



Public Service Obligation Contracts

Annual Performance Report

2022

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Chief Executive's Overview

The emergency public health measures that were implemented as part of the response to Covid-19 were largely unwound during 2022. Accordingly, the Authority shifted the focus to encouraging people back to using public transport in line with government advice to ease restrictions. Overall, passenger numbers on contracted bus and rail services increased by 78% in 2022, compared to 2021.

One of the main challenges during 2022 was the reduced level of performance in reliability and punctuality of PSO bus services that became apparent in the second half of the year. The Authority acknowledges that this caused disruption and inconvenience to customers. One of the main reasons for the drop in reliability was the problem associated with recruiting additional drivers. The knock-on effect of the lack of drivers was service cancellations, which in turn affected reliability. It was also a case that due to the recovery in the economy from Covid-19, traffic congestion was causing significant issues, particularly in our urban areas, and this affected punctuality. That said, the Authority, in co-operation with the operators, worked extremely hard to resolve the issues and jointly ran a campaign to encourage more people to consider bus-driving as a career choice. As the year came to a close, there were signs that the measures were beginning to bear fruit, with reliability improving somewhat from its low point in autumn 2022.

Our bus network redesign rollout continued in 2022. Two phases of the BusConnects Dublin network redesign were delivered. The G Spine and route 60, and the N4 and N6 routes commenced operations in May and October respectively. Our Connecting Ireland Rural Mobility Plan commenced implementation, with phase 1 of the plan delivered in 2022 bringing a range of new routes and improvements to public transport users throughout the state. The services under Connecting Ireland have led to a significant increase in the number of passengers using public transport in rural areas.

We continue to strive to improve performance and address any performance issues constructively and collaboratively with operators in a timely manner. Our joint aim is to maintain a high quality public transport system and continue to deliver improvements for passengers.

Anne Graham

Chief Executive Officer

Overview of Public Service Obligation Contracts

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

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

- Net cost contracts under which the operator retains all fare revenue;
- Gross cost contracts under which the Authority retains all fare revenue. All competitively tendered contracts currently fall into this category including the Go-Ahead Ireland and Luas light rail contracts¹.

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 2022, excluding Rural Transport Programme services.

Direct Award Contracts

Work continued in 2022 to migrate financial reporting for NTA’s direct award contract with Iarnród Éireann from net cost to gross cost. Work was substantially complete by the end of 2022, with a go live date set for early 2023.

Operator teams and work programmes were also established under the direct award contract for bus stop maintenance and information provision throughout Ireland.

Fare evasion surveys were undertaken for larger contracts, with fare evasion performance payments/deductions introduced for these contracts from Q3 2022.

Competitively Tendered Contracts

Table 1 overleaf details the principal operators of tendered bus services in 2022.

Mobilisation progressed on three significant tenders during 2022.

The first was for the new W4/W6 routes in Dublin. These services are a key part of the Bus Connects Network Redesign project.

¹ 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. Wicklow into Dublin.

In December, and following a competitively tendered competition, NTA awarded a contract with Bus Éireann to operate regular bus services in Carlow Town. The contract is for an initial five years with an option to extend for a further two years.

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

- The Outer Dublin Metropolitan Area Contract provided by Go Ahead Ireland for 1 year to October 2024
- Contract with City Direct Ltd. in respect of city services in Kilkenny to January 2024.
- Contract with JJ Kavanagh & Sons Limited in respect of Route 139 between Naas and Blanchardstown to March 2023.
- Contract with Go Ahead Ireland Limited in respect of Route 197 Swords to Ashbourne to May 2023

Table 1 - Principal operators of tendered 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 (expired end December 2022)
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, L52 and N6.
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

Network Development

Contracted bus and rail services were regularly revised in 2022 to stimulate growth in public transport use and to respond to changes in demand. Key developments in 2022 included:

- BusConnects Dublin;
- BusConnects Cork;
- Connecting Ireland – 37 new or enhanced routes in 2022;
- Finalising plans to implement a dedicated town bus service for Carlow town; and

- Planning for the provision of new town bus networks in Mullingar, Portlaoise, Letterkenny and Ennis as well as undertaking work to further improve and enhance pre-existing town services in Sligo Town, Athlone and Drogheda.

Passenger Numbers and Kilometres operated

The major transport-related impacts of COVID-19 continued to be unwound during 2022, with most work, leisure and other activities returning to a 'new normal' during the year. This was the main factor in a large increase in year-on-year public transport patronage figures, along with new and improved services making public transport more attractive to more people.

Overall, passenger numbers on contracted bus and rail services increased by 109.2 million in 2022, compared to 2021 (+78%). Table 2 below details the number of annual passenger journeys on contracted services in 2022, compared to 2021. The category 'Other PSO Services' is comprised of the services listed in Table 1. Patronage figures for Rural Transport Programme regular rural services are included for information.

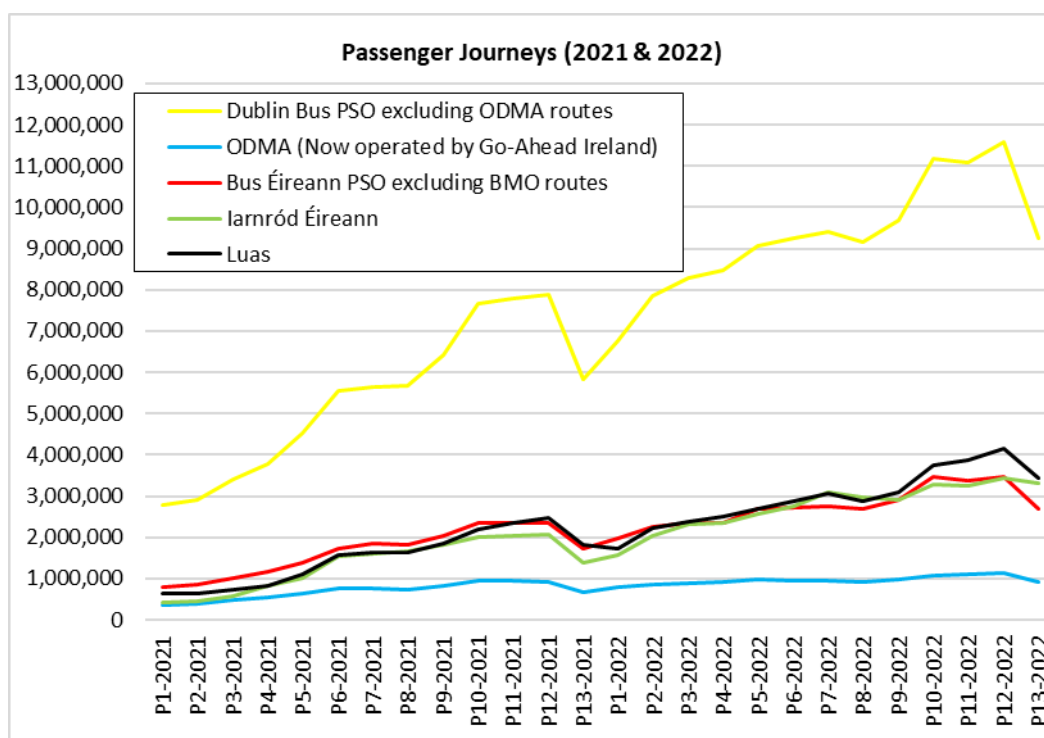
Table 2 – Annual passenger journeys on principal contracted services (millions)

Year	Dublin Bus	Bus Éireann*	Iarnród Éireann	Luas Light Rail	Other PSO Services	Rural Transport Programme	Totals
2021	69.9	21.4	17.4	19.5	10.8	1.5	140.5
2022	121.0	35.7	35.8	38.7	15.7	2.8	249.7
Difference	+51.1	+14.3	+18.4	+19.2	+4.9	+1.3	+109.2

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

Figures 1, 2, 3 & 4 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 2021-2022



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 2021-2022

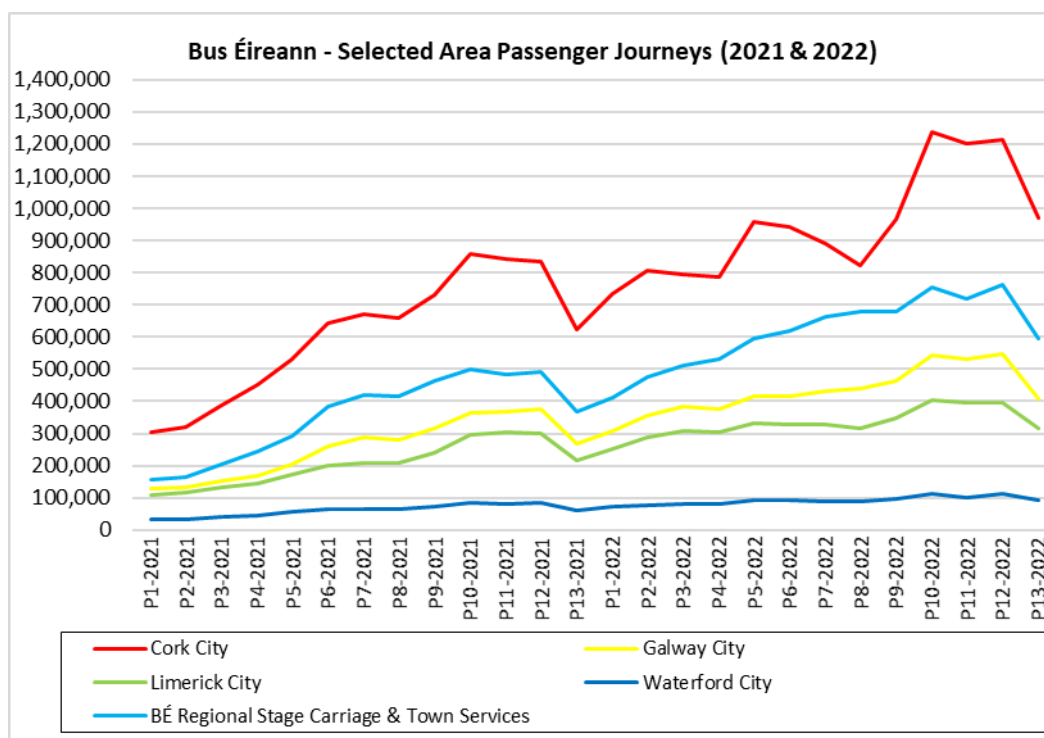


Figure 3 – Dublin Commuter Bus Routes (Bus Éireann plus Go-Ahead Ireland) periodic passenger journeys 2021-2022

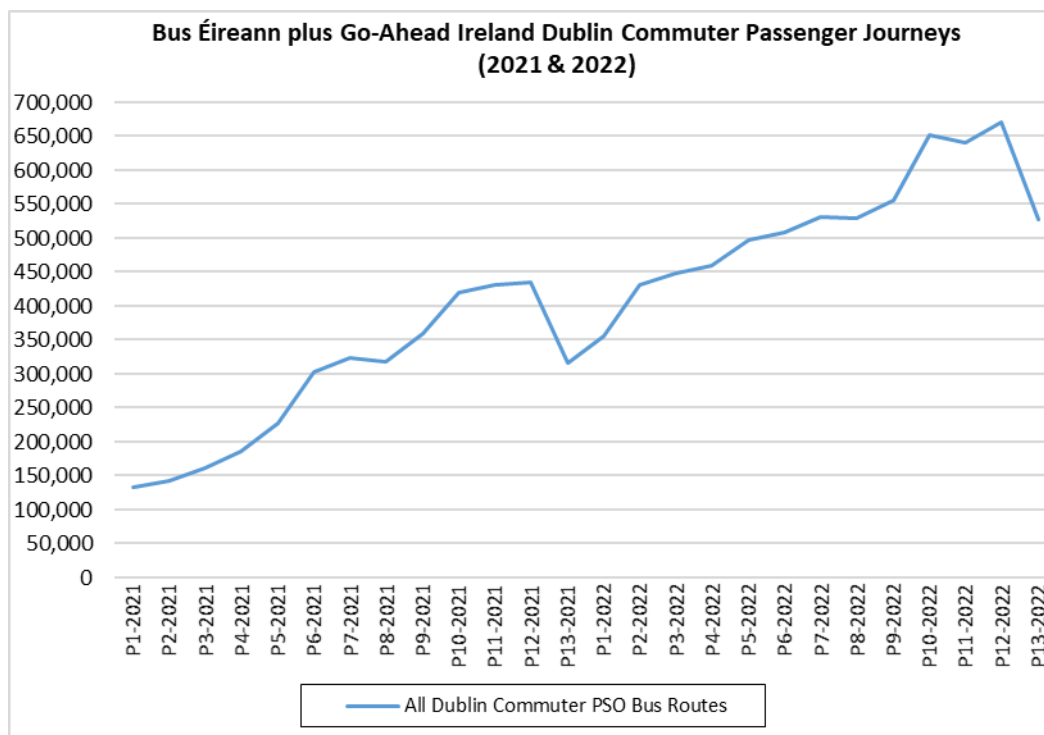


Figure 4 – Iarnród Éireann periodic passenger journeys by route subgroup 2021-2022

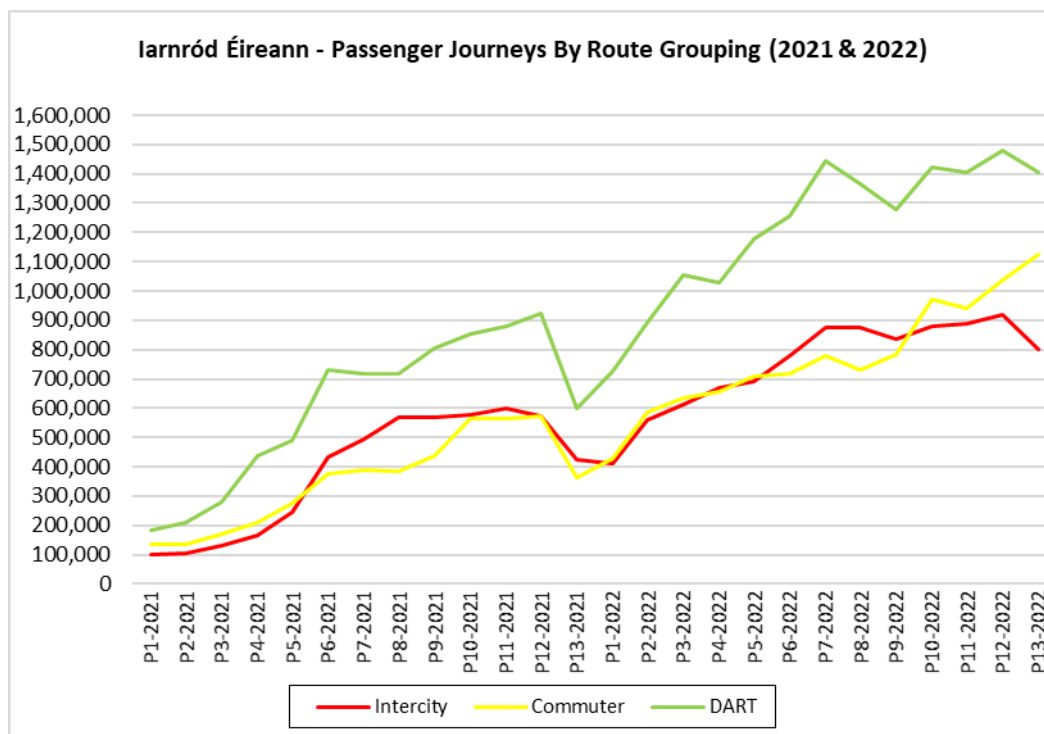


Table 3 below shows the annual operated vehicle kilometres for each contract in 2022, compared to 2021.

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.

In 2022, the reductions in planned kilometres were unwound, helping to cater for the increased demand for travel compared to the pandemic-affected periods of 2020 and 2021. However, bus driver shortages were experienced by all operators during 2022, mirroring shortages in many areas of the national economy. This impacted the number of kilometres that could be operated during certain periods of the year.

Annual operated kilometres for Bus Éireann increased by 1.4% from 2021 to 2022, with the overall impact of service enhancements being somewhat offset by higher Lost Kilometre rates.

Dublin Bus annual operated vehicle kilometres in 2022 were 8.4% higher than in 2021 figures, with new BusConnects services playing a major role in the increase.

Annual operated vehicle kilometres by Iarnród Éireann increased by over 12% from 2021 to 2022, primarily due to the effects of unwinding timetable reductions that had been in place during the pandemic.

There were no significant Covid-19 related planned service reductions on the Luas system in 2021, and there was an increase in Lost Kilometres in 2022 compared to 2021. This contributed to a slight decrease in Luas operated vehicle kilometres in 2022 compared to 2021.

There was a fall in annual operated vehicle kilometres on the Outer Dublin Metropolitan Area (ODMA) network in 2022, compared to 2021. This was primarily due to the bus driver shortage mentioned above.

There was a 7.3% decrease in operated vehicle kilometres under the 'Other Tendered PSO Services' category in 2022, compared to 2021. This was due to the higher Lost Kilometre rates and the discontinuation of a vaccination shuttle service in Waterford City that operated during the pandemic period.

Table 3 – Annual operated vehicle kilometres 2021- 2022

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
2021	46.2	46.6	15.7	4.2	8.3	5.1	125.9
2022	50.1	47.2	17.6	4.1	7.8	4.7	131.5
% Change	+8.4%	+1.4%	+12.1%	-0.8%	-5.9%	-7.3%	+4.4%

**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.

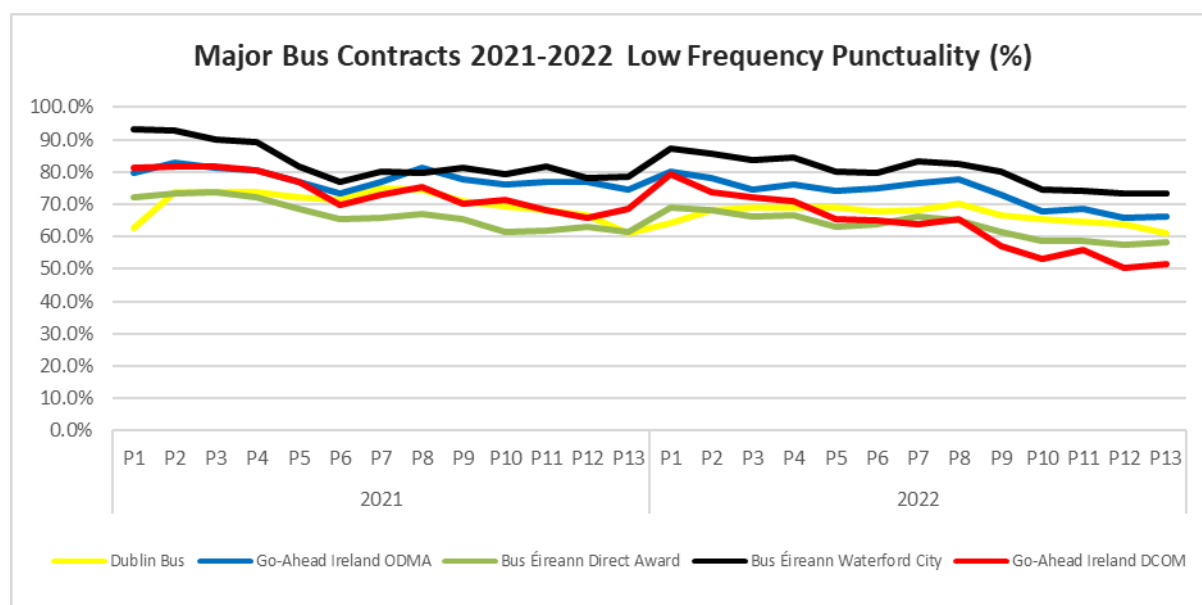
On this basis, the NTA measures the regularity of High Frequency Routes using a metric called Excess Wait Time (EWT). This metric provides a measure of the average time a passenger must wait for the next high frequency bus, in excess of the wait time which would be expected as per the schedule for that 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.

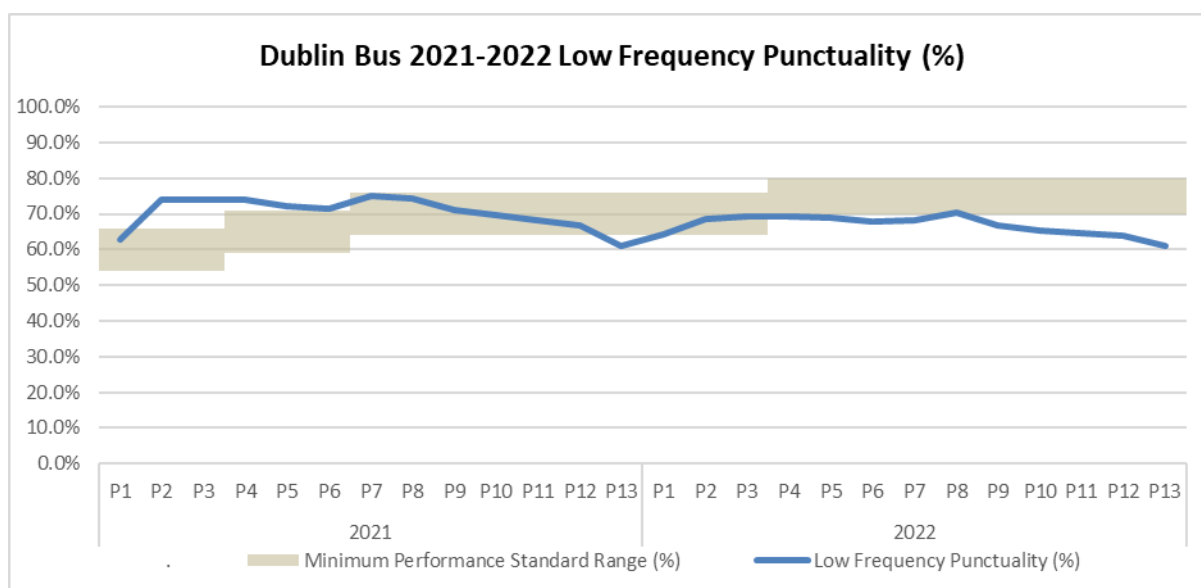
Figures 5 to 15 show punctuality performance on low frequency and high frequency routes by contract for 2022, with 2021 results included (where possible) to show trends. Covid-19 restrictions 2021 meant that more favourable traffic and operating conditions existed during certain periods. For example, the trends show higher punctuality performance during 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 driver shortages 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 2021-2022



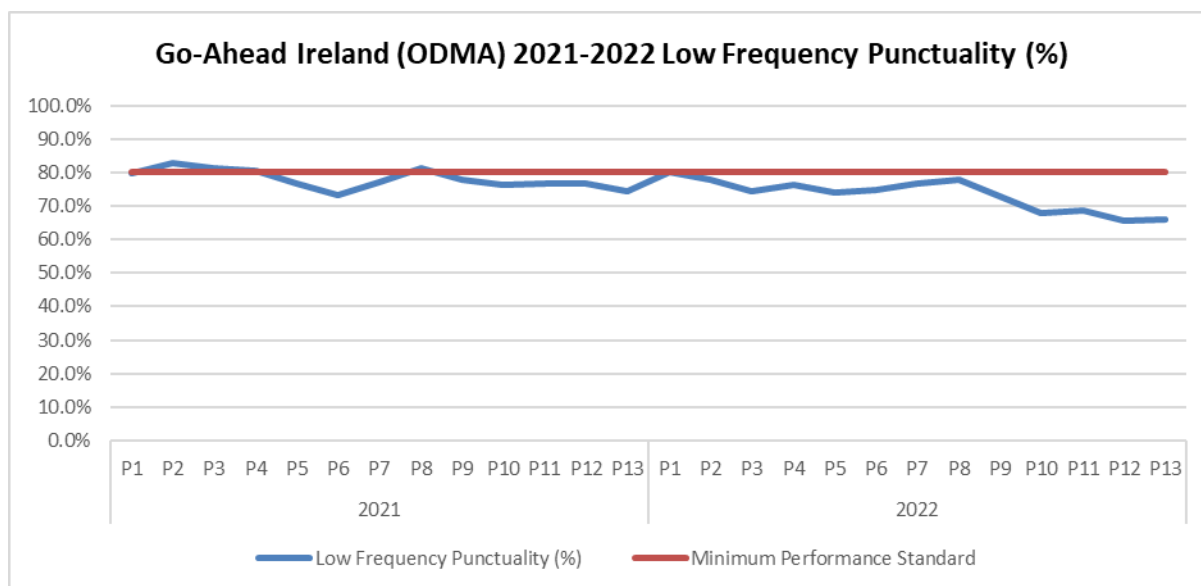
Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 6 – Dublin Bus low frequency punctuality performance 2021-2022



Note – the Dublin Bus low frequency punctuality Minimum Performance Standard (MPS) is a route specific MPS. The route specific Minimum Performance Standards ranged from 64% to 76% in 2021 and up until P3 2022, 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.

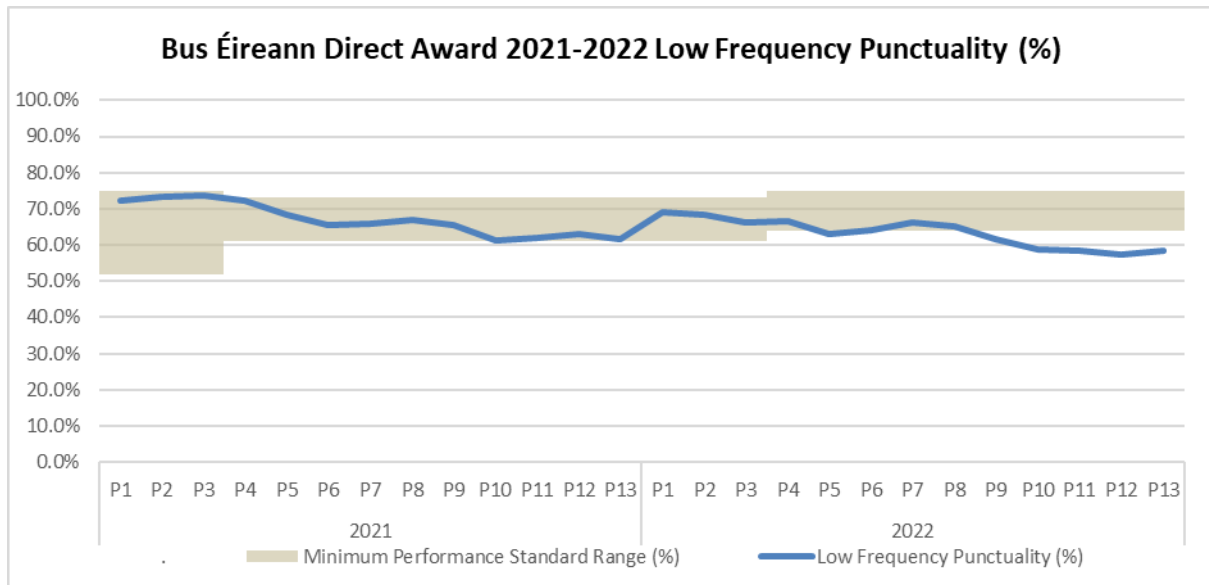
Figure 7 – Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA) low frequency punctuality performance 2021-2022



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 16th March 2020 until 18th May 2020 due to the Covid-19 pandemic. More detail is available in the Public Transport Services section of the National Transport Authority Website.

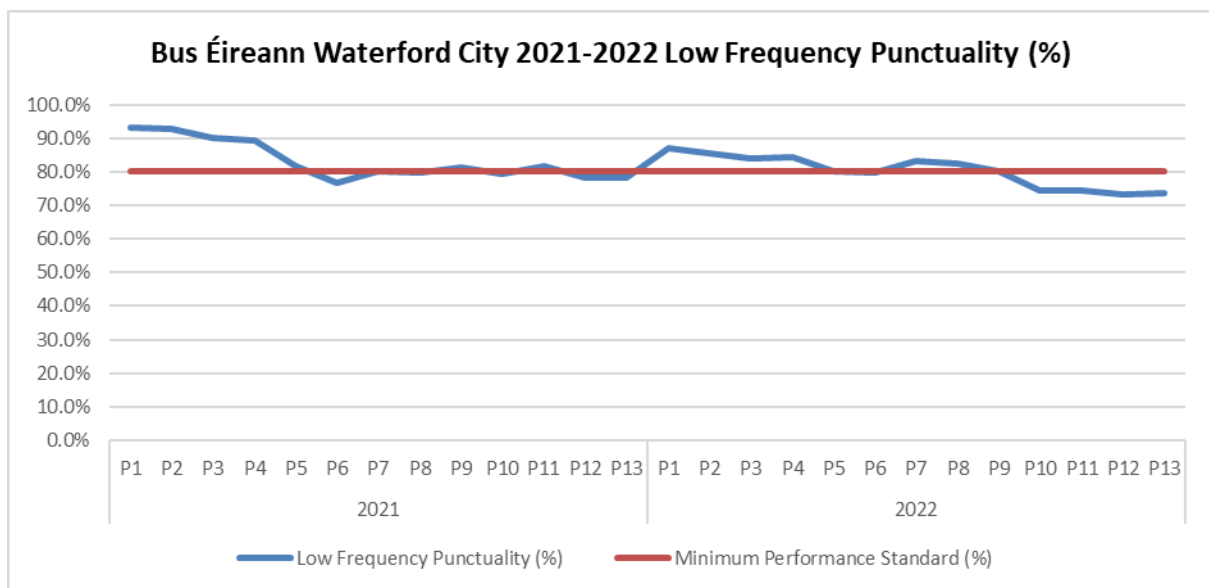
Note 2 - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 8 – Bus Éireann Direct Award Contract low frequency punctuality performance 2021-2022



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 and up to P3 2022. The route specific Minimum Performance Standards ranged from 64% to 75% in from P4 2022 onwards. More detail is available in the Public Transport Services section of the National Transport Authority Website.

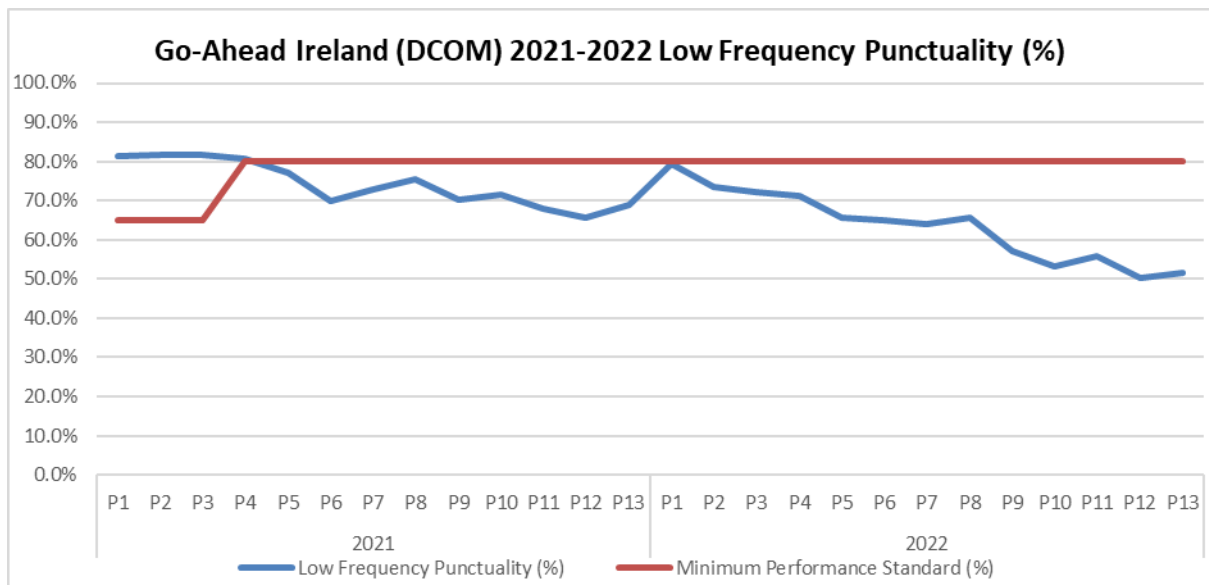
Figure 9 – Bus Éireann Waterford City Contract low frequency punctuality performance 2021-2022



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 16th March 2020 until 18th 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.

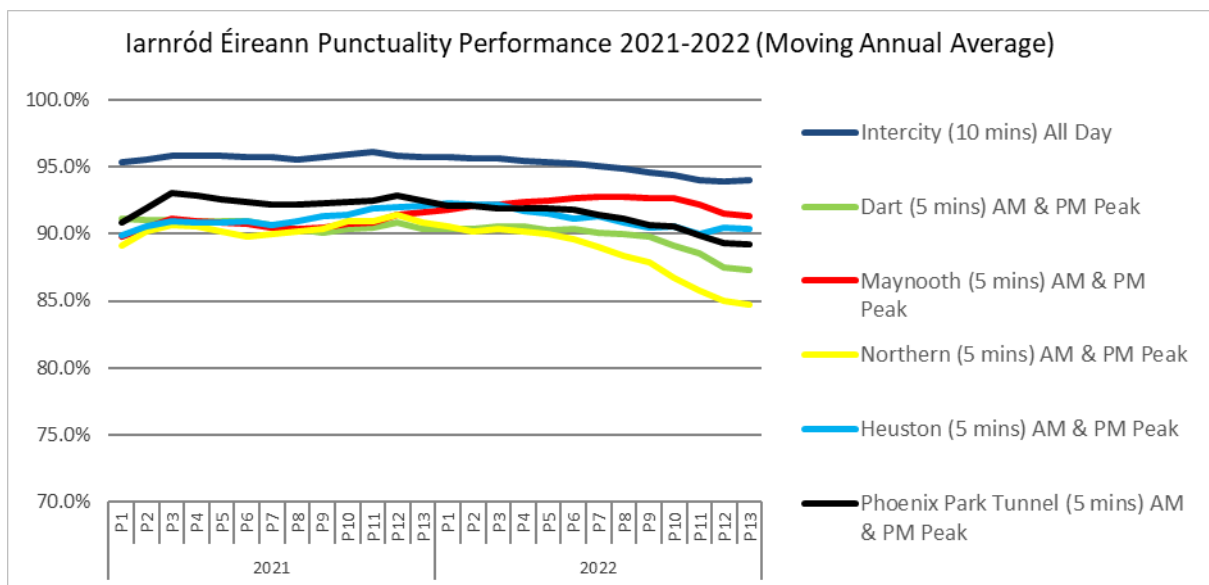
Figure 10 – Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) punctuality performance 2021-2022



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. The MPS increased to 80% from P5 2021 onwards.

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

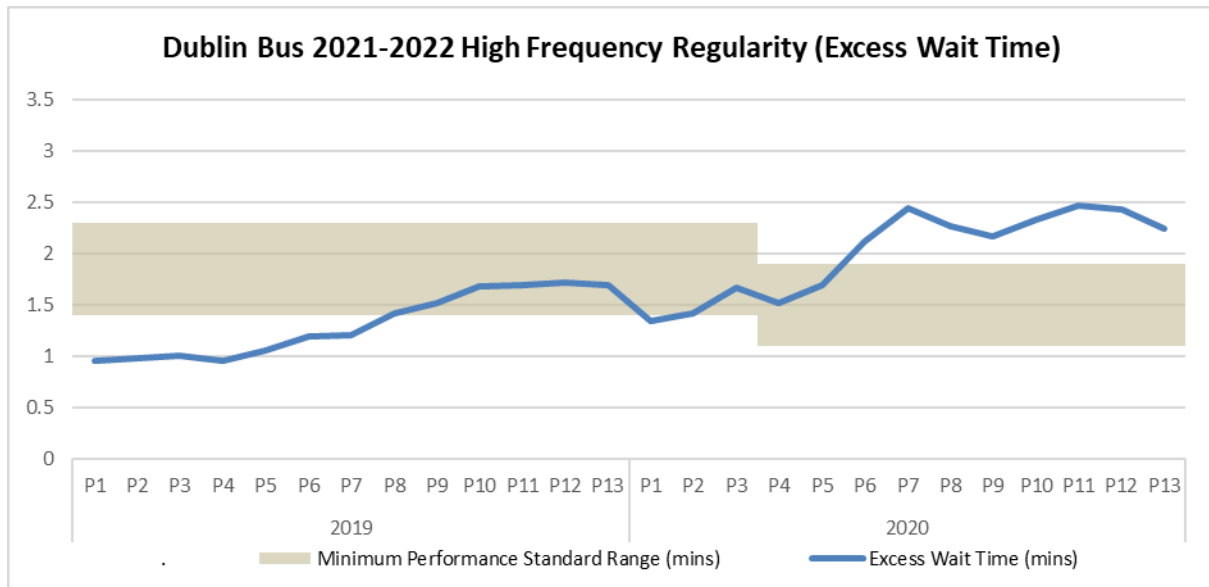
Figure 11 – Iarnród Éireann punctuality performance 2021-2022



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

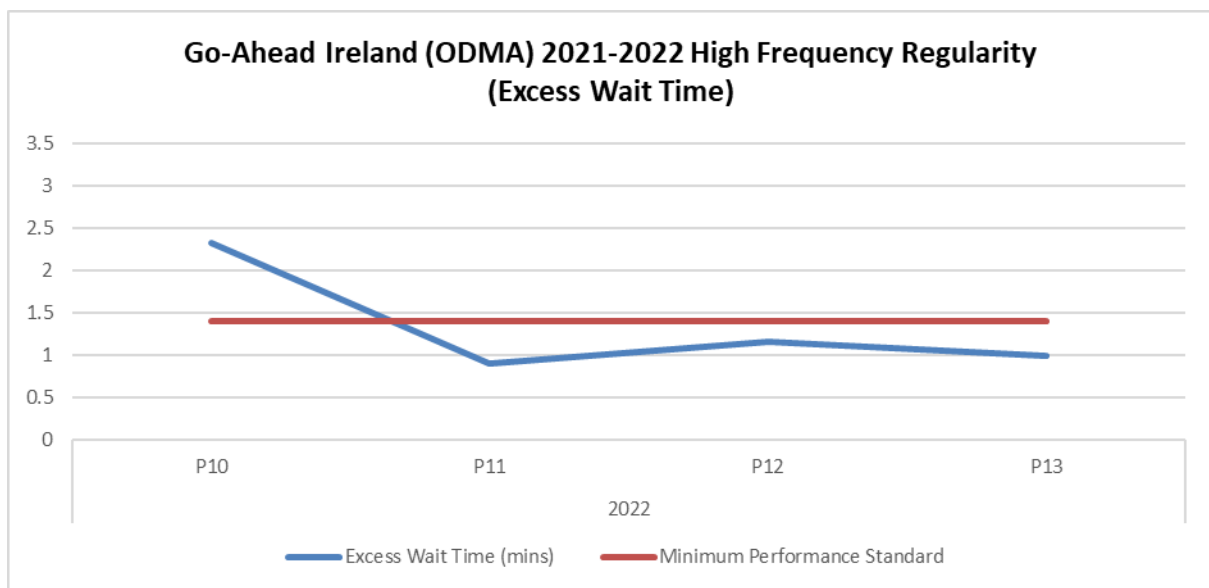
Note 2 – Minimum Performance Standards for Iarnród Éireann services in 2021 & 2022 ranged from 90.0% to 98.7%. More detail is available in the Public Transport Services section of the National Transport Authority Website.

Figure 12 – Dublin Bus High Frequency Regularity (Excess Wait Time) 2021-2022



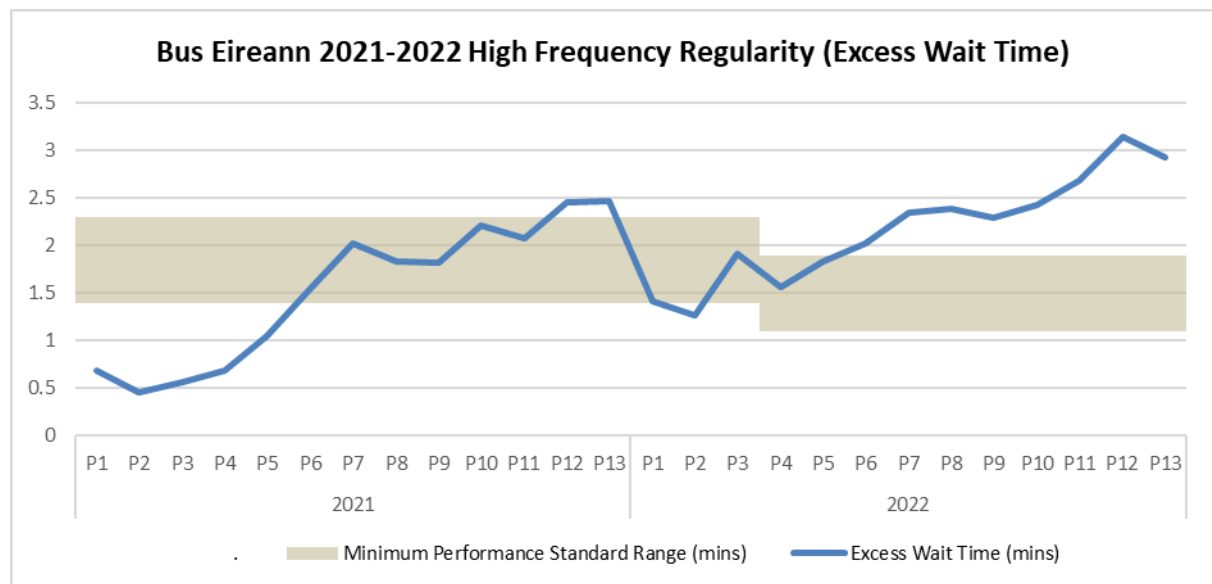
Note – the Dublin Bus high frequency punctuality Minimum Performance Standard (MPS) is a route specific MPS. The route specific Minimum Performance Standards ranged from 1.4 minutes to 2.3 minutes until P3 2022, and from 1.1 minutes to 1.9 minutes from P4 2022 onwards. More detail is available in the Public Transport Services section of the National Transport Authority Website.

Figure 13 – Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA) High Frequency Regularity (Excess Wait Time) 2021-22



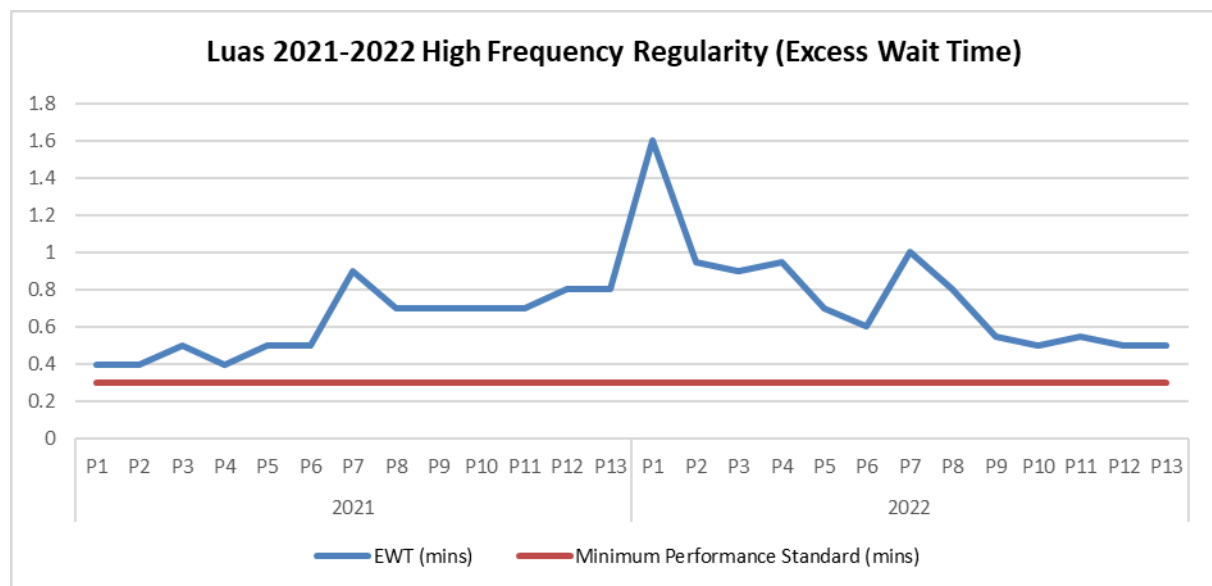
Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 14 – Bus Éireann Direct Award Contract High Frequency Regularity (Excess Wait Time) 2021-22



Note – the Bus Éireann high frequency punctuality Minimum Performance Standard (MPS) is a route specific MPS. The route specific Minimum Performance Standards ranged from 1.4 minutes to 2.3 minutes until P3 2022, and from 1.1 minutes to 1.9 minutes from P4 2022 onwards. More detail is available in the Public Transport Services section of the National Transport Authority Website.

Figure 15– Luas High Frequency Regularity (Excess Wait Time) 2021-2022



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:

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

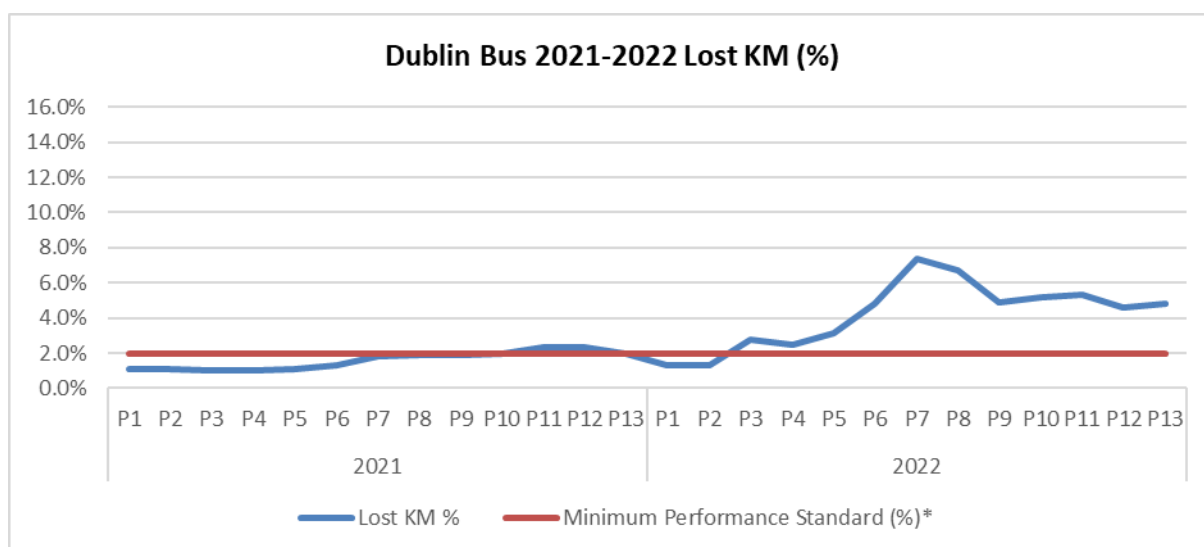
- The *Total Scheduled Services* is based on the route and timetable(s) for every bus service, as agreed with the NTA under each relevant PSO contract.
- The *Total Services Operated* is determined by the AVL (Automatic Vehicle Location) system which is installed on each bus to record the route and distances 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.

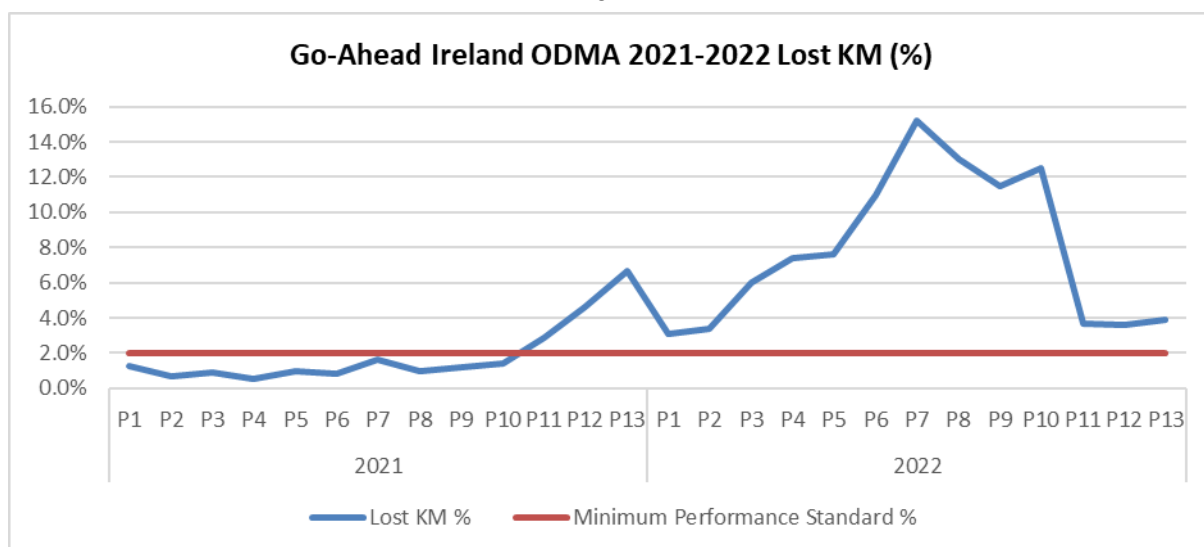
Figures 16 – 22 below show Lost Kilometre trends in 2022, with 2021 figures included for comparison purposes. Further detail is available on the Public Transport Services section of the NTA website. As discussed earlier in this report, bus driver shortages had a major impact on Lost Kilometre rates during 2022. Tram availability issues also impacted Lost Kilometre rates for Luas during 2022.

Figure 16 – Dublin Bus reliability performance 2021-2022



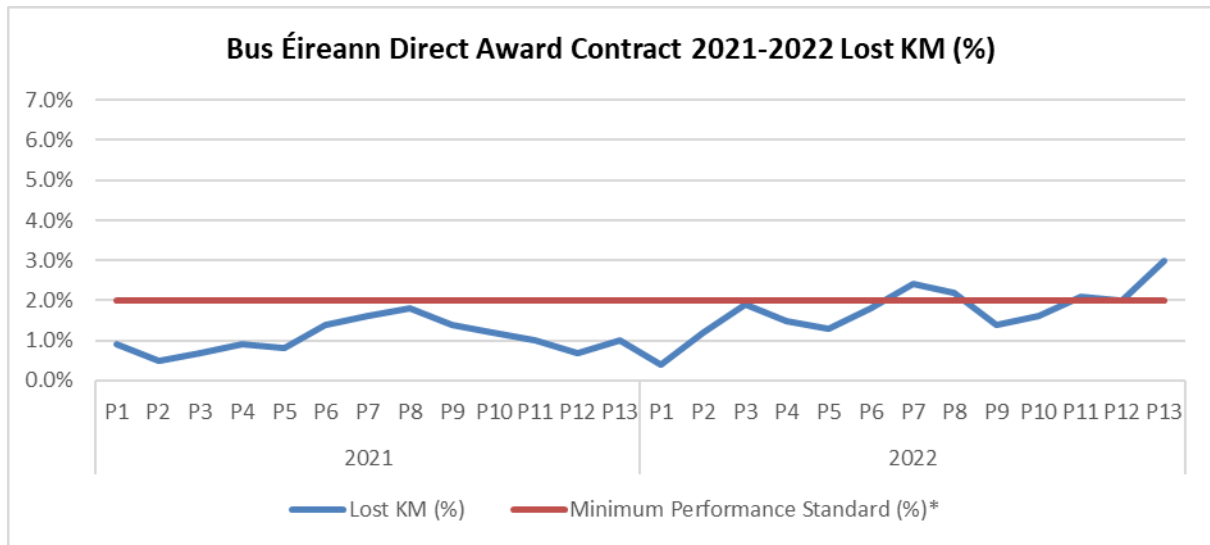
*Note - The Lost KM Minimum Performance Standard (MPS) transitioned to a route specific MPS of 2% per route per period for Dublin Bus from Period 1 2020.

Figure 17 – Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA) reliability performance 2021-2022



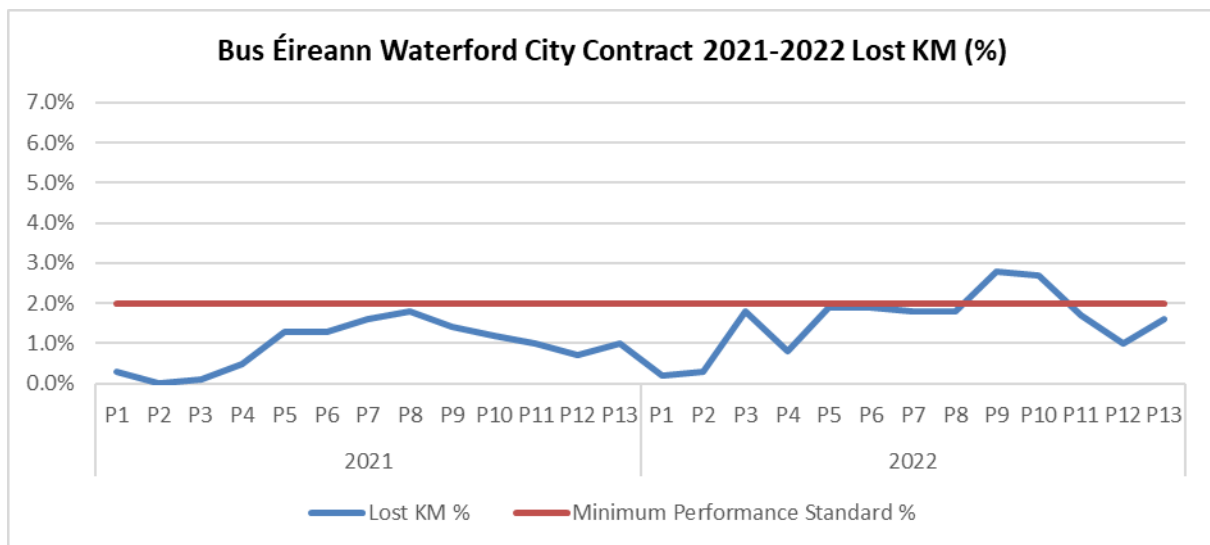
Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 18 – Bus Éireann Direct Award Contract reliability performance 2021-2022



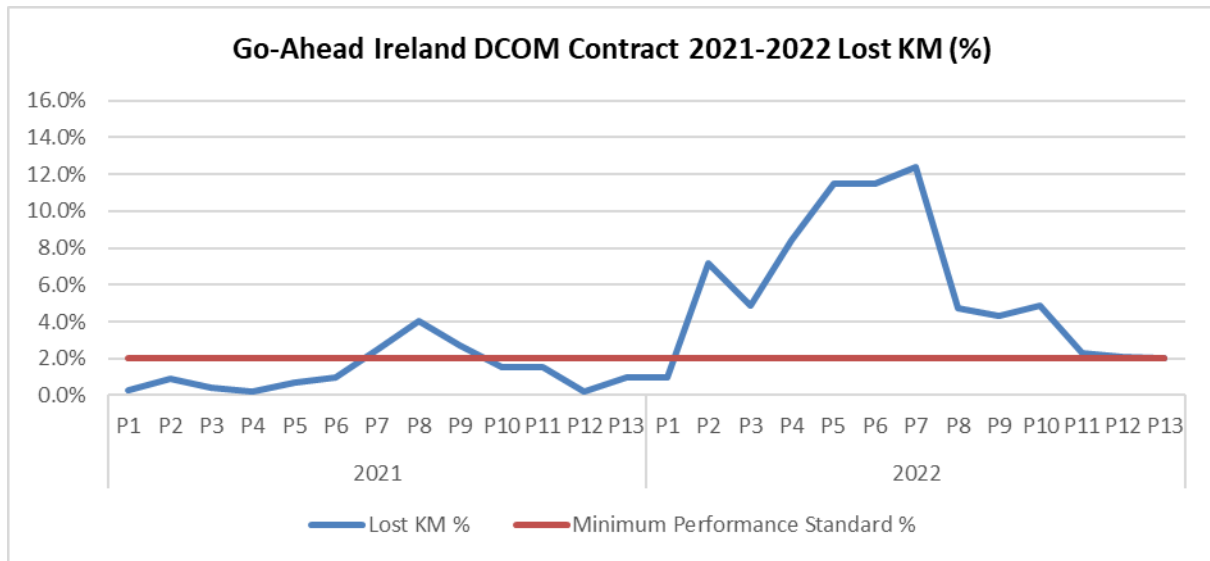
Note - the Lost KM Minimum Performance Standard (MPS) transitioned to a Route specific MPS of 2% per route per period for Bus Éireann from Period 1 2020.

Figure 19 – Bus Éireann Waterford City reliability performance 2021-2022



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

Figure 20 – Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) reliability performance 2021-2022



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 21 – Iarnród Éireann reliability performance 2021- 2022

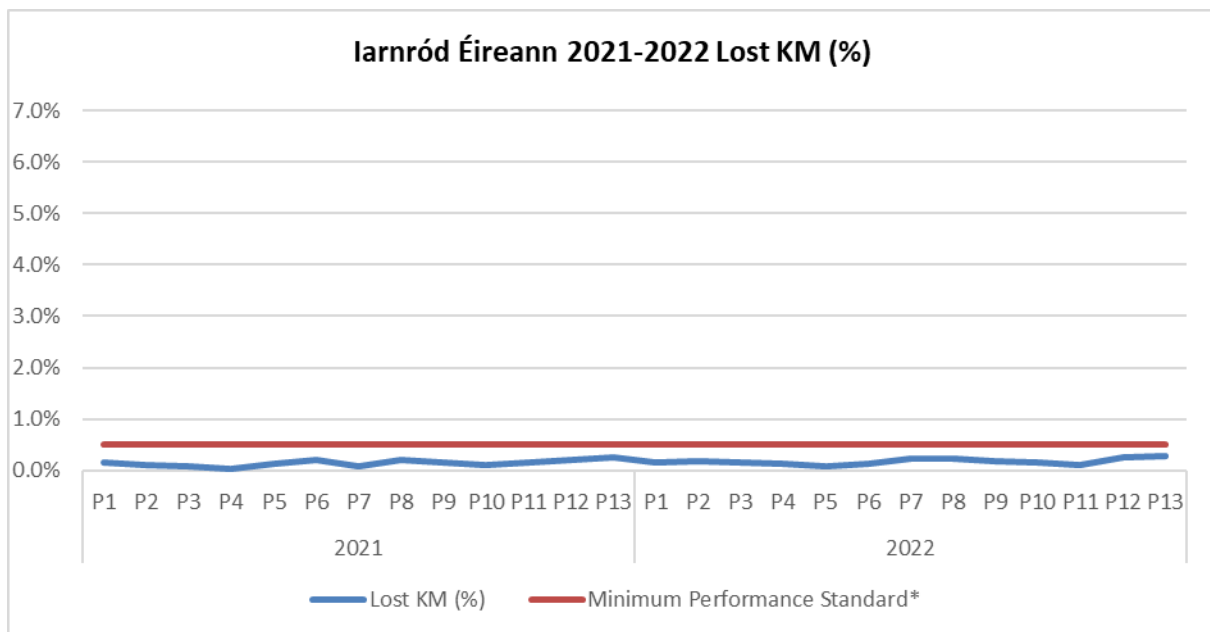
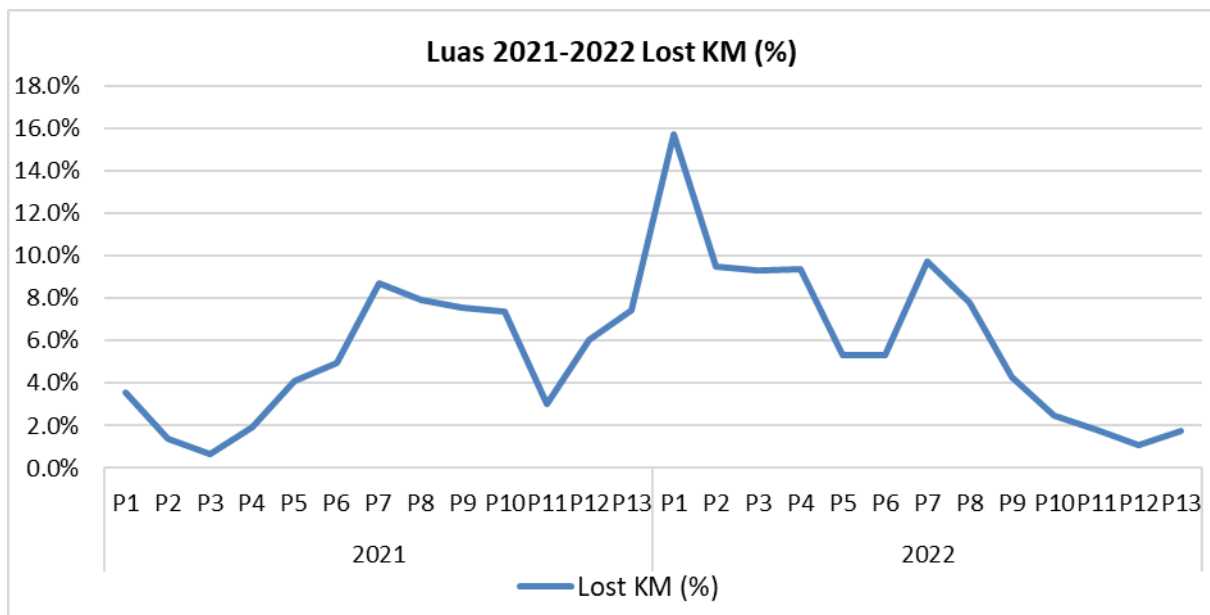


Figure 22 – Luas reliability performance 2021- 2022



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 23-29 below detail the 2022 complaint rates per 100,000 passengers for each of the PSO operators, with figures shown for 2021 for comparison purposes.

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 23 – Dublin Bus complaint rate per 100,000 passengers 2021- 2022

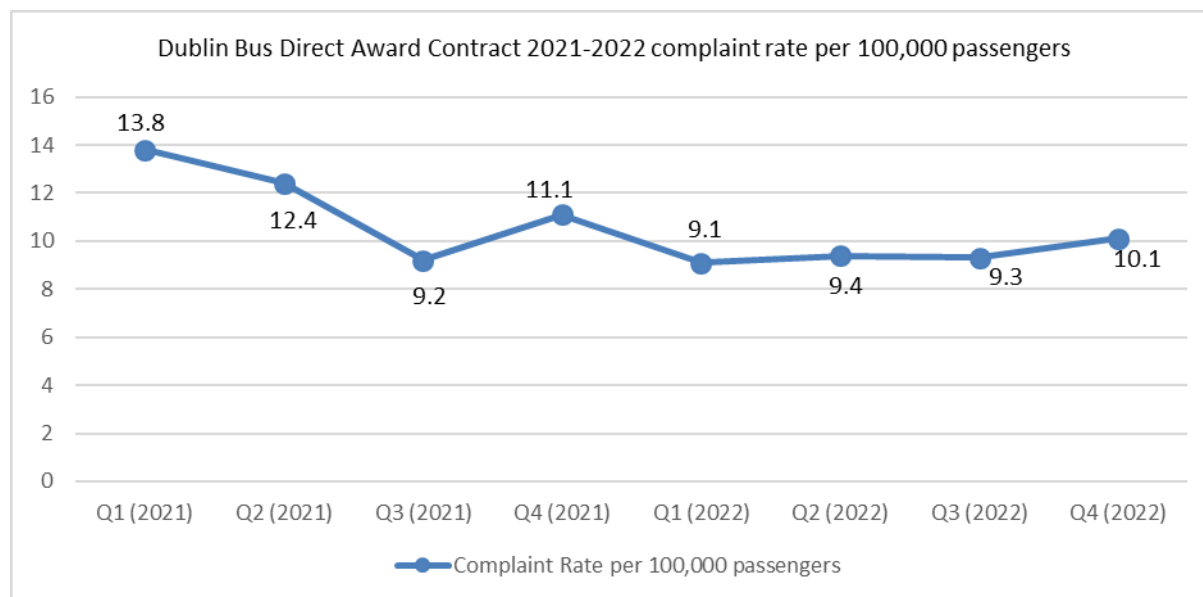
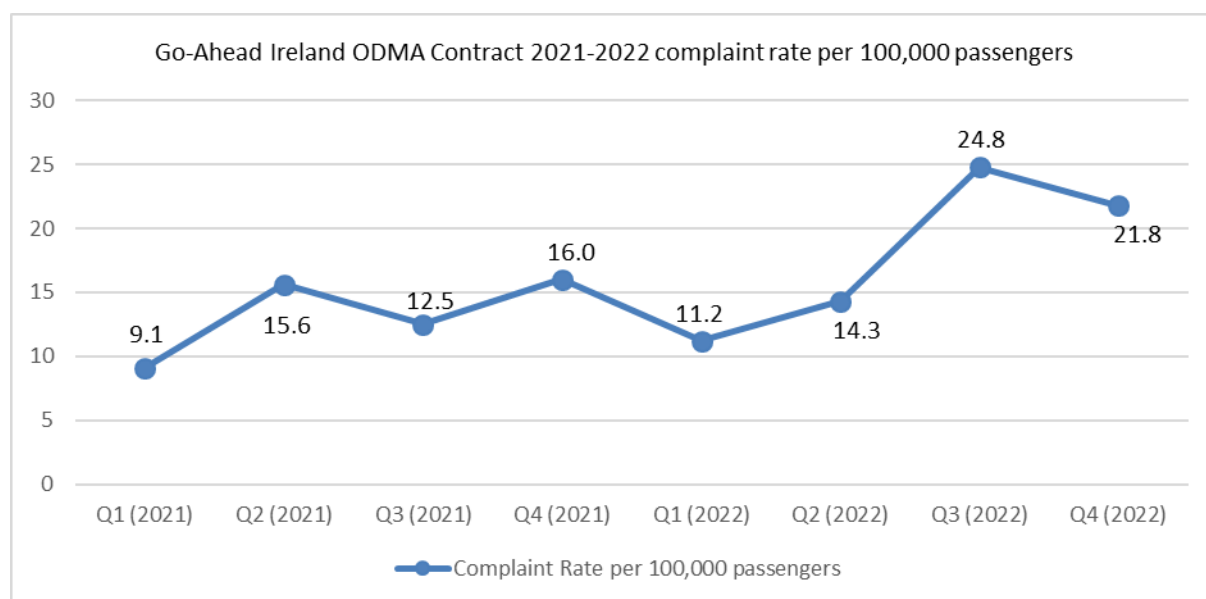


Figure 24 – Go-Ahead Ireland Outer Dublin Metropolitan Area complaint rate per 100,000 passengers 2021-2022



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

Figure 25 – Bus Éireann Direct Award Contract complaint rate per 100,000 passengers 2021-2022

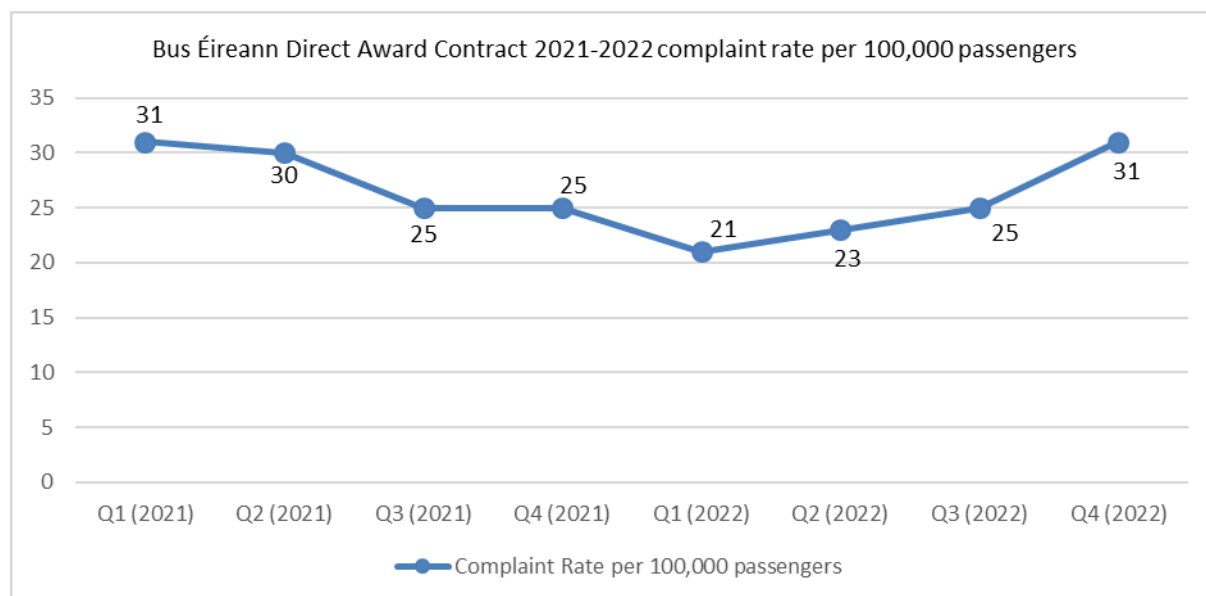
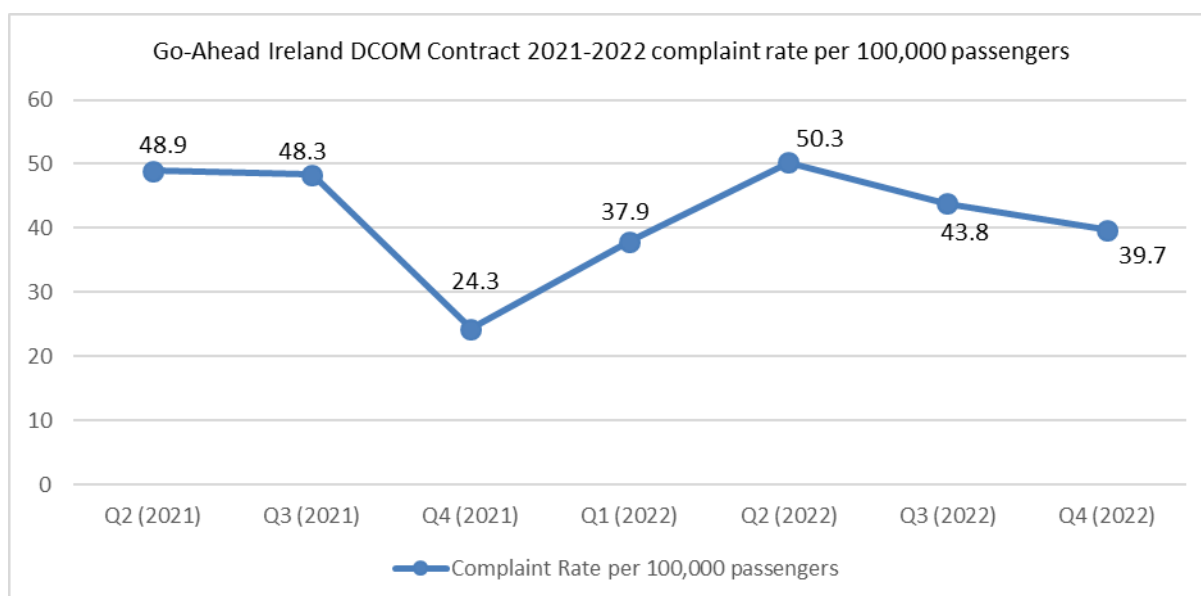


Figure 26 – Bus Éireann Waterford City Contract complaint rate per 100,000 passengers 2021-2022



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

Figure 27 – Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) complaint rate per 100,000 passengers 2021-2022



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

Figure 28 – Iarnród Éireann complaint rate per 100,000 passengers 2021-2022

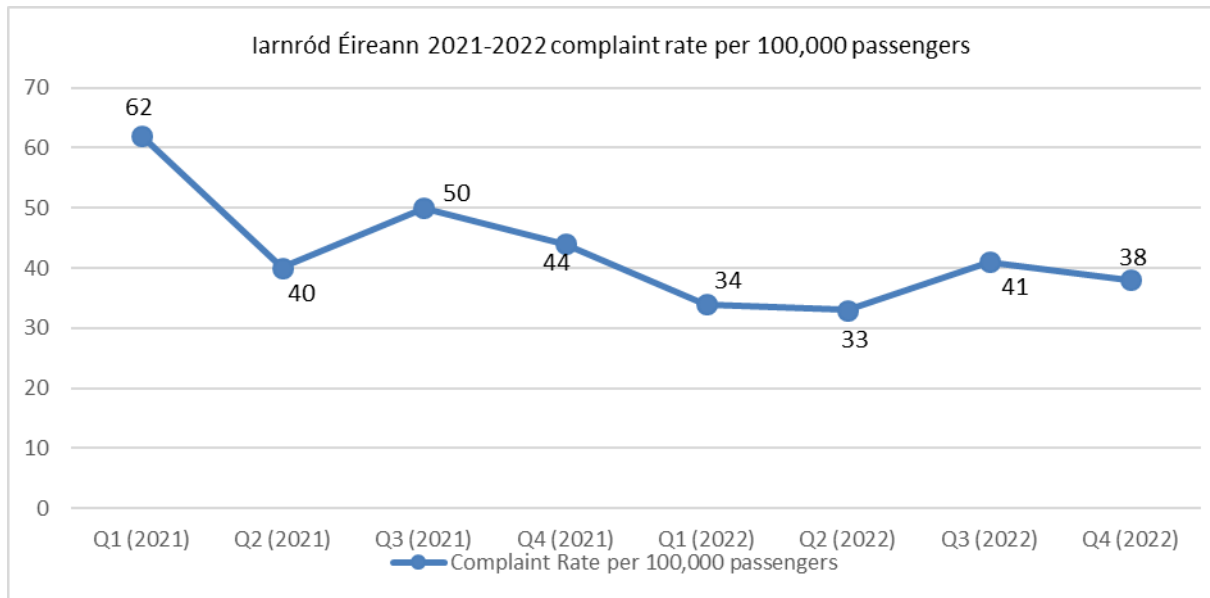
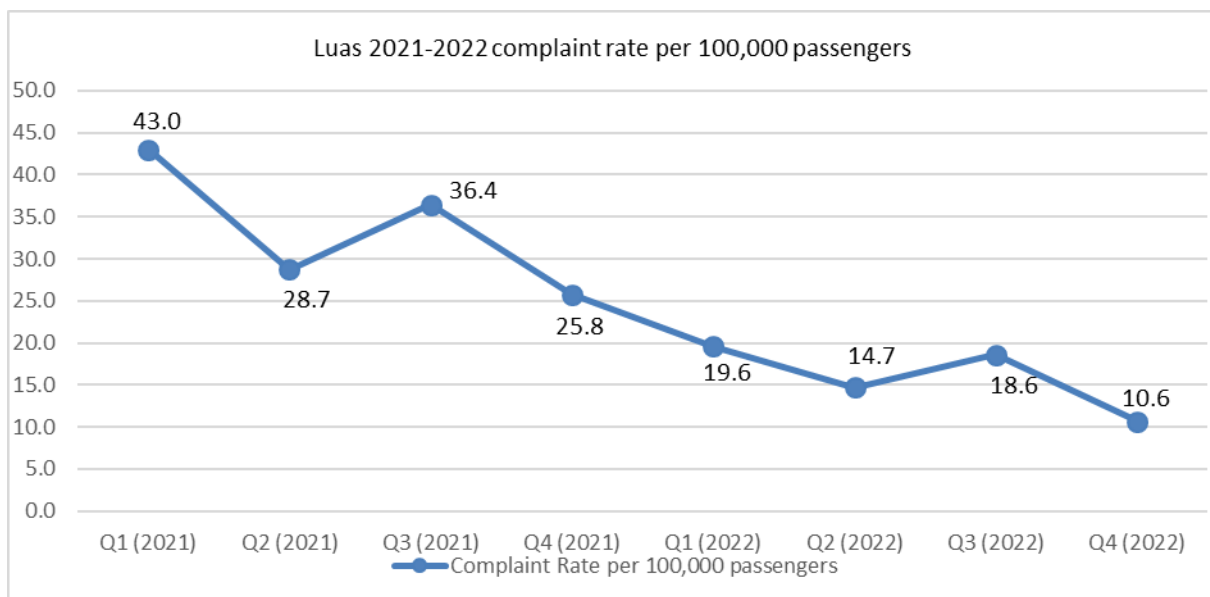


Figure 29 – Luas complaint rate per 100,000 passengers 2021-2022



PowerPoint presentations of detailed results of NTA Bus Mystery Passenger Surveys undertaken during each quarter of 2022 are available in the Public Transport Services section of the NTA website. Some highlights for each operator in 2022 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 97% 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 2022, 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.

The figures outlined in Table 4 show the performance related deductions incurred and incentive payments received by each operator in 2022. Incentive payments for the Iarnród Éireann contract exceeded deductions in 2022. Performance related deductions exceeded incentive payments for all other bus and Luas contracts in 2022.

Table 4 – 2022 Performance Related Incentive Payments & Deductions (€m)

Operator / Contract	2022 deductions applied (€m)	2022 incentives applied (€m)
Iarnród Éireann	0.105	0.389
Dublin Bus	8.002	0.103
Bus Éireann (Direct Award)	2.035	0.090
Bus Éireann Waterford City	0.035	0.023
Go-Ahead Ireland Outer Dublin Metropolitan Area	2.441	0
Go-Ahead Ireland Dublin Commuter Outer Metropolitan	0.609	0
Luas	4.148	0