NTA
Údarás Náisiúnta Iompair
National Transport Authority

Bus & Rail Statistics

for Ireland – State Funded Services

Statistical Bulletin Number: 02/2020
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Bulletin Topics:

- Total Number of PSO Passenger Journeys
- PSO Passenger Journeys by Region
- Total Operated Vehicle Kilometres and Vehicle Seat Kilometres
- Passenger Revenues
- Passenger Revenues by Region
- Free Travel Scheme Revenue
- Public Service Obligation (PSO) Subsidy
- Total Number of Buses
- Age of Buses
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Introduction

This statistical bulletin is a publication of the National Transport Authority of Ireland ("the Authority"). It focuses on bus services provided by Dublin Bus, Bus Éireann, the Local Link rural transport programme, as well as other routes operated by private operators who have been successful in tender competitions, including recently introduced services in the Dublin city and commuter region and Waterford city. It also covers heavy rail services provided by Iarnród Éireann (Irish Rail) and Luas light rail services provided by Transdev Dublin Light Rail Limited.

On 1st December 2009 the Dublin Transport Authority Act 2008 and the Public Transport Regulation Act 2009 came into effect. Under these Acts the Authority signed directly awarded contracts with Dublin Bus, Bus Éireann and Iarnród Éireann. Subsequent direct award contracts were signed with Dublin Bus and Bus Éireann in December 2014. The contract with Iarnród Éireann was a 10 year contract, which remained in place until the end of November 2019.

Bus Services

Contracts with bus operators are subsidised because the operators are required to deliver what are called Public Service Obligation (PSO) services. PSO services are socially necessary transport services which may not be commercially viable and as such they usually require a state subsidy to operate.

On the 1st December 2019, the Authority entered into direct award contracts with Dublin Bus and Bus Éireann for a further five-year period. The new direct award contracts provide for the transition from net cost contracts to gross cost contracts in 2021. This will bring these direct award contracts into line with the Authority's competitively tendered contracts. The new contracts include additional measures to encourage improvements to operational performance at an individual route level.

Dublin Bus and Bus Éireann currently provide the majority of PSO bus services under contract to the Authority. In April 2018, the Authority also entered into a contract with Go Ahead Ireland for the operation of a number of local and orbital bus routes in Dublin. A phased implementation of these services commenced in September 2018, with a full transfer being completed by March 2019.

The Authority continued with its commitment of both developing new and enhancing existing public transport services in 2019, and introduced a number of new or improved bus services following competitive tender competitions.

Go Ahead Ireland successfully tendered for the operation of Dublin Commuter routes along the Kildare corridor (formerly operated by Bus Éireann under direct award). Bus Éireann also successfully tendered for the continued operation of city services in Waterford. Each competitively tendered contract incorporated improved standards for punctuality, reliability and customer experience.

Go Ahead Ireland was awarded a contract for a new service (Route 197) between Swords and Ashbourne, and City Direct was awarded a contract for the operation of two new urban bus routes in Kilkenny City (Routes KK1 and KK2). The new services mentioned above commenced operation during November and December 2019 and for this reason, operational performance is provided in respect of passenger numbers, revenue, and subsidy only within this document.

Four other public service contracts are currently in place with the Authority, with M&A Coaches Ltd., Andrew Wharton Coach Hire, Bernard Kavanagh and Sons Ltd and J.J. Kavanagh & Sons.

Local Link provides PSO bus services in many areas of rural Ireland with passenger journeys tending to be local in nature but with connections to more regional and intercity services. It also provides a number of services delivering passengers door-to-door. Management of this programme was transferred to the Authority in April 2012.

Rail Services

On the 1st December 2019, the Authority entered into a further 10-year direct award PSO contract with Iarnród Éireann. As with the directly awarded Dublin Bus and Bus Éireann contracts, this contract includes additional measures to encourage improvements to operational performance at an individual route level.

Light Rail Services

The Authority has a statutory obligation to secure the provision of light railway passenger services in the Greater Dublin Area (GDA). In September 2014 the Authority, with the Railway Procurement Agency (RPA), now Transport Infrastructure Ireland (TII) jointly entered into a five year contract with Transdev Dublin Light Rail Limited to operate Luas light rail services. In June 2019 the Authority and TII, following a competitive tender process, awarded the Luas Operations and Maintenance (O&M) contract to Transdev Dublin Light Rail Limited.

Statistical Qualifications

The Authority came into effect on 1 December 2009 and hence the annual statistics in this bulletin begin in 2010 and cover the period 2010 to 2019 inclusive. Some data from prior to 2010 is referenced such as passenger journeys in order to give a historical perspective to data in recent years.

The data provided in this bulletin is based on the public transport operator's periodic and annual returns. The figures used are intended to illustrate broad trends and are not meant to be read as exact calculations. There can also be approximations for a number of reasons. Reporting periods could differ slightly due to calculation methods and this would limit the precise accuracy. Other factors could affect figures e.g. severe weather conditions, amendments to routes, et cetera. Rounding has also been used and this could affect overall percentages. It should also be noted that some prior year comparative amounts have been reclassified on a basis consistent with the current year.

Individual routes and services may also change over time, which can impact on passenger and revenue reporting. For example a small number of Bus Éireann services which previously were included in their stage carriage services a few years ago are now more appropriately included in one of their city services, and likewise Dublin Commuter has now been split with some services categorised as Stage Carriage "East".

Where reference is made to Dublin Commuter bus services, these will comprise of services operated by both Bus Éireann and Go Ahead Ireland. Dublin Bus also adjust their services and with more cross city and orbital services now passengers may be able to complete their journey by taking one trip while previously it may have required two trips. As with commuter bus services, where Dublin city bus services are mentioned, these incorporate services operated by both Dublin Bus and Go Ahead Ireland.

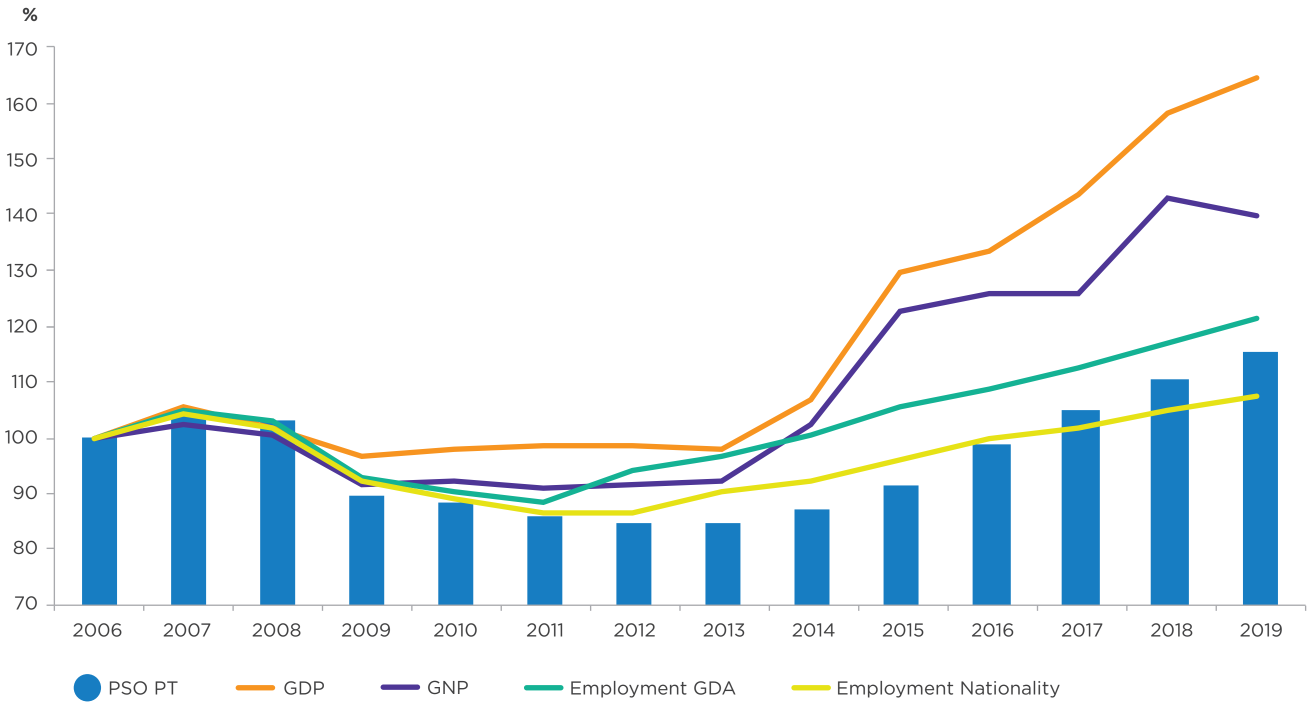
1

Total Number of PSO Passenger Journeys

Economic Outlook

Demand for public transport services is strongly related to economic activity. Economic growth increases employment, disposable income, and consumer spend, all of which lead to more travel. Economic decline produces the opposite effect. This was clearly demonstrated over the past decade.

Public Transport Usage & Economic Performance (Base Year 2006)



In 2007, passengers travelling by public transport were at a peak, based on passenger journeys in the annual reports of the transport operators. As the first sign of economic decline was evident in 2008, passenger journeys on public transport began to decline. The year 2009 saw the largest decline in passenger journeys when numbers fell by more than 10% across all modes of public transport. Total passenger journeys on public transport continued to decline, but at much slower rate, over the next three years up to 2012 although some services such as Luas did see some growth as new Luas lines were opened[1].

1 Bus Éireann passenger numbers pre 2009 may include a small portion of commercial Expressway services.

By 2013, the decline in total public transport passenger journeys had halted as the economy began to stabilise. In the six years since 2013 growth in total passenger journeys has been strong across all modes of PSO funded public transport. Total PSO passenger journeys grew by 25.6 million in 2019, surpassing the previous two year's increases of just over 16 million in 2017 and 2018. This represents an increase of 9.5% in 2019 alone[2]. The strength of growth in patronage has trended upwards in line with, or in excess of growth rates in employment and overall productivity, both within the GDA and across the state.

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

Over 294 million passenger journeys were carried on PSO services in 2019, surpassing a previous highs of 269 million in 2007 and more recently in 2018. This compares to a low of 210 million in 2012. Tables 1A and 1B along with Figure 1.1 illustrate the changes in passenger journeys on exchequer funded public transport services across the State between 2010 and 2019.

Table 1A: Annual passenger journeys (millions)

Year / Operator	PSO Bus Services	PSO Rail Services	Light Rail Services	Total PSO Services	Change in passenger journey numbers
2010	147.6	38.2	27.5	213.4	
2011	145.3	37.4	29.1	211.8	-1.6
2012	143.6	36.7	29.3	209.7	-2.1
2013	142.9	36.7	30.5	210.1	0.4
2014	147.7	37.8	32.6	218.1	8.0
2015	151.8	39.7	34.6	226.1	8.0
2016	159.3	42.8	34.0	236.1	10.1
2017	169.3	45.5	37.6	252.5	16.4
2018	179.2	48.0	41.8	269.0	16.5
2019	196.2	50.1	48.3	294.6	25.6

Table 1B: Annual passenger journeys (% Change)

Year / Operator	PSO Bus Services	PSO Rail Services	Light Rail Services	Total
2011	-1.6%	-2.2%	5.7%	-0.8%
2012	-1.1%	-1.7%	0.8%	-1.0%
2013	-0.5%	0.0%	4.1%	0.2%
2014	3.4%	2.9%	6.9%	3.8%
2015	2.8%	4.9%	6.1%	3.6%
2016	4.9%	7.9%	-1.6%	4.4%
2017	6.3%	6.3%	10.6%	6.9%
2018	5.8%	5.4%	11.1%	6.5%
2019	9.5%	4.4%	15.6%	9.5%

2 It should be noted that data reported within this bulletin covers the period to the end of calendar year 2019 and documents record growth in the use of public transport services in Ireland up to that point. The subsequent onset of the COVID-19 global pandemic in early 2020 has had a devastating impact on the world economy and has resulted in dramatic decreases in public transport patronage across all modes

The data in Table 1A shows the number of passenger journeys carried across each of the main modes of public transport over the period 2010 to 2019. In general the numbers reflect trends in the economy with a fall in passenger journey numbers in 2011. In 2012, passenger journeys on PSO bus and rail services continued to decline but the level of decline was easing off. Following a period of stabilisation across all modes, overall passenger journeys began to increase year on year with growth of between 8 and 10 million between 2014 and 2016. These increases were largely driven by significant gains in patronage on rail and light rail services. Growth across all modes further increased between 2017 and 2018 with increases of 16 million each year, with 2019 producing a further increase of over 25 million, yielding a record number of public transport journeys, in excess of 294 million across the State.

The Authority, in partnership with Dublin Bus, Bus Éireann and Go Ahead Ireland are continuing to redesign parts of the network to ensure that a better service can be provided to the travelling public, to meet evolving patterns of travel demand. Redesigning the rail and light rail network is not achieved as easily as the lines are fixed but service levels can be increased or decreased based on demand. Over time extensions can be added to the network such as Luas CrossCity or utilising the rail connection between Heuston and Connolly stations via the Phoenix Park Tunnel to provide new rail services to the south east of Dublin city centre.

Details of changes to these networks are included at Chapter 10 of this bulletin.

Figure 1.1: Total PSO Passenger Journeys 2010 - 2019 (millions)

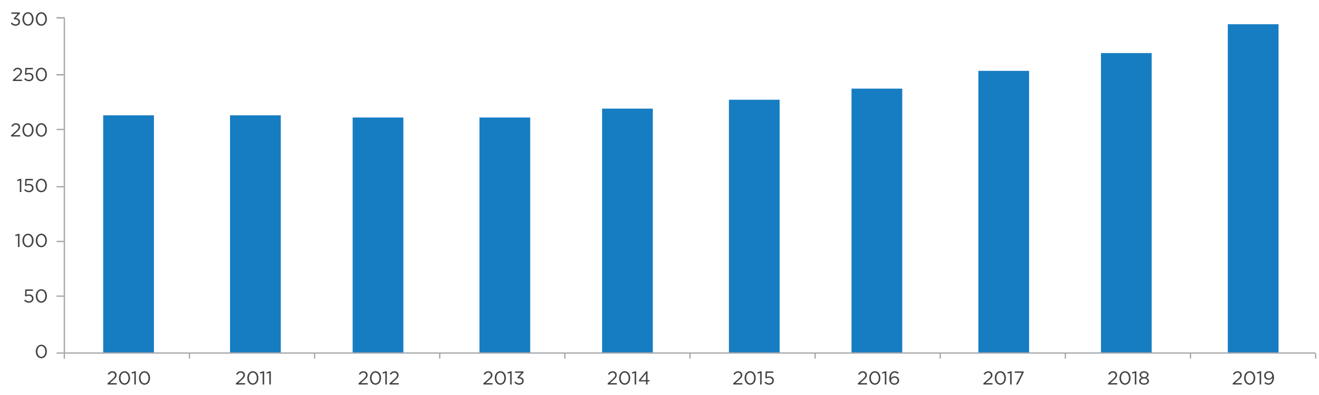


Figure 1.1 shows all PSO passenger journeys combined from 2010 to 2019. This shows that passenger journey numbers declined marginally from 2010 to 2012 and stabilised in 2013. The chart shows consistent growth between 2014 and 2016, averaging 4% annually. 2017 and 2018 seen slightly greater levels of overall growth in patronage of 6.7%, while the most significant increase can be seen in 2019 where passenger journeys on public transport increased by a record 9.5%, to over 294 million.

Figure 1.2: PSO Public Transport Passenger Journeys by Mode, 2010 - 2019 (millions)

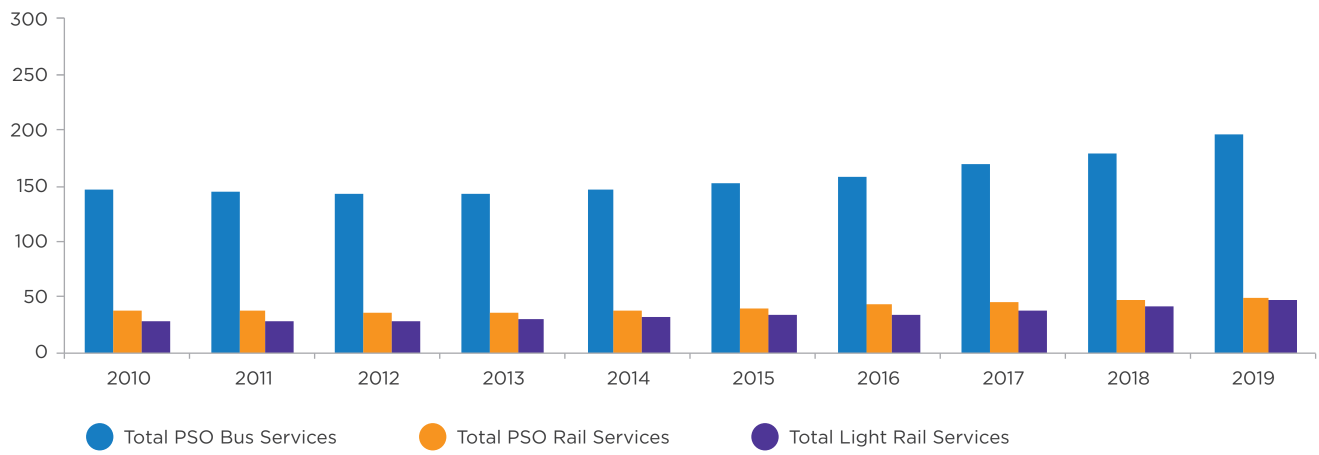


Figure 1.2 shows the total passenger journeys by mode from 2010 to 2019. It is clear from the chart that bus services carry many more passengers nationally than all of the other modes. Bus services have traditionally accounted for almost 70% of public transport journeys, up to approximately 2014. Between 2015 and 2019, bus services have accounted for approximately 67% of all public transport usage. Rail and light rail services have fluctuated in recent years with rail journeys accounting for 17% in 2019 and light rail accounting for 16% of all public transport journeys. Light rail services have seen gradual increases in modal share, rising from 14% in 2016.

Bus Services

Overall patronage on PSO bus services has grown since 2013 for a variety of reasons including improved economic conditions, enhanced services in both recently tendered contracts and in existing direct award contracts, and new bus routes in tendered PSO bus contracts.

Dublin metropolitan bus services carry more than half of the total passenger journeys in Ireland (51.9% in 2019). Following a number of years of decreases between 2010 and 2013 as a result of the economic downturn, passenger journeys on Dublin bus services have increased by an average of 4.9% to 2018, with the highest growth reported in 2017 of 8.7%, representing some 136.3 million. Following the transfer of services to Go Ahead Ireland in the last two years along with the provision of additional services by Dublin Bus, passenger growth on bus services in Dublin has increased to an even greater extent, with total bus journeys in 2019 in excess of 152 million, a growth rate of 8% since the previous year.

PSO bus services outside Dublin, predominantly operated by Bus Éireann, have seen a significant upturn since 2017, where results were influenced by 21 days of industrial action when no Bus Éireann services operated. 35.3 million passenger journeys were recorded in 2018. This represented a year on year growth of 13.4% over 2017. 2019 saw a similar growth of 13.1% over 2018, yielding a total of 39.9 million passenger journeys following investment by the Authority in additional services and greater frequency on some services.

Rural bus services provided and managed by Local Link have seen annual passenger journeys rise gradually over the years, albeit on a much smaller scale to that of the larger operators. Increases before 2018 have partially been due to new reporting methods that saw the inclusion of passengers on additional contracted services being included. In 2018, Local Link saw strong growth of 19.6%, their best year since 2011. This was mainly as a result of the introduction of over 50 new services since 2016. 2019 has seen further improvement, with these services contributing a further 2.5 million passenger journeys, increasing by 12.6% on the previous year.

Rail Services

Rail services operated by Iarnród Éireann carried 50.1 million passenger journeys in 2019, growing by 4.4% in the year and representing a new record level of operation, which has been supported by the introduction of a 10-minute Dart service in the latter part of 2018. In addition, a number of service enhancements on Intercity and Commuter services to and from Dublin and Galway in 2019 have also supported additional capacity and passenger journeys.

Light Rail Services

Passenger journeys on Luas services operated by Transdev Dublin Light Rail Limited followed the pattern of the other operators with growth each year except in 2016. Growth in Luas passenger journeys in 2011 was aided by the opening of extensions to both the green line and the red line between December 2009 and July 2011. The falloff in passenger numbers in 2016 can be attributed to two events, namely a partial closure of the red line for 6 weeks to allow for Luas CrossCity works and 12 days of industrial action. Luas passenger journeys were up by over 10% to 37.6 million in 2017, a trend that has continued in the last two years with the highest rate of year on year growth for the operator of 15.6% in 2019, with 48.3 million passenger journeys. The opening of Luas CrossCity on 9th December 2017 has undoubtedly heavily influenced the growth of passenger journeys seen in recent years. Furthermore, the introduction of 4 new extended trams on the Green Line in 2019 have provided extra passenger capacity thereby supporting continued growth in patronage.

Factors influencing Passenger Journeys

From time to time Public transport operators, with the agreement of the Authority review their reporting methodologies to provide more accurate data on their services. When this occurs the operator usually restates the data for the previous year so as it can be compared with the current year and future years. Bus Éireann restated their 2013 passenger journeys while Iarnród Éireann restated their 2012 passenger journeys. While restatements result in a slight adjustment to the comparison between one year and the next, they do not affect the overall trend in passenger journey growth over a number of years.

In any year, particular events may affect passenger numbers on one or more operators. One such event is industrial action. Bus Éireann service did not operate for two days in May in 2013 and in 2015. In 2017 Bus Éireann services did not operate for 21 days in March and April. Iarnród Éireann had two days of industrial action in August 2014 and a three hour stoppage during the morning peak in October 2015. Iarnród Éireann had two days of industrial action in November 2017 along with a number of stoppages associated with the Bus Éireann dispute. Dublin Bus had no PSO bus services for three days in August 2013 and two days in May 2015. In 2016 Luas lost 12 days due to industrial action and Dublin Bus lost six days.

Weather events can also affect passenger numbers. 2017 saw the arrival of ex-hurricane Ophelia which disrupted most public transport services for at least one day with Luas not operating for a second day due to damage caused by the largest storm to hit Ireland in almost 50 years. Extreme weather events also impacted on 2018 figures, with the onset of Storm Emma in March, resulting in heavy snow and the cancellation of services over a number of days.

2

PSO Passenger Journeys by Region

Dublin metropolitan bus services are operated by Dublin Bus and Go Ahead Ireland. While they mainly operate within Dublin City & County some services also operate in North Kildare and North Wicklow. In addition to metropolitan bus services, Commuter bus services operate into Dublin from surrounding counties. These services are operated by Bus Éireann and Go Ahead Ireland. Light rail (Luas) services in Dublin are operated by Transdev Dublin Light Rail Limited and DART and Commuter rail services are operated by Iarnród Éireann.

Bus services operated by Bus Éireann provide services to all 26 counties, and similar to that of Iarnród Éireann, offer services to Northern Ireland. Rural bus services operated under the Local Link programme operate in all 26 counties with a small number of services extending into Northern Ireland. Rail services operated by Iarnrod Éireann provide services to 23 of 26 counties and services to Northern Ireland.

The tables below present passenger journeys in the Dublin region, the Greater Cork City region, Galway, Limerick and Waterford cities, and the rest of the country, including stage carriage bus services (serving areas outside larger towns and cities) operated by Bus Éireann and Intercity rail services operated by Iarnród Éireann.

Dublin Region

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

Year/ Operator	Dublin City Bus Services	Dublin Commuter Bus Services	Dublin Commuter & Dart Rail Services	Light Rail (Luas) Services	Total Passenger Journeys
2013	112.5	4.9	25.9	30.5	173.8
2014	116.3	5.0	26.5	32.6	180.4
2015	119.8	5.1	28.1	34.6	187.6
2016	125.4	5.5	30.9	34.0	195.8
2017	136.3	5.1	32.8	37.6	211.7
2018	141.5	5.9	34.2	41.8	223.4
2019	152.7	6.6	35.6	48.3	243.2

Table 2A shows trends in passenger journeys for the Dublin region. Since 2013 total passenger journeys have grown each year with total passenger journey growth since 2013 at just under 40%.

There are some exceptions to the continuous growth, namely Luas in 2016 where passenger numbers declined due to a six week closure of a city centre section of the Red Line to facilitate Luas CrossCity construction and due to 12 days of industrial action. Dublin commuter bus passenger numbers also declined in 2017, as Bus Éireann operated no services for 21 days due to industrial action.

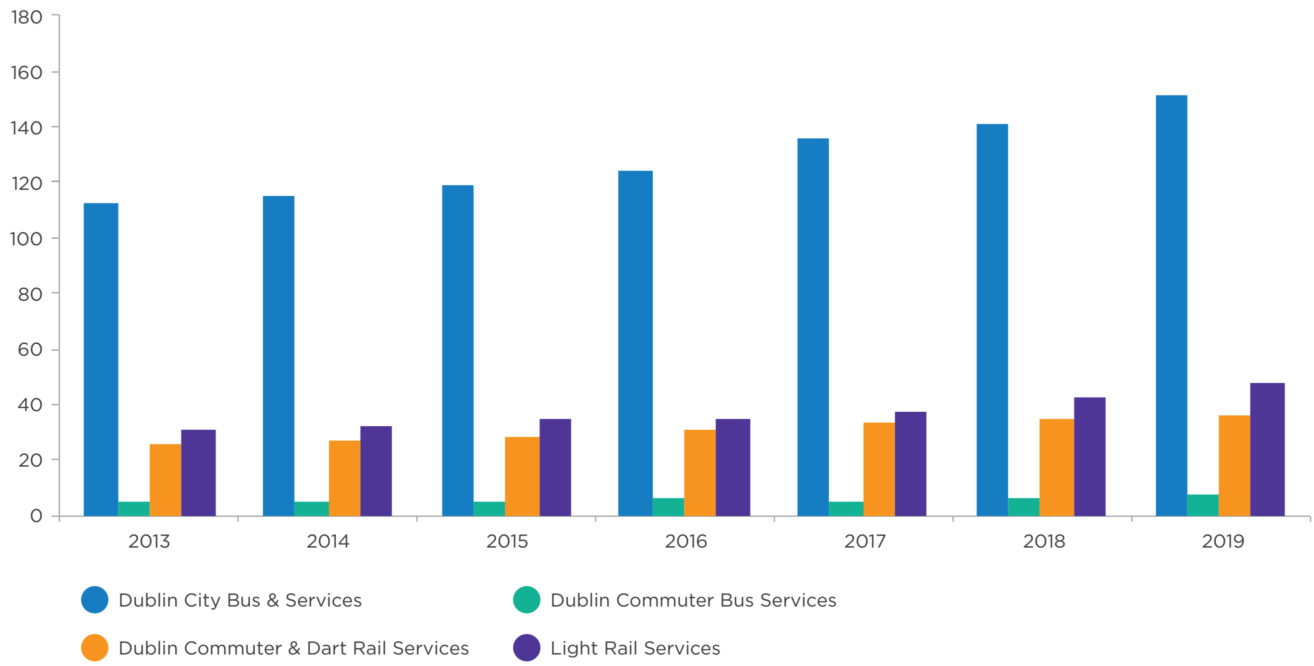
Table 2B: Dublin Region Annual Passenger Journeys (% Growth)

Year/ Operator	Dublin City Bus Services	Dublin Commuter Bus Services	Dublin Commuter & Dart Rail Services	Light Rail Services	Total Passenger Journeys
2013 to 2019	35.8%	34.4%	37.1%	58.5%	39.9%

Table 2B shows that the strongest growth in the Dublin region was on light rail services; 58.5% between 2013 and 2019. Bus and rail services have also performed very well in this period, averaging 35.8% growth across the modes.

Figure 2.1 highlights the very high modal share for bus services in the Dublin region. In numerical terms the increase in bus patronage far outweighs that seen on other modes since 2013.

Figure 2.1: Dublin Region Annual PSO Passenger Journeys (millions)



Cork City Region

Table 2C and Figure 2.2 show the passenger journeys using PSO subsidised public transport in Cork commuter areas. Both Bus Éireann and Iarnród Éireann provide services in the Cork commuter area. The difference in passenger journeys in Cork commuter area compared to the Dublin region is significant.

The Dublin region has about 14 passenger journeys on public transport for every one passenger journey in Cork. There were 17.3 million passenger journeys in the Cork commuter area in 2019 compared to 243.2 million in the Dublin region. Bus users accounted for 91.6% of public transport journeys in Cork in 2019.

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

Year/ Operator	Bus Services	Rail Services	Total Passenger Journeys
2013	10.5	0.9	11.5
2014	11.0	1.1	12.1
2015	11.7	1.1	12.9
2016	12.6	1.2	13.8
2017	12.1	1.3	13.4
2018	13.9	1.3	15.3
2019	15.9	1.5	17.3

Figure 2.2: Cork Commuter Annual PSO Passenger Journeys (millions)

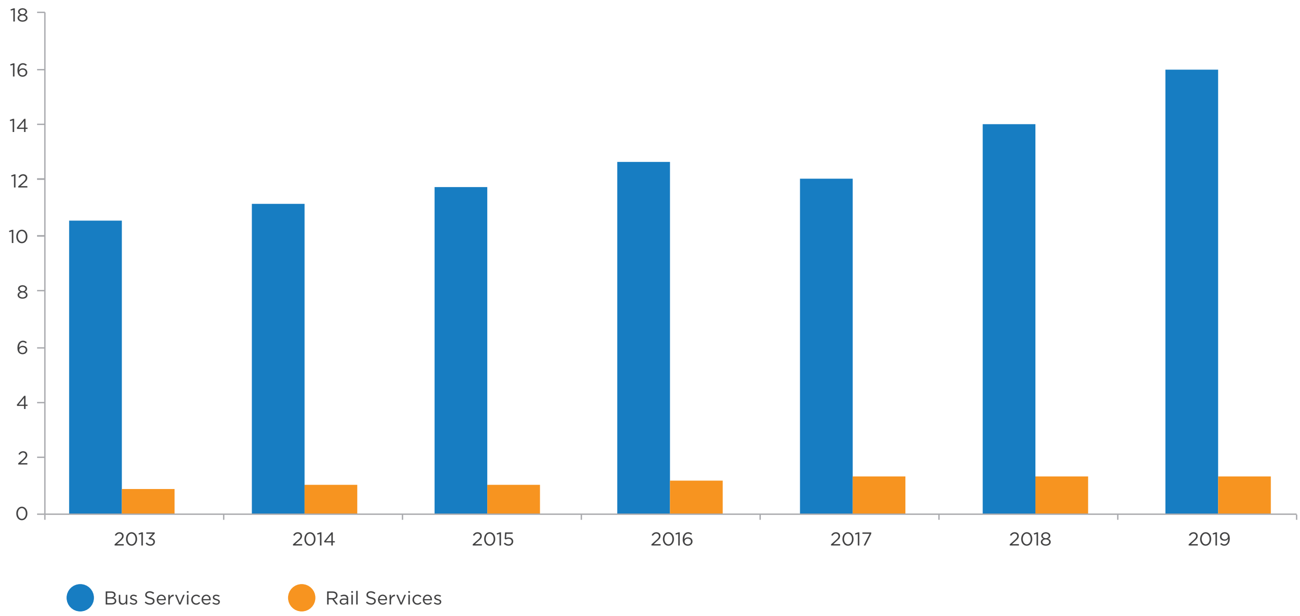


Table 2D: Cork Annual Passenger Journeys (% Change)

Year/ Operator	Bus Services	Rail Services	Total Passenger Journeys
2013 to 2019	50.6%	55.6%	51.0%

Table 2D shows the passenger journey growth between 2013 and 2019. Overall public transport patronage has grown by at least 13% each year since 2017 and by 51% since 2013. The growth in Cork City bus passengers has been greatly helped by the reconfiguration of the city network over the past few years. Following a fall in passenger journeys in 2017 owing to industrial action (-4.2%), bus services returned to growth in 2018 with a 15.3% increase in 2017 and a further 14.1% increase in 2019.

Other cities and rural services

Table 2E and Figure 2.3 show trends in passenger numbers on services outside the Dublin and Cork commuter regions.

Table 2E: Annual Passenger Journeys outside Dublin and Cork regions (millions)

Year/ Operator	Bus Services Galway city	Bus Services Limerick city	Bus Services Waterford city	National Bus Services	Intercity Rail Services	Rural Bus Services (Local Link)	Total
2013	3.8	2.8	0.8	4.2	9.9	1.7	23.3
2014	4.1	2.8	0.8	4.1	10.2	1.8	23.9
2015	4.0	2.8	0.8	4.1	10.4	1.8	23.9
2016	4.2	2.9	0.8	4.2	10.7	1.8	24.7
2017	4.2	3.2	0.8	4.2	11.4	1.9	25.6
2018	4.7	3.5	0.8	5.2	12.4	2.0	28.6
2019	5.7	3.9	1.2	5.8	13.1	2.5	32.3

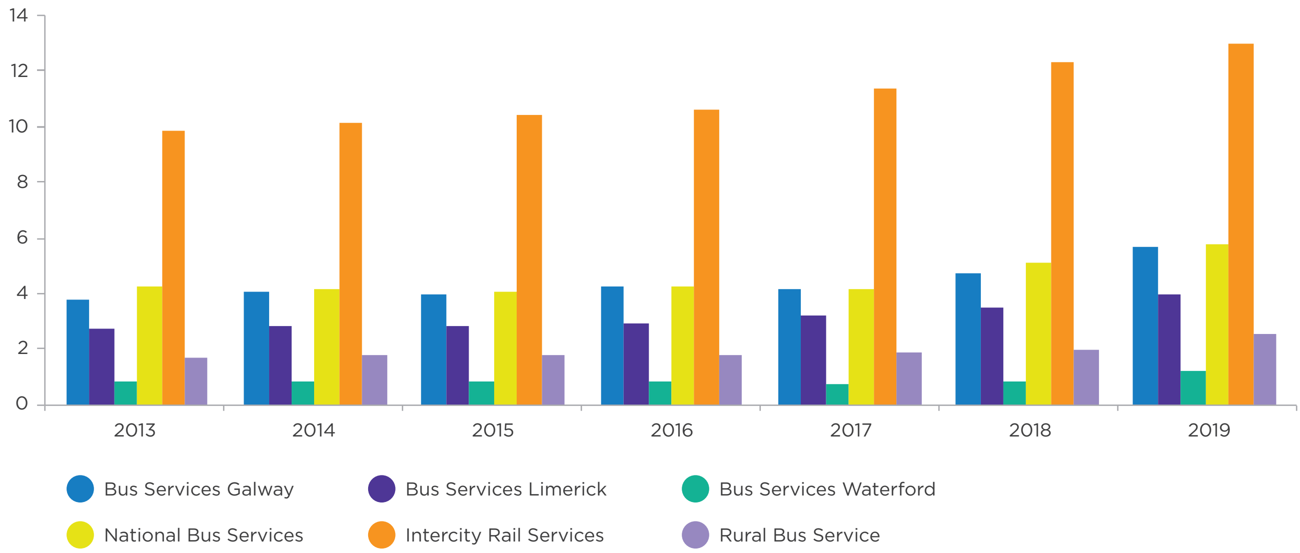
Total passenger journeys on these services were 32.3 million in 2019, again only a small fraction of the numbers using public transport in the Dublin region. Intercity rail services carried approximately 40% of these passengers while bus services within the other regional cities accounted for just over a third (33.5%). Rural bus services operated under the Local Link brand carried the balance of passenger journeys.

Table 2F: Annual Passenger Journeys Outside Dublin and Cork regions (% Change)

Year/ Operator	Bus Services Galway city	Bus Services Limerick city	Bus Services Waterford city	National Bus Services	Intercity Rail Services	Rural Bus Services (Local Link)	Total
2013 to 2019	48.1%	42.9%	49.2%	37.5%	32.1%	46.2%	38.6%

Intercity rail services grew steadily between 2013 and 2016 (2.6% on average) but have since seen more than proportionate increases of 6.9% in 2017 and 8.5% in 2018. Despite growth in 2019 easing to 4.4%, overall growth from 2013 to 2019 sits at 32.1%. Bus services in Galway and Limerick have had very strong growth in 2019 following the introduction of enhanced timetables and improved service provision, with patronage increasing by an average of 15.8% in both cities in 2019 and by an average of 45.5% since 2013. Waterford city services have however shown the largest growth in the period to 2019 with patronage having increased by 50%. Services in Waterford had been competitively tendered and commenced operation in early 2019 with significant improvements being seen in the second half of the year, resulting in further increases in patronage. Targeted campaigns to promote the use of leap in Galway, Limerick and Waterford may also have fed into further growth in recent years.

Figure 2.3: Annual PSO Passenger Journeys outside Dublin Region and Cork Commuter (millions)



When looking at the growth in passenger journeys between 2013 and 2019 the following observations can be made:

- Growth over the period is strong, increasing by an average of 38.6% across all market segments.
- Intercity rail services carry the largest share of patronage outside of the Dublin and Cork areas, with 13.1 million passenger journeys in 2019, up from 9.9 million in 2013.
- Bus services in Galway account for 5.7 million passenger journeys in 2019, having added 1.8 million passenger journeys since 2013 and 0.94 million in 2019 alone.
- National bus services (stage carriage) accounted for 5.8 million passenger journeys in 2019, up from 3.8 million passenger journeys in 2013. Most of this growth has taken place in 2018 and 2019.

Figure 2.4 illustrates the growth rates across all sectors. Light rail services operated by Luas have shown the strongest growth since 2013, with patronage increases of 58.5%. Public transport services in Cork also feature as 2nd and 3rd best performers since 2013, however it is worth noting that these services along with that of city bus services have significantly lower patronage levels in real terms.

Figure 2.4: PSO Passenger Journeys by Sector 2013 to 2019 (% Change)

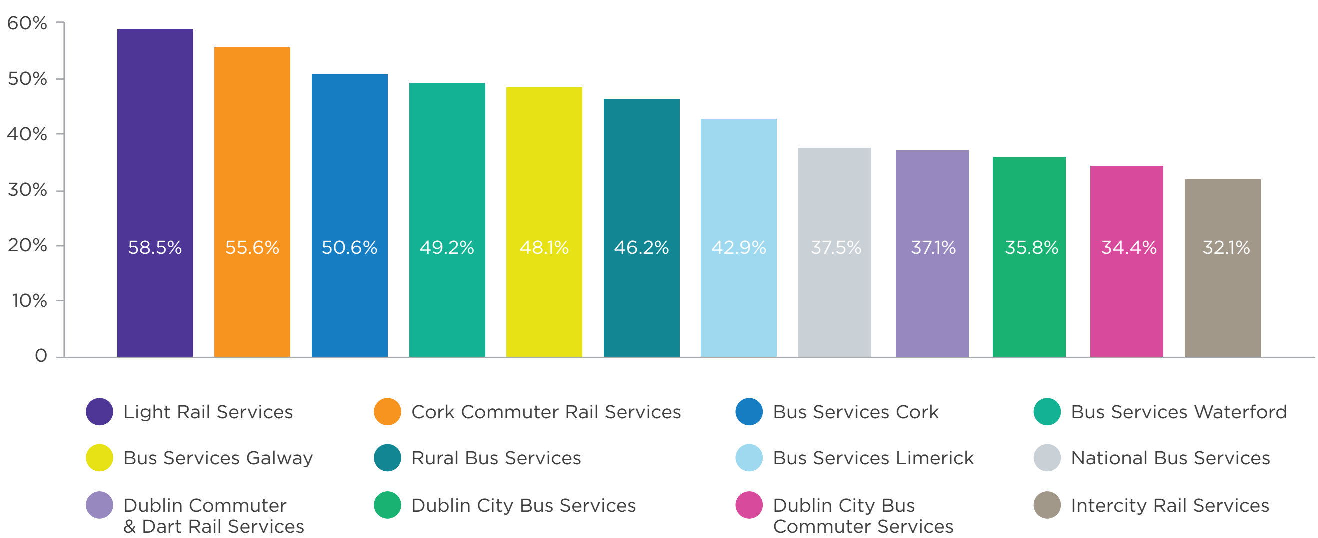


Figure 2.5: PSO Passenger Journeys by Region 2019

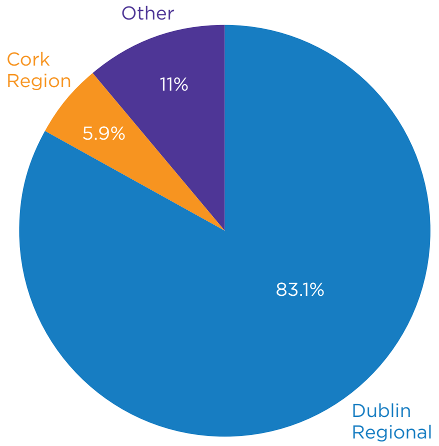


Figure 2.5 shows all passenger journeys in 2019 broken down into 3 regions: the Dublin region, the Cork region and the rest of Ireland. The chart shows that the Dublin region dominates, accounting for 83.1% of all PSO public transport journeys. The Cork region accounts for 5.9% of all passenger journeys while the rest of Ireland accounts for 11% of all passenger journeys.

3

Total Operated Vehicle Kilometres and Vehicle Seat Kilometres

The changes in both operated vehicle kilometres and vehicle seat kilometres operated across the three main public transport modes in the State are shown in Tables 3A to 3D along with Figure 3.1.

'Operated vehicle kilometres' refers to the actual amount of vehicle kilometres that a bus or rail operator has operated in a given period, as opposed to *'scheduled vehicle kilometres'* which indicates the number of vehicle kilometres planned to operate according to operator timetables.

'Vehicle seat-kilometres' is a unit of passenger transport capacity measuring the average number of seats available on each vehicle multiplied by the total kilometres travelled by all vehicles operating PSO services.

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

Bus Services

In general terms, both vehicle kilometres and vehicle seat kilometres trended downwards between 2010 and 2014 as passenger journeys fell following economic decline, before stablishing thereafter. The two main bus operators have increased vehicle kilometres in recent years, as demand for services has increased and additional services are provided. The number of vehicle seat kilometres has increased by a larger percentage compared to operated kilometres, particularly on Bus Éireann services, as a result of bus capacities increasing, allowing them to carry more passengers with the same number of services operated. In 2018, Dublin Bus figures have receded somewhat owing to a small portion of services being transferred to Go Ahead Ireland, and also extreme weather events earlier in the year. The tendering of bus services in conjunction with the introduction of other new services nationally has led to sustained growth in overall vehicle kilometres operated and seat kilometres in both 2018 and in 2019. Bus Éireann have also seen gains in both metrics owing to enhanced service delivery outside the Dublin region, with supporting marketing campaigns towards the use of leap.

Light Rail Services

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

The opening of the Luas CrossCity extension to the Green line in December 2017 has also resulted in both increased kilometres operated, and seat kilometres in 2018, bolstered by increased capacity. 2019 saw the introduction of 4 extended trams on the Green Line, providing extra passenger capacity. This has seen seat kilometres increase by a further 8.2% from the previous year.

Rail Services

Operated vehicle kilometres on rail services have remained relatively constant over the years between 2010 and 2016 but the operated seat kilometres dropped each year between 2011 and 2014. This is because Iarnród Éireann implemented a fleet strategy which allowed them to maintain the number of services provided but reduce costs by matching more closely the number of carriages required to the number of passengers travelling. In 2015 and 2016 in line with passenger journey numbers growing they adjusted upwards the number of carriages used on various services thereby increasing the number of vehicle seat kilometres. The introduction of a 10 minute Dart service in late 2018 and enhancements on Intercity and Commuter services to and from Dublin and Galway in 2019 resulted in operated kilometre increases of 9.2% and 6.6% in seat kilometres in 2019.

Factors affecting operated vehicle and seat kilometres

In 2017 both vehicle kilometres and seat kilometres on rail services decreased by -5.7% and -4.0% respectively as a result of industrial action by Iarnród Éireann staff, as well as train cancellations due to knock on effects of Bus Éireann industrial action. Services were also impacted due to ex- hurricane Ophelia.

Bus Éireann changed their method used to calculate kilometres operated in 2013 and 2014 and these figures have been restated. As a result, 2013 and 2014 vehicle kilometres operated are not directly comparable with previous years. Seat kilometres operated have also been restated from 2010 to 2019 to reflect average seat numbers on PSO services.

Operated vehicle kilometres provided by Dublin Bus have also been restated from 2010 to 2019 to reflect revenue generating PSO kilometres as opposed to company operated kilometres, with figures between 2010 and 2013 being approximations based on average seat numbers using the revised methodology.

Table 3A: Annual operated vehicle kilometres (millions)

Year / Operator	Total PSO Bus Services	Total PSO Rail Services	Total Light Rail Service	Total	Total Change
2010	87.0	15.950	2.9	105.8	
2011	84.2	15.960	3.7	103.8	-2.0
2012	82.4	15.960	3.8	102.2	-1.6
2013	76.8	15.967	3.5	96.3	-5.9
2014	80.3	15.965	3.7	100.0	3.7
2015	81.2	15.965	3.7	100.8	0.9
2016	82.9	16.0	3.5	102.3	1.5
2017	84.2	15.0	3.7	102.9	0.5
2018	91.0	16.2	4.1	111.3	8.4
2019	98.7	17.7	4.4	120.8	9.5

Table 3B: Annual operated vehicle kilometres (% Change)

Year/Operator	Total PSO Bus Services	Total PSO Rail Services	Total Light Rail Services	Total Change
2011	-3.2%	0.1%	27.3%	-1.9%
2012	-2.1%	0.0%	4.0%	-1.6%
2013	-6.8%	0.0%	-7.6%	-5.8%
2014	4.6%	0.0%	3.5%	3.8%
2015	1.1%	0.0%	-0.1%	0.9%
2016	2.1%	-0.1%	-4.7%	1.5%
2017	1.5%	-5.7%	4.9%	0.5%
2018	8.1%	7.7%	11.0%	8.2%
2019	8.5%	9.2%	8.0%	8.6%
2010 to 2019	13.5%	10.9%	51.5%	14.1%

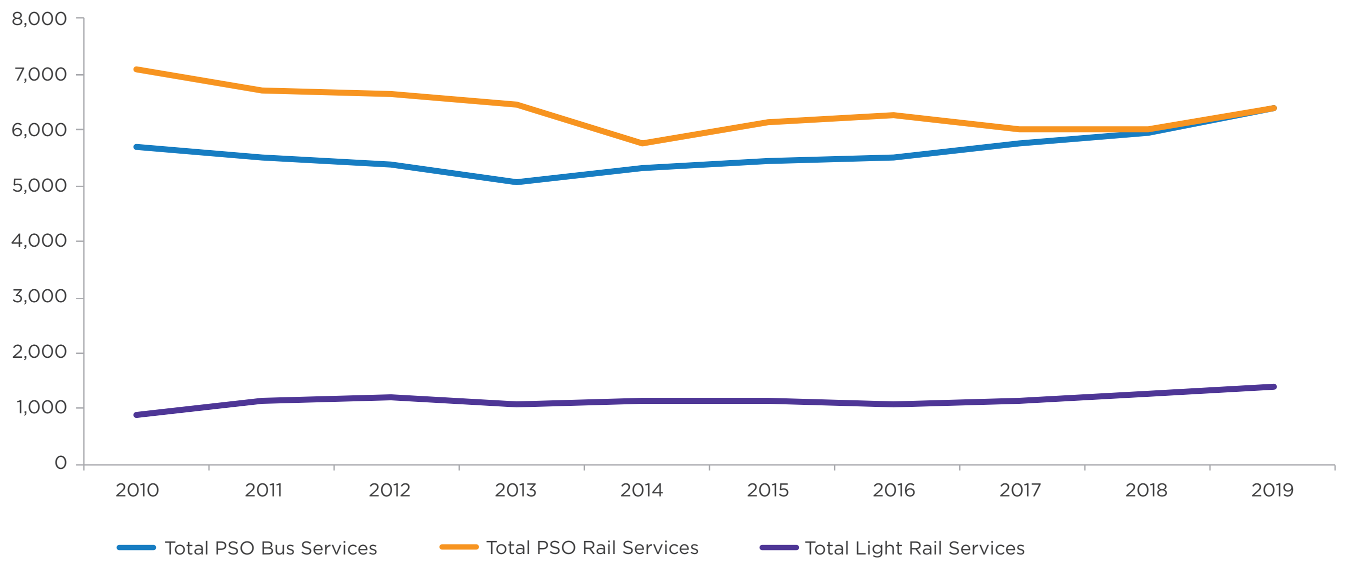
Table 3C: Annual operated vehicle seat kilometres (millions)

Year / Operator	Total PSO Bus Services (seats only)	Total PSO Rail Services (seats only)	Total Light Rail Services (Seated and standing)	Total	Total Change
2010	5,633.8	7,063.1	898.4	13,595.3	
2011	5,450.7	6,677.6	1,143.1	13,271.3	-323.9
2012	5,349.9	6,623.0	1,188.9	13,161.9	-109.5
2013	5,021.5	6,398.0	1,098.8	12,518.3	-643.6
2014	5,294.0	5,707.0	1,137.0	12,138.0	-380.3
2015	5,410.5	6,123.2	1,135.8	12,669.5	531.5
2016	5,499.7	6,208.3	1,081.9	12,789.9	120.4
2017	5,709.7	5,961.4	1,134.9	12,806.0	16.1
2018	5,944.2	5,986.6	1,260.3	13,191.1	385.1
2019	6,322.3	6,379.1	1,363.4	14,064.8	873.6

Table 3D: Annual operated vehicle seat kilometres (% Change)

Year/Operator	Total PSO Bus Services	Total PSO Rail Services	Total Light Rail Services	Total Change
2011	-3.3%	-5.5%	27.2%	-2.4%
2012	-1.8%	-0.8%	4.0%	-0.8%
2013	-6.1%	3.7%	-7.6%	-4.9%
2014	-2.8%	-10.8%	3.5%	-3.0%
2015	2.2%	7.3%	-0.1%	4.4%
2016	1.6%	1.4%	-4.7%	0.9%
2017	3.8%	-4.0%	4.9%	0.1%
2018	4.1%	0.4%	11.0%	3.0%
2019	6.4%	6.6%	8.2%	6.6%
2010 to 2019	12.2%	-9.7%	51.8%	3.5%

Figure 3.1: Annual Vehicle Seat Kilometres Operated 2010 - 2019



4

Passenger Revenues

Passenger revenues across each of the modes of public transport are shown in Table 4A. Passenger revenues for bus, rail and light rail services are made up of cash fare revenue, Leap revenue, and prepaid ticket sales (including Taxsaver tickets), as well as the free travel grant from the Department of Employment Affairs and Social Protection (DEASP). Revenues for rural bus services operated by Local Link also includes revenue which is paid to Local Link from agencies such as the Health Service Executive (HSE) or from community groups for the provision of specific bus services.

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

Passenger revenue growth is as a result of increased passenger journeys or increased average fares or both.

Significant fares increases were approved by the Authority for 2012 and 2013 to compensate for loss in PSO subsidy and these fare increases enabled the growth in passenger revenues despite passenger journeys falling slightly during this period. Between 2014 and 2019 average fare increases have been moderate and it has been the growth in passenger journeys which was the main contributor to passenger revenue growth.

Passenger revenues increased by 6.8% across all modes in 2019. This was primarily due to record growth in patronage across the state and to a lesser extent, adjustments in fares necessitated by the transition towards a simplified fares structure as envisaged within the Bus Connects programme for Dublin.

Increases in revenue do not always reflect increases in passengers for a number of reasons. As the use of Leap e-purse to pay for single journeys on the bus and rail network grows it has the effect of moderating passenger revenue growth due to the significant fare discount available. The Free Travel Grant from DEASP has increased very little since 2010 despite significant increases in free travel passengers, which also has a moderating effect on the growth in passenger revenues.

Bus Services

Passenger revenues on bus services nationally rose by the second highest annual amount in 2019 since 2010. An increase of 6.7% has largely been driven by significant increases in passenger journeys, contributing over €345 million to total passenger revenues of €660 million in the last year across all modes.

The majority of passenger revenues from bus services were generated by bus services in Dublin city, with €247million generated in 2019. Significant revenue growth occurred in 2018 and 2019 associated with the tendering of bus services and the transfer of a portion of services to Go Ahead and the introduction of enhanced timetables on many routes. Passenger revenues have also been assisted by fare adjustments within the Greater Dublin Area, as we move towards a simplified fares structure as part of Bus Connects.

Passenger revenues for bus services outside Dublin surpassed previous highs in 2019, with an annual increase of 9.8% resulting in a revenue total of €65.6 million for the year. This is despite the full roll out of Leap-enabled machines across the network where lower leap fares are now available, and reflects strong passenger growth, particularly in the regional cities and on national stage carriage services.

Figures for rural bus services operated and managed by Local Link include contracted revenue which has resulted in increased passenger revenues each year since 2011. Contracted revenue is revenue paid to Local Link from agencies such as the HSE or from community groups for the provision of specific bus services. It is this contracted revenue which supported the strong growth in Local Link passenger revenue from 2012 onwards. The introduction of a number of high frequency services across the Local Link network from 2017 has now shown to have resulted in a significant upturn in passenger revenues, increasing from €0.4m in 2017 to €1.8m in 2019, as demand for these services continues to grow.

Light Rail Services

Luas light rail services have seen slightly higher fare increases in recent years compared to other services. Passenger revenues remained flat in 2016, but this was due the closure of the red Luas line from Jervis to the Point for six weeks to facilitate Luas CrossCity works and to 12 days of industrial action when no services operated. However, a combination of growth in passenger journeys and moderate fare increases resulted in strong revenue growth in 2017. This upward trend has continued in the last two years with passenger revenue of €81 million in 2019, which has to a large degree been supported by the opening of Luas CrossCity and improved capacity from extended trams.

Rail Services

Passenger revenue on rail services operated by Iarnród Éireann typically account for approximately 35% of total fare revenue on PSO services nationally. 2019 was no exception, with rail services contributing just over €233 million to the overall total across the modes. Following a period of relative decline as a result of the economic downturn, passenger fare revenue has grown at a rate of 5.8% on average between 2013 and 2018. 2019 has followed in a similar vein with an additional €12.9 million generated compared to the previous year's total.

Table 4A: Annual passenger revenue (millions)

Year / Operator	PSO Bus Services	PSO Rail Services	Light Rail Services	Total
2010	€223.4	€162.6	€40.4	€426.4
2011	€221.5	€156.7	€43.7	€421.8
2012	€239.2	€157.9	€46.4	€443.6
2013	€255.0	€166.9	€47.9	€469.8
2014	€268.8	€174.5	€51.2	€494.5
2015	€283.0	€184.2	€54.4	€521.5
2016	€296.8	€193.7	€54.8	€545.3
2017	€305.7	€204.9	€62.0	€572.6
2018	€323.9	€220.9	€73.4	€618.1
2019	€345.5	€233.8	€81.0	€660.3

*Figures include cash fares, plus contracted revenue collected.

Table 4B: Annual passenger revenue (% Change)

Year / Operator	PSO Bus Services	PSO Rail Services	Light Rail Services	Total
2011	-0.8%	-3.7%	8.0%	-1.1%
2012	8.0%	0.8%	6.4%	5.1%
2013	6.6%	5.7%	3.1%	5.9%
2014	5.4%	4.6%	6.8%	5.3%
2015	5.3%	5.5%	6.3%	5.5%
2016	4.9%	5.2%	0.8%	4.6%
2017	3.0%	5.8%	13.1%	5.0%
2018	5.9%	7.8%	18.4%	7.9%
2019	6.7%	5.8%	10.4%	6.8%

Figure 4.1: Annual Passenger Revenues 2010 - 2019 (millions)

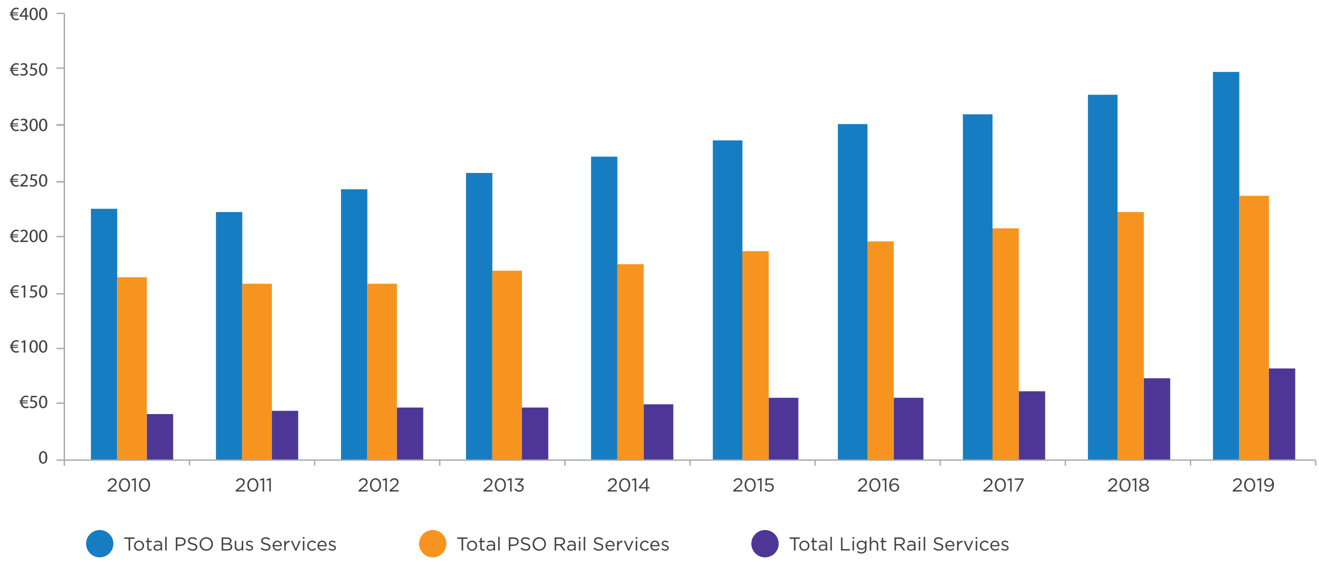


Figure 4.1 shows the annual passenger revenues for each of the public transport modes between 2010 and 2019. In overall terms, there has been growth in revenue of 4.2% on average up to 2016 across all modes. In the most recent three years however, this has accelerated to 6.6%, which has coincided with record growth in patronage. If this chart is compared with Figure 1.1 which showed passenger journeys by mode, it can be noted that while bus services nationally carry almost three times the number of passenger journeys compared to rail services, their passenger revenues are more closely aligned.

This is because passenger journeys on rail are often over longer distances and the fare charged is greater than the fare charged on bus where in general terms, passengers are carried a much shorter distance. Similarly with light rail services, while Luas carried over 48 million passengers in 2019, their revenues are comparatively lower than the other modes as journeys are a lot shorter and therefore have lower fares.

5

Passenger Revenues by Region

Table 5A, 5B and Figure 5.1 shows the passenger revenue from 2013 to 2019 for the Dublin region and growth over the past seven years. Dublin city bus services (incorporating services operated by Dublin Bus and Go Ahead Ireland) operate within Dublin City & County, while Dublin Commuter bus services (operated by Bus Éireann and Go Ahead Ireland) also serving Dublin, are included. Also included are rail services operated on Dublin Commuter routes, Dart services, as well as light rail services operated within Dublin City only. Passenger revenues on rail services are not broken down by Iarnród Éireann for the Dublin region and therefore the figures used in tables 5A and 5B are estimates only.

Total passenger revenues in this region have been growing steadily over the past seven years by an average of 5.7% across all modes. In overall terms, additional passenger revenues in excess of €25 million were rerecorded in the Dublin region in 2019, on the back of record growth in patronage. €247.5 million of the total revenue (54.8%) is attributable to bus services. Light rail services have grown substantially over the last two years, and represent the highest revenue growth in 2019 at 10.4%. This was followed by Dublin Commuter bus services at 7.9%, supported by service enhancements and tendered services.

Table 5A: Dublin Region Annual Passenger Revenues (millions)

Year	Dublin City Bus Services	Dublin Commuter Bus Services	Dublin Commuter & Dart Rail Services*	Light Rail (Luas) Services	Total Passenger Revenue
2013	€184.9	€26.9	€64.2	€47.9	€323.8
2014	€194.4	€28.1	€68.8	€51.2	€342.5
2015	€204.4	€29.6	€73.6	€54.4	€362.0
2016	€211.7	€31.5	€80.9	€54.8	€379.0
2017	€224.7	€29.2	€85.2	€62.0	€401.1
2018	€234.5	€27.6	€90.7	€73.4	€426.2
2019	€247.5	€29.8	€93.3	€81.0	€451.7

*Estimated

Table 5B: Dublin Region Annual Passenger 2013 to 2019 (% Change)

Year/ Operator	Dublin City Bus Services	Dublin Commuter Bus Services	Dublin Commuter & Dart Rail Services*	Light Rail (Luas) Services	Total Revenue Change
2013 to 2019	33.9%	10.9%	45.3%	69.2%	39.5%

*Estimated

Total growth in passenger revenues shown in table 5B of 39.5% is on a par with the growth in passenger journeys of just under 40%, in table 2B, during the same period. This reflects the strong relationship between passenger revenues and passenger journeys. It also reflects the expansion of services across all modes in the Dublin region supported by the tendering of additional services and enhancements to existing services, as well as low fare increases over the past few years and the movement from cash fares to cheaper Leap fares.

Figure 5.1 shows the dominance of bus services in the Dublin region with revenues greater than the other modes combined.

Figure 5.1: Dublin Region Annual Passenger Revenues (millions)

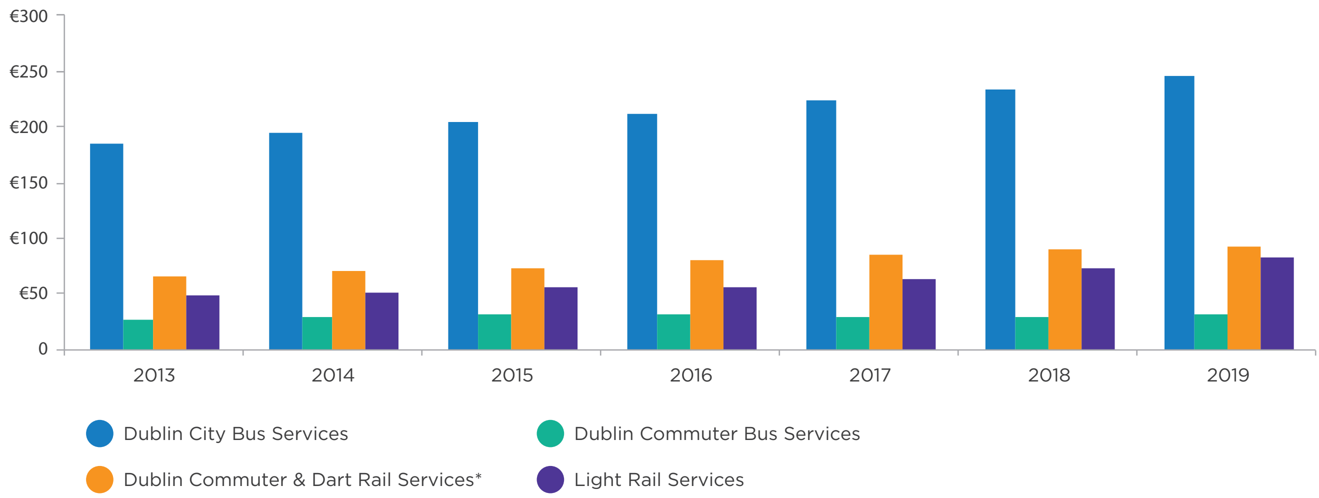


Table 5C and 5D show the breakdown of passenger revenues for areas outside the Dublin region. Most bus services are operated by Bus Éireann. All rural bus services operated and managed by Local Link are included here even though a small number of their services operate in the Dublin region. Intercity rail services operated by Iarnród Éireann are also included.

Passenger revenues from outside the Dublin region in 2019 totalled €201.8 million, approximately 44% of Dublin region passenger revenues. The largest contributor to overall passenger revenue is Intercity rail, with 67% of revenue outside of Dublin (€136.1m) arising from this sector.

Total passenger revenue outside of Dublin grew by 8.2% or €15 million in 2019 compared to the previous year.

Bus services in the regional cities grew strongly in 2019 compared to the previous year. Cork, Galway and Limerick saw average growth in revenue of over 10%. Services in Waterford performed particularly well, showing a 32% increase in revenue in 2019. This followed the introduction of enhanced timetables after a competitive tender process. Revenue growth in 2019 was further driven by increasingly strong passenger journey growth throughout the network and some fare adjustments as outlined in tables 2D and 2F.

Table 5C: Annual Passenger Revenues Outside Dublin region (millions)

Year/ Operator	Bus Services Cork city	Bus Services Galway city	Bus Services Limerick city	Bus Services Waterford city*	National Bus Services	Intercity Rail Services	Rural Bus Services (Local Link)	Total
2013	€16.1	€5.1	€3.6	€1.0	€16.9	€100.6	€0.7	€143.8
2014	€18.2	€5.8	€3.9	€1.0	€16.9	€103.2	€0.5	€149.5
2015	€20.4	€5.9	€4.0	€1.0	€16.8	€107.8	€0.8	€156.8
2016	€22.7	€6.6	€4.3	€1.0	€18.0	€109.7	€0.9	€163.3
2017	€21.7	€6.7	€4.8	€1.0	€17.0	€116.4	€0.4	€168.0
2018	€22.6	€7.5	€5.4	€1.1	€21.2	€126.7	€1.9	€186.4
2019	€25.6	€8.5	€5.7	€1.4	€22.6	€136.1	€1.8	€201.8

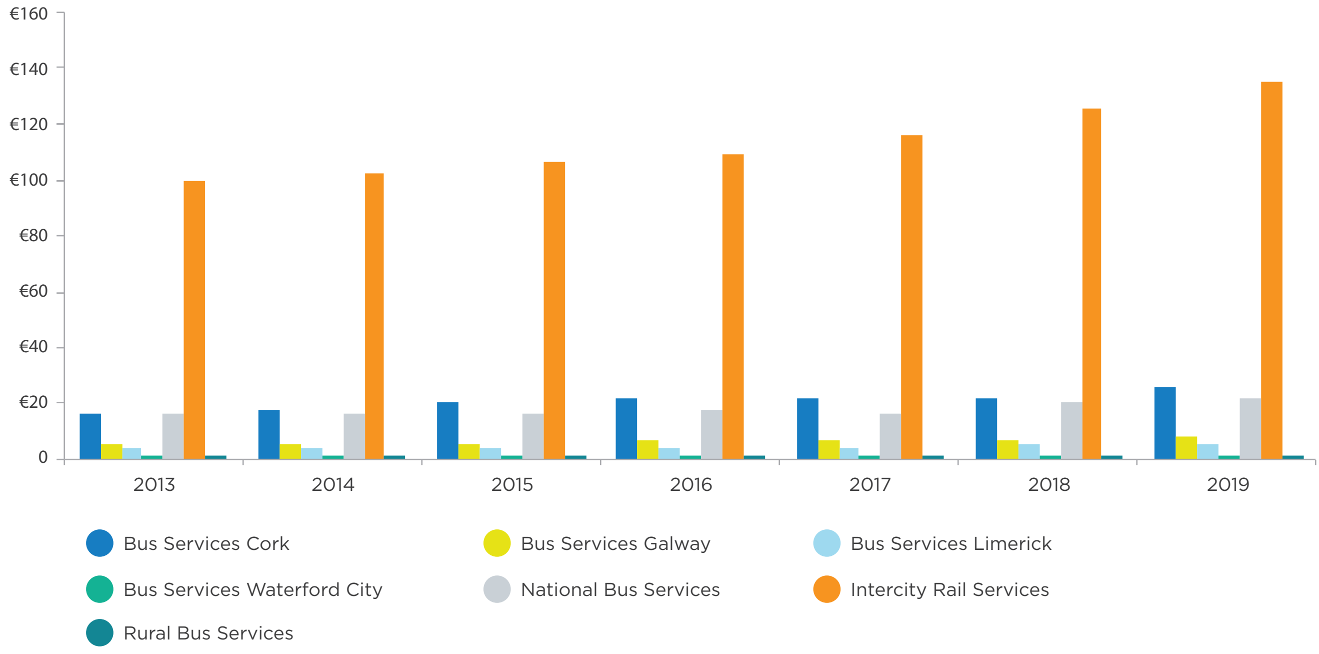
Table 5D: Annual Passenger Revenues Outside Dublin region (% Change)

Year/ Operator	Bus Services Cork city	Bus Services Galway city	Bus Services Limerick city	Bus Services Waterford city*	National Bus Services	Intercity Rail Services	Rural Bus Services (Local Link)	Total
2013 to 2019	59.7%	68.1%	59.2%	49.3%	33.3%	35.3%	171.2%	40.3%

Passenger revenue growth outside Dublin rose by just over 40% between 2013 and 2019, which is on a par with that seen in Dublin itself. This reflects improved revenue results on regional city bus services, reflecting work done by the Authority in association with Bus Éireann in the reconfiguration of bus services, as well as the positive impact of tendering of services. Future revenue growth may however be mitigated somewhat as passengers on city and stage carriage services migrate to Leap in greater numbers. Revenue outturns on rural bus (Local Link) services have improved dramatically, albeit from a small base, also reflecting the improved nature of this form of service provision and the positive introduction of greater number of contracted routes.

Passenger revenues on Intercity rail services have grown by 35.3%, which is similar to passenger journey growth over the same period. This indicates that most of the growth in revenues came from additional passengers rather than an increase in fares. Fare increases on Intercity rail services have been considerably less than on other public transport services over the past number of years. The low fare increases combined with cheaper web fares has kept revenue growth in line with passenger journey growth.

Figure 5.2: Annual Passenger Revenues outside Dublin Region (millions)



Figures 5.1 and 5.2 show that Dublin City bus services account for the largest portion of passenger revenues in the Dublin region, while revenues on Intercity rail services account for the highest revenues outside the Dublin region, approximately 55% of Dublin City bus revenue. Meanwhile Dublin City bus services carried 152.7 million passenger journeys, dwarfing the numbers using Intercity rail services (13.1 million passengers). This is reflective of passengers on bus services in Dublin City taking short journeys and paying a relatively small fare, while passengers on Intercity rail services are taking much longer journeys on average and therefore paying a much higher fare.

Figure 5.3: Passenger Revenue Change by Market Segment 2013 to 2019

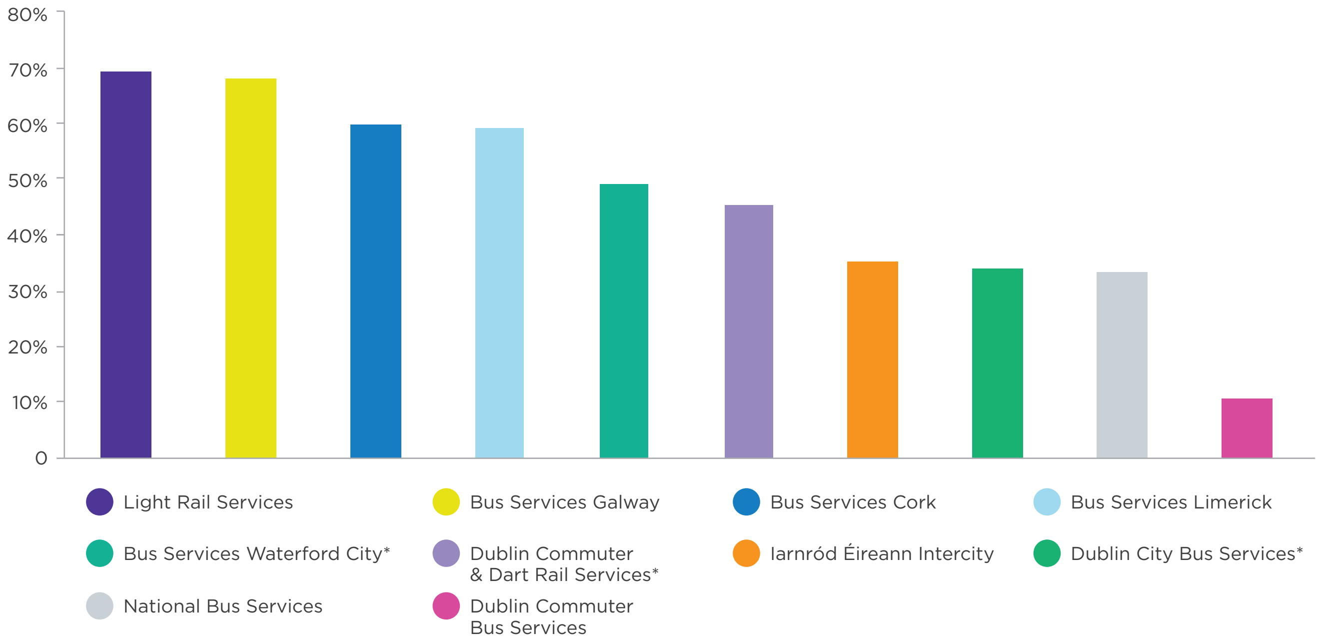


Figure 5.3 shows the passenger revenue change by market segment between 2013 and 2019. The percentage growth in passenger revenue is slightly stronger than passenger journeys (shown in Figure 2.4) and this is accounted for by increases in fares over this period.

Similar to that of passenger journeys, light rail services are shown as having experienced the greatest upturn in revenues, for reasons given previously.

Also, as stated in this chapter, regional city bus services have also benefitted from significant increases in patronage following improved frequency of services and network redesign. As expected, Dublin City bus services and Intercity rail services are shown as having seen slightly lower levels of revenue increases over the period, however when the share of passenger journeys are taken into account, both continue to perform well.

6

Free Travel Scheme Revenue

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

Free travel under the Free Travel Scheme is available on most public transport services including PSO bus, rail and light rail services and some ferry services. It is also available on a large number of commercial services. The DEASP spends in the region of €76m on the scheme each year. Funding for the scheme for PSO operators has remained relatively stable since 2010 and has not responded to the significant increase in passenger journeys undertaken by Free Travel Scheme passengers and the significant growth in the population of those over 66 years of age. The Free Travel Scheme funding for PSO operators has increased by €6.4m or by 12.6% since 2010 with the largest increase of €3.8m in 2019.

Table 6A shows annual DEASP payments for the Free Travel Scheme. The CIÉ group, which includes Dublin Bus, Bus Éireann and Iarnród Éireann, receives a block grant each year and divides the grant among the operating companies. The differences in revenue in Table 6A from 2010 to 2018 largely reflects timing differences, although in some cases deductions have been made from the payments when services did not operate due to industrial action. Payments to the scheme in 2019 include that paid for operators of competitively tendered services, with the final calculation methodology yet to be confirmed with DEASP.

The funding shown in table 6A is included in the passenger revenues in Chapter 4 and 5.

Table 6A: Annual DSP Free Travel Scheme Funding (millions)

Year / Operator	Total PSO Bus Services	Total PSO Rail Services	Total Light Rail Services	Total PSO Services
2010	€33.1	€14.6	€3.0	€50.6
2011	€32.9	€14.6	€4.1	€51.6
2012	€34.2	€14.6	€3.8	€52.6
2013	€34.0	€14.6	€3.4	€52.0
2014	€34.1	€14.5	€3.9	€52.5
2015	€34.1	€14.6	€3.9	€52.7
2016	€34.9	€14.6	€3.9	€53.4
2017	€34.7	€14.6	€3.9	€53.2
2018	€34.7	€14.6	€3.9	€53.2
2019	€38.7	€14.4	€3.9	€57.0

Table 6B: Annual DSP Free Travel Scheme Passenger Journeys (millions)

	Total PSO Bus Services	Total PSO Rail Services	Total Light Rail Services	Total
2010	31.58	3.94	2.22	37.74
2011	31.68	4.18	3.14	39.01
2012	32.78	4.53	3.09	40.41
2013	32.74	4.53	3.47	40.74
2014	33.90	4.64	3.60	42.14
2015	33.96	4.62	3.86	42.44
2016	36.28	4.76	3.53	44.57
2017	39.05	4.87	3.67	47.58
2018	40.41	4.95	4.01	49.37
2019	43.40	5.08	4.85	53.33

Table 6C: DSP Free Travel Scheme Passenger Journeys (% Change)

	Total PSO Bus Services	Total PSO Rail Services	Total Light Rail Services	Total Change
2010 to 2019	37.4%	29.0%	118.7%	41.3%

Over the past eight years the number of people aged 66 years and over has increased by about 3% to 3.5% each year. The increase is reflected in the numbers availing of the Free Travel Scheme and table 6B highlights this. Since 2010 the number of passenger journeys taken under the Free Travel Scheme has increased by 41.3% across all modes, as shown in table 6c. The most pronounced increase has been seen on light rail services operated by Luas, with free travel journeys having more than doubled since 2010.

Table 6D: Average FTS payment per passenger journey (€)

	Total PSO Bus Services	Total PSO Rail Services	Total Light Rail Services
2010	1.05	3.71	1.33
2011	1.04	3.49	1.31
2012	1.04	3.22	1.22
2013	1.04	3.22	0.98
2014	1.00	3.13	1.09
2015	1.00	3.16	1.01
2016	0.96	3.07	1.11
2017	0.89	3.00	1.07
2018	0.86	2.95	0.97
2019	0.89	2.83	0.81

Table 6D shows the average payment per journey taken under the Free Travel Scheme.

What we can see is that across all modes, as journeys on the scheme have increased since 2010, the level of payment has decreased.

7

Public Service Obligation (PSO) Subsidy

Public Service Obligation (PSO) funding is provided for socially necessary but commercially unviable bus and rail services. The payments in respect of bus and rail transport contracts since 2010 are set out in Table 7B. Payment for PSO services is governed by public service contracts between the Authority and the relevant operator. The requirements for entering into contracts for provision of PSO services is set out in both EU and Irish legislation. Regulation EC 1370/2007 is the EU wide legal framework governing the regulation of public bus and rail passenger services including the approach for awarding contracts for service delivery and providing PSO compensation for the provision of such services.

The majority of PSO funding goes to Dublin Bus, Bus Éireann and Iarnród Éireann. Contracts with the two bus companies were renewed in December 2014 and again in December 2019 for a further 5 years. The Authority has also entered into another 10 year direct award contract with Iarnród Éireann in 2019, as it is statutorily required to do. These direct award contracts are operated on a net cost basis, whereby the operators retain passenger revenues and also receive PSO subsidy payments to cover the full cost of the operation of the services. Under EU regulation 1370/2007 operators directly awarded public transport contracts are allowed to earn reasonable profit but any higher level of profit is deducted from their annual subsidy payments.

A number of additional public transport services, which also receive PSO funding, are provided by other operators procured following public tender competitions. These contracts operate under a gross cost contract model. The cost of providing the service is fixed based on the tender price and all fare revenue is transferred to the Authority. Details of these services are outlined in the table below.

Table 7A: Other tendered PSO bus services

Operator	Routes operated
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	24 urban in Dublin
Go Ahead Ireland	3 regional routes in Kildare
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

Rural transport services provided by operators under the Local Link brand are also funded by the Authority. Significant change in the delivery structure for these services took place in recent years, and additional funding has been provided for new or improved rural transport services. There are now 15 Transport Coordination Units (TCUs) with the role of managing the programme at local level.

Table 7B: PSO Subsidy Payments (millions)

Year / Operator	Dublin Bus PSO	Bus Éireann PSO	Iarnród Éireann	Rural Bus (Local Link) Services	Other Operators	Total
2010	€75.8	€45.2	€155.1	€11.0	€0.0	€287.2
2011	€73.0	€43.4	€148.7	€10.6	€0.0	€275.8
2012	€74.8	€36.9	€166.4	€9.8	€0.0	€287.8
2013	€64.5	€34.4	€127.0	€9.6	€0.0	€235.6
2014	€60.0	€34.4	€117.4	€10.1	€0.4	€222.3
2015	€57.7	€33.7	€98.1*	€10.7	€1.0	€201.2
2016	€59.6	€40.8	€133.1	€11.9	€0.4	€245.7
2017	€54.0	€52.2	€147.0	€13.7	€7.0**	€273.9
2018	€47.5	€54.3	€141.3	€18.6	€6.9***	€268.5***
2019	€53.5	€66.4	€128.4	€22.0	€37.6***	€307.9***

*Iarnród Éireann received additional exchequer funds for their Infrastructure Management business which partly compensated them for a reduction in PSO subsidy payments to their Railway Undertaking business which receives the PSO subsidy payments.

** The payment in 2017 includes a once off payment €6.68m to TII for Luas CrossCity mobilisation costs.

*** Payments shown above for "Other operators" are for tendered services, including those operated by Go Ahead Ireland. They are gross payments and do not take into account fare revenue retained by the Authority. The net cost to the Authority of PSO subsidy payments made in 2018 and 2019 was therefore lower than the payments shown.

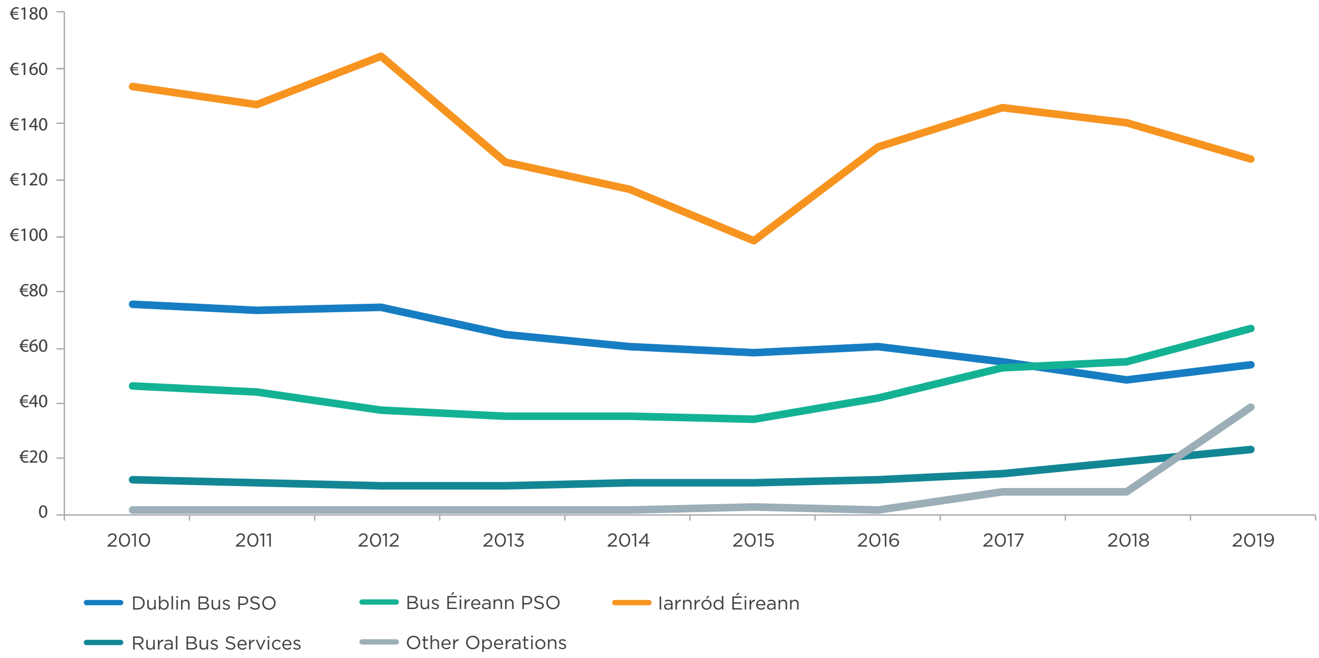
Table 7C: PSO Subsidy Payments (% Change)

Year	Dublin Bus PSO	Bus Éireann PSO	Iarnród Éireann	Rural Bus (Local Link) Services	Other Operators*	Total
2011	-3.6%	-4.0%	-4.2%	-3.5%		-4.0%
2012	2.4%	-15.1%	11.9%	-8.0%		4.4%
2013	-13.7%	-6.8%	-23.7%	-1.4%		-18.1%
2014	-7.0%	0.1%	-7.6%	4.9%		-5.6%
2015	-3.9%	-2.0%	-16.4%	5.9%	139.8%	-9.5%
2016	3.2%	21.1%	35.6%	10.8%	-65.1%	22.1%
2017	-9.4%	27.8%	10.5%	15.9%	1867.1%	11.5%
2018	-12.0%	4.0%	-3.9%	35.3%	-1.6%	-2.0%
2019	12.8%	22.3%	-9.1%	18.2%	443.7%	14.6%

* See Table 7A: Other tendered PSO Bus services for details

In overall terms, total PSO funding in 2019 reached its highest level, eclipsing that of 2010 and 2012. Table 7C shows that PSO payments increased by almost 15% in 2019, following a minor decline the previous year. PSO bus service operators received increased payments in 2019, the most noteworthy of which being amongst operators providing services under gross cost contracts (€37.6m in total). This reflects the significant investment in enhanced service provision undertaken by the Authority in 2019, through the introduction of new services as well as tendering of existing services. As was the case in 2018, the PSO payment to Iarnród Éireann fell slightly in 2019 to €128.4 million. This is partly a result of continued growth in passenger journeys and associated growth in passenger revenues in both years reducing the level of their PSO subsidy.

Figure 7.1: PSO Payments 2010 to 2019 (millions)

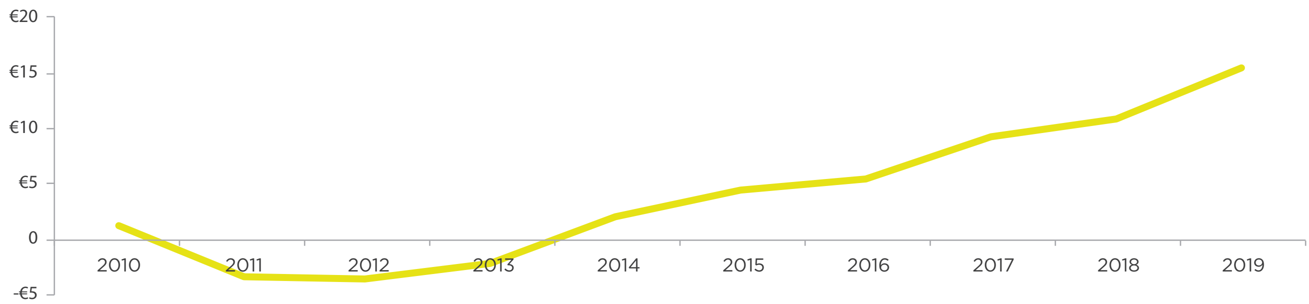


Light rail (Luas) services operated by Transdev Dublin Light Rail Limited experienced deficits between revenue and operating costs between 2011 and 2013. In 2014 Luas operations returned a surplus of €1.94 million and this has increased each of the last five years to €15.31 million in 2019 as shown in Table 7D and Figure 7.2. Although in 2019, Luas did not receive PSO funding from the Authority, the Authority has agreed to the balancing of any shortfalls from accumulated cash reserves (which have been used to fund the maintenance of the Luas network along with the Authority's capital grant funds). In 2017 Luas received a once-off PSO grant of €6.68m towards Luas CrossCity mobilisation costs.

Table 7D: Surplus/Deficit on Luas Infrastructure activities before interest, tax and depreciation

Year	€ million
2010	€1.13
2011	-€3.30
2012	-€3.44
2013	-€2.21
2014	€1.94
2015	€4.28
2016	€5.40
2017	€9.15
2018	€10.60
2019	€15.31

Figure 7.2: Surplus/Deficit on Luas Infrastructure Activities, 2010 -2019 (millions)



8

Total Number of Buses

The total number of buses that are owned and/or maintained by operators of all PSO bus services are outlined in Table 8A. Bus numbers shown are for Quarter 4 of the respective years. Bus numbers required by Dublin Bus and Bus Éireann have increased in recent years as passenger journey numbers have recovered and as a result of the establishment of steady state funding of replacement buses in the fleet. Both the Dublin Bus and Bus Éireann fleets have reduced marginally as a result of buses being allocated to some services which have recently transferred to Go Ahead Ireland as a result of the tendering of services. Both Dublin Bus and Bus Éireann hire in additional buses to complement services on some routes but those buses are not included in the table. Also included are all buses owned or maintained in the operation of all other competitively tendered contracted bus services, as outlined at the beginning of this bulletin.

Table 8A: Total Number of Buses

Year	Dublin Bus PSO	Bus Éireann PSO	Other tendered PSO Services
Quarter 4 2010	1023	400	0
Quarter 4 2011	940	460	0
Quarter 4 2012	914	443	0
Quarter 4 2013	907	453	2
Quarter 4 2014	919	453	3
Quarter 4 2015	943	475	4
Quarter 4 2016	967	517	5
Quarter 4 2017	993	542	5
Quarter 4 2018	987	588	128
Quarter 4 2019	985	574	211

9

Age of Buses

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

For Bus Éireann, figures for 2010 and from 2017 onwards refer to their entire PSO fleet. Figures for "other services" between 2011 and 2016 includes stage carriage and Dublin Commuter fleet, however on occasion a commercial (Expressway) vehicle could have been used for these services. Also shown are the combined age profile for buses across all other competitively tendered contracted bus services, where depending on the contract, operators provide the buses themselves to the Authority's specification or they are provided by the Authority for the duration of the contract.

Table 9A: Average Age of Operator's Fleet

Year	Dublin Bus PSO	Bus Éireann PSO (city services)	Bus Éireann PSO (other services)	Other tendered PSO Services
Quarter 4 2010	6.8 years	4.8 years		-
Quarter 4 2011	7.7 years	6.4 years	5.5 years	-
Quarter 4 2012	7.5 years	5.6 years	5.4 years	-
Quarter 4 2013	7.5 years	5.4 years	6.1 years	6.5 years
Quarter 4 2014	7.6 years	6.4 years	7.4 years	7.8 years
Quarter 4 2015	7.5 years	6.3 years	6.7 years	8.8 years
Quarter 4 2016	7.5 years	6.3 years	7.4 years	9.8 years
Quarter 4 2017	7.2 years	7.3 years		6.7 years
Quarter 4 2018	6.9 years	6.4 years		5.3 years
Quarter 4 2019	6.6 years	7.9 years		3.5 years

10 Rail Network Changes

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

Table 10A: Iarnród Éireann Network Changes

Line extensions / re-openings/suspensions	Date
Cork Suburban Rail: Cork to Midleton – Opened	Jul-09
Western Railway Corridor: Ennis to Athenry – Re-opened	Mar-10
Rosslare to Waterford - Passenger Services Suspended	Sep-10
Dublin Suburban Rail (Western Commuter): Clonsilla to M3 Parkway - Opened	Sep-10
Kildare line services commence using the Phoenix Park Tunnel (peak only, Mon – Fri)	Nov-16
Introduction of the new 10-minute DART timetable	Sep-18

Table 10B: Luas Network Changes

Line extensions	Date
Red Line: Connolly to Docklands – Opened	Dec-09
Green Line: Sandyford to Brides Glen - Opened	Oct-10
Red Line: Belgard to Saggart - Opened	Jul-11
Green Line: St Stephen's Green to Broombridge - Opened	Dec-17

11

Operating Fleet with Wheelchair Accessibility

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

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

Bus Éireann's rural, regional and commuter bus services primarily use coaches because those services involve much longer journeys for customers. As coaches are designed to have storage facilities close to ground level with seating above that, the only way of facilitating wheelchair users is by the use of a lift. The wheelchair lifts, which raise the passenger above the steps and into the coach corridor area, are not as readily suitable for wheelchair access as low-floor buses, but they still contribute towards the overall accessibility of the fleet.

All new replacement buses purchased are accessible, although in a small number of cases, a non-accessible bus may be cascaded from their commercial fleet. It is planned that over the next number of years all Bus Éireann buses which are not accessible will be removed from the fleet.

Double-deck coach fleet provided to Bus Éireann and Go Ahead Ireland for commuter services have a low-floor ramp access to the wheelchair space. The Authority has also procured a number of specially designed single deck buses to operate on commuter services that are low-floor and ramp access and these will be provided over the next few years as funding is available to replace the high-floor coach fleet.

While the Iarnród Éireann fleet of trains are fully wheelchair accessible internally, they require a ramp to enable access between the train and the platform. A portable ramp is used for this purpose and these are currently available at staffed stations and on board some trains or by calling Iarnród Éireann in advance of travel. Trams used on Luas light rail services are all wheelchair accessible.

Table 11A: PSO Operating Fleet that are Wheelchair Accessible

Year	Dublin Bus PSO	Bus Éireann PSO (City fleet)	Bus Éireann PSO (Coach fleet)	All Other tendered Bus Services	Rail Services	Light Rail (Luas) Services
2013	100%	100%	56%	50%	100%	100%
2014	100%	100%	65%	75%	100%	100%
2015	100%	100%	80%	83%	100%	100%
2016	100%	100%	80%	83%	100%	100%
2017	100%	100%	78%	78%	100%	100%
2018	100%	100%	79%	88%	100%	100%
2019	100%	100%	79%	94%	100%	100%

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