



***Public Service Obligation Contracts***

***Annual Performance Report***

***2021***

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## **Chief Executive's Overview**

The emergency public health measures introduced as part of the response to Covid-19 continued to operate and affect public transport for much of 2021. Despite restricted capacity on public transport for much of the year, the Authority, supported by the Government, continued to work closely with operators to maintain and provide subsidised public transport services in the state. I would once again like to thank the operators and their staff for all their efforts in this regard.

Each of the Public Service Obligation transport operators continued 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. I was delighted to see these efforts reflected in positive Mystery Passenger Survey results, particularly in the area of cleanliness.

Despite the challenges presented by the pandemic, key achievements for the Authority in 2021 were the launches of two phases of the BusConnects Dublin network. The H & C spines of the network were launched in June and November respectively which have resulted in an enhancement of high frequency bus services as well as new local and radial routes on the Malahide and Maynooth bus corridors.

Covid-19 related staff absence continued to impact on public transport service delivery in 2021. In addition, as with many industries, public transport operators have been experiencing significant challenges in recruiting qualified staff following the economic and social constraints connected to the Covid-19 pandemic. The public transport industry has been particularly hard-hit as operators attempt to return to pre-pandemic levels of activity as well as delivering intended service improvements such as the BusConnects Network Redesign and Connecting Ireland programmes.

The NTA and public transport operators are doing everything we can to ensure that services operate as close to published timetables as possible, and where service issues arise that information is updated as soon as possible. Operators are also in the process of unprecedented recruitment campaigns and are training new staff as quickly as possible, while maintaining necessary standards for public safety.

The improved levels of punctuality achieved by public transport operators over the past few years were generally maintained during 2021, although there were some challenges at times during the year, coinciding with the rapid re-opening of society and the resulting increased traffic levels. 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.

It is important to once again acknowledge that the Authority received significant additional Exchequer funding during the year, which enabled it to respond quickly and decisively to the challenges posed by Covid-19.

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 2021, excluding Rural Transport Programme services.

### **Direct Award Contracts**

Work continued in 2021 to migrate the Authority’s direct award contracts with Dublin Bus, Bus Éireann and Iarnród Éireann from net cost contracts to gross cost contracts. Both Dublin Bus and Bus Éireann completed this process.

Dublin Bus and Bus Éireann transitioned to monitoring and incentivising service performance at an individual route level, allowing for more focused and targeted performance management.

Service level agreements were also established for Bus stop maintenance throughout Ireland.

### **Competitively Tendered Contracts**

Table 1 overleaf details the principal operators of tendered bus services in 2021.

Two significant tenders were prepared and published in 2021, with award and mobilisation anticipated in 2022.

The first was for the new W4/W6 routes in Dublin. This forms a key new service as part of the Bus Connects Network Redesign project.

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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

The second was for the Eastern Coastal Commuter Corridor, currently operated under the Bus Éireann Direct Award Contract as routes 101 & 133. This will enhance connectivity from Co. Louth and Co. Wexford into Dublin.

In March, and following a competitively tendered competition, the Authority entered into a contract with Andrew Wharton Coach Hire Ltd to operate route 975 between Cavan and Longford. The contract is for three years with an option to extend for a further two years.

The Authority extended the terms of a number of existing contracts as follows:-

- contract with Bernard Kavanagh & Sons Limited in respect of Route 817 between Dublin and Kilkenny extended from December 2020 to June 2022.
- contract with JJ Kavanagh & Sons Limited in respect of Route 139 between Naas and Blanchardstown extended to March 2022.

*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/t, 220/a/t, 236/a/t, 238, 239, 270/t, L51 and L52.
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

## **New Routes and Service Enhancements in 2021**

Contracted bus and rail services were regularly revised in 2021 to stimulate growth in public transport use and to respond to changes in demand

The Authority commenced the phased implementation of the Bus Connects Network Redesign project during 2021. Phase 1 involved the H Spine and Route 6 which serve Malahide, Portmarnock, Howth, Baldoyle and Raheny was introduced in May. The C Spine and associated local and express routes, serving Maynooth, Leixlip, Celbridge, Lucan, Adamstown and Sandymount was introduced in November.

## **Passenger Numbers and Kilometres operated**

COVID-19 continued to have an impact on public transport patronage during 2021 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. Patronage trends followed the restrictions in wider society, with less passengers during periods of high restriction, and a recovery in passenger numbers when the level of restrictions was eased.

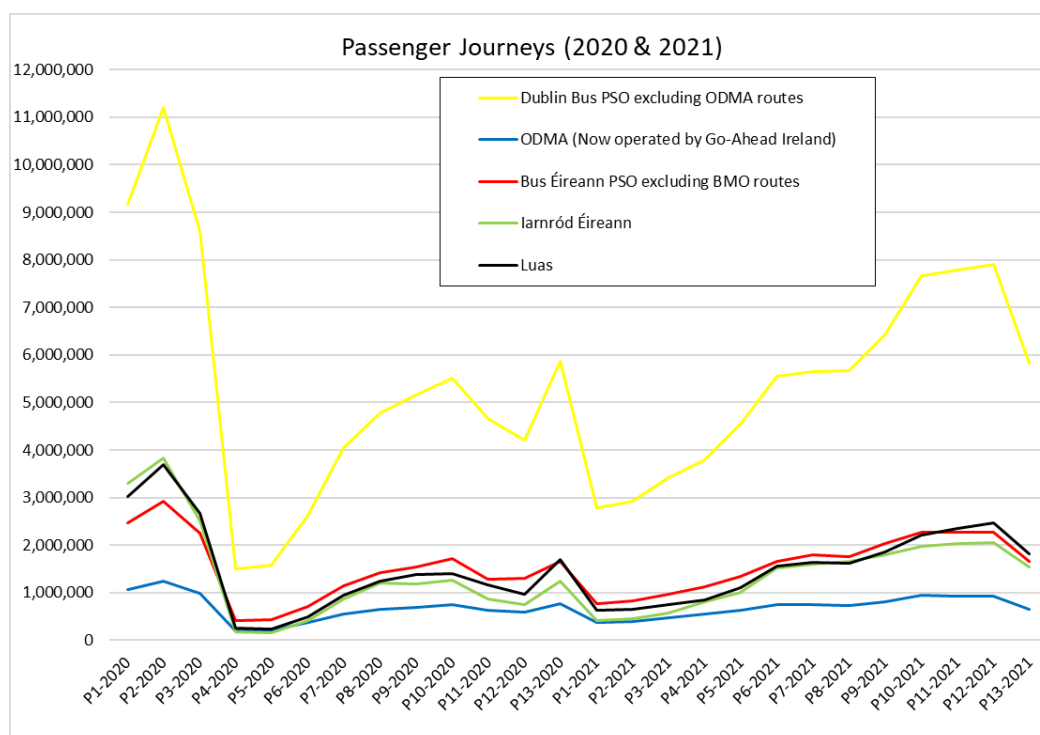
Overall, passenger numbers on contracted bus and rail services increased by 2.8 million in 2021, compared to 2020 (+2%). Table 2 below details the number of annual passenger journeys on contracted services in 2021, compared to 2020. The category 'Other PSO Services' is comprised of the services listed in Table 1. Patronage figures for Rural Transport Programme regular rural 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>
2020	68.9	20.0	17.9	19.2	10.3	1.4	137.7
2021	69.9	21.4	17.4	19.5	10.8	1.5	140.5
<b>Difference</b>	<b>+1.0</b>	<b>+1.4</b>	<b>-0.5</b>	<b>+0.3</b>	<b>+0.5</b>	<b>+0.1</b>	<b>+2.8</b>

Figures 1, 2, 3 & 4 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 2020-2021



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 2020-2021

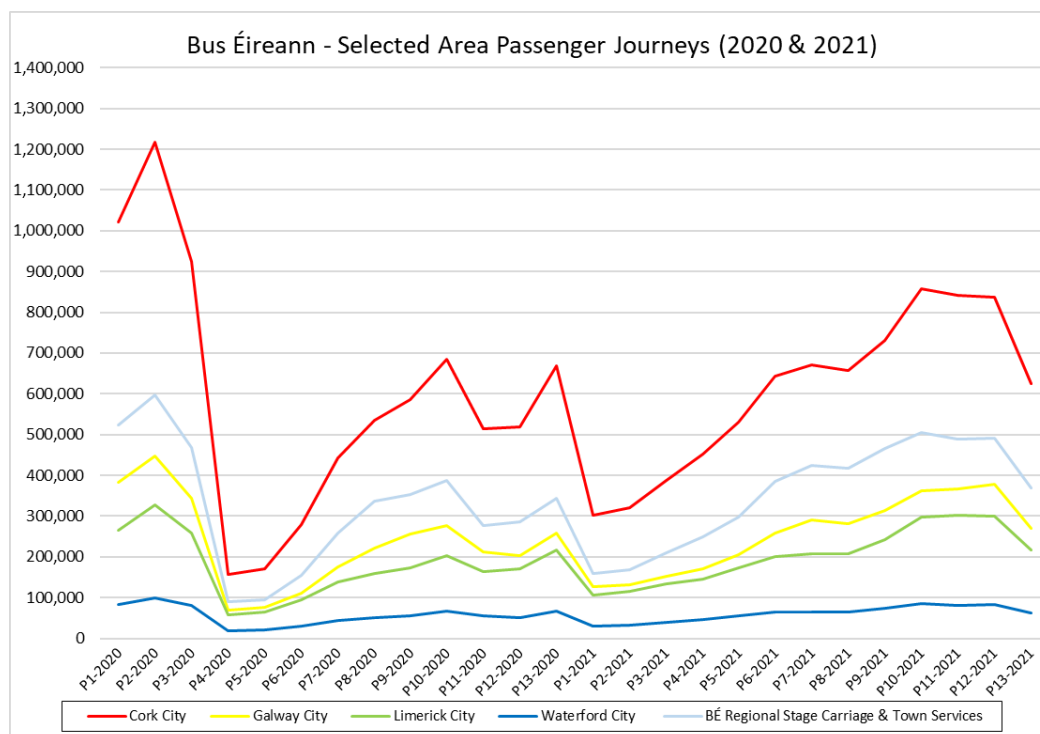


Figure 3 – Dublin Commuter Bus Routes (Bus Éireann plus Go-Ahead Ireland) periodic passenger journeys 2020-2021

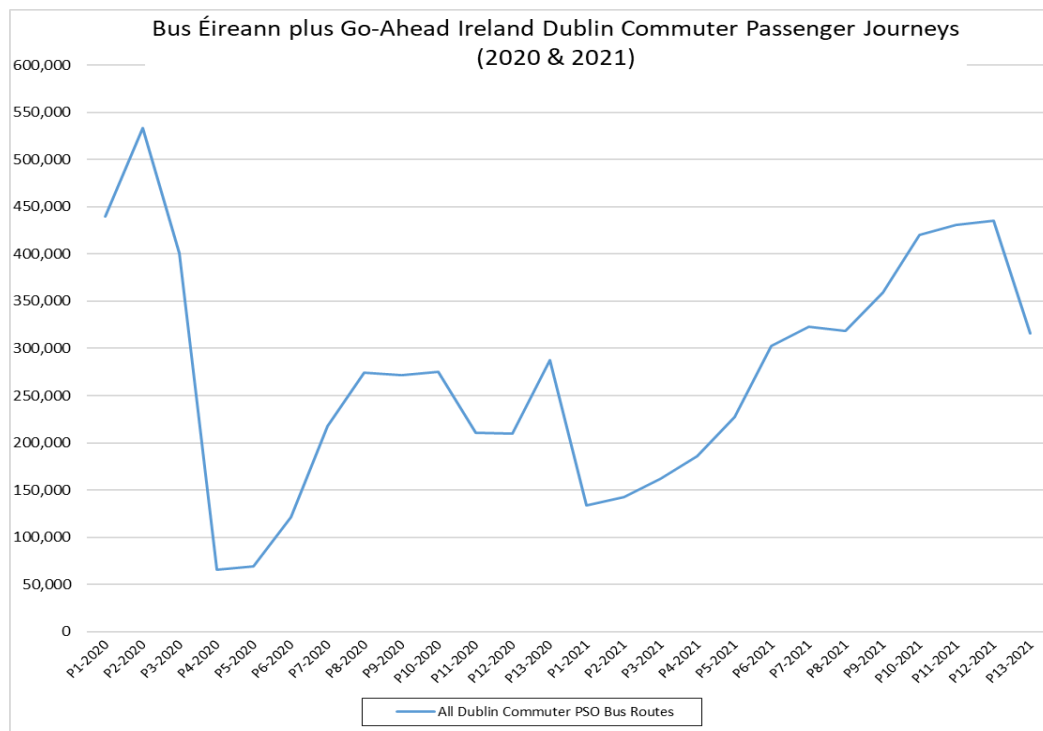


Figure 4 – Iarnród Éireann periodic passenger journeys by route subgroup 2020-2021

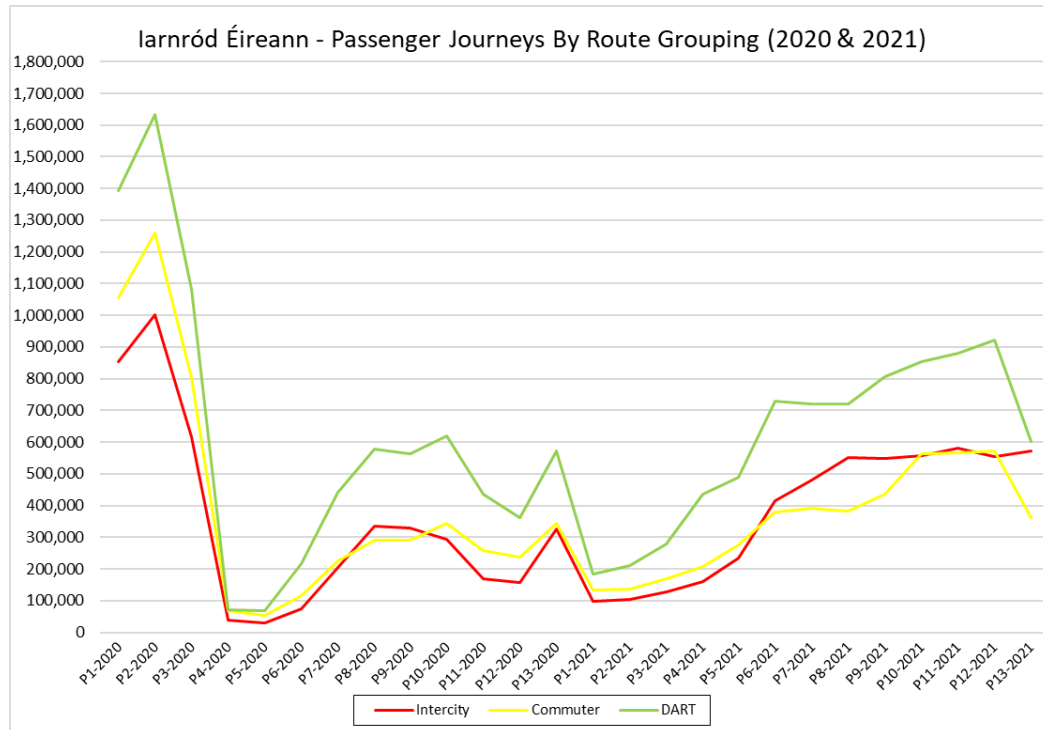




Table 3 below shows the annual operated vehicle kilometres for each contract in 2021, compared to 2020.

During certain periods of 2021, 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. The full year effects of Covid-19 related staff absences contributed to relatively high levels of Lost Kilometres at times during 2021.

Annual operated kilometres for Bus Éireann increased by 7.7% from 2020 to 2021, primarily as a result of service enhancements delivered as part of the Government's 2020 July Stimulus package of investment.

Dublin Bus annual operated vehicle kilometres in 2021 were very similar to 2020 figures, where an increase in planned service was offset by an increase in Lost Kilometres.

Annual operated vehicle kilometres by Iarnród Éireann increased by over 6% from 2020 to 2021, but this followed a decrease of over 16% from 2019 to 2020 that had primarily been due to Covid-19 related service reductions during 2020.

There were no significant Covid-19 related planned service reductions on the Luas system in 2021, but there was an increase in Lost Kilometres in 2021 compared to 2020. This contributed to a decrease in Luas operated vehicle kilometres in 2021 compared to 2020.

There was a slight fall in annual operated vehicle kilometres on the Outer Dublin Metropolitan Area (ODMA) network in 2021, primarily due to Covid-19 related staff absence.

2021 was the first full year of services for Dublin Commuter Outer Metropolitan (DCOM) services. This contributed to an increase in operated vehicle kilometres under the 'Other Tendered PSO Services' category.

*Table 3 – Annual operated vehicle kilometres 2020- 2021*

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
2020	46.1	43.2	14.7	4.3	8.5	4.7	121.7
2021	46.2	46.6	15.7	4.2	8.3	5.1	119.1
% Change	+0.1%	+7.7%	+6.5%	-3.7%	-3.0%	+7.7%	-2.1%

*\*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 5 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 12 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 2021, with 2020 results included (where possible) to show trends. Covid-19 restrictions during 2020 and 2021 meant that more favourable traffic and operating conditions existed during certain periods. For example, the trends show improvements in punctuality performance during the early part of the pandemic from Period 4 2020 and again in early 2021, when the Delta Variant was a major element in causing renewed restrictions on movement. During other periods, rapid re-opening of society resulted in a worsening of punctuality performance, as journey times lengthened and became less predictable, and some bus schedules were still set up for the previous lockdown-type conditions. In addition, staff absence due to Covid-19 affected Excess Wait Time on high frequency routes during certain periods, as some scheduled trips were not operated. Further detail, including route by route punctuality data, is available on the Public Transport Services section of the NTA website at [Quarterly performance reports - National Transport](#).

*Figure 5 – Low frequency punctuality performance for major bus contracts 2020-2021*

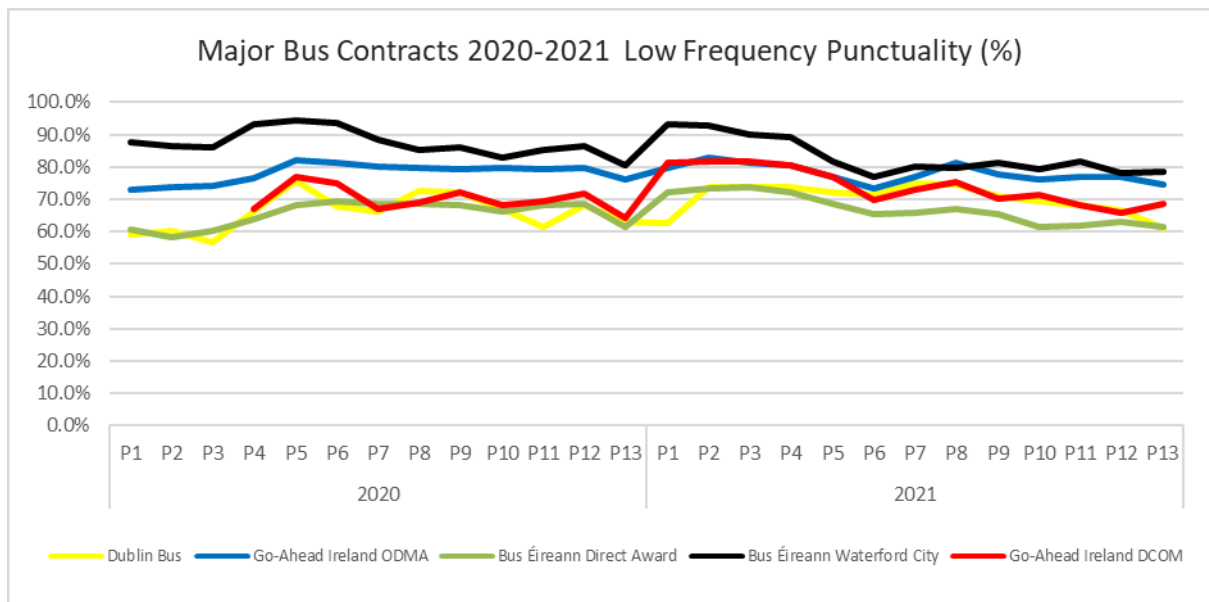
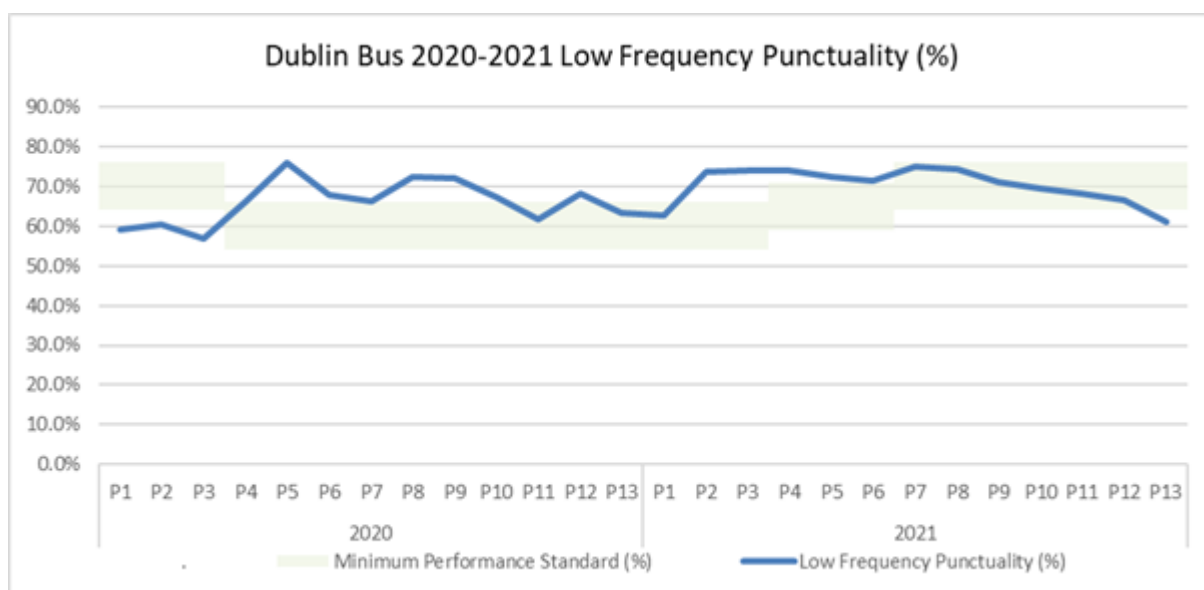
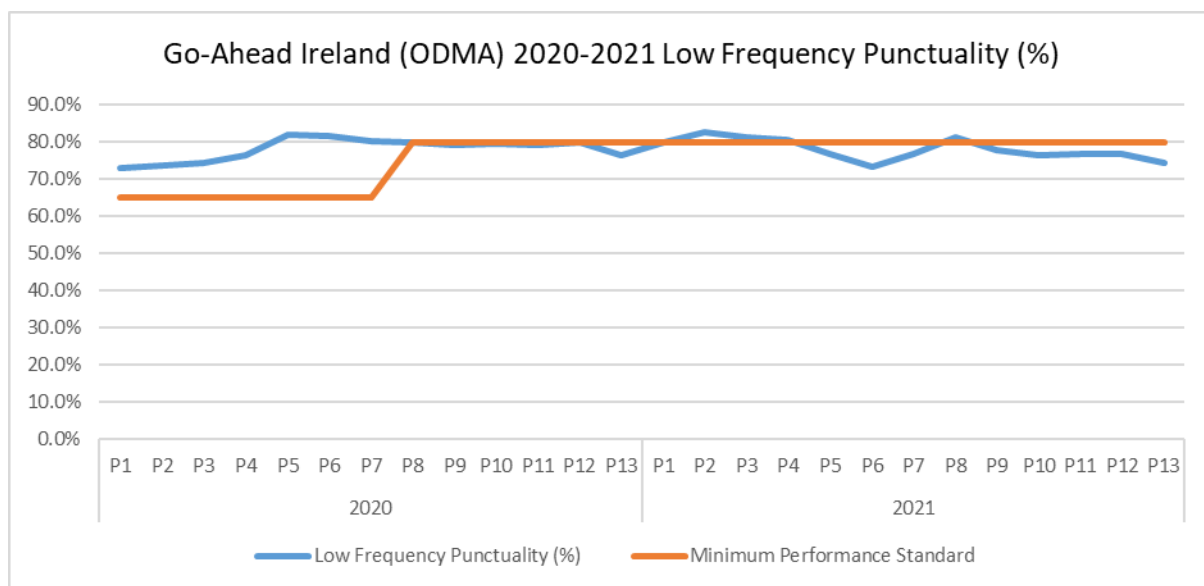


Figure 6 – Dublin Bus low frequency punctuality performance 2020-2021



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.

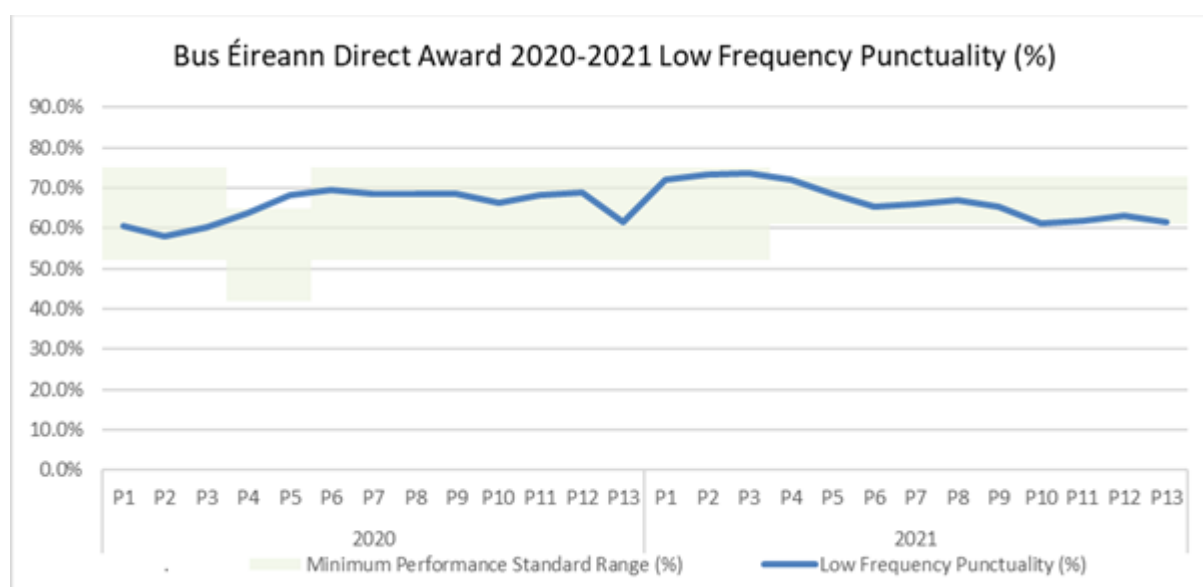
Figure 7 – Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA) low frequency punctuality performance 2020-2021



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.

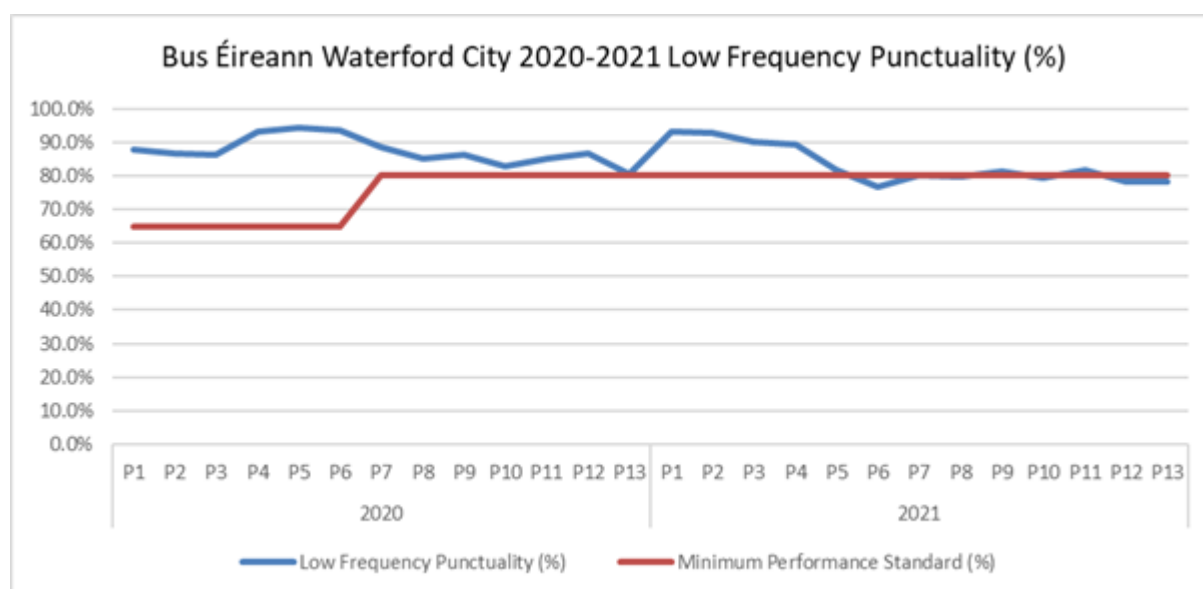
Note 2 - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 8 – Bus Éireann Direct Award Contract low frequency punctuality performance 2020-2021



Note – the Bus Éireann low frequency punctuality Minimum Performance Standard (MPS) transitioned from a region specific MPS to a route by route MPS from Period 4 2021. The route specific Minimum Performance Standards ranged from 61% to 73% in 2021. More detail is available in the Public Transport Services section of the National Transport Authority Website.

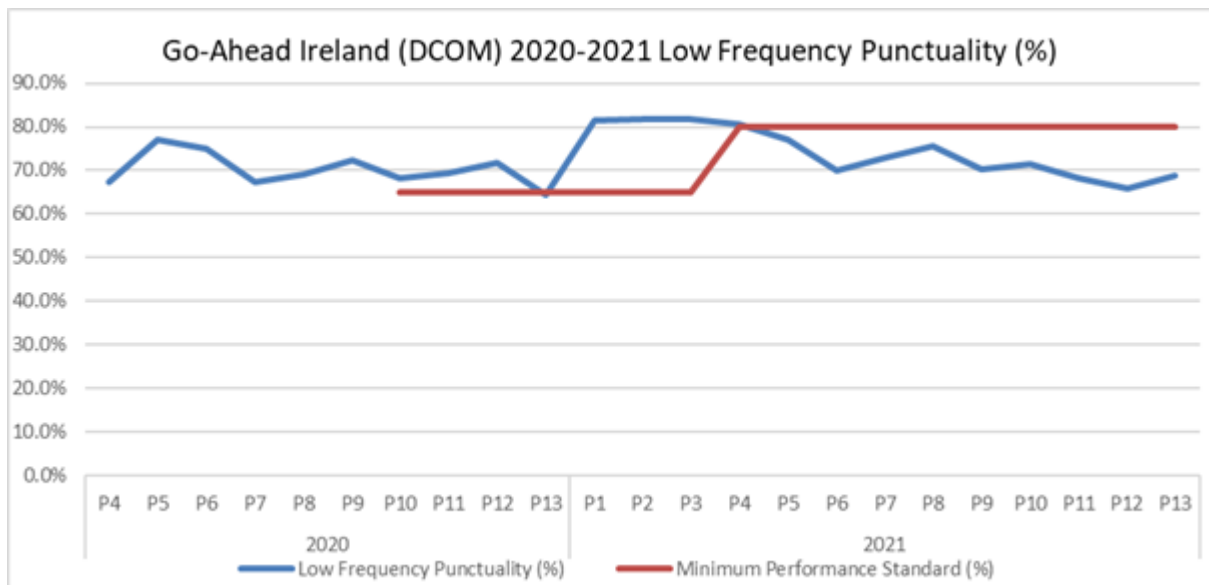
Figure 9 – Bus Éireann Waterford City Contract low frequency punctuality performance 2020-2021



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.

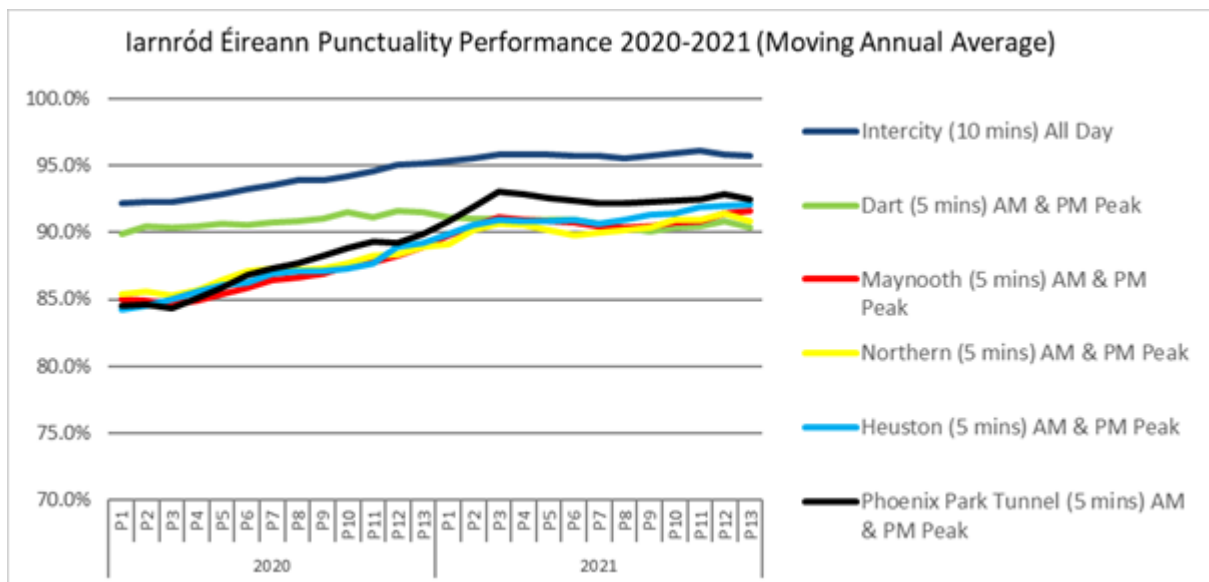
Figure 10 – Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) punctuality performance 2020-2021



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.

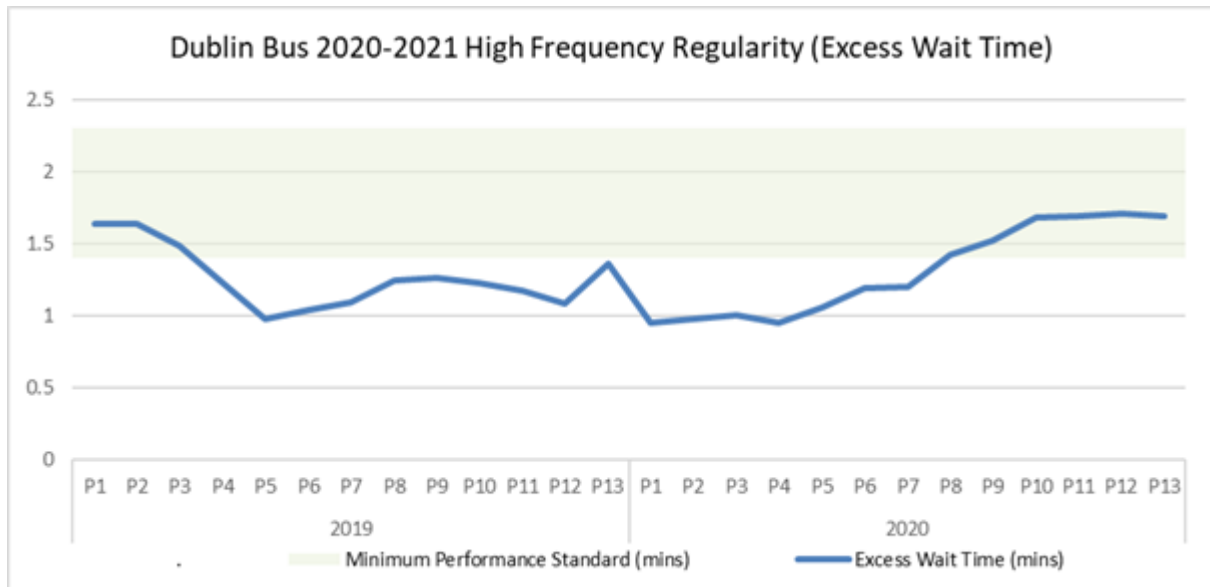
Figure 11 – Iarnród Éireann punctuality performance 2020-2021



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

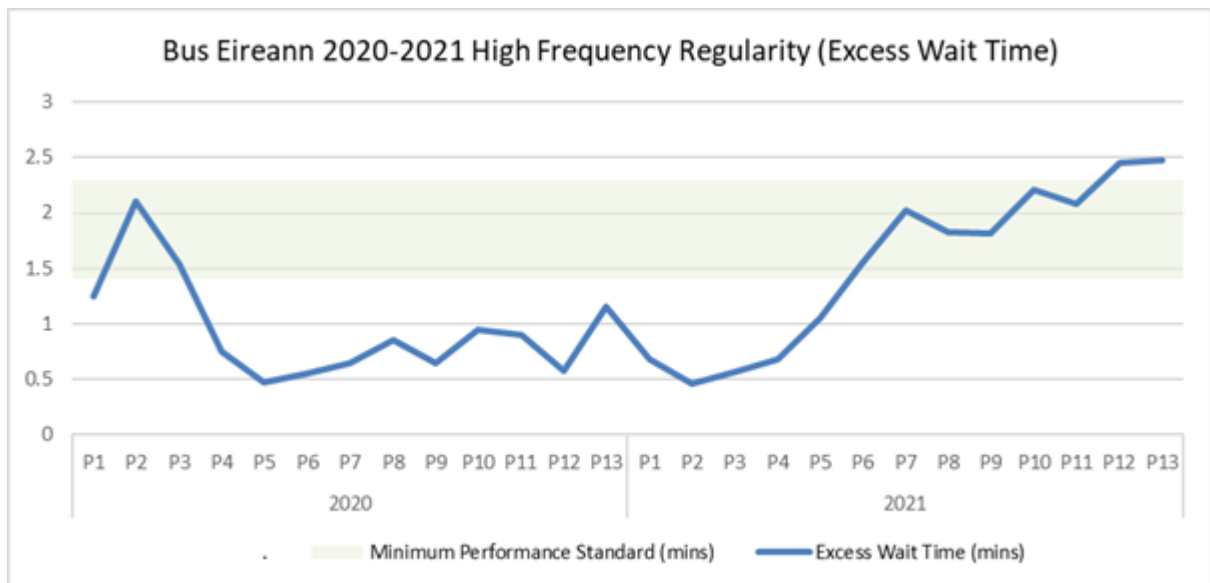
Note 2 – Minimum Performance Standards for Iarnród Éireann services in 2021 ranged from 90.0% to 98.7%. More detail is available in the Public Transport Services section of the National Transport Authority Website.

Figure 12 – Dublin Bus High Frequency Regularity (Excess Wait Time) 2020-2021



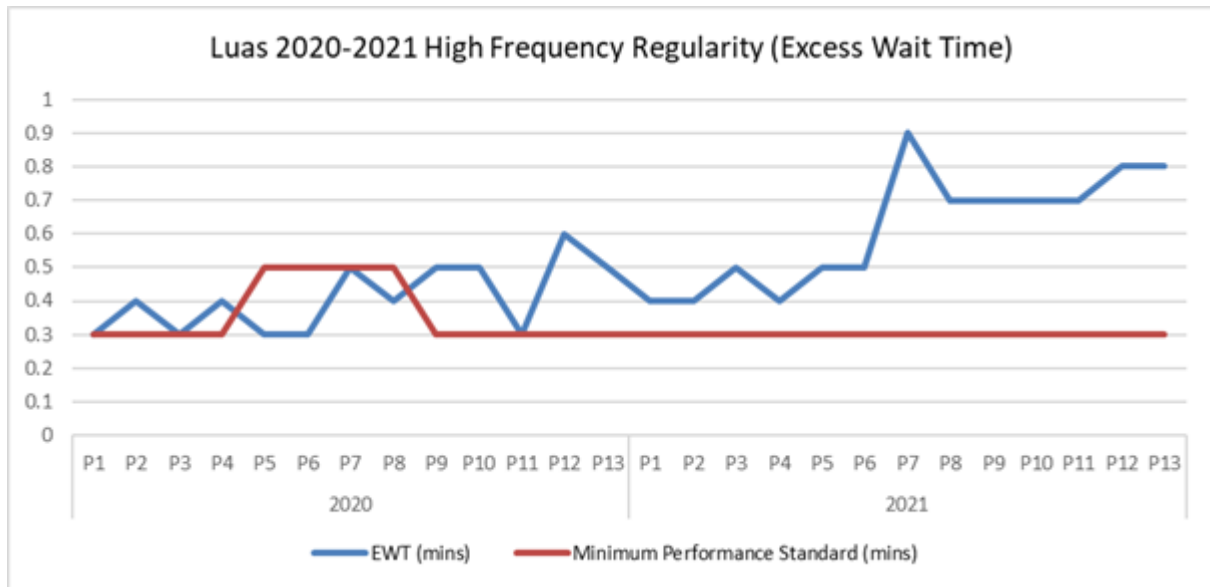
Note – the Dublin Bus high frequency punctuality Minimum Performance Standard (MPS) transitioned to a route specific MPS from Period 1 2020. The route specific Minimum Performance Standards ranged from 1.4 minutes to 2.3 minutes in 2020 and 2021, with an additional allowance for Covid-19 related disruption 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) 2020-21



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 and 2021, 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) 2020-2021



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:

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

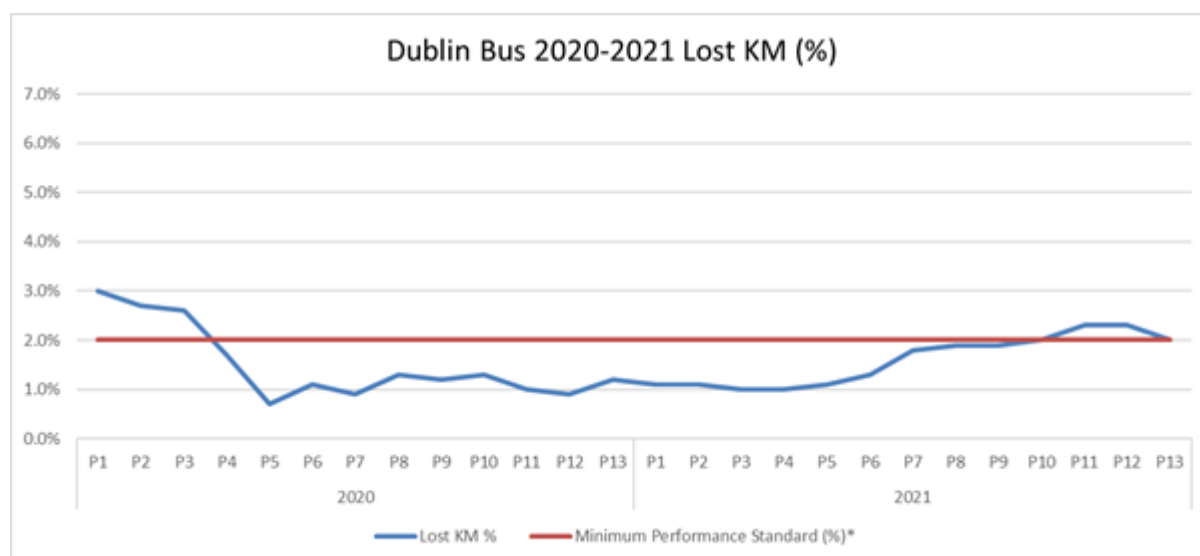
- The *Total Scheduled Services* is based on the route and timetable(s) for every bus service, as agreed with the NTA under each relevant PSO contract.
- The *Total Services Operated* is determined by the AVL (Automatic Vehicle Location) system which is installed on each bus to record the route and distances 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, Covid-19 related staff absence 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 0.5%. All operators are liable for payment deductions if they fail to meet contractual lost kilometre standards.

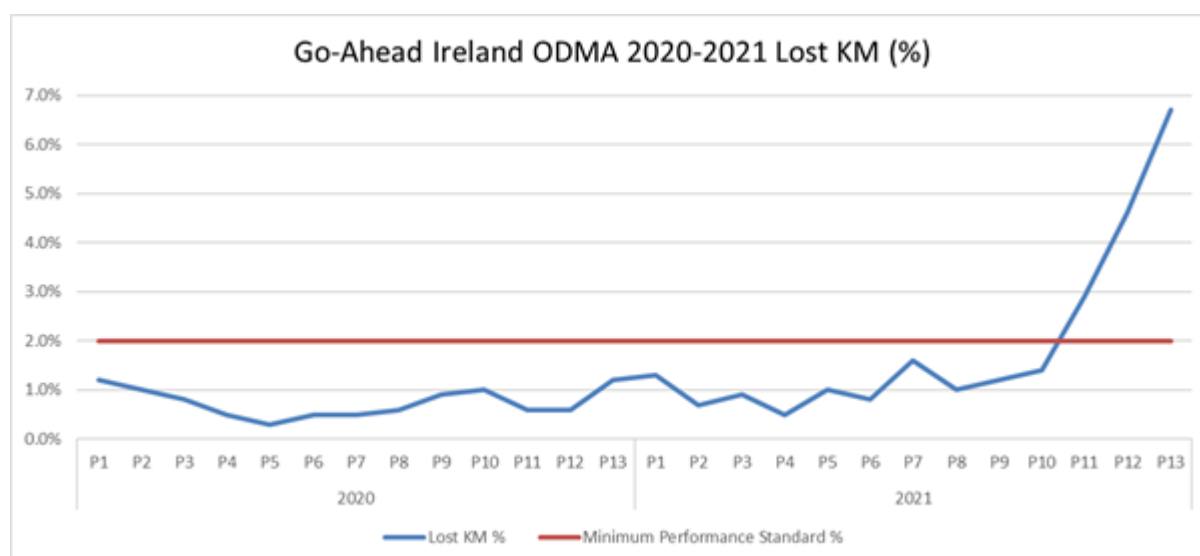
Figures 15 – 21 below show Lost Kilometre trends in 2021, with 2020 figures included for comparison purposes. Further detail is available on the Public Transport Services section of the NTA website.

Figure 15 – Dublin Bus reliability performance 2020-2021



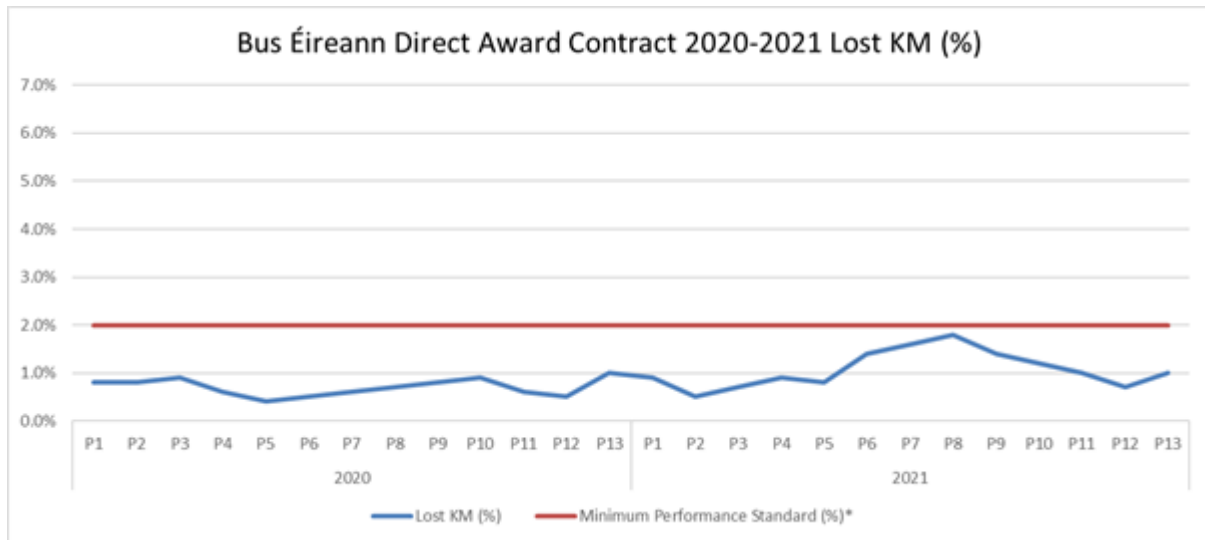
Note - The Lost KM Minimum Performance Standard (MPS) transitioned to a route specific MPS of 2% per route per period for Dublin Bus from Period 1 2020.

Figure 16 – Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA) reliability performance 2020-2021



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 2020-2021



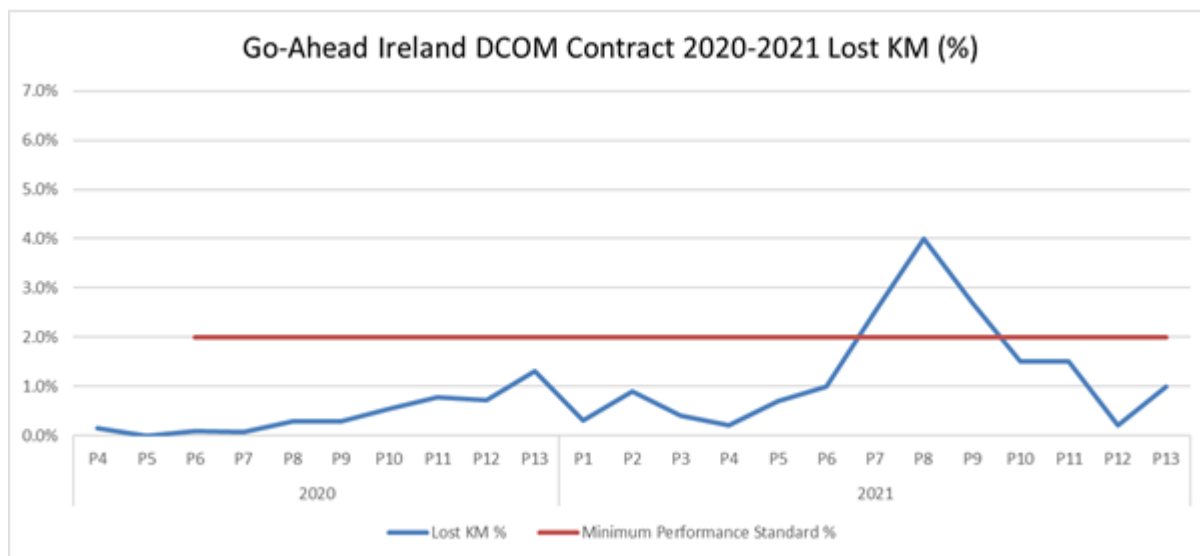
Note - the Lost KM Minimum Performance Standard (MPS) transitioned to a Route specific MPS of 2% per route per period for Bus Éireann from Period 1 2020.

Figure 18 – Bus Éireann Waterford City reliability performance 2020-2021



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 2020-2021*



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 2020- 2021*

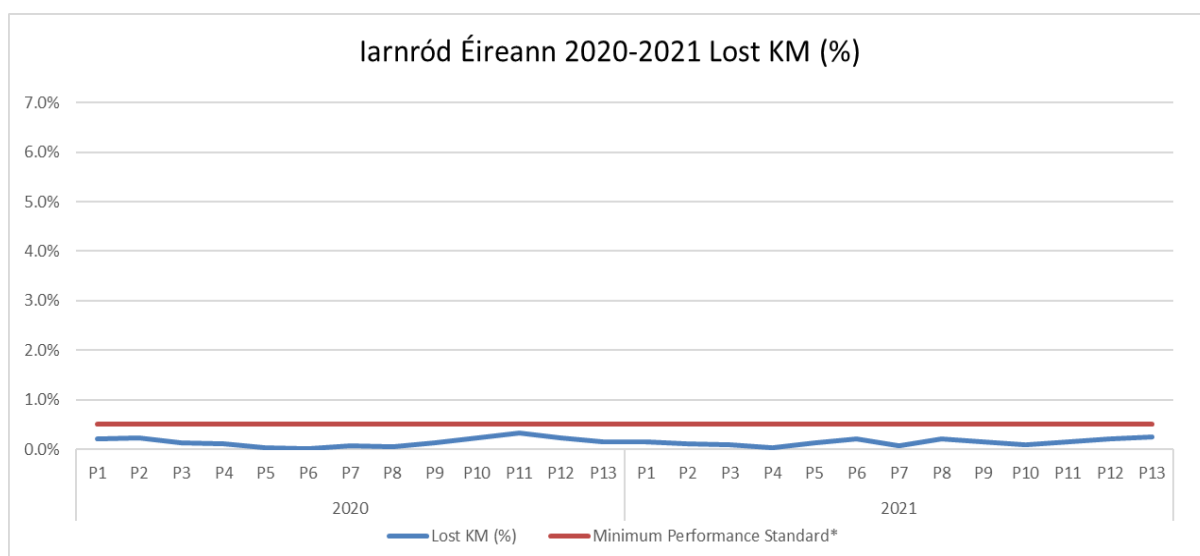


Figure 21 – Luas reliability performance 2020- 2021



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**

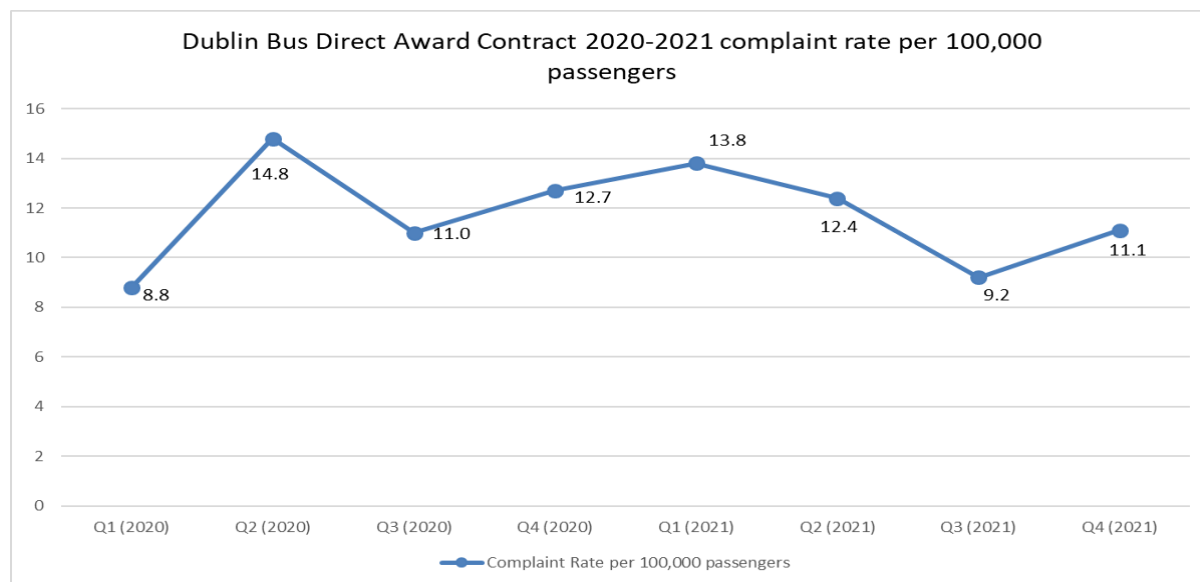
The NTA utilises a number of data sources to assist in monitoring and improving service quality for public transport passengers. Bus Mystery Passenger Surveys are undertaken by the NTA on a continuous basis. Passenger complaint rates per 100,000 passengers are also measured and reported.

Figures 22-28 below detail the 2021 complaint rates per 100,000 passengers for each of the PSO operators, with figures shown for 2020 for comparison purposes where possible.

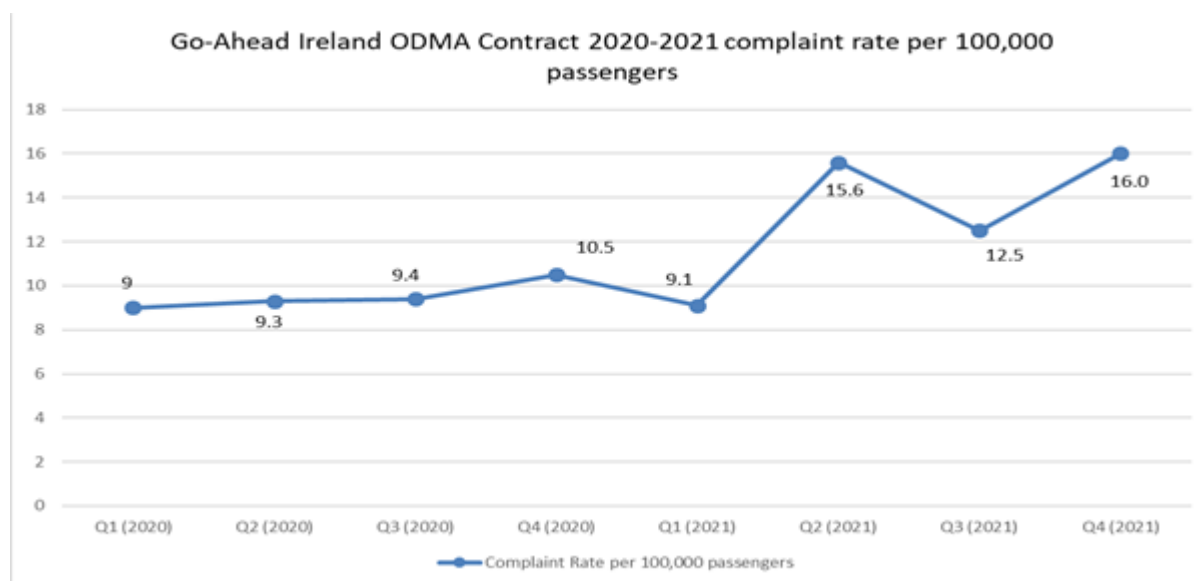
It is important to note that some complaints included in these figures may not be fully attributable to the operator; for example, complaints regarding frequency on a public transport route, or issues at certain bus stops that the operator has no responsibility to maintain. From March 2020 (late Q1 2020) 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 2020 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 2020- 2021*



*Figure 23 – Go-Ahead Ireland Outer Dublin Metropolitan Area complaint rate per 100,000 passengers 2020-2021*



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 2020-2021*

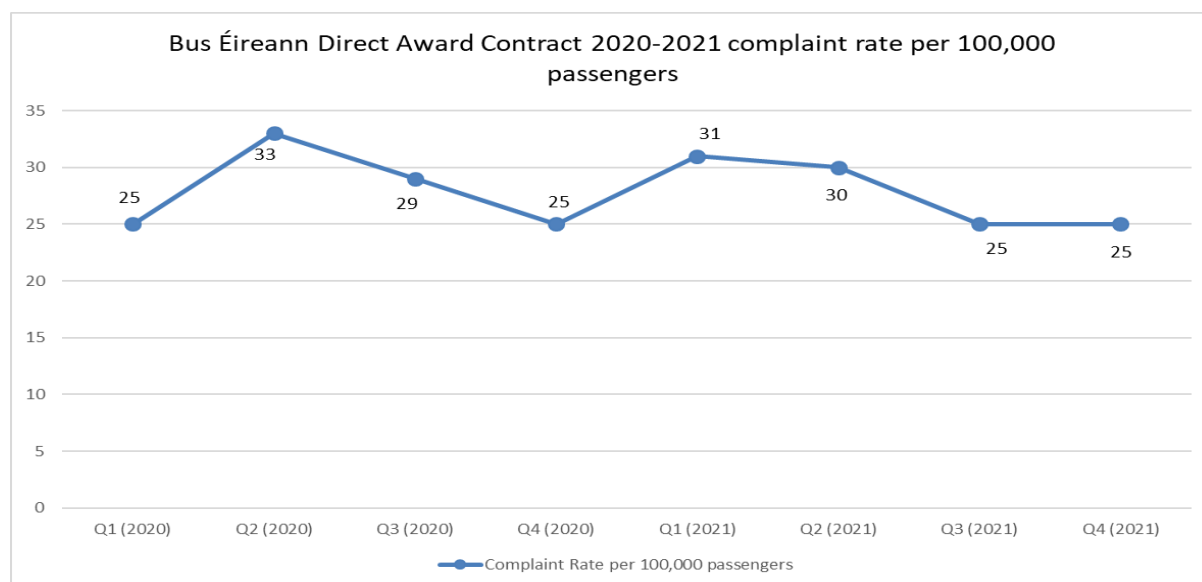
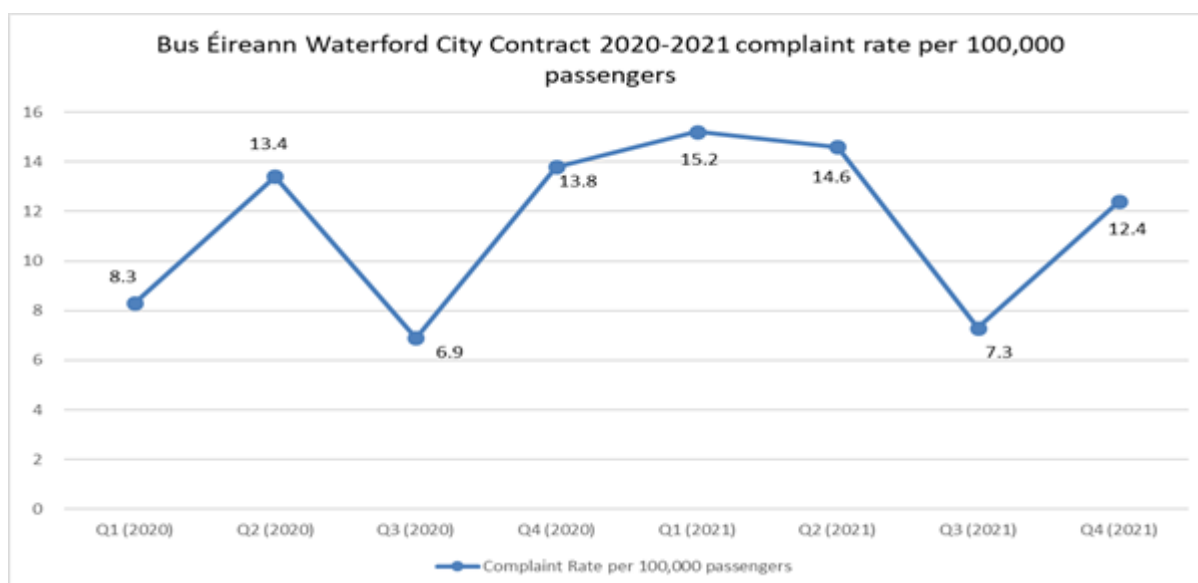


Figure 25 – Bus Éireann Waterford City Contract complaint rate per 100,000 passengers 2020-2021



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

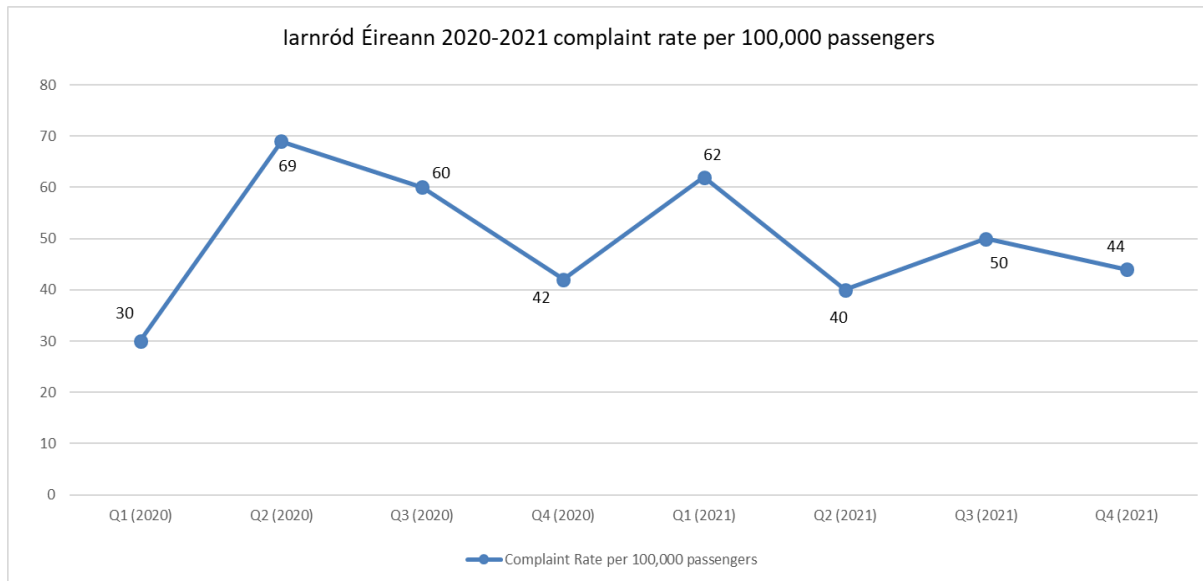
Figure 26 – Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) complaint rate per 100,000 passengers 2020-2021



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 2020-2021*



*Figure 28 – Luas complaint rate per 100,000 passengers 2020-2021*



It was not possible to undertake Mystery Passenger Surveys for the majority of the period from Q2 2020 to Q2 2021 due to Covid-19 related restrictions. Therefore, service quality reports for these quarters are not available. However, Mystery Passenger Surveys re-commenced in Q3 2021. PowerPoint presentations of detailed results of NTA Bus Mystery Passenger Surveys undertaken in Q3 and Q4 2021 are available in the Public Transport Services section of the NTA website. Some highlights for each operator in Q3 and Q4 2021 are listed below.

### **Dublin Bus**

- Drivers are highly regarded in terms of attitude, presentation and driving style;
- Cleanliness levels of buses are generally rated as good or excellent.
- Fares are displayed clearly at the entrance of 99% of surveyed buses; and
- Centre doors are being opened for alighting passengers when safe to do so.

### **Bus Éireann Direct Award Contract**

- Drivers are highly regarded in terms of attitude, presentation and driving style;
- Cleanliness levels of buses are generally rated as good or excellent;
- Further work is needed to ensure all bus drivers always open centre doors for alighting passengers when safe to do so; and
- Bus station cleanliness is generally rated as Excellent, Good or Moderate.

### **Go-Ahead Ireland ODMA**

- Drivers are highly regarded in terms of attitude, presentation and driving style;
- Cleanliness levels of buses are generally rated as good or excellent;
- Fares are displayed clearly at the entrance of 98% of surveyed buses; and
- Centre doors are being opened for alighting passengers when safe to do so.

### **Go-Ahead Ireland DCOM**

- Drivers are highly regarded in terms of attitude, presentation and driving style;
- Cleanliness levels of buses are generally rated as good or excellent;
- Fares are displayed clearly at the entrance of 100% of surveyed buses;

### **Bus Éireann Waterford City**

- Driver helpfulness and politeness is generally rated as Excellent, Good or Acceptable;
- Drivers are rated very highly in terms of presentation;
- Cleanliness levels of buses are generally rated as good or excellent; and
- Fares are displayed clearly at the entrance of 98% of surveyed buses.

## **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 2021, operating conditions were monitored to ensure that operators were not unfairly penalised for Covid-19 related issues that were outside of their control. Further detail is available in the Public Transport Services section of the National Transport Authority website.

Measures aimed at improving punctuality performance include the introduction of incentive payments, where operators can benefit financially when Minimum Performance Standards are exceeded. Performance-related incentives were 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 2021. Incentive payments for the Iarnród Éireann contract and Bus Éireann Waterford City contract exceeded deductions in 2021. Performance related deductions exceeded incentive payments for all other bus and Luas contracts in 2021.

*Table 4 – 2021 Performance Related Incentive Payments & Deductions (€m)*

Operator / Contract	2021 deductions applied (€m)	2021 incentives applied (€m)
Iarnród Éireann	0.072	0.775
Dublin Bus	0.697	0.228
Bus Éireann (Direct Award)	0.795	0.224
Bus Éireann Waterford City	0.015	0.036
Go-Ahead Ireland Outer Dublin Metropolitan Area	0.317	0.024
Go-Ahead Ireland Dublin Commuter Outer Metropolitan	0.120	0.061
Luas	1.775	0.002