
2023 Guide to the Bus Operator's Transport Returns

Statistics for the services operated in 2022



1. Legal requirement

Under section 73 (Information, data and statistics) of the Dublin Transport Authority Act 2008, as amended (“DTA Act 2008”), the National Transport Authority (the “Authority”) is required to collect, compile and gather, for the purpose of exercising its functions and on a regular basis, publish information regarding public transport.

All public transport operators holding licences from this Authority to provide public bus passenger services wholly or partially within the State are required to provide the data.

The specific legal provisions state:

“73. (1) The Authority shall—

- (a) collect, compile, analyse and prepare information, data or statistics, including that or those gathered by ticketing systems operated by public transport operators, for the purpose of exercising its functions, and
- (b) on a regular basis, publish information, data or statistics on—
 - (i) numbers of persons using differing modes of transport,
 - (ii) satisfaction levels with public passenger transport services,
 - (iii) travel times to work, and
 - (iv) such other matters as the Authority considers appropriate in respect of its functions.

(2) The Minister may give a direction to the Authority to collect, compile, prepare and publish such information, data or statistics that he or she may specify in writing to the Authority regarding the performance of the Authority in exercising its functions.

(3) The Minister shall consult the Authority, and may consult any other person he or she considers appropriate, before giving a direction under subsection (2).

(4) The Authority may require a person who holds information, data or statistics relating to the functions of the Authority, to give to the Authority such information, data or statistics in such form (including electronic form) and at such reasonable times or intervals, as the Authority specifies.

(5) Save as otherwise provided by law, the Authority shall ensure commercially sensitive information obtained under this section is not disclosed.”

Bus services covered by this legislative provision include any service with an origin, intermediate point (including travelling through), or a destination point within the State (Ireland).

2. Usage of information

As per the DTA Act 2008, the Authority has gathered information, data, and statistics on the licenced bus services in the state for the purposes of exercising its functions for the last six years.

The Authority also publishes a number of statistical bulletins charting public transport use in the State, including trends in patronage and the characteristics of the fleet in use.

Completion of the enclosed document is a legal requirement and all parts of sections A & B on the following pages must be completed. Please see Section 73 subsection (1) and (4) of the DTA Act 2008, Section 13 of the Public Transport Regulation Act 2009, and your licence conditions.

The statistical bulletins for previous years are available to view and download from our website.

In publishing data, the Authority will be fully aware of its obligations regarding confidential information and will ensure, for all licensed operators, that patronage and revenues are presented in a consolidated and confidential fashion, see section 73 (5) of the legislation above. Should you require further clarification, please do not hesitate to contact us through the details provided at section 3.2 page 5 of this document.

We thank you for your full cooperation and compliance with returning completed forms each year.

Publishing of composite public transport data is a normal practice throughout Europe. For example, you may view the bus statistics for Great Britain including consolidated operator revenue at:

<https://www.gov.uk/government/collections/bus-statistics>

3. Guidance to completing the returns forms

Completion is a legal requirement. All parts of sections A & B on the following pages must be completed and submitted by 31 March 2023. The information required in the attached forms is for the year 2022 only

3.1 Completing Section A

These questions **apply across all your Regular Services** and so you therefore only need to answer Section A **once**. The Authority does **not** require information on any other service types, for example tour or concert services that you may operate.

How to answer the questions

Below is an example of and a brief explanation for completing the questions in Section A. If having read the explanations you need further clarifications, please do not hesitate to contact us through the details provided at section 3.2 page 5 of this document.

Question 1 – About the Operating Fleet is a table, to make the form easier to complete. See

Table 1: Bus Details Example Table below for further information.

Column	A	B	C	D	E
Vehicle Registration Year	Number of Buses* (used for Licensed Regular Services)	Total** number of Buses Counted	Number with AVL/GPS on Board	Number of Buses* (low floor suitable for Wheelchair access)	Number of Buses* (Wheelchair lifts suitable for Wheelchair access)
2022	2.5	3	1	2	1
2021	0	0	0	0	0
2020	0.5	1	0	1	0
Total	3	4	1	3	1

Table 1: Bus Details Example Table

Column A – Please fill in the number of vehicles that you use to operate your Regular Service licences. This should be done by filling in the number of vehicles by the year of vehicle registration. Each year is a separate row in the table. If for example you have two 2022 vehicles used 100% of the time to provide your Regular Service licences then count this as 2. If you also have a 2020 vehicle but only use this vehicle 50% of the time for your Regular Service licences, then please just count that as 0.5 of a vehicle. See above [Table 1: Bus Details Example Table](#).

Column B – Please fill in the total amount of vehicles counted for the registration year that you use to operate your Regular Service licences. In the example above, if you have two 2022 vehicles used 100% of the time to provide your Regular Service licences then still count this as 2 in this column. If you also have a 2020 vehicle and use this vehicle 50% of the time for your Regular Service licences then count it as 1 in this column. This provides the number of buses that are used on licensed services regardless of whether they are used full-time/part time. See above [Table 1: Bus Details Example Table](#).

Column C – Automatic Vehicle Location (AVL) is the term used for automatically determining the geographic location of a vehicle. Vehicles are generally tracked by a Global Positioning System (GPS) electronic device in or on a vehicle. Please enter the number of the vehicles from Column B that have AVL or GPS systems on board that allow you to track the vehicle(s).

Column D – Low-floor wheelchair accessible buses are buses where access from the bus stop to part or all of the passenger area is direct and there are **no steps involved**. Optionally, the bus may lower to curb level and there is an entry and exit access ramp for quick and safe wheelchair access. **This question is only looking for low-floor buses where wheelchair user(s) can access a bus without the use of a wheelchair lift.** Only enter the number of buses from Column B that you have that match this description.

Column E – This question is looking for the number of buses from Column B with wheelchair lifts. If only one wheelchair user can travel on board at any one time, this is sufficient to count the vehicle for this purpose. Note, you cannot count the same vehicle as being both low-floor wheelchair accessible (Column E) and wheelchair accessible using a wheelchair lift (Column D).

Question 2 – Annual Total Passenger Revenue, section 1 ‘Legal Requirement’ on page 1 states that the Authority is legally bound to “ensure commercially sensitive information obtained under this section is not disclosed.” The Authority has already received revenue data from operators running services within or partially within the State between 2012 and 2021. All information has been treated confidentially.

The question on ‘annual total passenger revenue’ must be completed. Please contact us if you require further information or clarification.

Your answer to ‘Annual total passenger revenue’ must include:

- All fares revenue such as single, return, 10-journey, weekly, monthly, annual, and TaxSaver tickets for adults, students, children and fare-paying pensioners, et cetera;
- Leap card revenue;
- Young Adult and Student Card Fares Scheme revenue;
- Any online or other type of pre-paid tickets; and
- Other payments such as a grant from a business park for running your service(s).

Your answer to ‘Annual total passenger revenue’ must exclude:

- Free Travel Scheme payments;
- Private hire revenues; or
- NTA Grant payments.

Question 3 – The TaxSaver Commuter Ticket Scheme allows employees to avail of public transport commuter tickets if they are travelling to work by public transport. The scheme involves employers providing employees with public transport commuter tickets while saving on employer PRSI payments. Employees participating in the scheme benefit from reduced tax and PRSI payments. The scheme is generally known as the TaxSaver Scheme but other names might be used by individual public transport operators.

This question wants to know whether you offer annual, monthly or any other period **TaxSaver tickets** to your customers? Tick **Y** for Yes or **N** for No beside the Annual and Monthly spaces. If you offer other types of tickets under this scheme, please write them down beside the ‘Other’ space e.g. 6 months or 3 months.

3.2 Completing Section B

Section B is licence specific, so Section B has to be completed for each separate Regular Licence

Passenger journeys (boardings): For this question one passenger boarding a vehicle counts as one passenger journey. Return trips count as two passenger journeys. Weekly tickets are counted as 10 trips, Monthly tickets are counted as 40 trips, and Annual tickets are counted as 440 trips, unless you have more accurate calculations. If you have other tickets that are not easily converted into a precise number of journeys per year then please give us the best approximate answer.

Annual total operated vehicle kilometres: The number of kilometres we are looking for is the total you actually operated in 2022 on the basis of your timetable and accounting for any suspensions of services and auxiliary buses operated. For example, if your timetable involved 10 daily departures with vehicles driving a 20km round trip, this would be 200km per day (10 services by 20km round trip per service), 1,400 km per week (7 days by 200km per day) and you if you operated 51 weeks of the year then your answer for the annual total of operated kilometres would be 71,400km (51 weeks by 1,400km per week).

If some services were suspended, these should be **deducted** from the total. For example, if only 5 of the total of 10 services operated in 2022, the total would 35,700km or half of the above (5 daily services operated out of 10 multiplied by 20 km per day, 7 days a week for 51 weeks).

If auxiliary buses had to operate, these should be **added** to the total. For example, if each service operated in 2022 needed an auxiliary bus to cope with reduced capacity, the total would 142,800km or double of the above (20 daily services operated multiplied by 20 km per day, 7 days a week for 51 weeks).

Websites such as Google Maps can assist with calculating various distances.

The difference between the number and percentage of vehicles used: While we ask for the number of vehicles used to provide the licensed services, it may be that you provide most or only some of the services with these vehicles. To account for this, we also ask what percentage of your licensed services are operated by the vehicles.

Definitions:

- Low-floor vehicles with mechanical access ramp: Low-floor wheelchair accessible buses which lower to curb level have an entry and exit access ramp which is mechanical and does not require manual deployment of the ramp by the driver
- Exterior backlit route display: A lit route display on the front of the vehicle
- Interior stop displays: A lit 'next stop' display inside the bus
- Interior automated audible stop announcements: An automated 'next stop' announcement inside the vehicle
- Equipped with centre door ramps: Centre doors also have a ramp
- Yellow coloured bars (handrails) that highlight the bars (handrails) grasped by people: Bars/ handrails on the vehicle are colour contrasted with the other surrounding surfaces
- Seat covers in a colour that contrast with the floor colour: Seat covers on the vehicle which are colour contrasted with the other surrounding surfaces
- Priority seating: A seat or seats indicating that persons with a disability or reduced mobility have priority for the use of that seat
- Induction Loop System: An audio technology which helps people with a hearing impairment, who use a hearing aid or cochlear implant, hear the driver or the next stop audio announcements

3.3 Contact Us

If you have any queries, please contact us by email at: bus.data@nationaltransport.ie

3.4 Return date

The information is required to be submitted by 23:59, 31 March 2023.

3.5 Return address

You may return the information (sections A and B):

By email to: bus.data@nationaltransport.ie

or

By post to: Bus Data – Public Transport Regulation
Ciarán O’Gorman
National Transport Authority
Dún Scéine
Harcourt Lane
Dublin 2
D02 WT20

3.6 Notes

Section A – to be completed once for all of your Regular Licences combined.

- Question 1 – No change from previous years
- Question 2 – Please **include** any Young Adult and Student Card revenue in the Annual Total Passenger Revenue
- Question 3 – no change from previous years

Section B – one to be completed for each separate Regular Licence.

Primary changes relate to additional vehicle accessibility questions including: front door entry, centre door ramps, priority seating and contrasting colours for bars (handrails) and induction loop systems.

Please do not provide data for any other service types, for example tour or concert services that you may operate.

3.7 Acknowledgment

We appreciate your continued assistance in completing this form and should you require any further details, please do not hesitate to contact us.