



***Public Service Obligation Contracts***

***Annual Performance Report***

***2020***

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## **Chief Executive's Overview**

During 2020, the public transport sector faced unprecedented challenges arising from the Covid-19 pandemic. The emergency public health measures implemented from March onwards required everyone involved in delivering public transport services to work in a flexible and agile manner. I want to thank all involved in this effort for helping to keep services operating throughout the pandemic to transport essential workers.

Each of the Public Service Obligation transport operators worked hard to manage many additional requirements, such as limited capacity on board services, increased cleaning and ventilation requirements and advising customers on relevant public health guidelines.

Along with all areas of society, staff illness and the requirement for self-isolation increased. In this context, public transport operations needed to be carefully co-ordinated and managed. For periods of the year, some services reverted closer to a Saturday timetable, with additional services added when travel demand required. This change facilitated a more reliable service at times when transport demand was lower and when staff absence rates were higher than normal.

From March 2020 onwards, the Authority acted to temporarily ease some punctuality and reliability Minimum Performance Standards and associated financial deduction levels, to ensure that operators were not unfairly penalised financially for Covid-19 related issues that were outside of their control.

Despite all of the challenges faced during 2020, there were notable improvements in the punctuality performance of a number of operators. We continue to strive to build on improved performance and address any performance issues constructively and collaboratively with operators in a timely manner. Our joint aim is to maintain a high quality public transport system and continue to deliver improvements for passengers.

Anne Graham

Chief Executive Officer

## **Overview of Public Service Obligation Contracts**

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

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

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

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

The Authority’s contracts in respect of Local Link rural transport services comprise a mix of net cost, direct award contracts and gross cost competitively tendered contracts. This report details the activity and performance of contracted bus and rail services in 2020, excluding Rural Transport Programme services.

### **Direct Award Contracts**

In 2020, work continued on transitioning the Authority’s direct award contracts with Dublin Bus, Bus Éireann and Iarnród Éireann from net cost contracts to gross cost contracts.

However, progress on a transition to monitoring and incentivising of service performance at an individual route level was delayed due to uncertainties in the operating environment due to COVID-19.

### **Competitively Tendered Contracts**

Table 1 overleaf details the principal operators of tendered bus services in 2020. In January, the phased transfer to Go-Ahead Ireland of commuter bus routes between Kildare and Dublin was completed with the operator taking over the operation of Routes 120 and 120C from Bus Éireann. A number of improvements to services were made and services were also re-numbered to better match service variations.

In early June, the Authority invited operators to submit tenders for the operation of Route 975 between Cavan and Longford. The evaluation of submissions received was completed in December.

In August, the Authority extended the terms of a number of existing contracts as follows:-

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

- contract with M&A Coaches in respect of Route 828 between Cashel and Portlaoise was extended from August 2020 to June 2021;
- contract with Andrew Wharton in respect of Route 975 between Cavan and Longford was extended from September 2020 to March 2021; and
- contract with Bernard Kavanagh & Sons Limited in respect of Route 817 between Dublin and Kilkenny extended from 31 December 2020 until 30 June 2021.

*Table 1 - Principal operators of tendered bus services*

<b>Operator</b>	<b>Routes operated</b>
Andrew Wharton Coach Hire	Route 975 between Cavan and Longford
Bernard Kavanagh & Sons Limited	Route 817 between Kilkenny and Dublin
Bus Éireann	Routes W1, W2, W3, W4 & W5 in Waterford City
City Direct	Routes KK1 / KK2 in Kilkenny City
Go-Ahead Ireland	Routes in the Outer Dublin Metropolitan Area (ODMA) – Routes 17/d, 17A, 18, 33A, 33B/t, 45A/b, 59, 63/a, 75/a, 76, 76A, 102/a/c/p/t, 104, 111, 114, 161, 175, 184, 185, 220/a/t, 236/a/t, 238, 239 and 270/t.
Go-Ahead Ireland	Regional routes in the Dublin Commuter Outer Metropolitan area (DCOM) – Routes 120 & variants a/b/e/f/x, 120C & variant d, 125, 126 & variants a/b/d/e/n/t/u/x and 130 & variant a.
Go-Ahead Ireland	Route 197 between Swords and Ashbourne
JJ Kavanagh & Sons	Route 139 between Naas and Blanchardstown
M&A Coaches Limited	Route 828 between Portlaoise and Cashel

## **New Routes and Service Enhancements in 2020**

Contracted bus and rail services are regularly revised to stimulate growth in public transport use and to respond to changes in demand. The Authority formally approves all proposed revisions in advance of their implementation.

At various stages throughout the year it was necessary to implement temporary changes to timetables in response to changes in the demand for travel due to COVID-19.

However, a number of permanent changes to timetables were also approved by the Authority including the following:-

### ***Dublin Bus***

- Timetable and minor alignment changes to a number of routes to improve reliability and consistency, including Routes 13, 14, 32, 37, 41b, 41d, 44, and 47.

### *Go-Ahead Ireland*

- Timetable changes on a number of routes to improve punctuality and reliability, including Routes 17, 17a, 75, 114, 161, and 175.

In July, the Authority received approval to proceed with the provision of enhanced public transport services nationally as part of the Government's July Jobs Stimulus to promote economic and business recovery in response to COVID-19.

Notwithstanding the tight timeframe, by the end of the year the Authority had succeeded in finalising a comprehensive plan to provide new services and increased frequency on existing services. Details of the services are shown below:

### *Bus Éireann*

<b>Route Number</b>	<b>Description</b>
<b>D4 / D5</b>	New services on the Drogheda Town network that provide a combined 15 minute frequency between the northern end of central Drogheda and Southgate Shopping Centre
<b>N1 / N2</b>	New services providing an expanded and enhanced town service in Navan linking the residential areas to employment, educational and retail opportunities across the town
<b>168</b>	New service between Dundalk and Drogheda via coastal towns
<b>212</b>	New, 7-day per week city service between Mahon Point and Cork
<b>275</b>	Enhanced level of service between Dingle and Tralee
<b>303 / 323 / 333 / 336 / 345</b>	Enhanced timetables and routes in Clare and Limerick
<b>423</b>	New service between Clifden and Westport
<b>440A / 450</b>	Reconfigured services including the provision of a direct service between Louisburgh and Achill via Westport
<b>446</b>	Enhanced timetable of services between Belmullet and Ballina

### *Dublin Bus*

<b>Route Number</b>	<b>Description</b>
<b>1</b>	Enhanced timetable on services between Santry (Shanard Road) and Sandymount (St. John's Church)

<b>9</b>	Enhanced timetable between Charlestown and Limekiln Avenue
<b>13</b>	Enhanced off-peak and evening frequency between Harristown and Grange Castle
<b>14</b>	Enhanced off-peak and evening frequency between Beaumont (Ardlea Road) and Dundrum Luas Station
<b>39a</b>	Provision of 24-hour services (UCD Belfield – Ongar)
<b>83</b>	Enhanced off peak frequency between Harristown – Kimmage

## **Passenger Numbers and Kilometres operated**

COVID-19 had a devastating impact on public transport patronage from March onwards due to the necessity to impose restrictions on people's movements and on the number of passengers permitted on public transport vehicles in order to ensure the safety of passengers and prevent the spread of Covid-19.

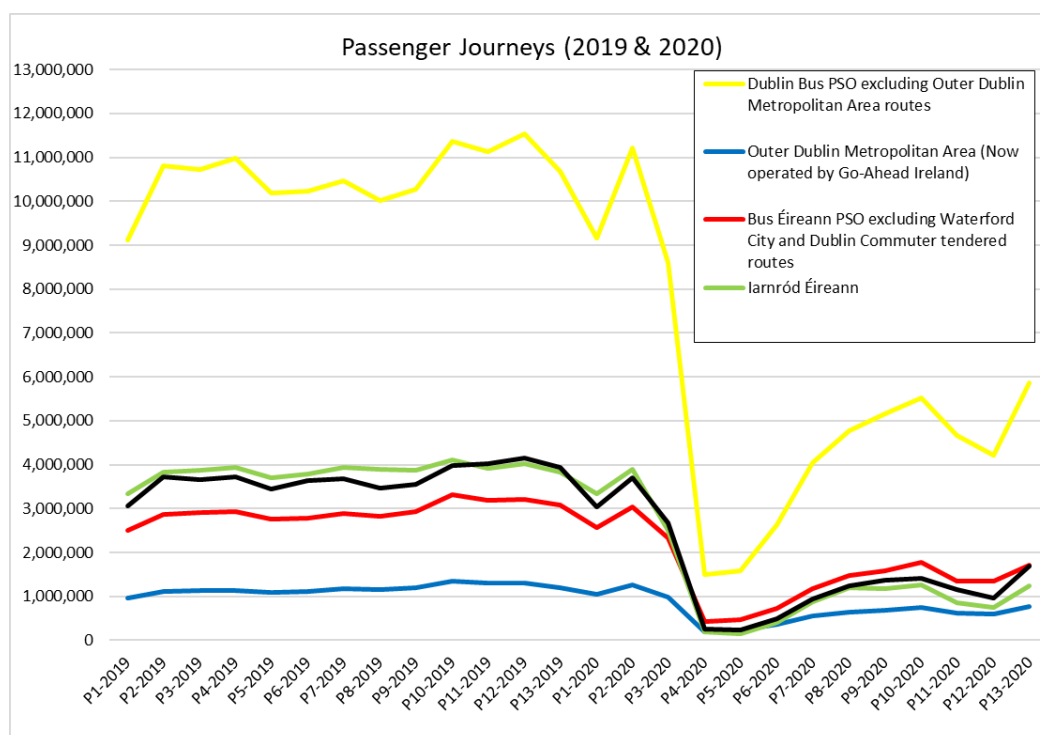
Overall, passenger numbers on contracted bus and rail services fell by 156.8 million, (-53.3%). Table 2 below details the number of annual passenger journeys on contracted services in 2020, compared to 2019. The category 'Other PSO Services' is comprised of the services listed in Table 1. Patronage figures for Rural Transport Programme services are also shown for information.

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

<b>Year</b>	<b>Dublin Bus</b>	<b>Bus Éireann</b>	<b>Iarnród Éireann</b>	<b>Luas Light Rail</b>	<b>Other PSO Services</b>	<b>Rural Transport Programme</b>	<b>Totals</b>
2019	138.3	39.9	50.1	48.3	15.4	2.5	294.5
2020	68.9	20.0	17.9	19.2	10.3	1.4	137.7
<b>Difference</b>	<b>-69.4</b>	<b>-19.9</b>	<b>-32.2</b>	<b>-29.1</b>	<b>-5.1</b>	<b>-1.1</b>	<b>-156.8</b>

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

Figure 1 – Periodic passenger journeys by main PSO route grouping 2019-2020



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

Figure 2 – Bus Éireann periodic passenger journeys by route subgroup 2019-2020

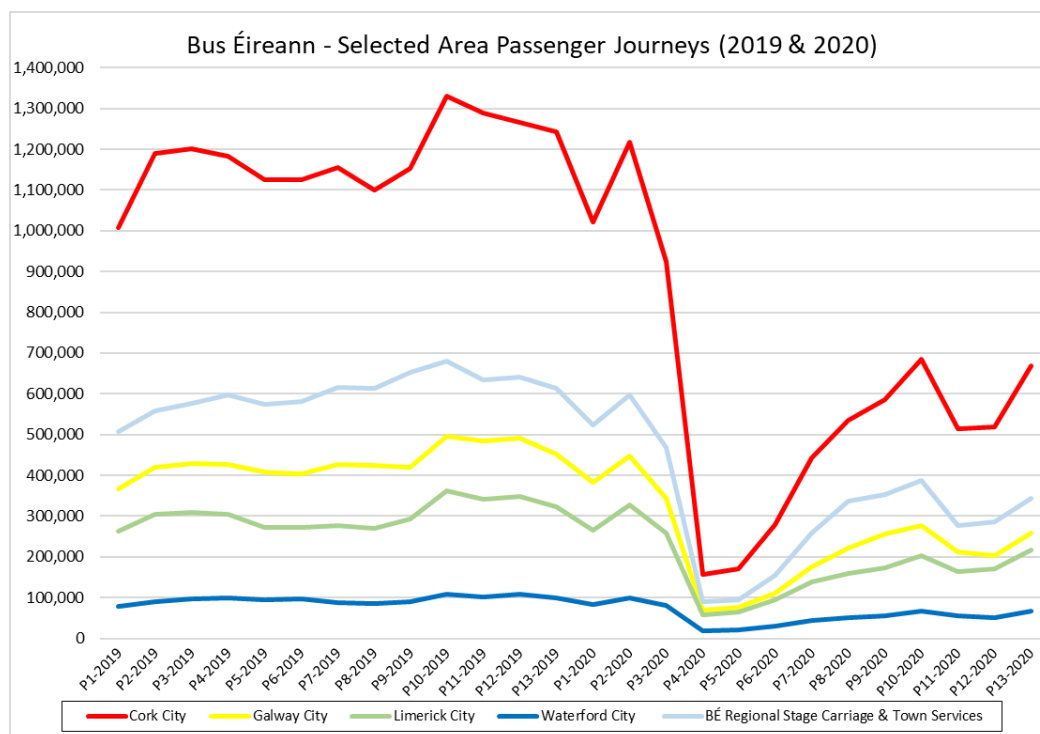




Figure 3 – Dublin Commuter Bus Routes (Bus Éireann plus Go-Ahead Ireland) periodic passenger journeys 2019-2020

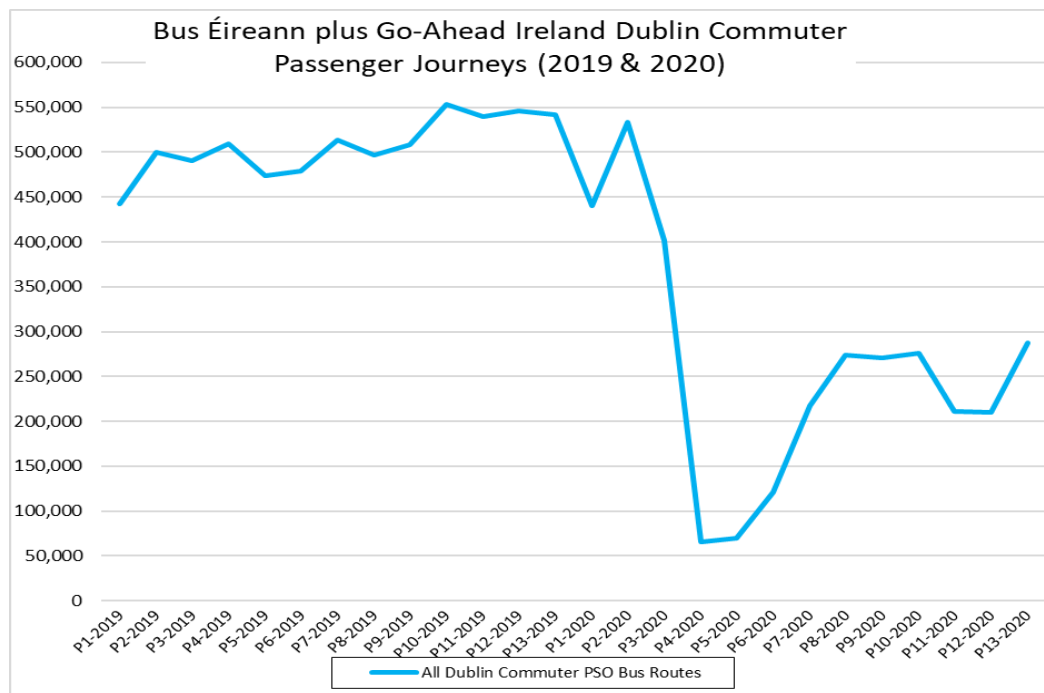


Figure 4 – Iarnród Éireann periodic passenger journeys by route subgroup 2019-2020

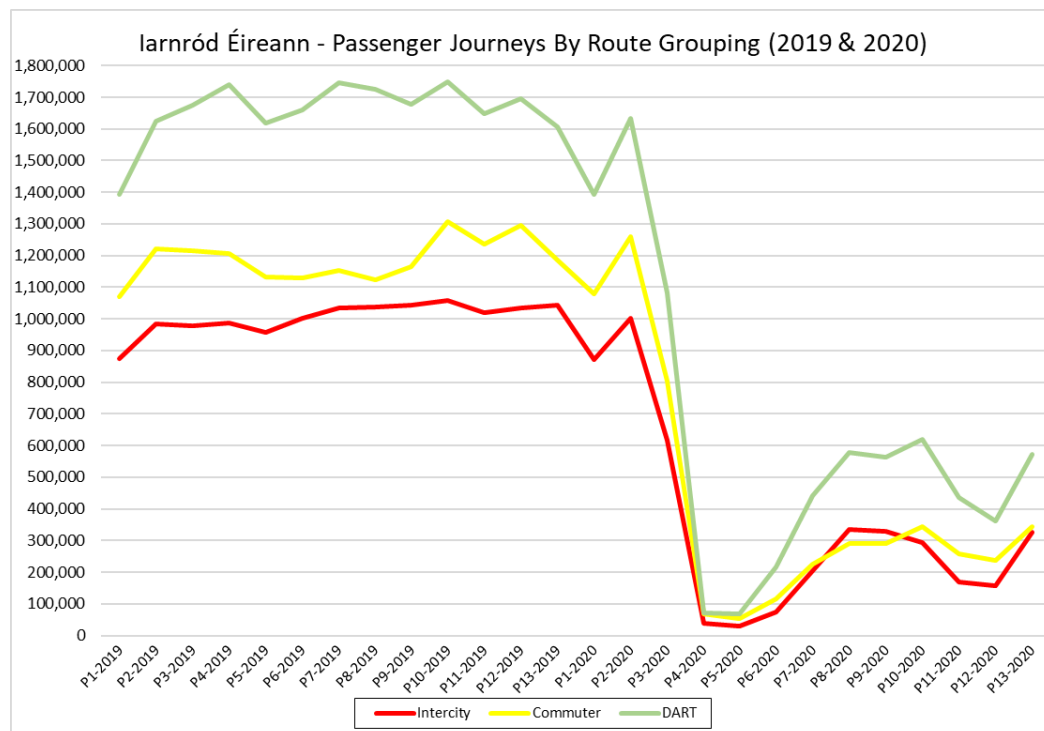


Table 3 below shows the annual operated vehicle kilometres for each contract in 2020, compared to 2019.

During 2020, the Authority agreed reductions in planned vehicle kilometres with operators to reflect reduced transport demand due to the Covid-19 pandemic and to help maximise delivery of planned services when the risk of Covid-19 related staff absence was elevated.

Dublin Bus annual operated vehicle kilometres were slightly higher in 2020 when compared to 2019. Covid-19 related reductions in services were offset by the full year effect of additional services that had been introduced during 2019. Dublin Bus also achieved a notable reduction in Lost Kilometres in 2020 when compared to 2019, which helped to increase operated Kilometres.

Annual operated kilometres for Bus Éireann were only slightly down in 2020 compared to 2019, with the effects of Covid-19 related reductions in services offset by the full year effects of additional services added during 2019.

Annual operated vehicle kilometres by Iarnród Éireann decreased by over 16% from 2019 to 2020, primarily due to agreed Covid-19 related service reductions.

There were no significant Covid-19 related planned service reductions on the Luas system in 2020, but there was an increase in Lost Kilometres in 2020 compared to 2019. This contributed to a slight decrease in Luas operated vehicle kilometres in 2020 compared to 2019.

2020 was the first full year of services for Outer Dublin Metropolitan Area (ODMA) services. As a result, annual operated vehicle kilometres increased slightly, even with the Covid-19 related service reductions during 2020.

Finally, there was a large increase in operated vehicle kilometres under the 'Other Tendered PSO Services' heading. This was because 2020 was the first full year of operation for tendered Bus Éireann Waterford City, Go-Ahead Ireland Dublin Commuter Outer Metropolitan Area and City Direct Kilkenny City routes, as well as Go-Ahead Ireland Route 197.

*Table 3 – Annual operated vehicle kilometres 2019- 2020*

Annual operated vehicle kilometres (millions)							
Year	Dublin Bus	Bus Éireann*	Iarnród Éireann	Luas	Go-Ahead Ireland Outer Dublin Metropolitan Area	Other Tendered PSO Services	Total
2019	44.7	44.4	17.7	4.4	8.3	1.4	120.8
2020	46.1	43.2	14.7	4.3	8.5	4.7	118.2
% Change	3.3%	-2.6%	-16.7%	-1.5%	2.8%	247.5%	-2.2%

*\*Direct Award Contract only. Bus Éireann Waterford tendered services included within 'Other PSO Services'*

## **Punctuality By Contract And Region**

Low frequency bus routes are defined as services that operate less than 4 times per hour on a weekday, outside of peak periods.

The Punctuality of Low Frequency Routes is calculated as follows:

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

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

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

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

High frequency bus routes are defined as services which operate at a frequency of 15 minutes or greater on a weekday, outside the peak periods.

High Frequency Routes differ from Low Frequency Routes, as passengers on High Frequency Routes are less likely to base their journey on the bus schedule and are instead more likely to just turn up at the bus stop and wait for the next bus to arrive. These passengers are generally more concerned with the average amount of time they must wait at the stop for the next bus to arrive, as opposed to whether the bus is running to schedule.

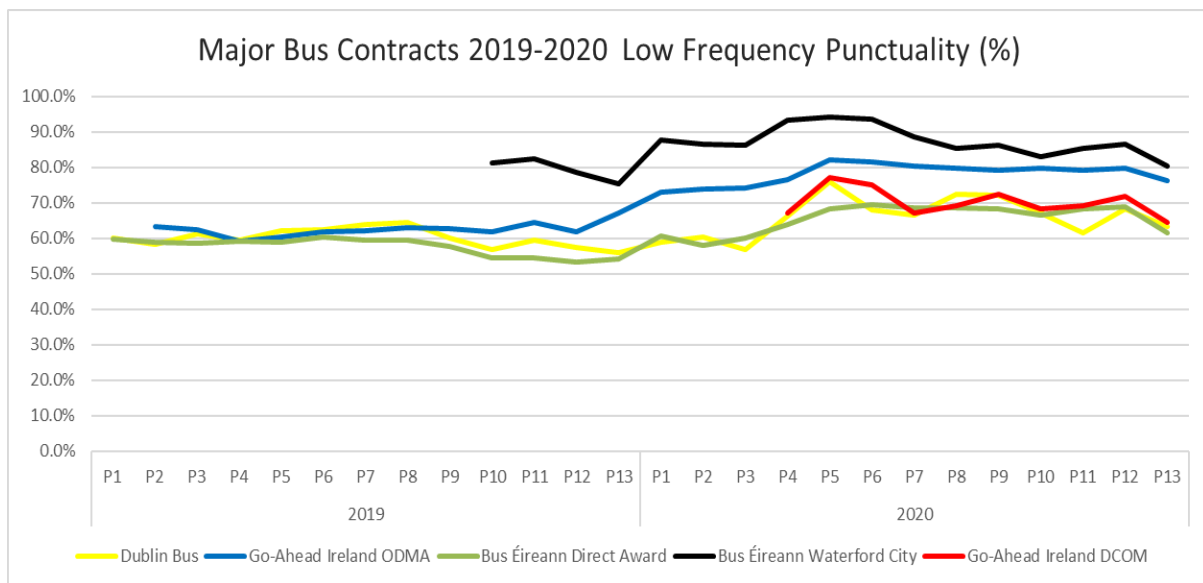
On this basis, the NTA measures the regularity of High Frequency Routes using a metric called Excess Wait Time (EWT). This metric provides a measure of the average time a passenger must wait for the next high frequency bus, in excess of the wait time which would be expected as per the schedule for that route. For a passenger who arrives at a stop for a high frequency bus route without checking the schedule, the EWT will calculate how much longer you have to wait for the next bus, in comparison to a baseline situation where all buses are calculated to the timetabled gap (headway) between services. Therefore, the regularity of High Frequency Routes is calculated as follows:

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

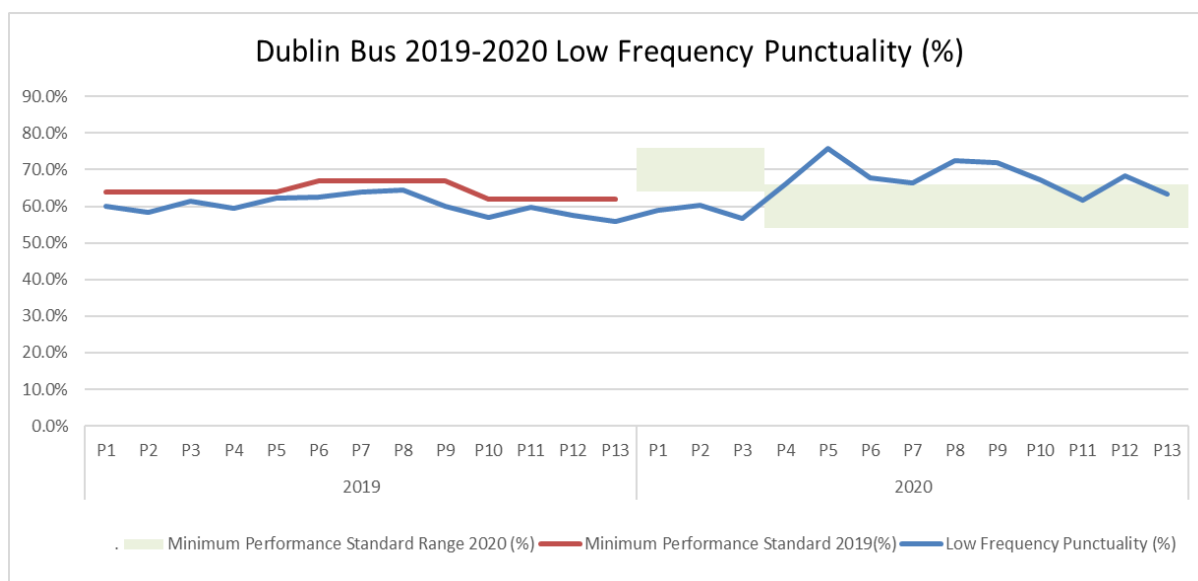
Excess Wait time is also used as the punctuality measure for Luas services, while punctuality of Iarnród Éireann services is measured by the number of trains departing within 5 or 10 minutes of the scheduled departure time. The Minimum Performance Standard for Excess Wait Time on Luas services requires a much lower EWT value than for bus services. Much of the Luas network runs on track that is segregated from general traffic and Luas is generally afforded traffic signal priority through junctions. In addition, Luas tickets are purchased and validated off the vehicle, allowing for more consistent dwell time at stops.

Figures 5 to 14 show punctuality performance on low frequency and high frequency routes by contract for 2020, with 2019 results included (where possible) to show trends. The trends show general improvements in punctuality across all operators in 2020, compared to 2019. These improvements were made possible by the focus on performance improvement across operators, and by the more favourable traffic and operating conditions during Covid-19 restrictions in 2020. Further detail, including route by route punctuality data, is available on the Public Transport Services section of the NTA website.

*Figure 5 – Low frequency punctuality performance for major bus contracts 2019-2020*

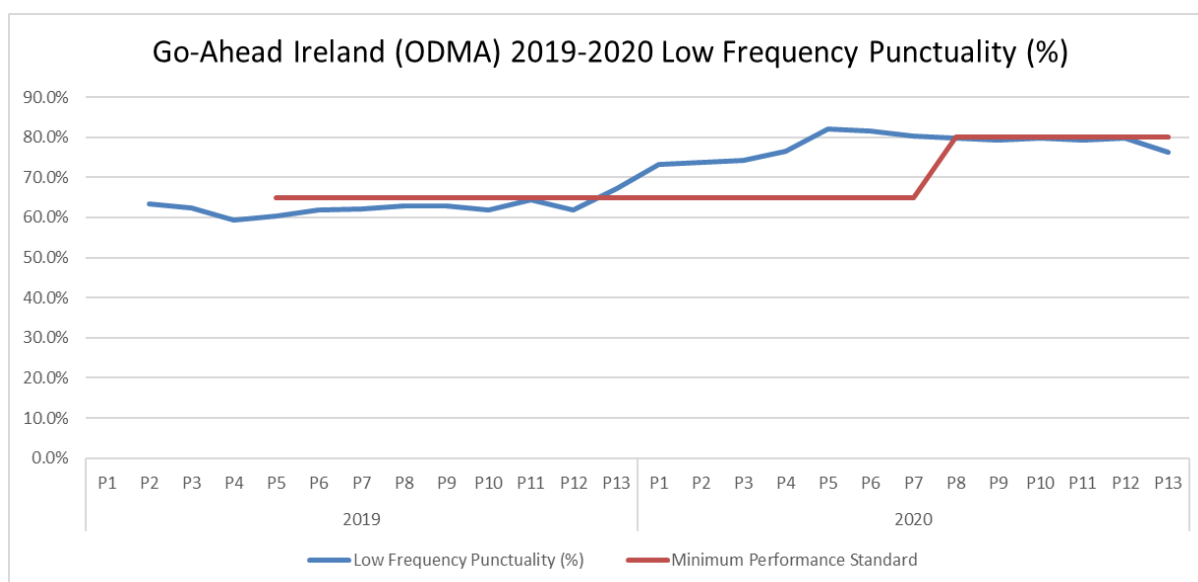


*Figure 6 – Dublin Bus low frequency punctuality performance 2019-2020*



Note – the Dublin Bus low frequency punctuality Minimum Performance Standard (MPS) transitioned to a route specific MPS from Period 1 2020. The route specific Minimum Performance Standards ranged from 64% to 76% in 2020, with each of these standards being reduced by ten percentage points during the Covid-19 pandemic. More detail is available in the Public Transport Services section of the National Transport Authority Website.

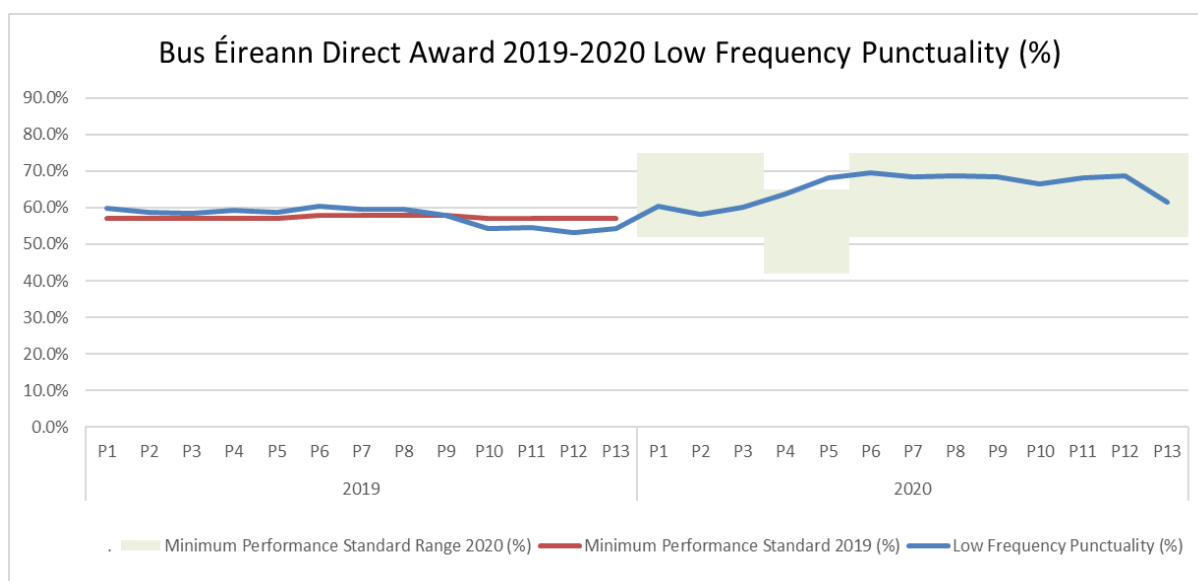
*Figure 7 – Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA) low frequency punctuality performance 2019-2020*



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

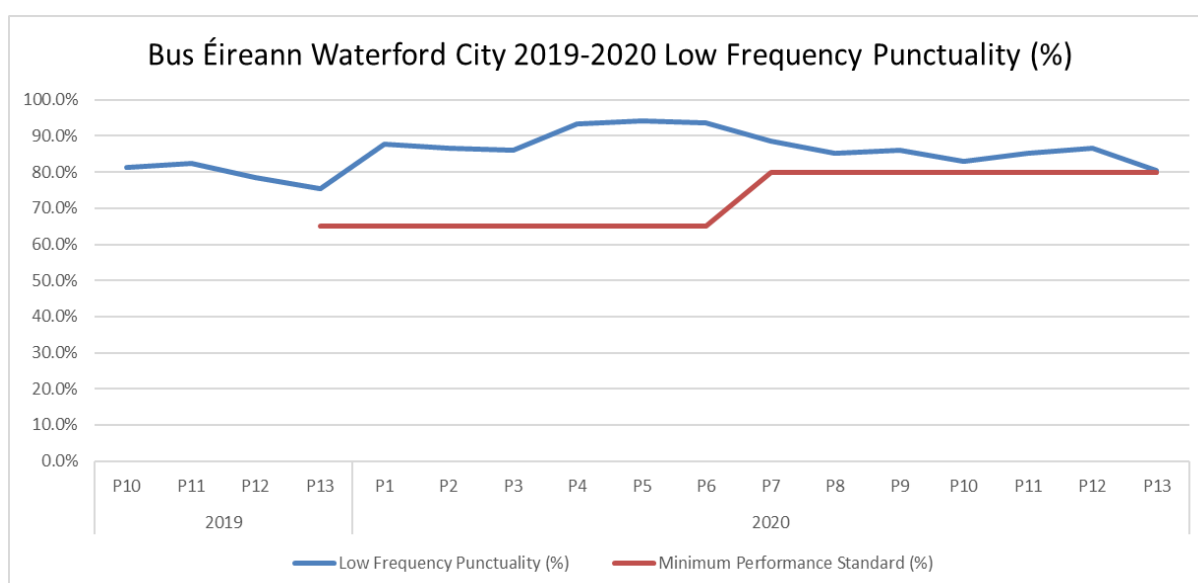
Note 2 - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

*Figure 8 – Bus Éireann Direct Award Contract low frequency punctuality performance 2019-2020*



Note – the Bus Éireann low frequency punctuality Minimum Performance Standard (MPS) transitioned to a region specific MPS from Period 1 2020. The region specific Minimum Performance Standards ranged from 52% to 75% in 2020, with each of these standards being reduced by ten percentage points from 16<sup>th</sup> March 2020 until 18<sup>th</sup> May 2020 due to the Covid-19 pandemic. More detail is available in the Public Transport Services section of the National Transport Authority Website.

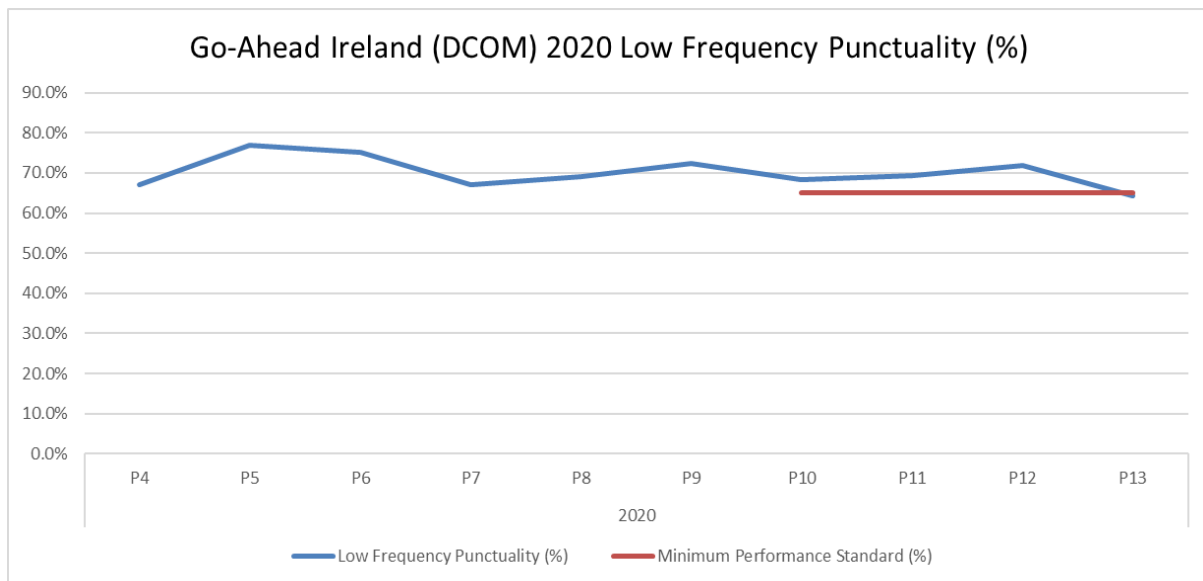
*Figure 9 – Bus Éireann Waterford City Contract low frequency punctuality performance 2019-2020*



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

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

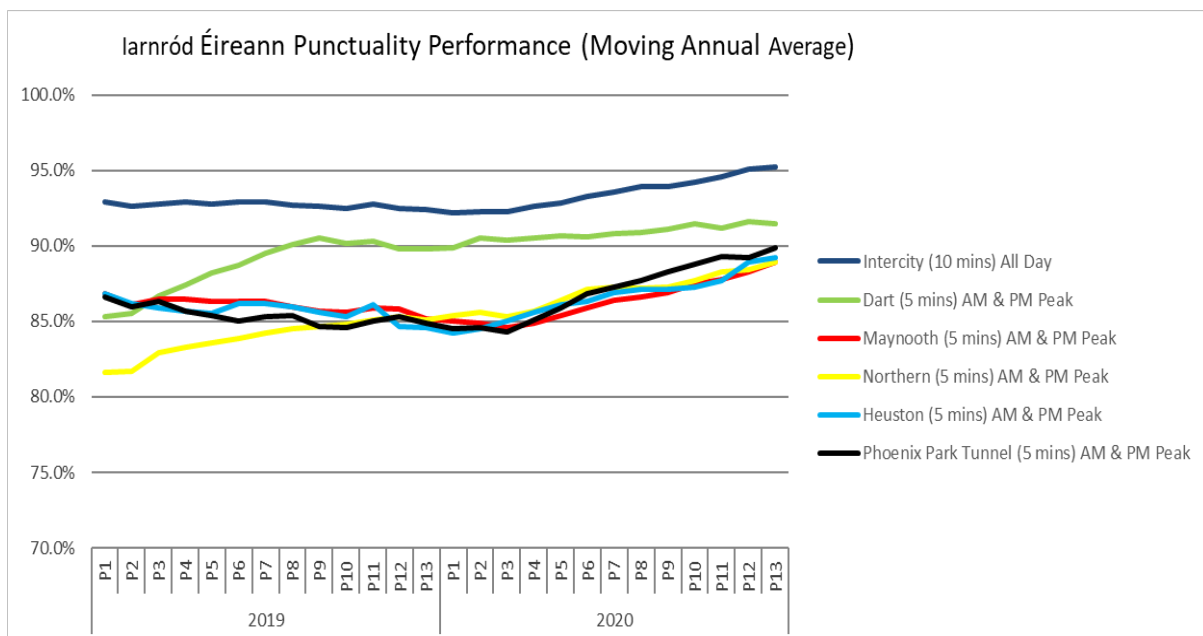
*Figure 10 – Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) punctuality performance 2020*



Note 1 – A punctuality minimum performance standard of 65% came into operation for the Go-Ahead Ireland Dublin Commuter Outer Metropolitan network in P10 2020.

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

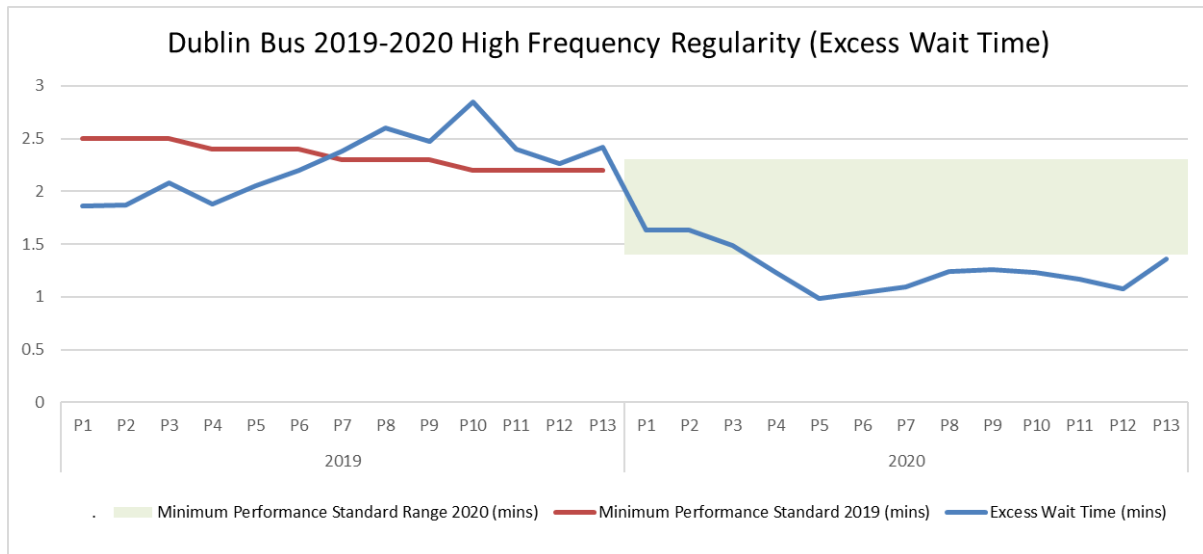
*Figure 11 – Iarnród Éireann punctuality performance 2019-2020*



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

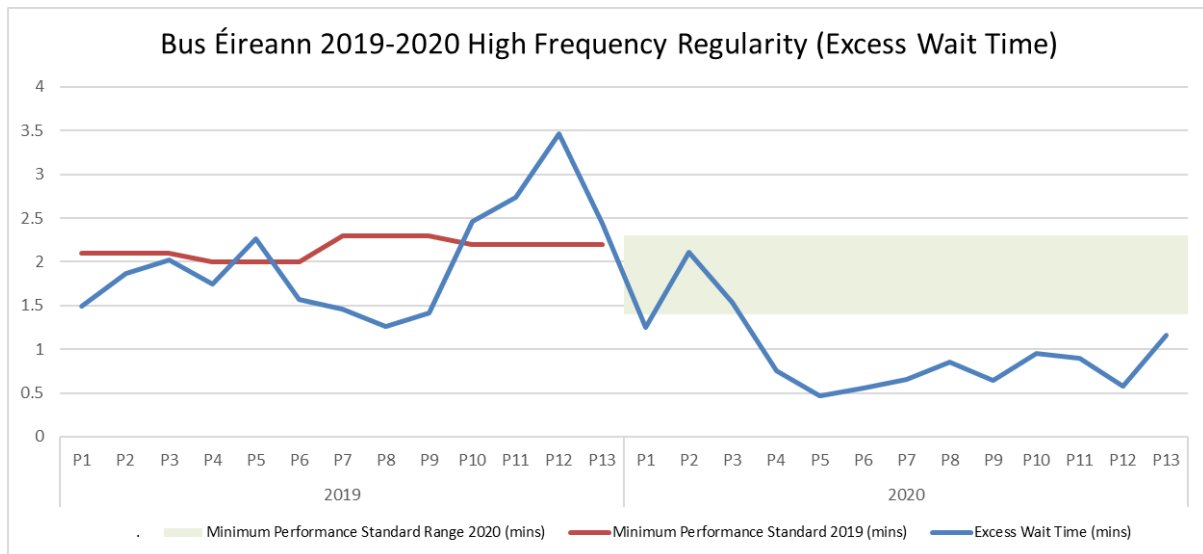
Note 2 – Minimum Performance Standards for Iarnród Éireann services in 2020 ranged from 88.4% to 98.7%. More detail is available in the Public Transport Services section of the National Transport Authority Website.

Figure 12 – Dublin Bus High Frequency Regularity (Excess Wait Time) 2019-2020



Note – the Dublin Bus high frequency punctuality Minimum Performance Standard (MPS) transitioned to a route specific MPS from Period 1 2020. The route specific Minimum Performance Standards ranged from 1.4 minutes to 2.3 minutes in 2020, with an additional allowance for Covid-19 related disruption provided for (but not used). More detail is available in the Public Transport Services section of the National Transport Authority Website.

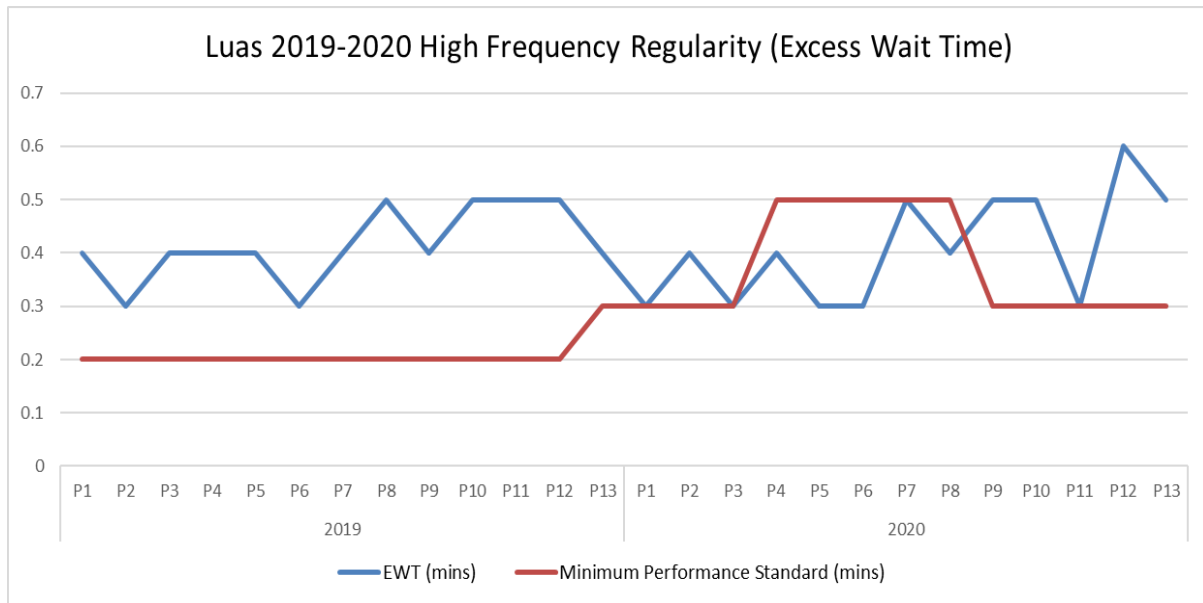
Figure 13 – Bus Éireann Direct Award Contract High Frequency Regularity (Excess Wait Time) 2019-20



Note – the Bus Éireann high frequency punctuality Minimum Performance Standard (MPS) transitioned to a route specific MPS from Period 1 2020. The route specific Minimum Performance Standards ranged from 1.4 minutes to 2.3 minutes in 2020, with an additional allowance for Covid-19 related disruption provided for (but not used). More detail is available in the Public Transport Services section of the National Transport Authority Website.



Figure 14– Luas High Frequency Regularity (Excess Wait Time) 2019-2020



Note – the Luas high frequency punctuality Minimum Performance Standard (MPS) was relaxed from 0.3 minutes to 0.5 minutes from Period 4 to Period 8 2020 to make allowance for Covid-19 related disruption.

## **Reliability by Contract (Lost Kilometres)**

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

Step 1:

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

Step 2:

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

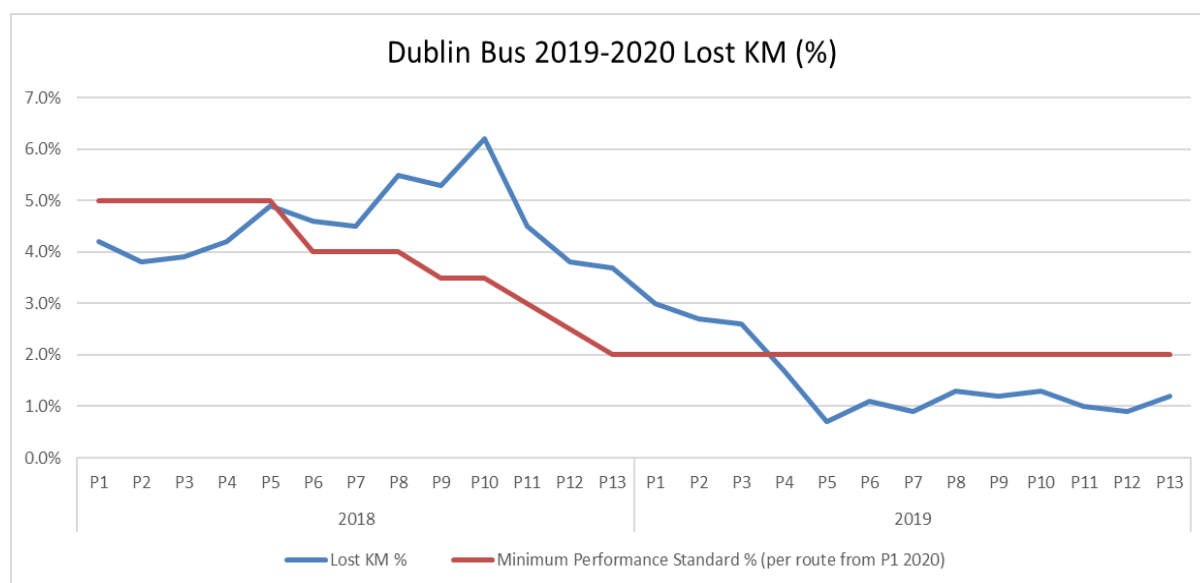
- The *Total Scheduled Services* is based on the route and timetable(s) for every bus service, as agreed with the NTA under each relevant PSO contract.
- The *Total Services Operated* is determined by the AVL (Automatic Vehicle Location) system which is installed on each bus to record the route and distances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

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

Similar systems are used to determine Lost Kilometres for Heavy Rail and Luas services. The MPS for Luas is 0% and the MPS for Heavy Rail services is 2%. All operators are liable for payment deductions if they fail to meet contractual lost kilometre standards.

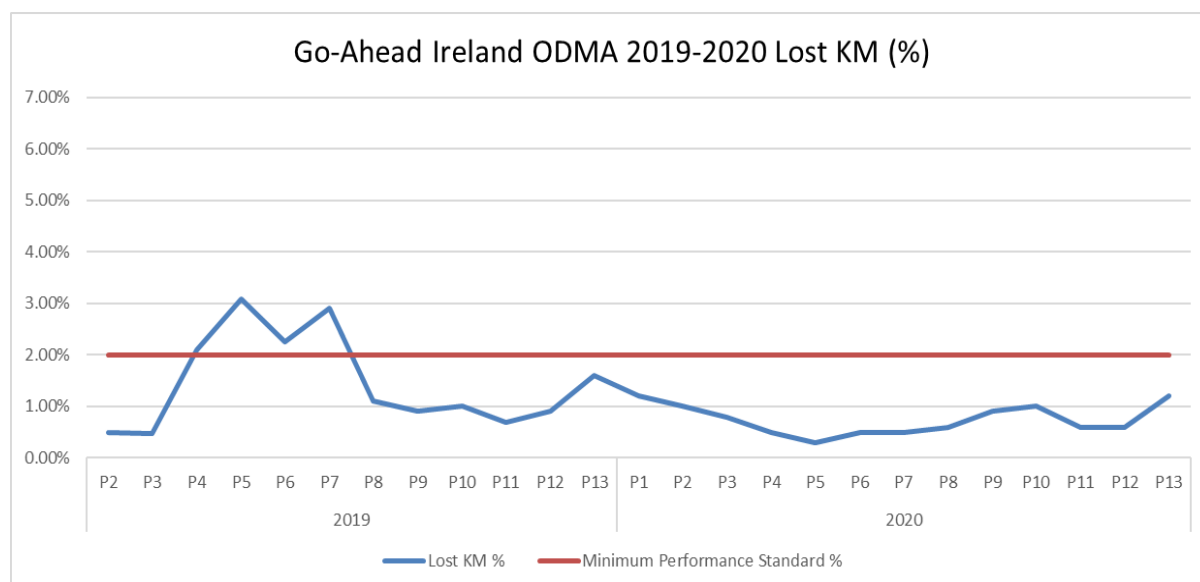
Figures 15 – 21 below show Lost Kilometre trends in 2020, with 2019 figures included for comparison purposes. Further detail is available on the Public Transport Services section of the NTA website.

Figure 15 – Dublin Bus reliability performance 2019-2020



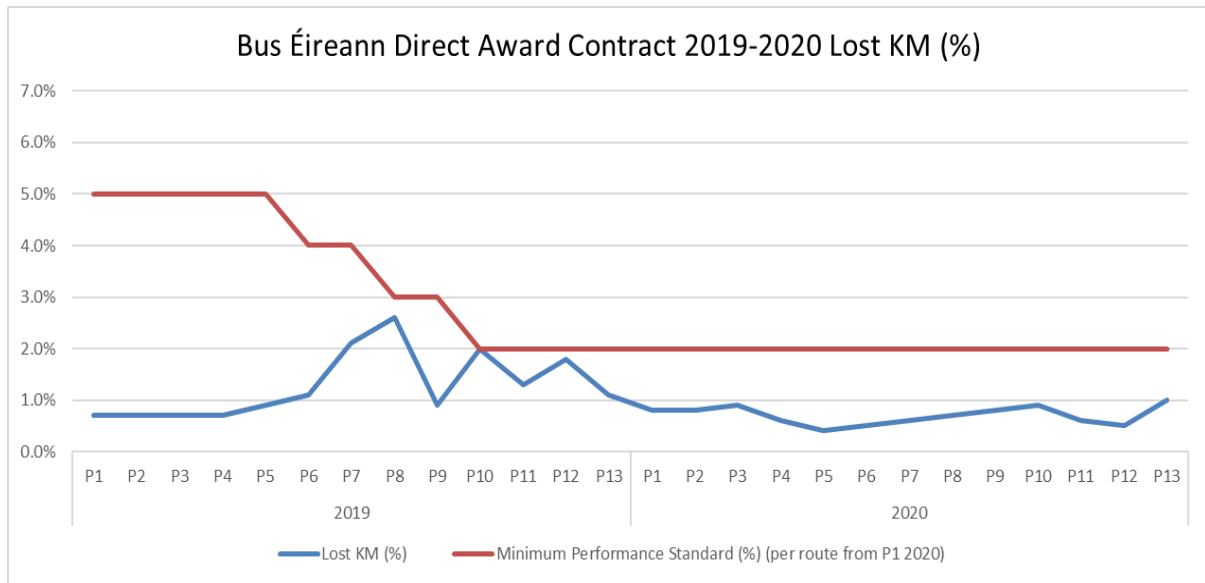
Note - The Lost KM Minimum Performance Standard (MPS) transitioned to a route specific MPS of 2% per route per period for Dublin Bus from Period 1 2020.

Figure 16 – Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA) reliability performance 2019-2020



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

Figure 17 – Bus Éireann Direct Award Contract reliability performance 2019-2020



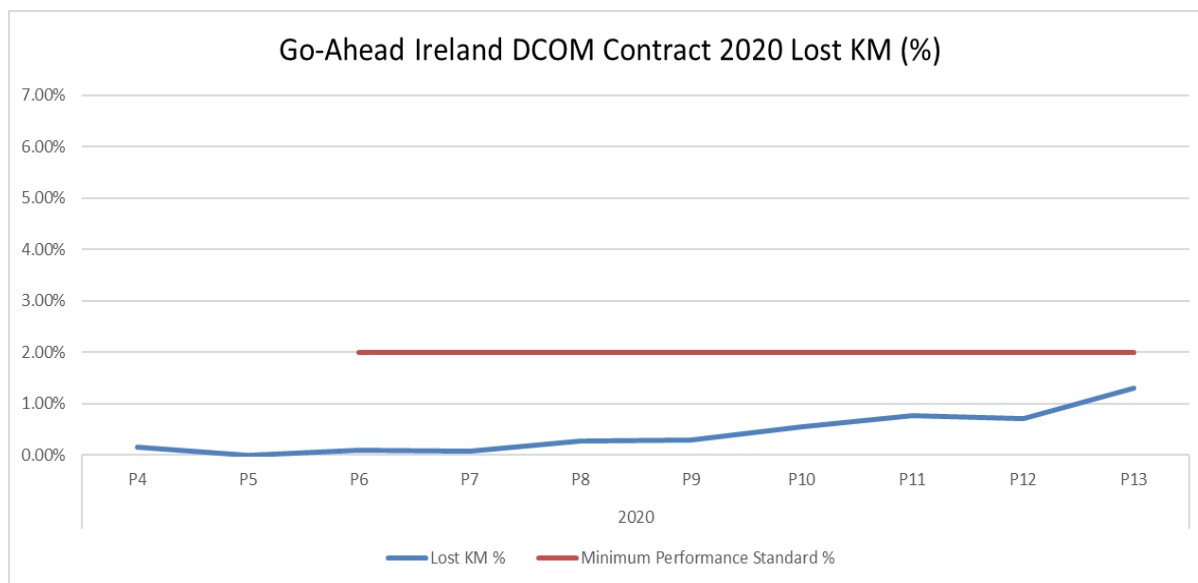
Note - the Lost KM Minimum Performance Standard (MPS) transitioned to a Route specific MPS of 2% per route per period for Bus Éireann from Period 1 2020.

Figure 18 – Bus Éireann Waterford City reliability performance 2019-2020



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

*Figure 19 – Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) reliability performance 2020*



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

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

*Figure 20 – Iarnród Éireann reliability performance 2019- 2020*

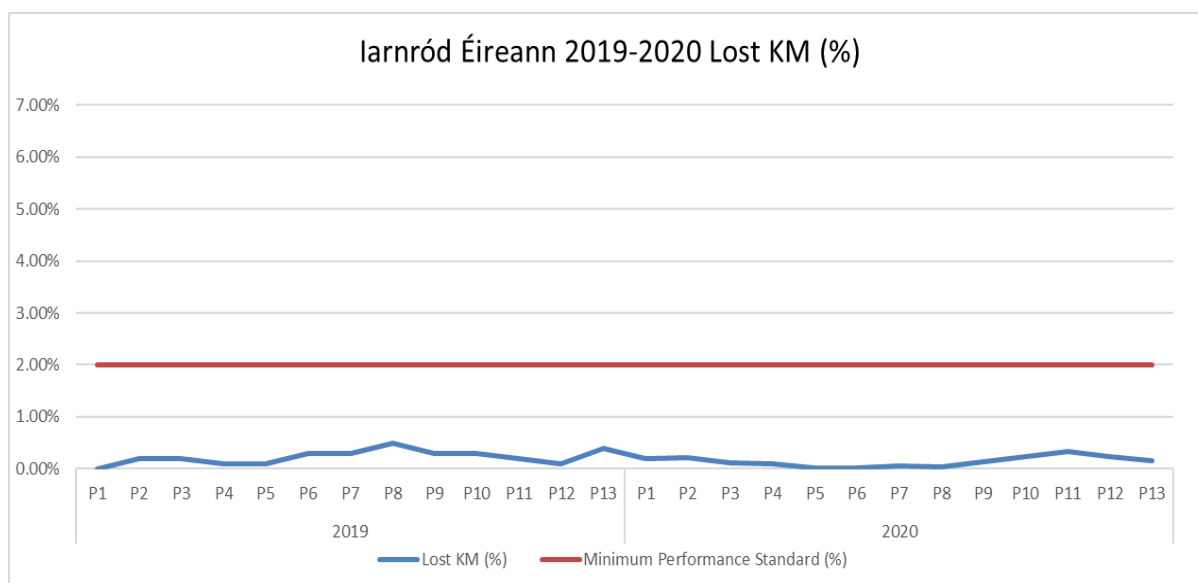
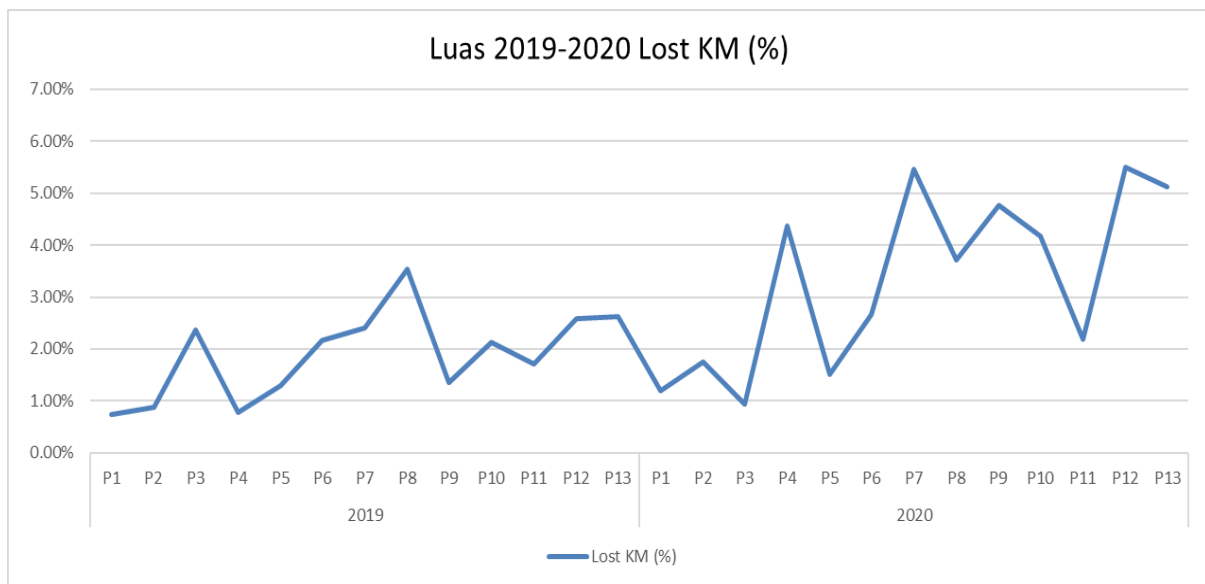


Figure 21 – Luas reliability performance 2019- 2020



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

## Customer Service Quality by Contract

The NTA utilises a number of data sources to assist in monitoring and improving service quality for public transport passengers. Bus Mystery Passenger Surveys are undertaken by the NTA on a continuous basis. The Mystery Passenger Survey Programme will expand to include NTA Mystery Passenger Surveys on Luas and Iarnród Éireann services in 2020. Up to 2019, such surveys have been undertaken directly by Iarnród Éireann and Transport Infrastructure Ireland.

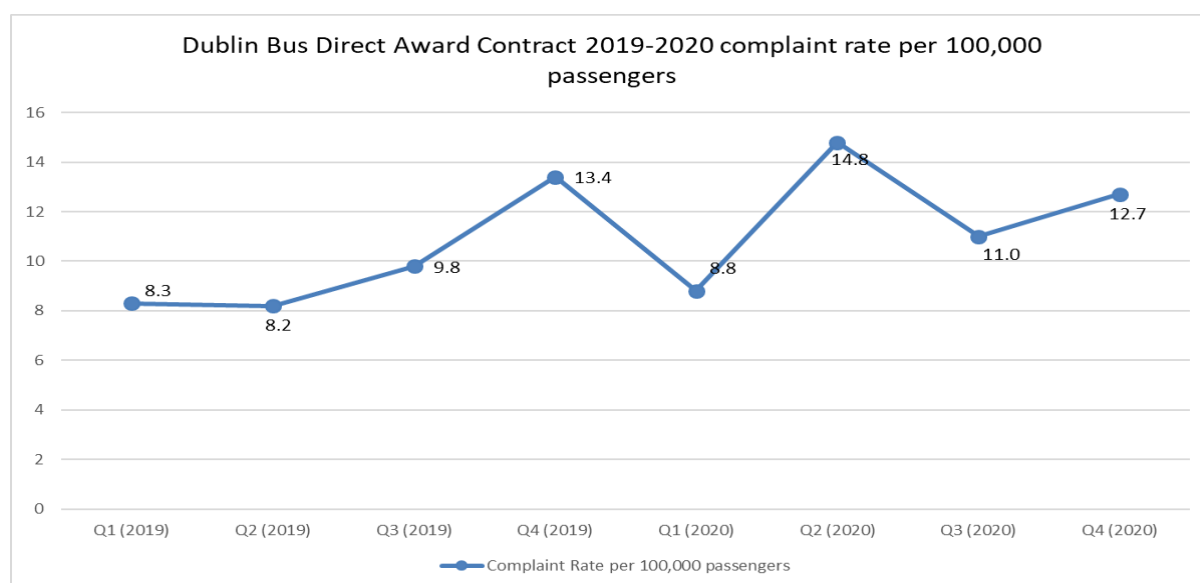
Passenger complaint rates per 100,000 passengers are also measured, and passenger query and complaint response times are monitored. Other important elements of the passenger experience are also reported on by each operator (e.g. details of service curtailments etc.).

Figures 22-28 below detail the 2020 complaint rates per 100,000 passengers for each of the PSO operators, with figures shown for 2019 for comparison purposes where possible.

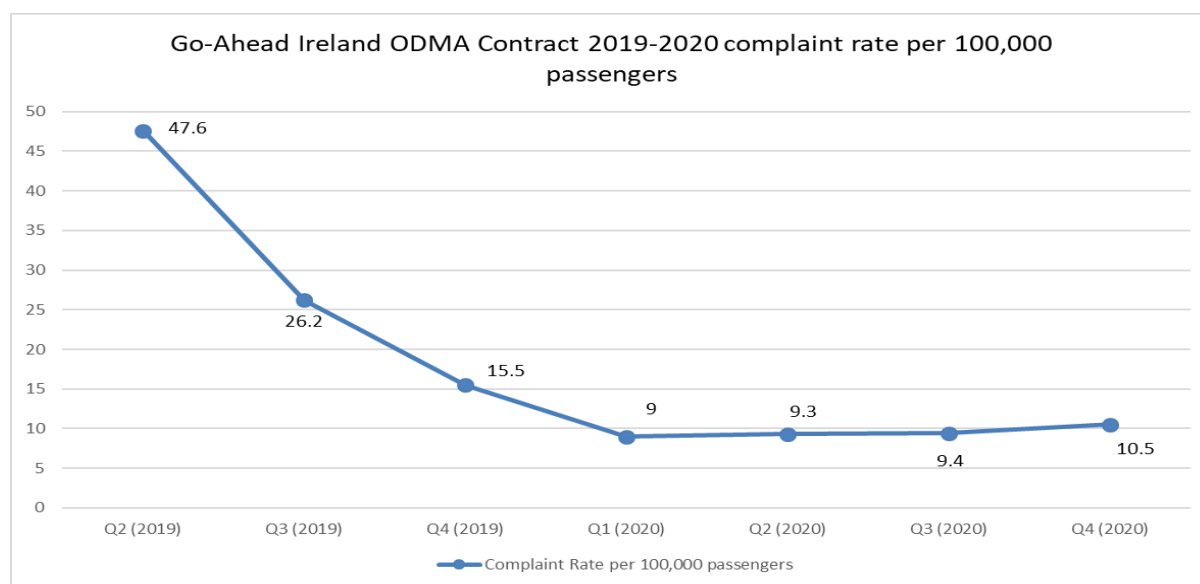
It is important to note that some complaints included in these figures may not be fully attributable to the operator; for example, complaints regarding frequency on a public transport route, or issues at certain bus stops that the operator has no responsibility to maintain. From March 2020 (late Q1 2020) onwards, complaints relating to various aspects of Covid-19 related measures factored into the complaint rates for each operator. This contributed to an increase in complaint rates per 100,000 passengers for most operators from late Q1 onwards, with many of the Covid-19 related issues being beyond the control of operators.

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

*Figure 22 – Dublin Bus complaint rate per 100,000 passengers 2019- 2020*

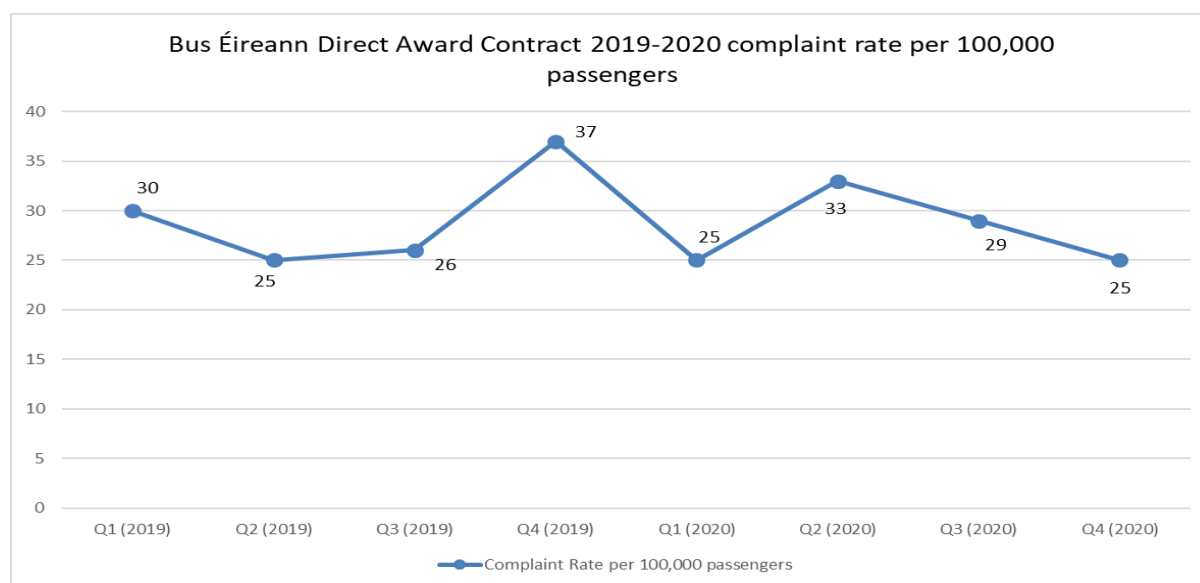


*Figure 23 – Go-Ahead Ireland Outer Dublin Metropolitan Area complaint rate per 100,000 passengers 2019-2020*



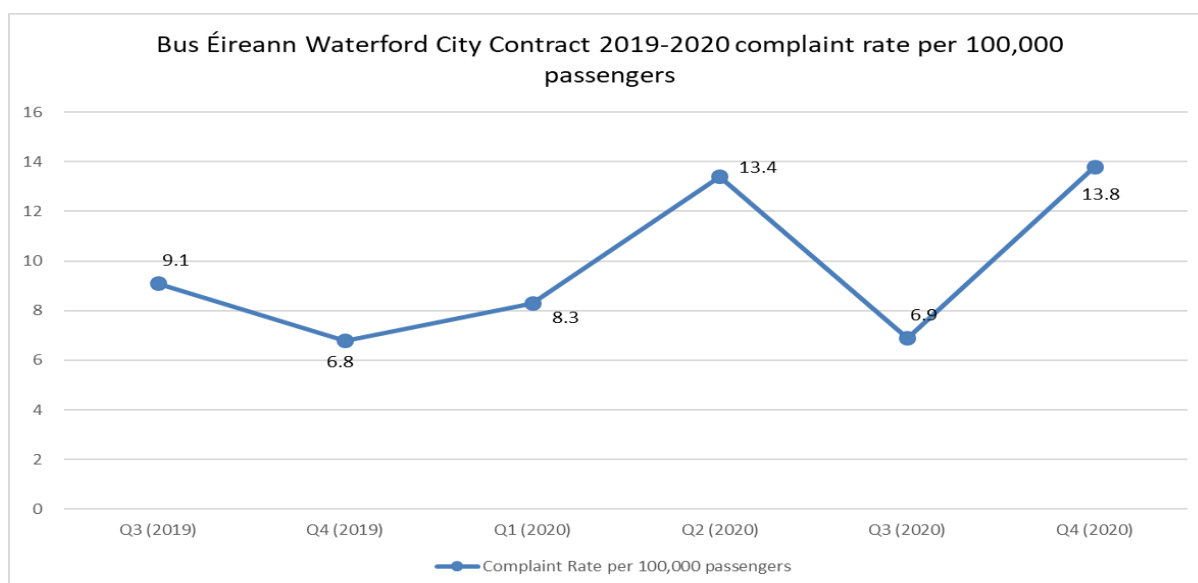
Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

*Figure 24 – Bus Éireann Direct Award Contract complaint rate per 100,000 passengers 2019-2020*



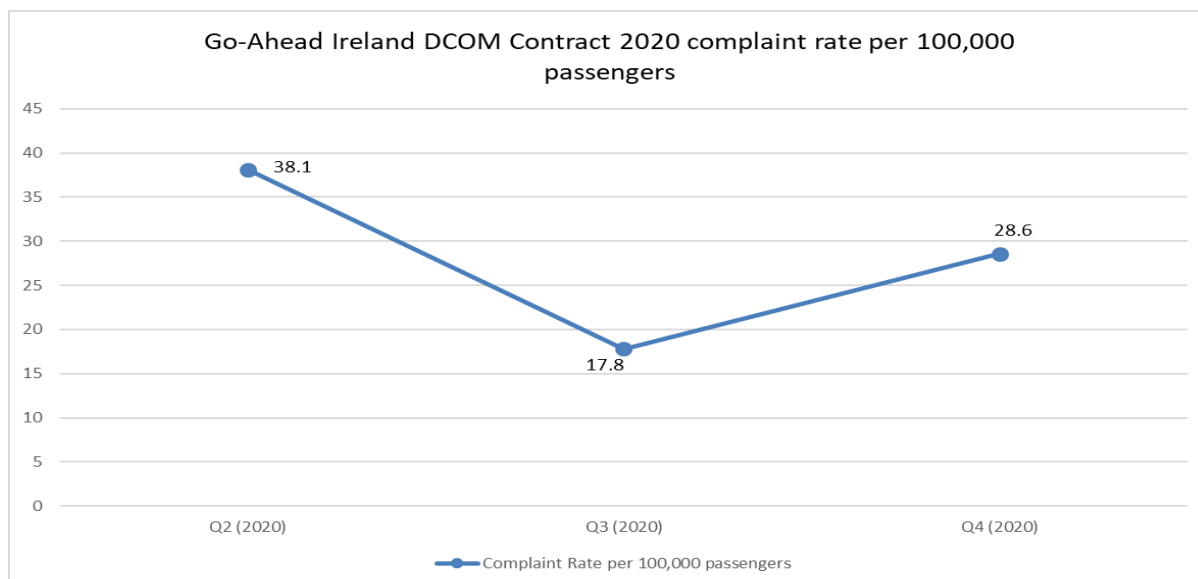


*Figure 25 – Bus Éireann Waterford City Contract complaint rate per 100,000 passengers 2019-2020*



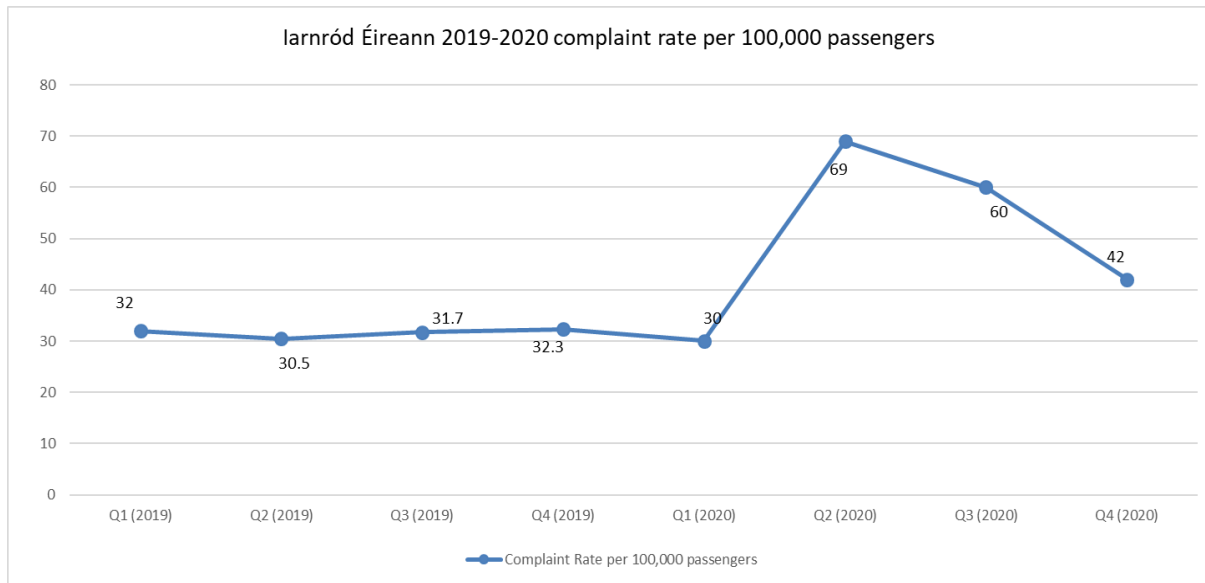
Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

*Figure 26 – Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) complaint rate per 100,000 passengers 2020*



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

*Figure 27 – Iarnród Éireann complaint rate per 100,000 passengers 2019-2020*



*Figure 28 – Luas complaint rate per 100,000 passengers 2019-2020*



It was not possible to undertake Mystery Passenger Surveys for the majority of the period from Q2-Q4 2020. Therefore, service quality reports for these quarters are not available. However, PowerPoint presentations of detailed results of NTA Bus Mystery Passenger surveys undertaken in 2019 and in Q1 2020 are available in the Public Transport Services section of the NTA website.

## **Details of Contractual Incentive Payments and Deductions**

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

During 2020, the Authority provided for an easing of punctuality and reliability Minimum Performance Standards to help operators to manage the changing circumstances due to the Covid-19 pandemic. Operating conditions were monitored throughout the pandemic to ensure that operators were not unfairly penalised for issues that were outside of their control. Further detail is available in the Public Transport Services section of the National Transport Authority website.

Further measures aimed at improving performance include the introduction of incentive payments, where operators can benefit financially when Minimum Performance Standards are exceeded. Performance-related incentives will be phased in for Dublin Bus and Bus Éireann Direct Award Contracts from 2021 onwards.

The figures outlined in Table 4 show the performance related deductions incurred and incentive payments received by each operator in 2020. Incentive payments for the Iarnród Éireann contract, Bus Éireann Waterford City BMO contract, Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA) contract and the Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) contract exceeded deductions in 2020. Performance related deductions exceeded incentive payments for all other bus and Luas contracts in 2020.

*Table 4 – 2020 Performance Related Incentive Payments & Deductions (€m)*

Operator / Contract	2020 deductions applied (€m)	2020 incentives applied (€m)
Iarnród Éireann	0.042	0.089
Dublin Bus	0.957	Not applicable
Bus Éireann (Direct Award)	0.275	Not applicable
Bus Éireann Waterford City	0	0.085
Go-Ahead Ireland Outer Dublin Metropolitan Area	0.070	0.297
Go-Ahead Ireland Dublin Commuter Outer Metropolitan	0	0.026
Luas (figures are provisional and may be subject to change)	1.706	0.058