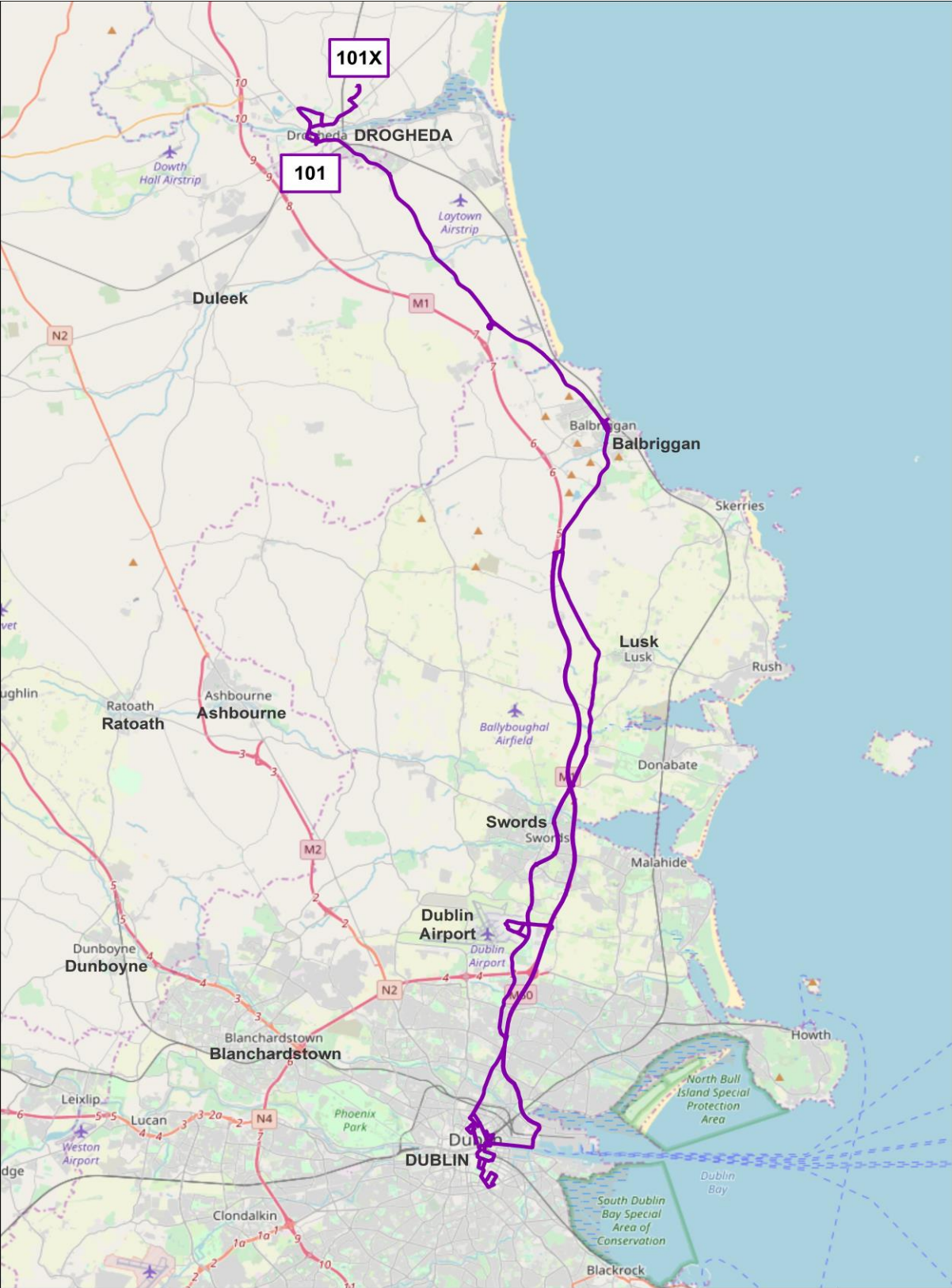


Fig 1A: R101 | R101X
Dublin > Dublin Airport > Balbriggan > Drogheda



