

Public Service Obligation Contracts Annual Performance Report 2024



CONTENTS

CHIEF EXECUTIVE’S OVERVIEW	3
OVERVIEW OF PUBLIC SERVICE OBLIGATION CONTRACTS	4
Direct Award Contracts	4
Competitively Tendered Contracts	4
Network Development	5
PASSENGER NUMBERS	7
PUNCTUALITY BY CONTRACT AND REGION	10
RELIABILITY BY CONTRACT (LOST KILOMETRES)	18
CUSTOMER SERVICE QUALITY BY CONTRACT.....	24
DETAILS OF CONTRACTUAL INCENTIVE PAYMENTS AND DEDUCTIONS	29

Chief Executive's Overview

2024 was an exceptionally busy year for the NTA with a record number of people using public transport in Ireland. In addition, major projects, plans and initiatives commenced, were advanced and completed during the year. There were a number of key achievements and some challenges that the NTA had to contend with in 2024. Though much improved in 2024, reliability and punctuality of PSO bus services primarily caused by resource availability and traffic congestion particularly in our urban areas continued to cause some issues. That said, the NTA in consultation with the operators worked tirelessly to resolve the issues. Operators made great strides in 2024 recruiting additional drivers with their focus now turning to recruiting additional vehicle mechanics of which there is a significant shortage in the State at present.

The new Direct Award Contracts for Dublin Bus and Bus Éireann commenced in December 2024 and will run to 2029.

Our bus network redesign continued in 2024. The new N2 route under BusConnects Dublin network redesign was delivered. In addition, enhancements were made to Sligo Town bus services with the addition of new route S3 and enhancements to existing route S1. The implementation plan for the BusConnects Network Redesigns for Cork, Limerick and Galway were progressed in 2024 and a public consultation was held in Summer 2024 regarding the Draft Waterford BusConnects Network Redesign proposals for the city.

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.

Hugh Creegan

Interim 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 Iarnród Éireann in December 2019, and with Dublin Bus and Bus Éireann in December 2024.

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 2024, excluding Rural Transport Programme services.

Direct Award Contracts

NTA’s contracts with Dublin Bus and Bus Éireann expired in November 2024. The Authority decided to enter into further direct award contracts with Dublin Bus and Bus Éireann for a five-year period from December 2024 with measures included to improve operational performance across these contracts.

The Direct Award contract with Iarnród Éireann runs from 2019 to 2029. In 2023, the financial reporting for this contract transitioned from net cost to gross cost.

Competitively Tendered Contracts

Table 1 details the principal operators of tendered bus services in 2024.

The procurement and mobilisation of a number of significant contracts progressed during 2024.

The Outer Dublin Metropolitan Area (ODMA) contract, currently operated by Go-Ahead Ireland, was retendered under three lots, North, South or the combined North and South package of routes. Following the tender process Go-Ahead Ireland were identified as the preferred tenderer and a Letter of Intent to enter into a new contract was issued in late 2024, with mobilisation commencing in 2025.

Route 139 was awarded to incumbent JJ Kavanagh, with the new contract commencing in April, including an increase in frequency to hourly.

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

A tender competition for the operation of route 245x between Cork and Dublin was undertaken during 2024, with Bus Éireann being awarded the contract.

A tender competition for the operation of new bus services in Portlaoise was undertaken during 2024, with City Direct being awarded the contract.

The retendering of bus services in Kilkenny City commenced in late 2024, including service enhancements to the current timetable.

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

- The Dublin Commuter Contract provided by Go-Ahead Ireland was extended for 1 year to November 2026.
- Contract with City Direct in respect of services in Kilkenny City to January 2025.
- The Waterford City Contract provided by Bus Éireann was extended for one year to June 2026.

Table 1 - Principal operators of tendered bus services

Operator	Routes operated
Andrew Wharton Coach Hire	Route 975 between Cavan and Longford
Moorhill Capital Ltd	Route 310 in Limerick
Finnegan Bray Ltd	Routes 143 and 144
Bus Éireann	Routes W1, W2, W3, W4 and W5 in Waterford City
Bus Éireann	East Coast Commuter Routes 101, 101X, 131 and 133
Bus Éireann	Routes CW1 and CW2 in Carlow Town
City Direct	Routes KK1 / KK2 in Kilkenny City
JJ Kavanagh and Sons	Route 139 between Naas and Blanchardstown
City Direct	Routes 410, 411 and 412 in Galway City
City Direct	Routes PL1 and PL2 in Portlaoise Town
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	Routes W4 (Tallaght to Blanchardstown), W61 and W62 (Linking West Dublin and North Kildare)
Go-Ahead Ireland	Route 197 between Swords and Ashbourne

Network Development

Contracted bus and rail services were regularly revised in 2024 to stimulate growth in public transport use and to respond to changes in demand and the effects on services of traffic congestion. Key network developments in 2024 included:

Town Bus Services

The introduction of a new route S3 and later evening services on the S1 in Sligo Town was substantially complete in 2024, with the services launched in February 2025. The S3 provides local

public transport connectivity to Finisklin Business Park, Magheraboy and Doorley Road areas and provides connections with Bus and Rail services in Sligo Town. With the addition of later evening services on S1, the entire Sligo Town bus network now operates up to midnight supporting the night time economy of the town.

Mobilisation of new town services in Portlaoise was substantially complete in late 2024, with a new operator depot being established and the recruitment of drivers having been completed.

A public consultation took place on a proposed Letterkenny Town Bus Service in July 2024.

BusConnects Dublin Area Network Redesign launches

Route N2 of Dublin Area Bus Network Redesign (NRD) was launched in September 2024 in advance of the launch of the wider Phase 6a. Communications to launch this service included local press, local radio, social media, bus shelters, booklet door drops within the vicinity of the new routes and brand ambassador activity.

Other network development initiatives progressed in 2024 include;

- BusConnects Cork – Planning continued for implementation of the Network Redesign.
- BusConnects Limerick and Galway – Planning commenced for implementation of the Network Redesign.
- BusConnects Waterford – Public consultation held on the Draft Network Redesign proposals in Summer 2024.
- Connecting Ireland – 45 new and enhanced routes in 2024.
- Amendments to various routes to address capacity and congestion issues across the network; and
- Planning for the provision of new town bus networks in Mullingar, Ennis and Letterkenny as well as undertaking work to further improve and enhance pre-existing town services in Sligo, Kilkenny, Athlone, Dundalk and Drogheda.

Irish Rail

NTA and Irish Rail introduced hourly Enterprise services between Dublin and Belfast; including pre-9am arrivals in both cities. Further enhancements were made on the Dublin – Galway route including early morning and late evening services to Galway, new Tullamore services and extra services on Sundays. Extra services were also provided on the Dublin – Waterford route including a later evening service in both directions and additional services on Sundays. The Cork Commuter network saw 10 new Saturday services and six new Sunday services in each direction, delivering a consistent half hourly Saturday and hourly Sunday service.

Additional services were added at a number of stations including Oranmore, Attymon, Monasterevin and Newry, enhancing connectivity in these areas. A new station opened at Kishogue providing additional commuting options for residents and visitors to the area. Broombridge was added as a stop on all Dublin – Sligo services, providing for easier interchange with LUAS Green Line services.

Finally, the expansion of the Intercity railcar fleet, with 41 new carriages added provided for improved capacity on key routes including Galway, Limerick, Waterford, Tralee, and Westport to Dublin Heuston and Sligo to Dublin Connolly.

Passenger Numbers

The recovery from the impacts of COVID-19 was fully reflected in 2023, which continued into 2024. New and improved services making public transport more attractive to more people, led to an increase in public transport passenger numbers in 2024. 2024 was a record year for public transport patronage in Ireland hitting 343.6 million and exceeding the 2023 total by more than 10%.

Overall, passenger numbers on contracted bus and rail services increased by over 32 million in 2024, compared to 2023 (+10.6%). Table 2 below details the number of annual passenger journeys on contracted services in 2024, compared to 2023. 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.

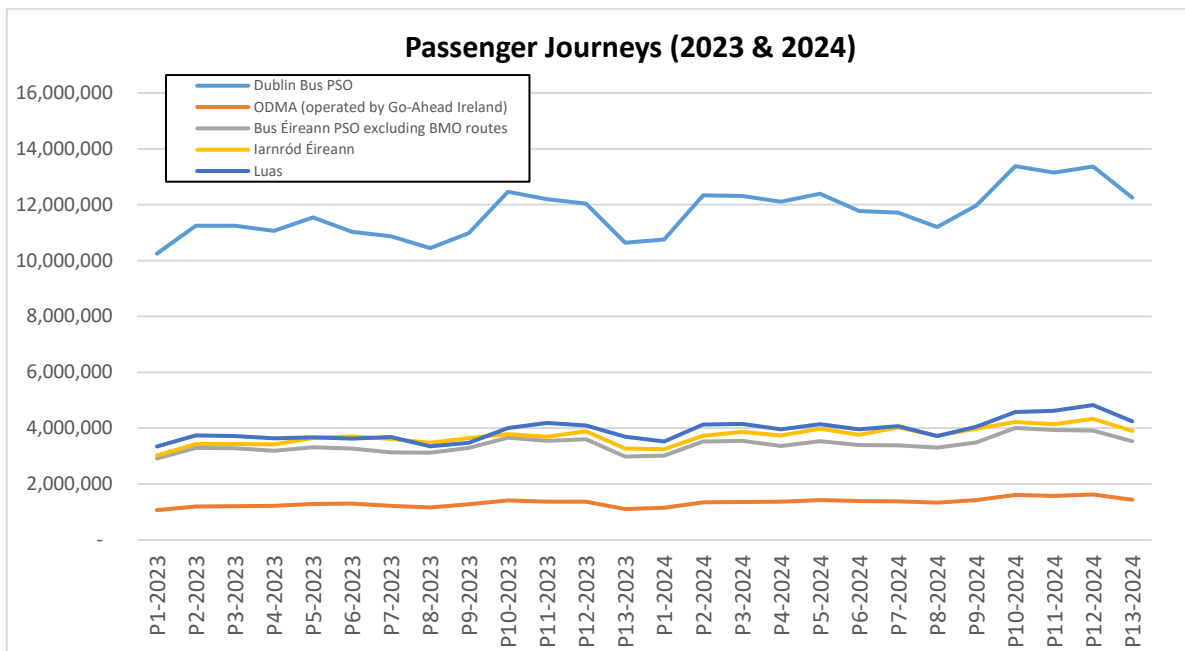
Table 2 – Annual passenger journeys on principal contracted services (millions)

Year	Dublin Bus	Bus Éireann Direct Award Contract*	Iarnród Éireann	Luas Light Rail	Other PSO Services	Go Ahead Ireland	Rural Transport Programme	Totals
2023	146.0	43.1	46.1	48.2	4.1	18.7	4.4	310.7
2024	159.0	46.0	50.6	54.0	5.7	22.6	5.8	343.6
<i>Difference</i>	<i>13.0</i>	<i>2.9</i>	<i>4.5</i>	<i>5.8</i>	<i>1.6</i>	<i>3.9</i>	<i>1.4</i>	<i>32.9</i>

**Direct Award Contract only. Bus Éireann Waterford, East Coast Commuter Corridor and Carlow Town 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 2023-2024



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 2023-2024

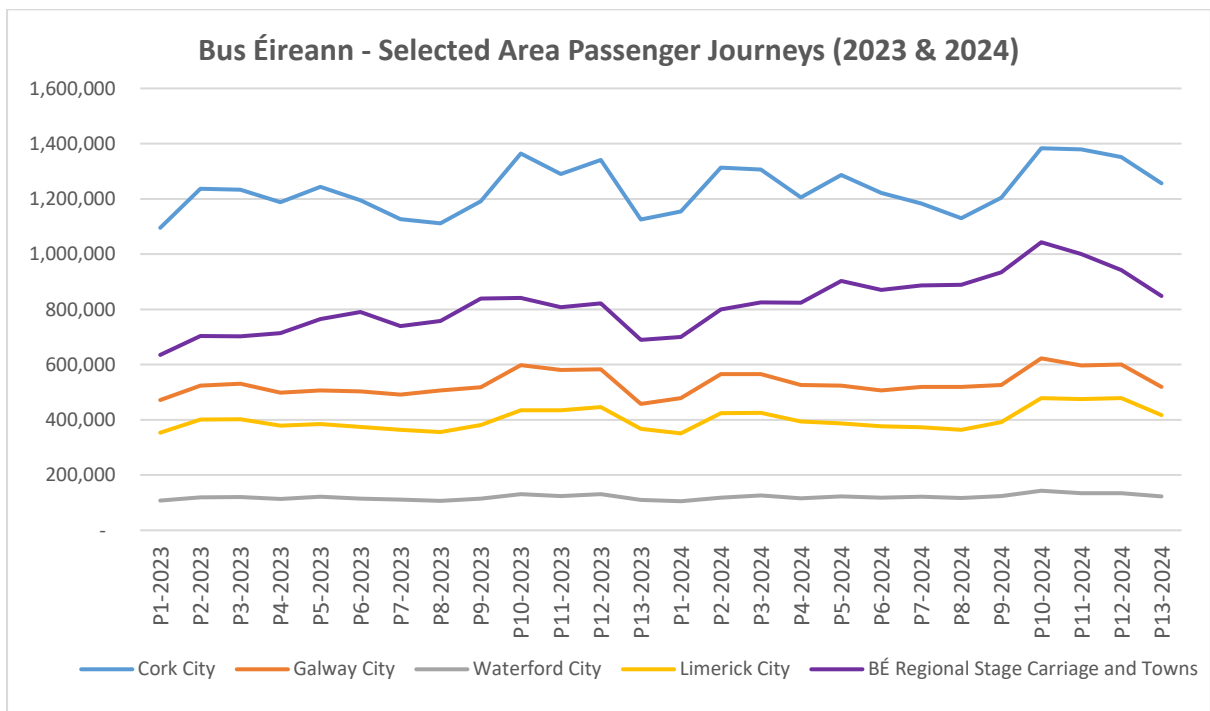


Figure 3 – Dublin Commuter Bus Routes (Bus Éireann plus Go-Ahead Ireland) periodic passenger journeys 2023-2024

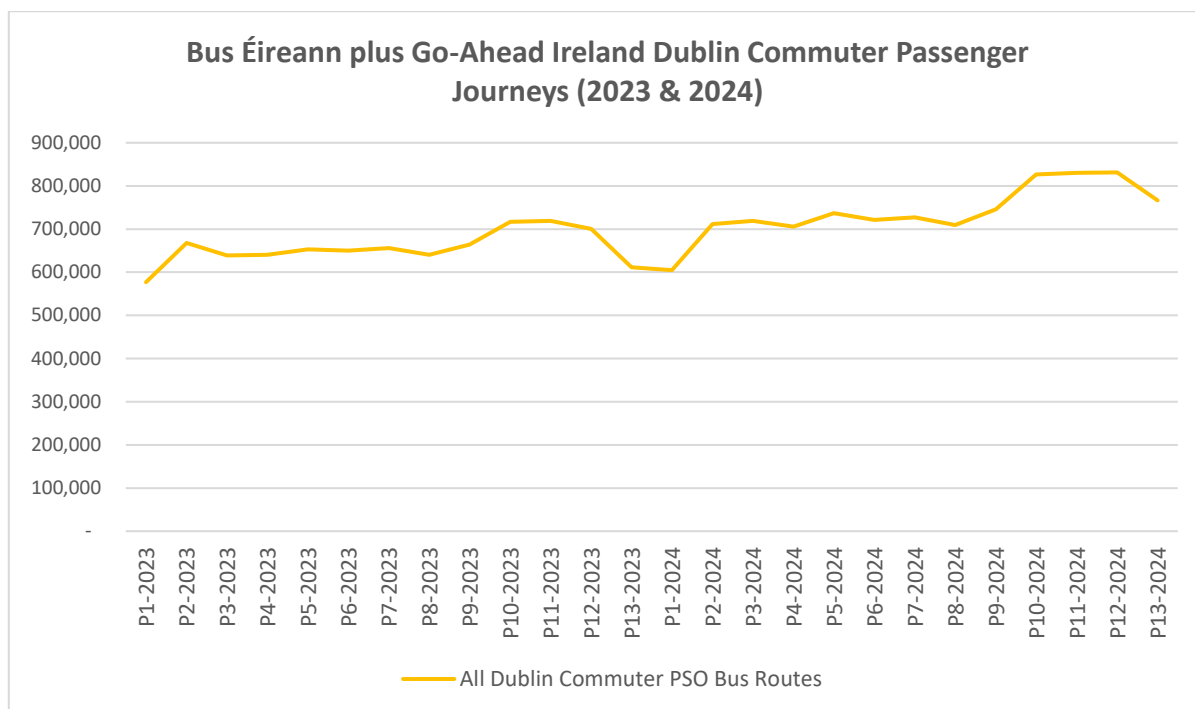
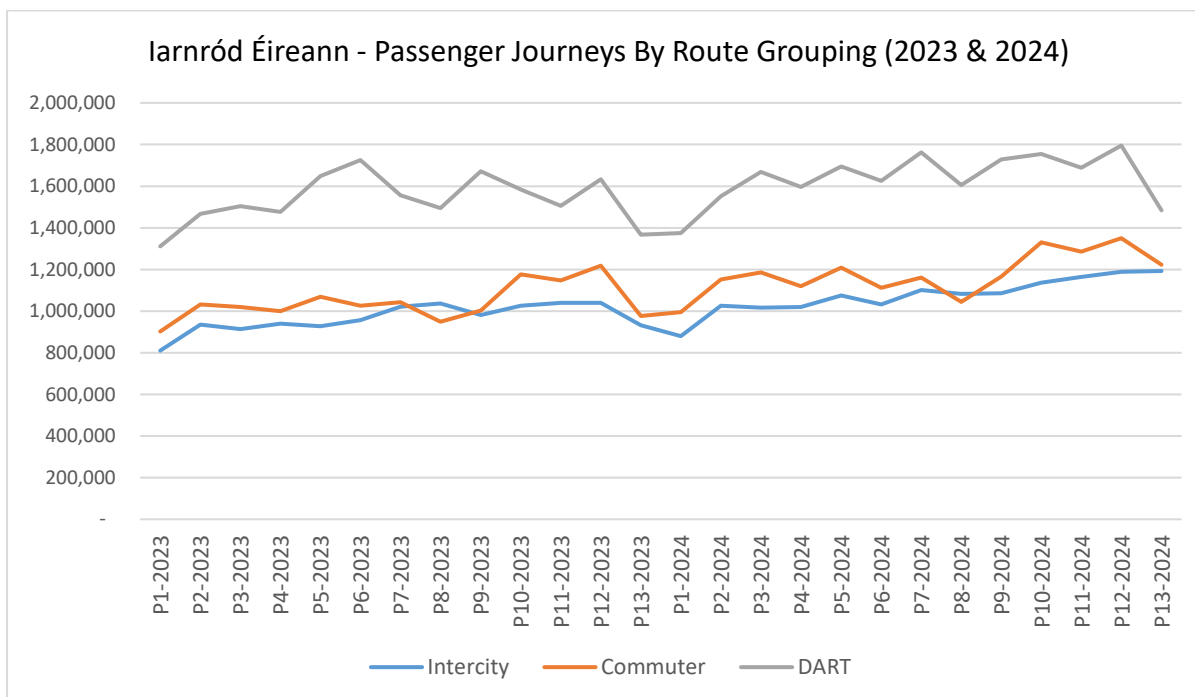


Figure 4 – Iarnród Éireann periodic passenger journeys by route subgroup 2023-2024



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 1990s 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:

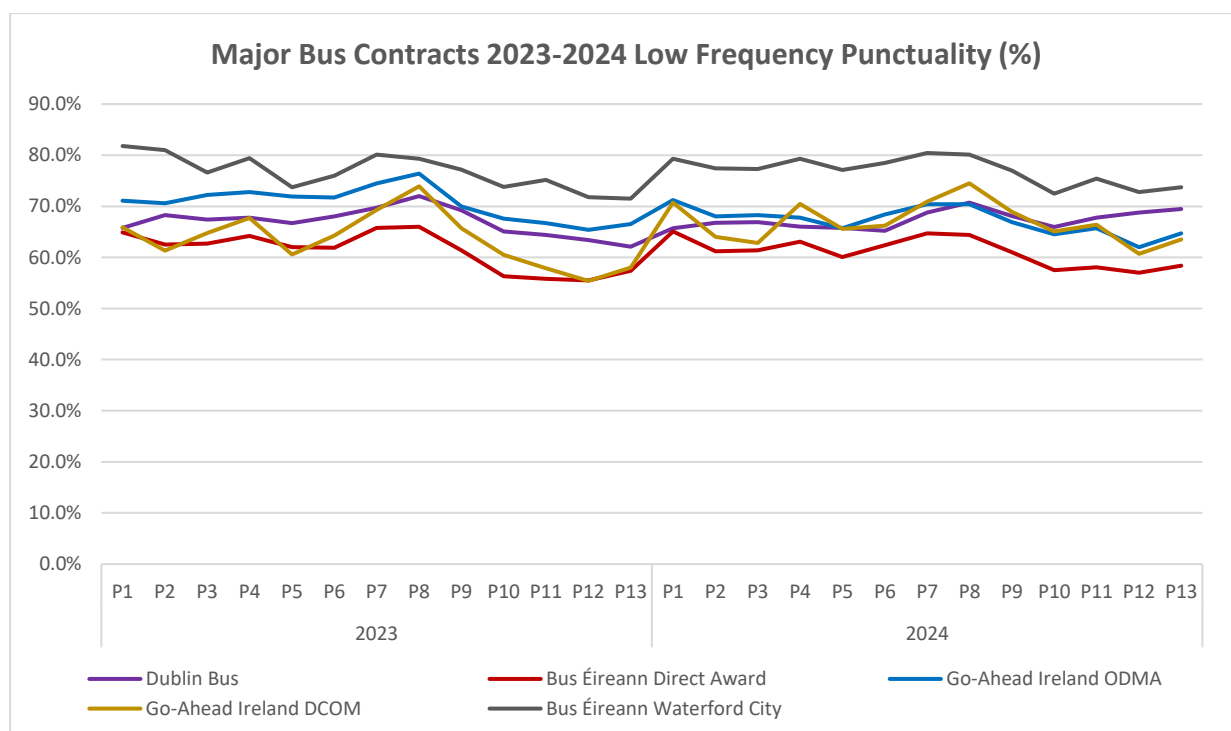
$$EWT \text{ (mins)} = \text{Average Actual Waiting Time (mins)} - \text{Average Planned Waiting Time (mins)}$$

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.

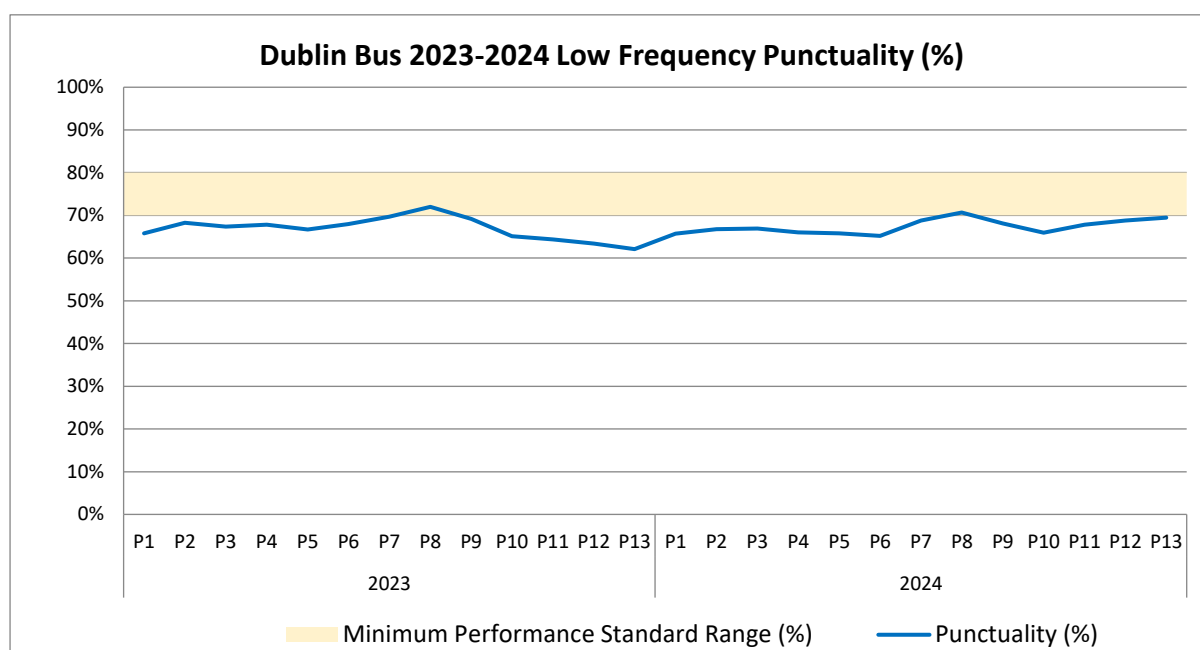
Figures 5 to 17 show punctuality performance on low frequency and high frequency routes by contract for 2024, with 2023 results included to show trends. Increasing patronage levels and traffic congestion impacted punctuality rates in 2024, with record numbers of bus passengers in 2024, compared to pre-pandemic levels. In addition, there has been increased variability in traffic levels during the working week in the post-Covid world, with the busier commuting days being Tuesday to Thursday in 2024. 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 2023-2024



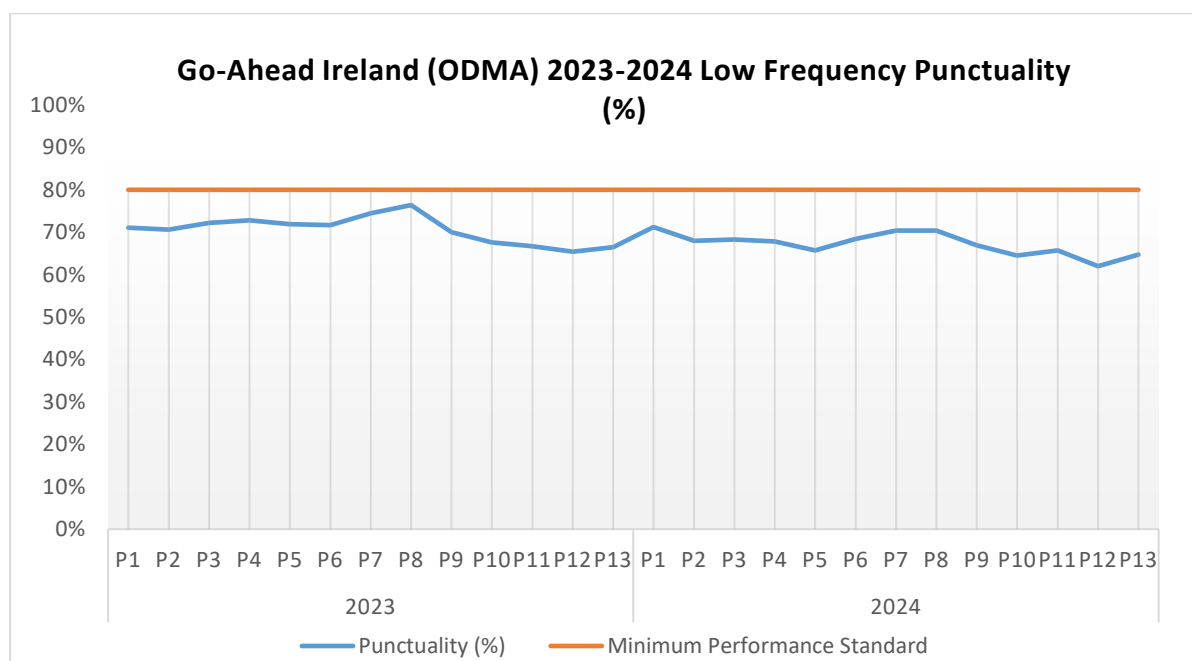
Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 6 – Dublin Bus low frequency punctuality performance 2023-2024



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. From P3 2022 onwards the Minimum Performance Standards ranged from 70% to 80%. More detail is available in the Public Transport Services section of the National Transport Authority Website.

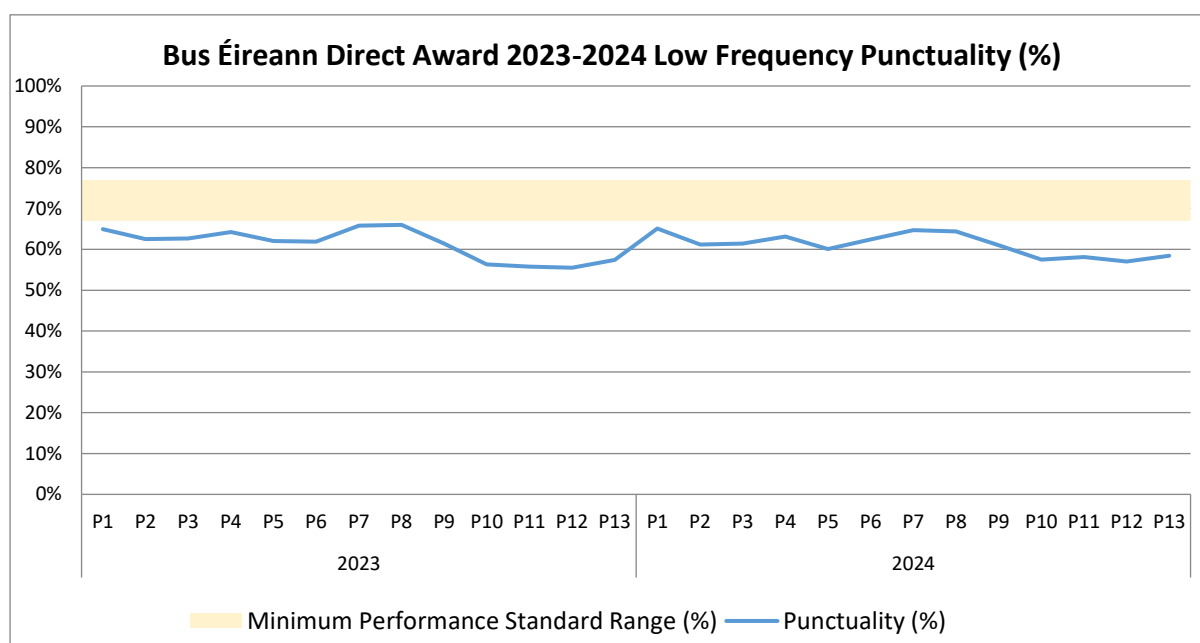
Figure 7 – Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA) low frequency punctuality performance 2023-2024



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.

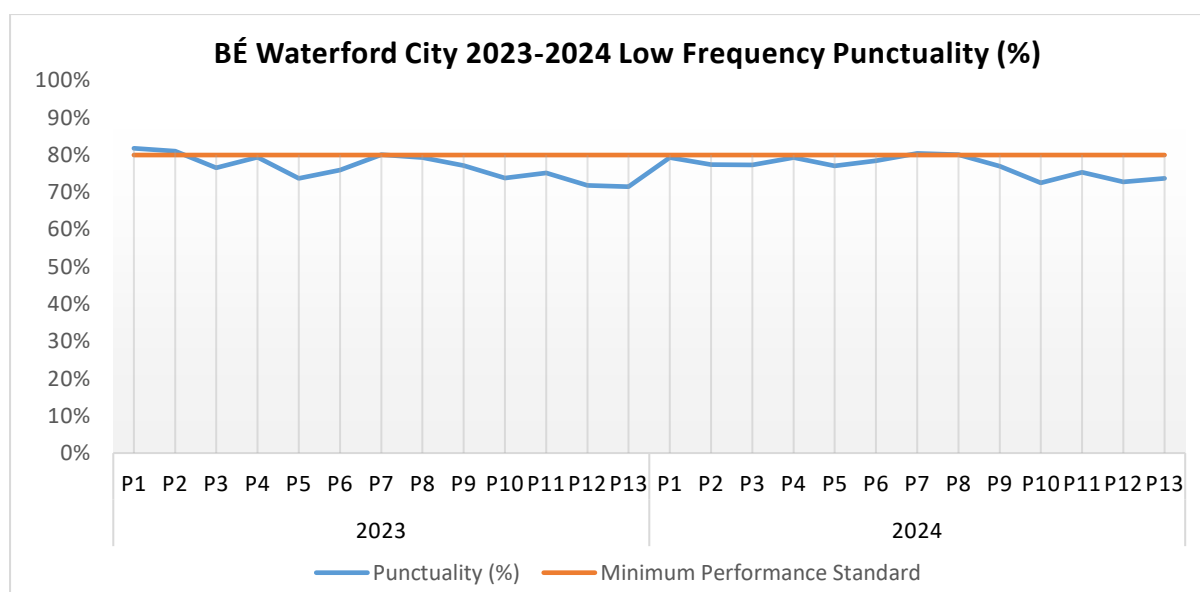
Note 2 - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 8 – Bus Éireann Direct Award Contract low frequency punctuality performance 2023-2024



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 67% to 77% in from P4 2022 onwards. More detail is available in the Public Transport Services section of the National Transport Authority Website.

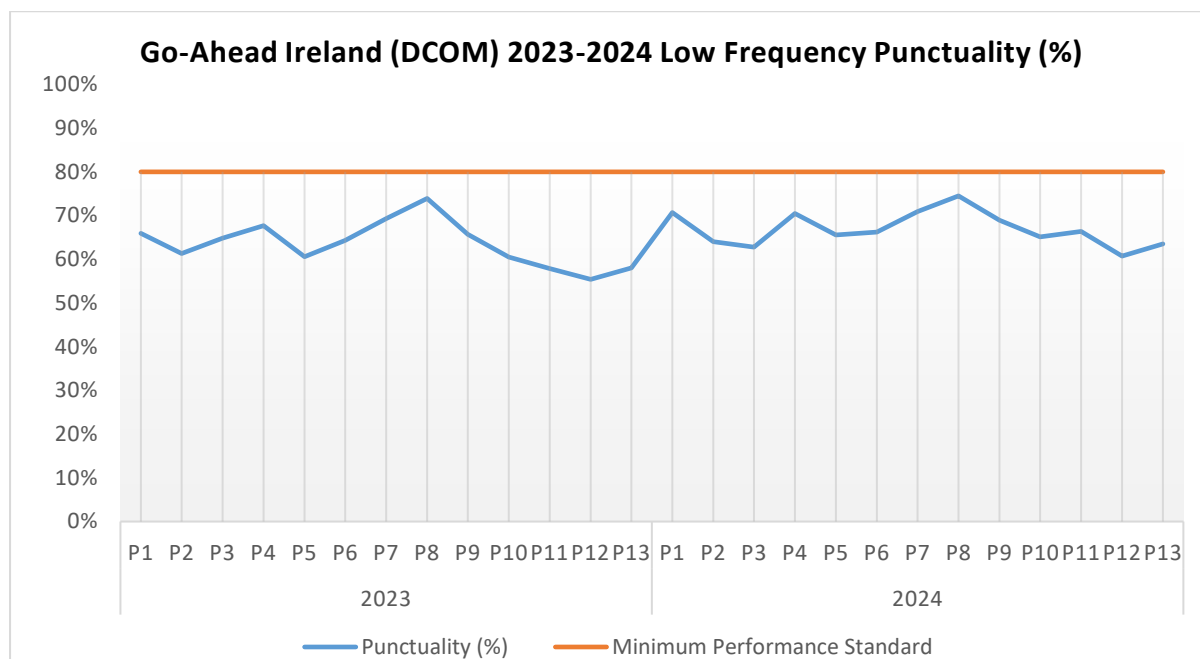
Figure 9 – Bus Éireann Waterford City Contract low frequency punctuality performance 2023-2024



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.

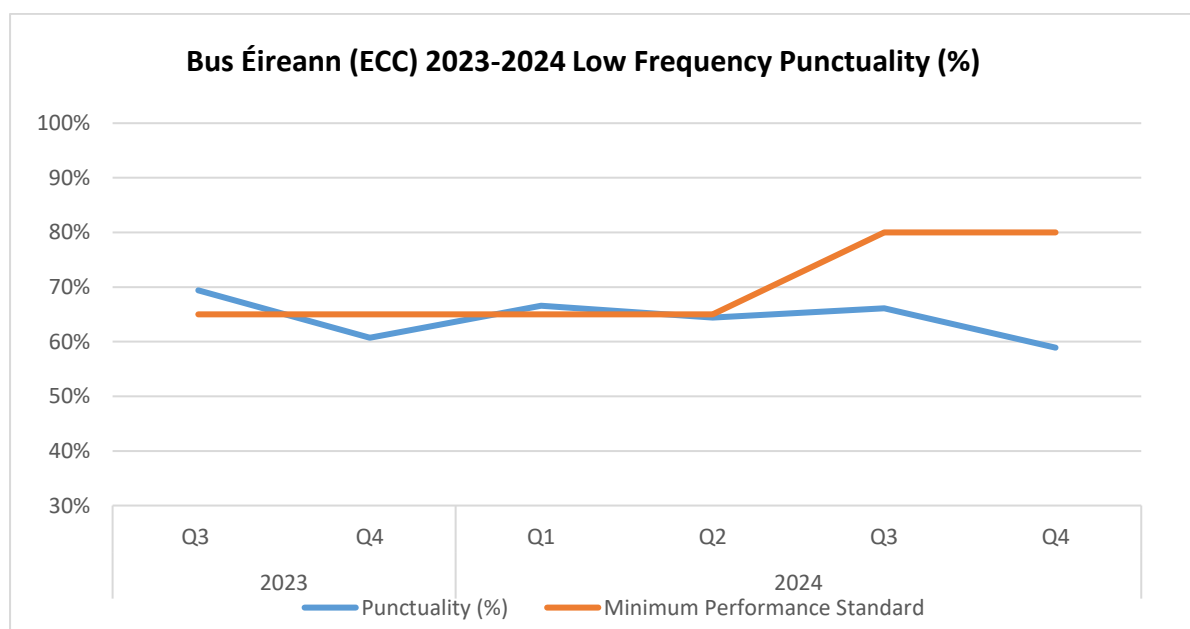
Figure 10 – Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) punctuality performance 2023-2024



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.

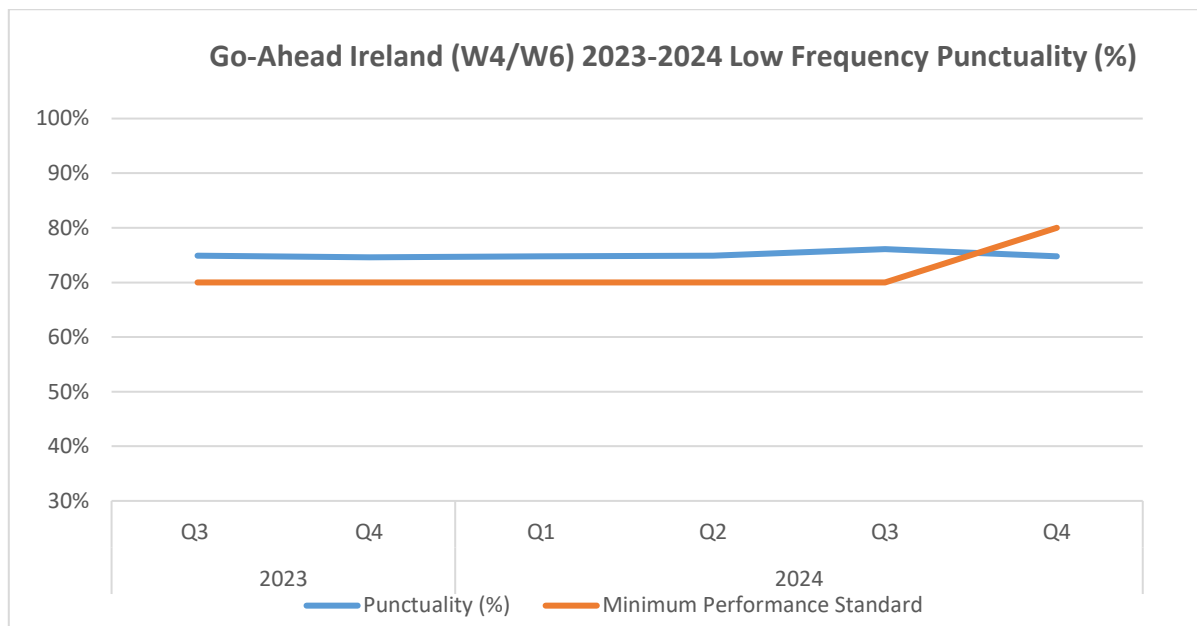
Figure 11 – Bus Éireann East Coast Commuter (ECC) punctuality performance 2023-2024



Note 1 – A punctuality minimum performance standard of 65% was implemented for the Bus Éireann ECC network for the first four quarters of operation. The MPS increased to 80% from Q3 2024 onwards.

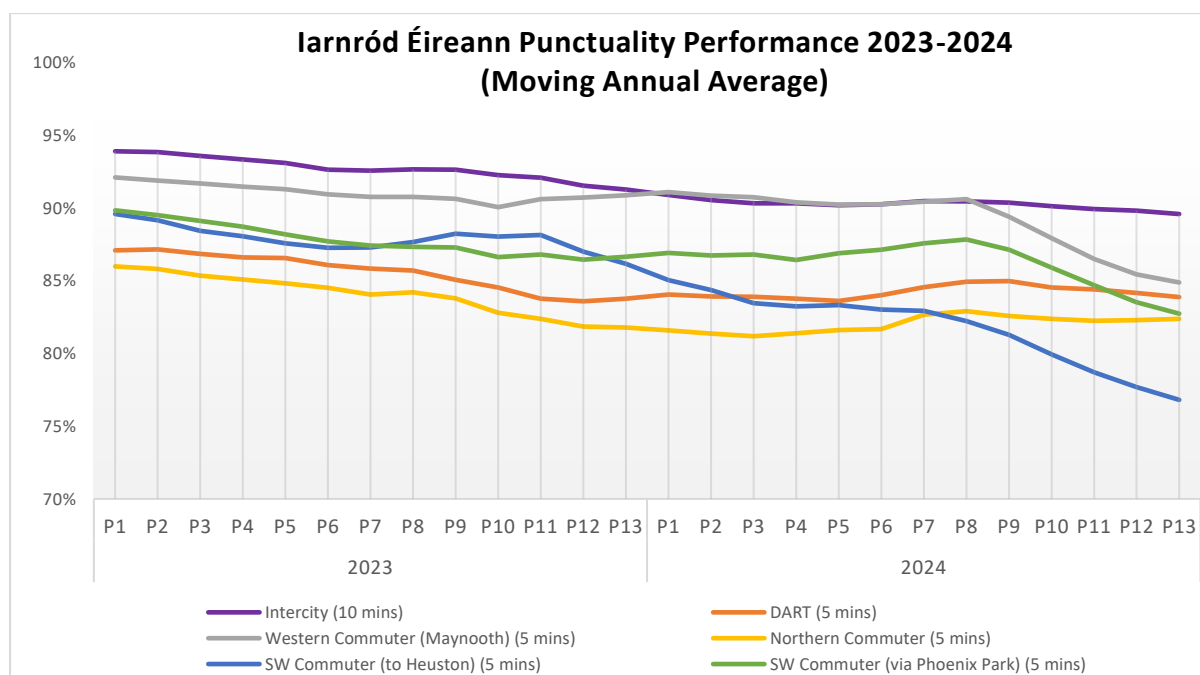
Note 2 - See Table 1 for detailed list of Bus Éireann ECC routes.

Figure 12 – Go-Ahead Ireland West Dublin Metropolitan (W4/W6) punctuality performance 2023-2024



Note 1 – A punctuality minimum performance standard of 70% was implemented for the Go Ahead Ireland W4/W6 network from the commencement of operation to Q3 2024. The MPS increased to 80% from Q4 2024 onwards.

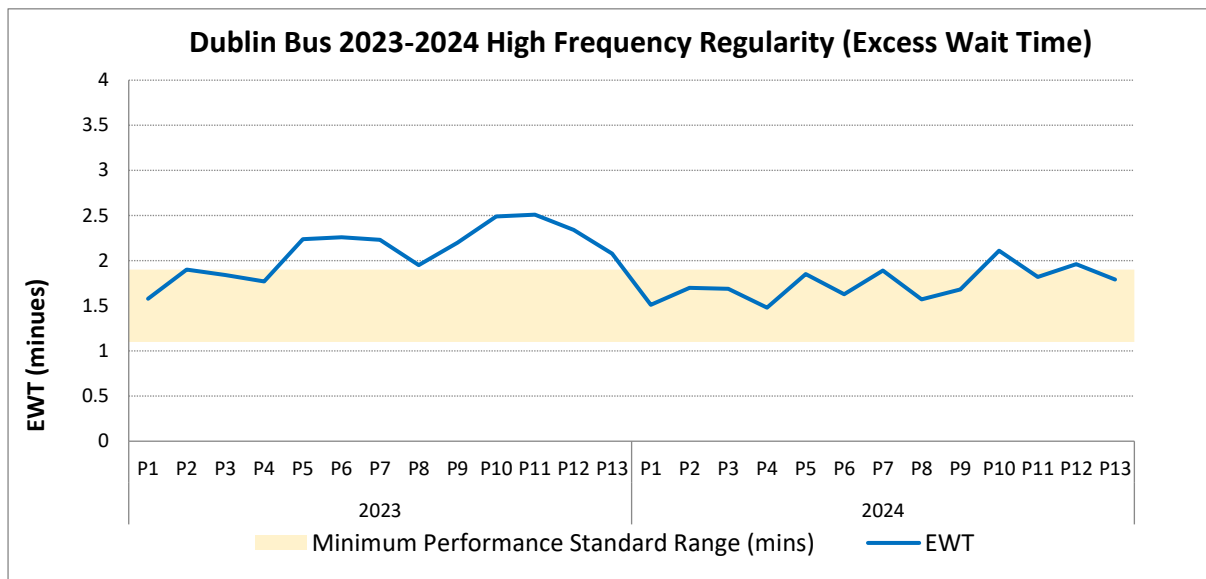
Figure 13 – Iarnród Éireann punctuality performance 2023-2024



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

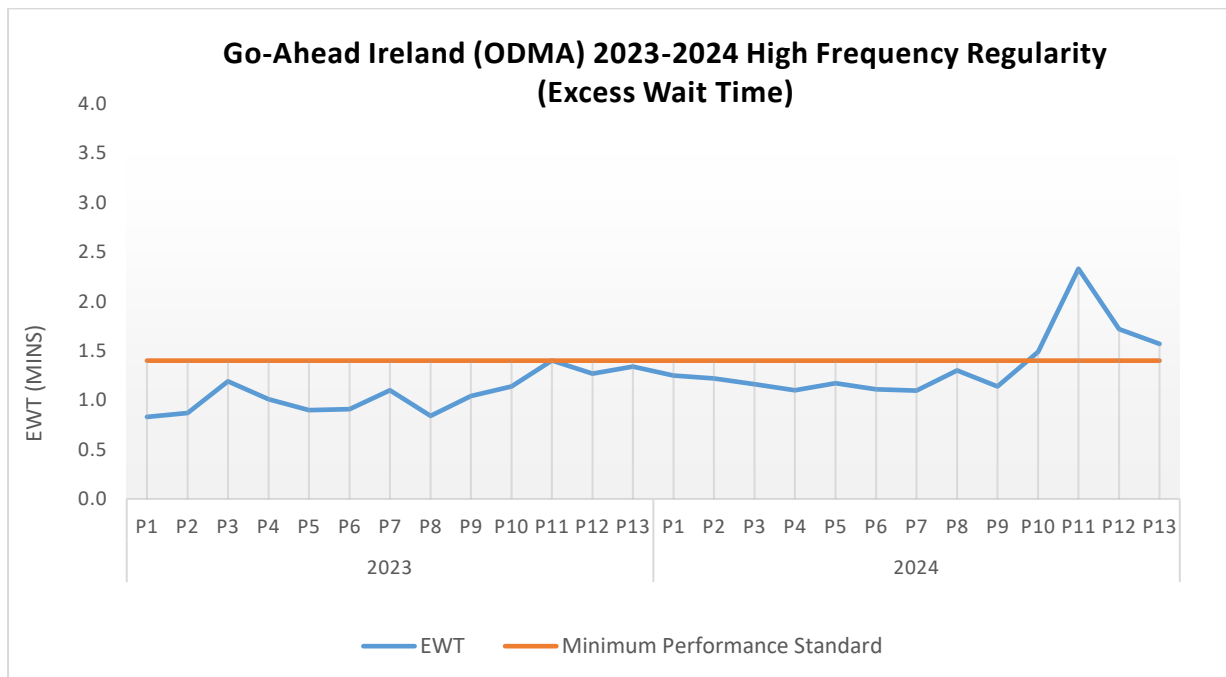
Note 2 – Minimum Performance Standards for Iarnród Éireann services in 2023 & 2024 ranged from 90.0% to 98.7%. More detail is available in the Public Transport Services section of the National Transport Authority Website.

Figure 14 – Dublin Bus High Frequency Regularity (Excess Wait Time) 2023-2024



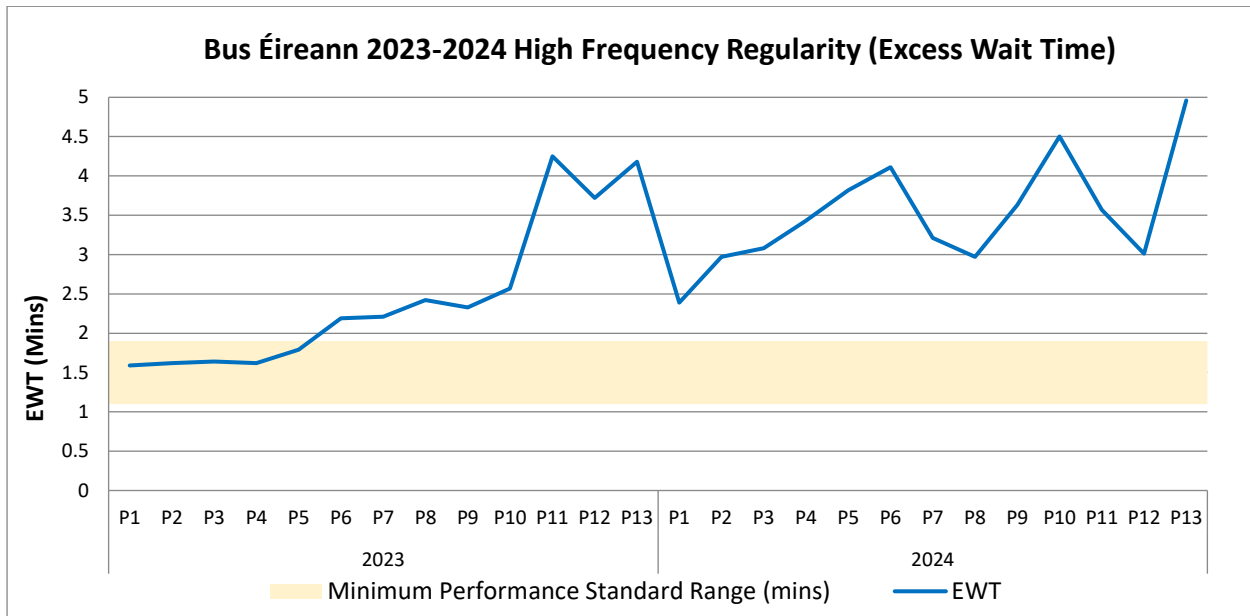
Note – the Dublin Bus high frequency punctuality Minimum Performance Standard (MPS) is a route specific MPS. The route specific Minimum Performance Standards ranged from 1.4 minutes to 2.3 minutes until P3 2022, and from 1.1 minutes to 1.9 minutes from P4 2022 onwards. More detail is available in the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

Figure 15 – Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA) High Frequency Regularity (Excess Wait Time) 2023-2024



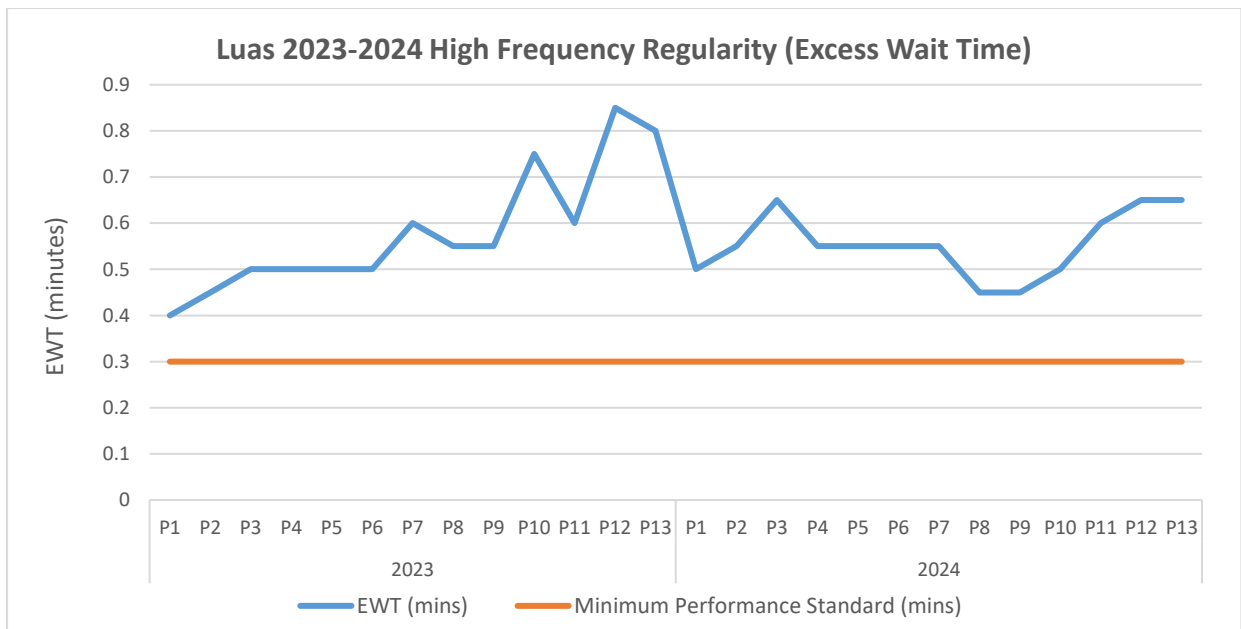
Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 16 – Bus Éireann Direct Award Contract High Frequency Regularity (Excess Wait Time) 2023-24



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 17– Luas High Frequency Regularity (Excess Wait Time) 2023-2024



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:

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

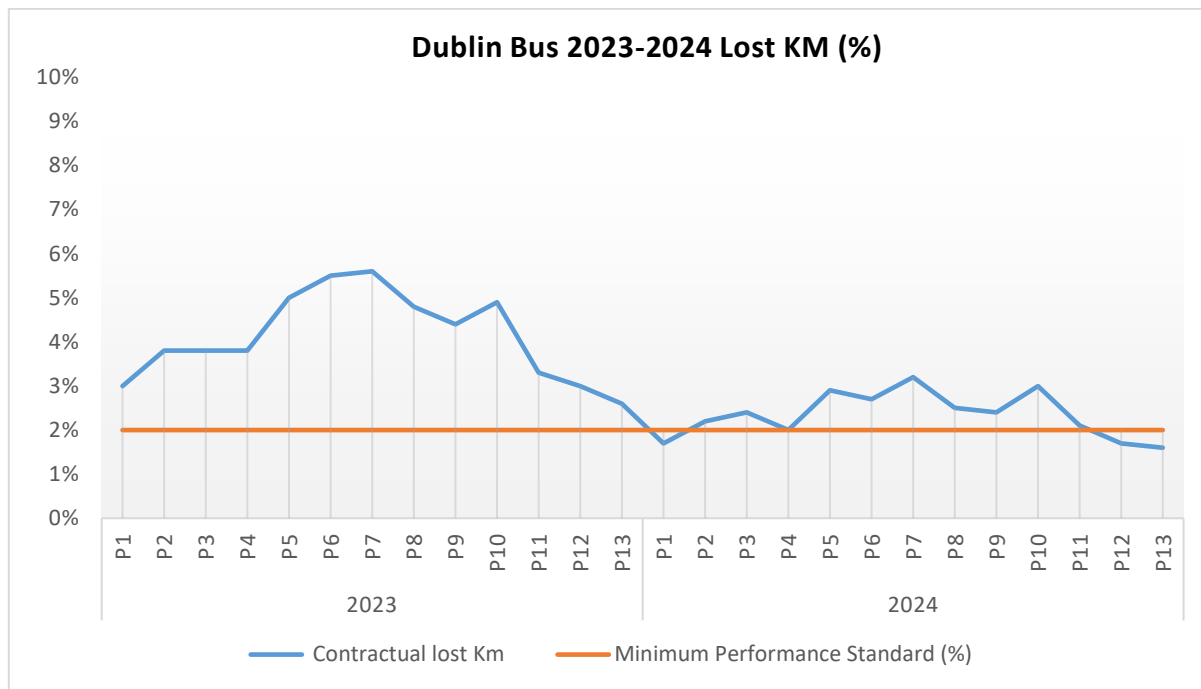
- The *Total Scheduled Services* is based on the route and timetable(s) for every bus service, as agreed with the NTA under each relevant PSO contract.
- The *Total Services Operated* is determined by the AVL (Automatic Vehicle Location) system which is installed on each bus to record the route and distances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

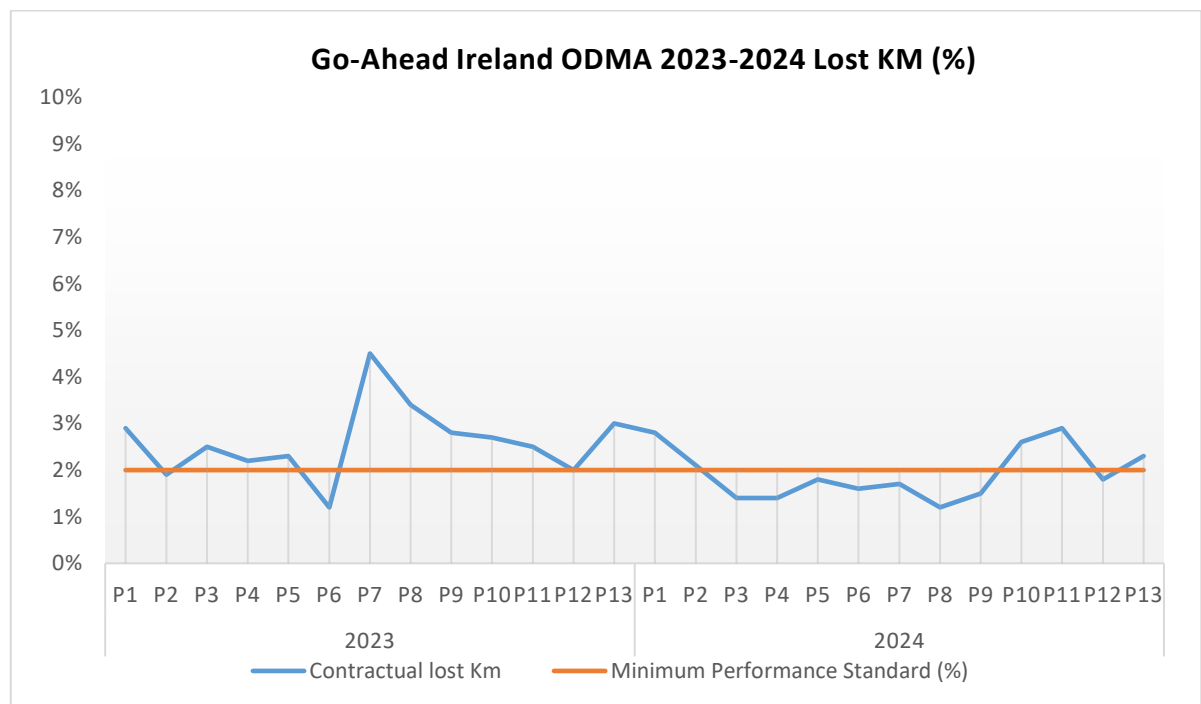
Figures 18 – 26 below show Lost Kilometre trends in 2024, with 2023 figures included for comparison purposes. Further detail is available on the Public Transport Services section of the NTA website. Bus driver and mechanic craft worker shortages had a major impact on Lost Kilometre rates during 2023 and 2024. Tram availability issues also impacted Lost Kilometre rates for Luas particularly towards the end of 2023, with the situation improving in 2024.

Figure 18 – Dublin Bus reliability performance 2023-2024



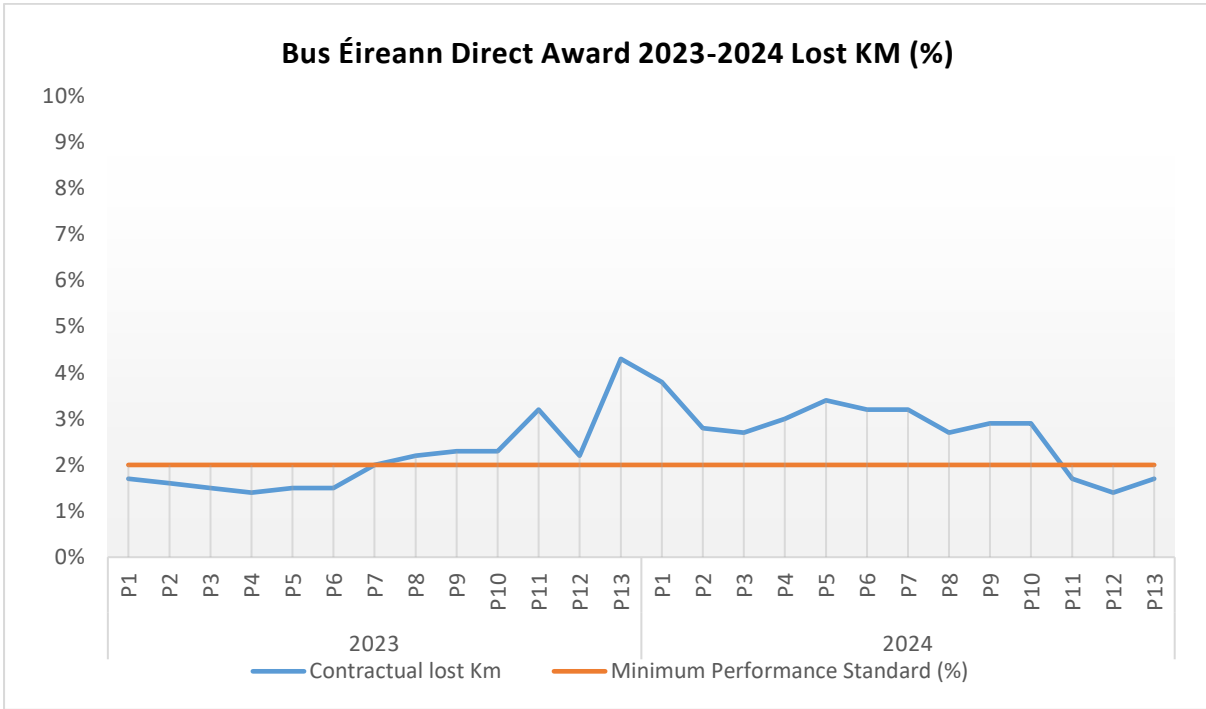
*Note - The Lost KM Minimum Performance Standard (MPS) transitioned to a route specific MPS of 2% per route per period for Dublin Bus from Period 1 2020.

Figure 19 – Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA) reliability performance 2023-2024



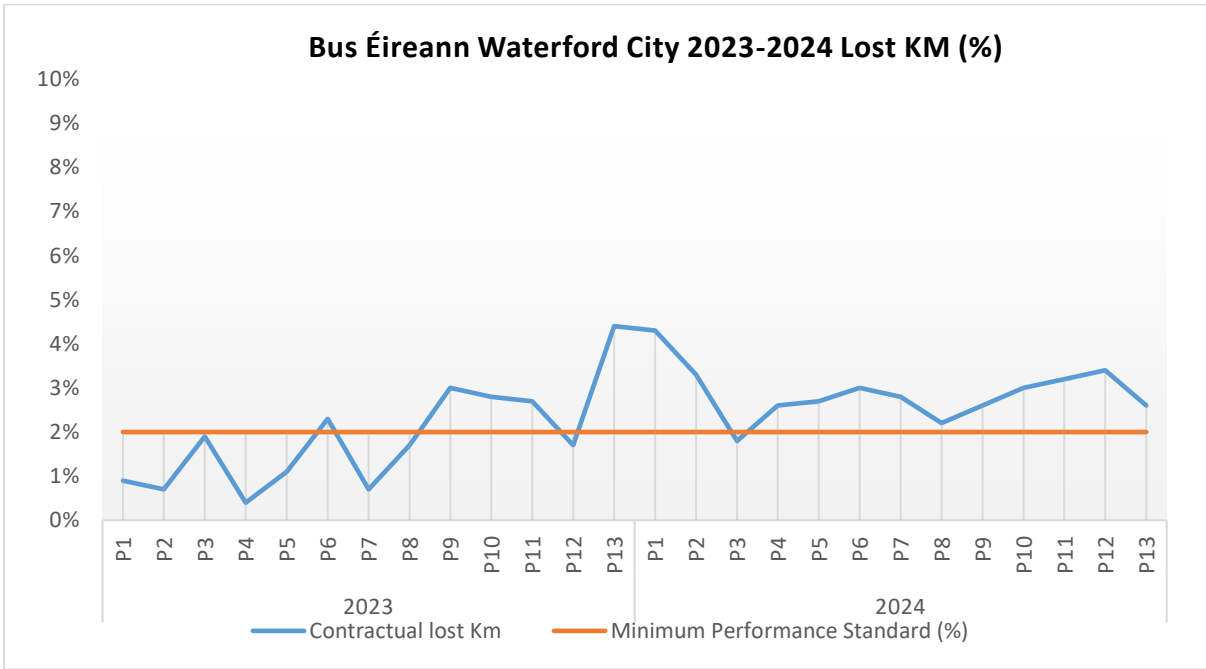
Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Figure 20 – Bus Éireann Direct Award Contract reliability performance 2023-2024



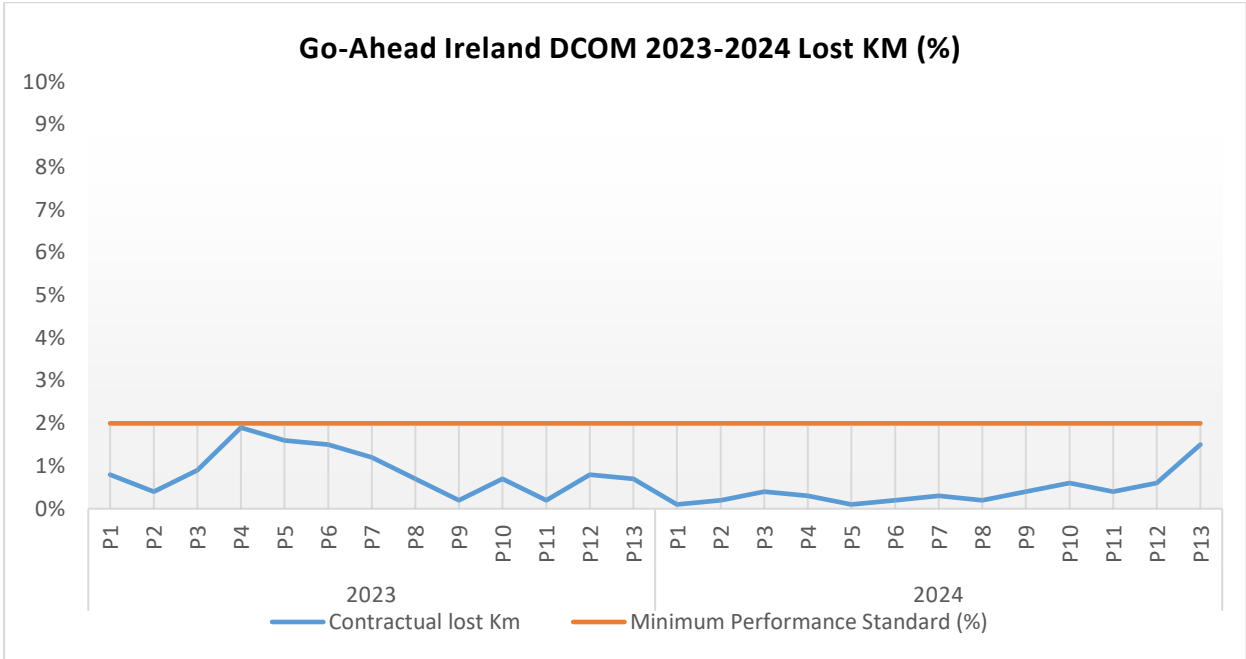
Note - the Lost KM Minimum Performance Standard (MPS) transitioned to a Route specific MPS of 2% per route per period for Bus Éireann from Period 1 2020.

Figure 21 – Bus Éireann Waterford City reliability performance 2023-2024



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

Figure 22 – Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) reliability performance 2023-2024



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 23 – Go-Ahead Ireland West Dublin Metropolitan (W4/W6) reliability performance 2023-2024

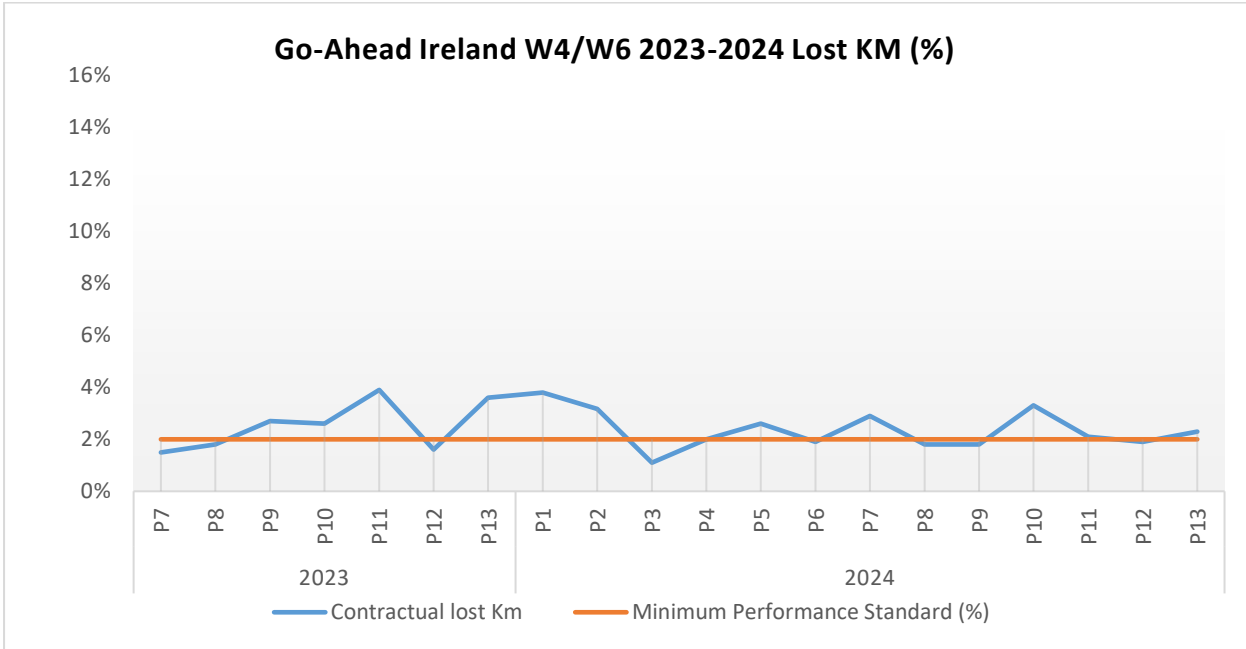


Figure 24 – Bus Éireann East Coast Commuter (ECC) reliability performance 2023-2024

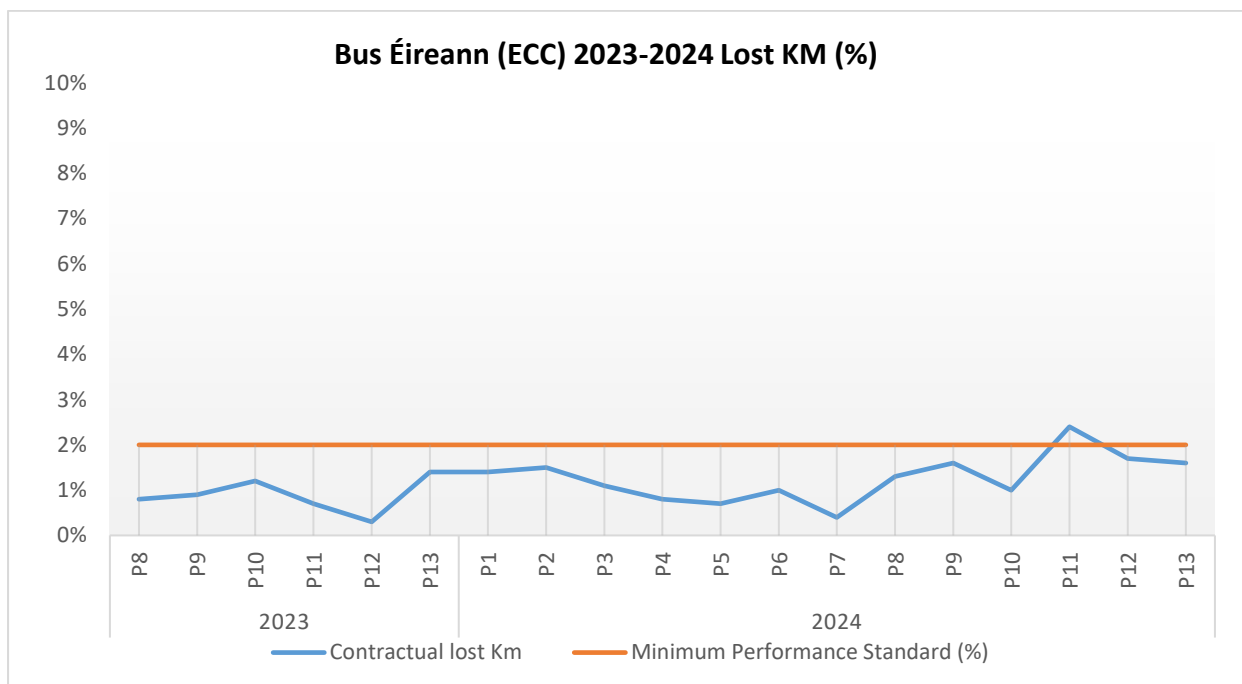


Figure 25 – Iarnród Éireann reliability performance 2023-2024

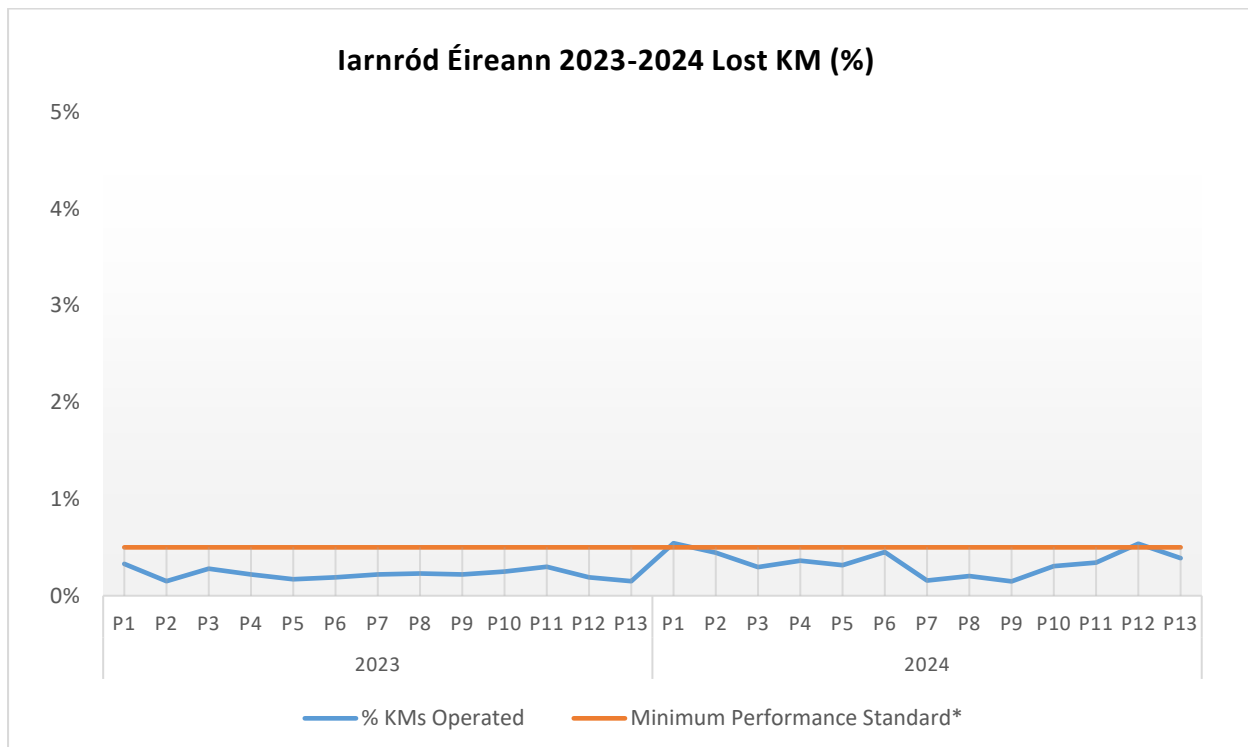
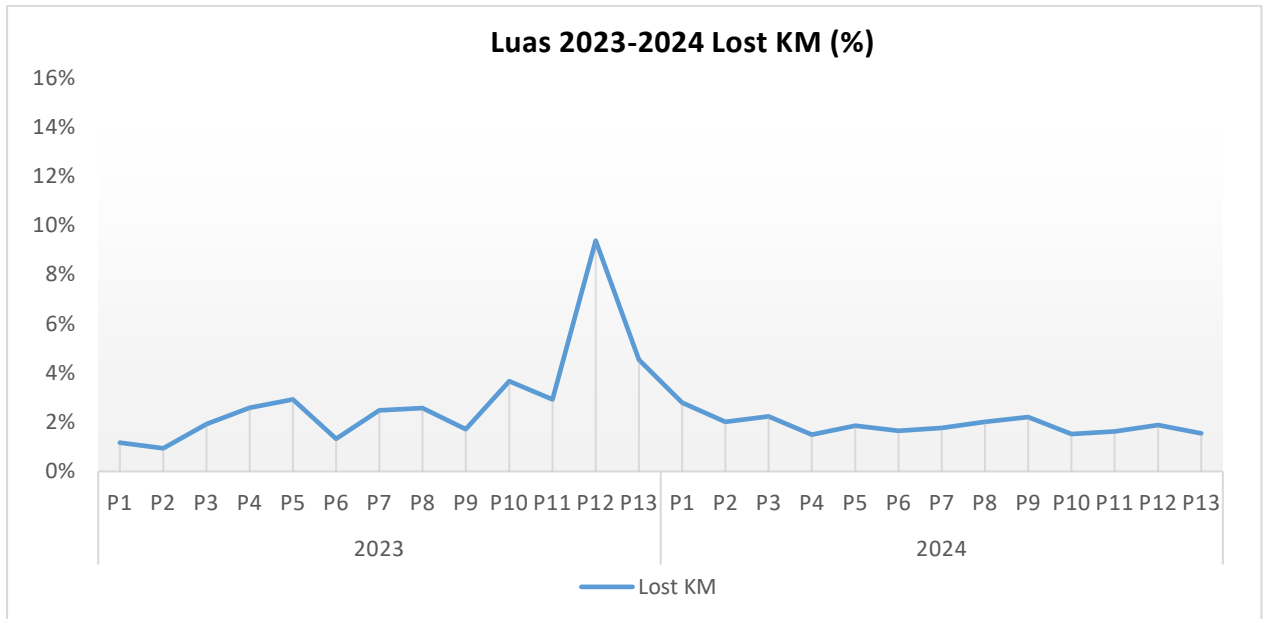


Figure 26 – Luas reliability performance 2023-2024



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 27-33 below detail the 2024 complaint rates per 100,000 passengers for each of the PSO operators, with figures shown for 2023 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. Further details, including route by route complaint rates for bus services, are available on the Public Transport Services section of the NTA website.

The NTA implemented a Consolidated Contact Centre (CCC) under the Transport for Ireland (TFI) brand in Q4 2024. The CCC has become the primary customer service contact point for services provided by the transport operators, some ticketing service providers and some ticketing offerings controlled by the NTA such as mTicketing, Taxsaver and Next Generation Ticketing. For some of the contracts outlined below, complaint rates per 100,000 passengers will not be available for Q4 2024 due to the transition to the new CCC. Further details on complaint rates will be provided in the 2025 Performance Annual Report after full mobilisation of the CCC.

Figure 27 – Dublin Bus complaint rate per 100,000 passengers 2023- 2024

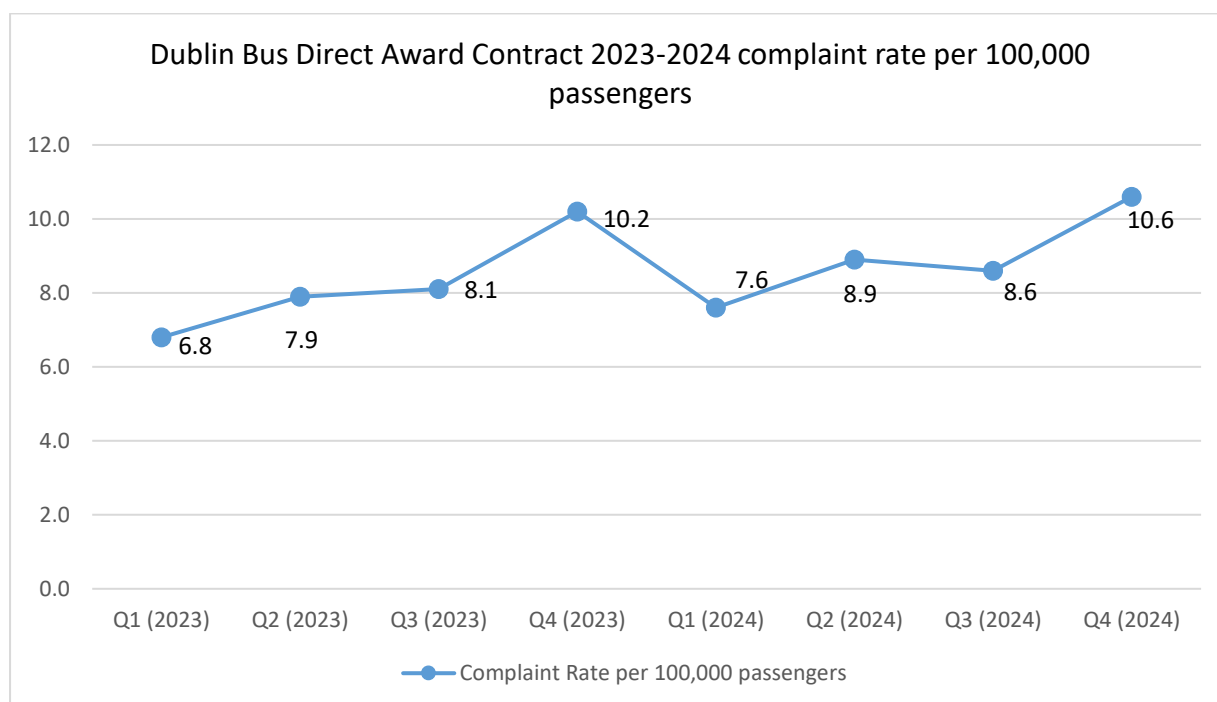
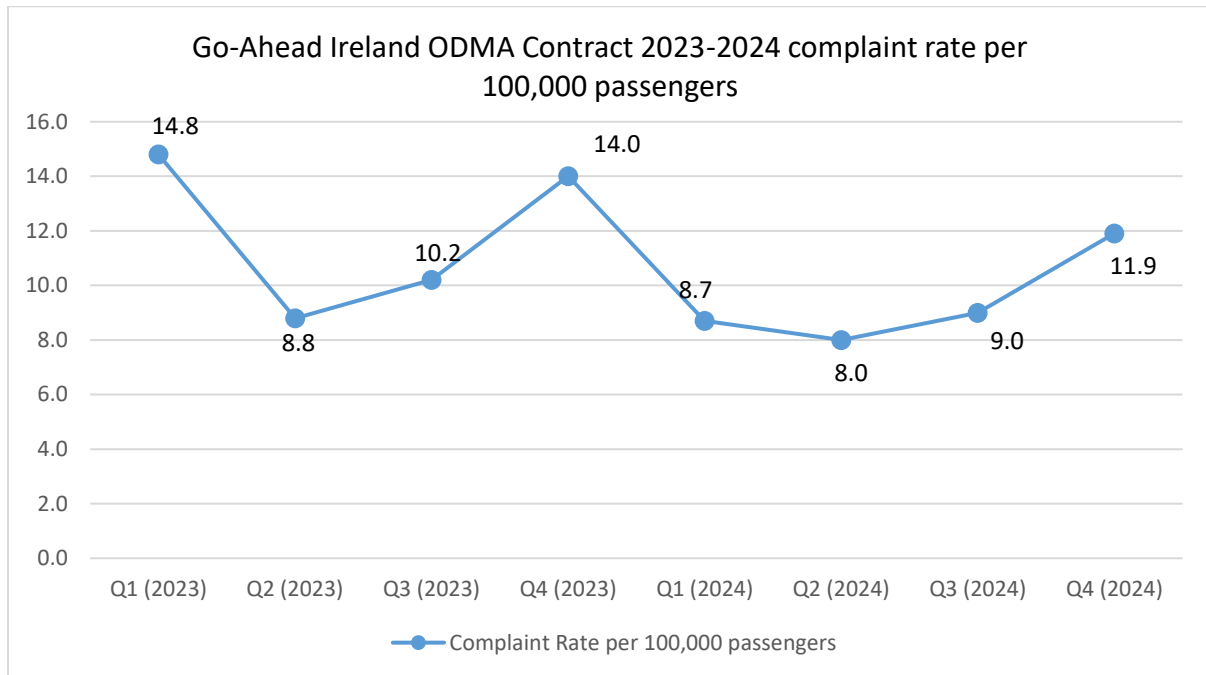


Figure 28 – Go-Ahead Ireland Outer Dublin Metropolitan Area complaint rate per 100,000 passengers 2023-2024



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

Figure 29 – Bus Éireann Direct Award Contract complaint rate per 100,000 passengers 2023-2024

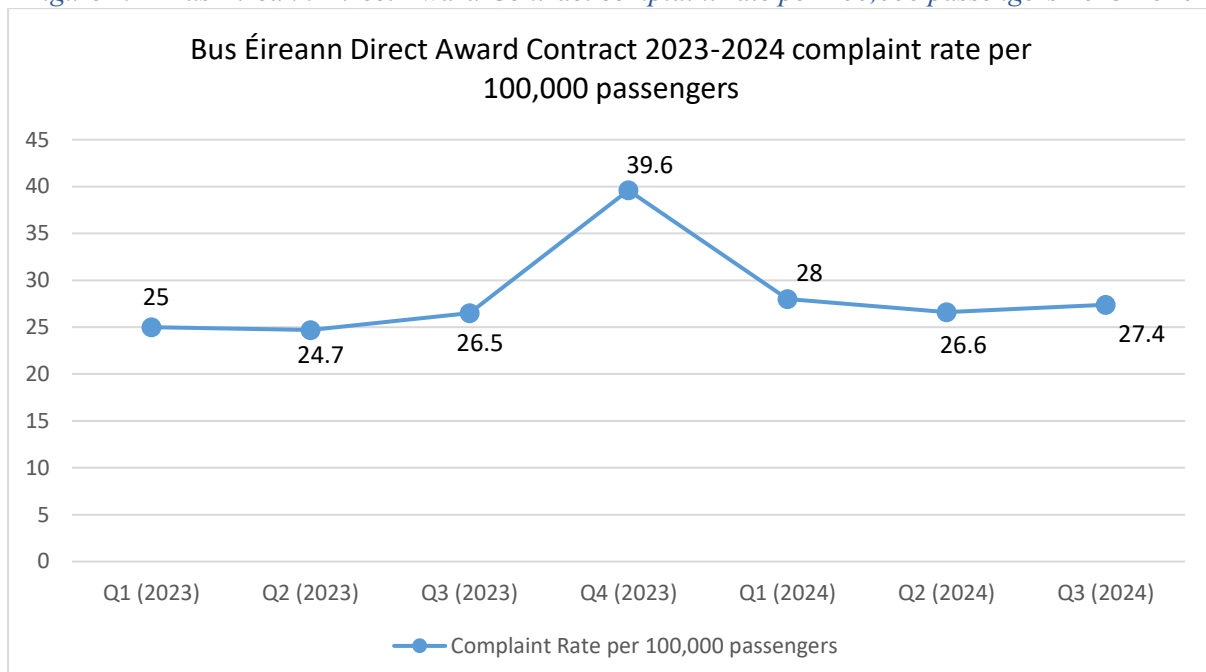
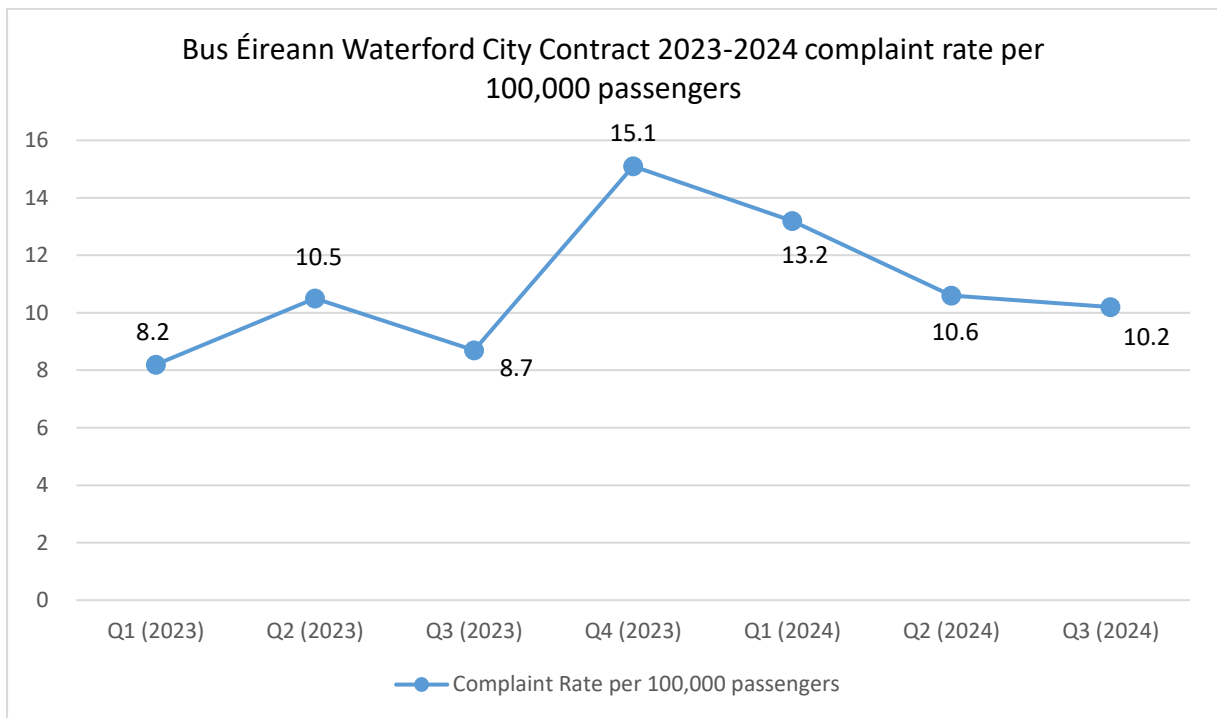
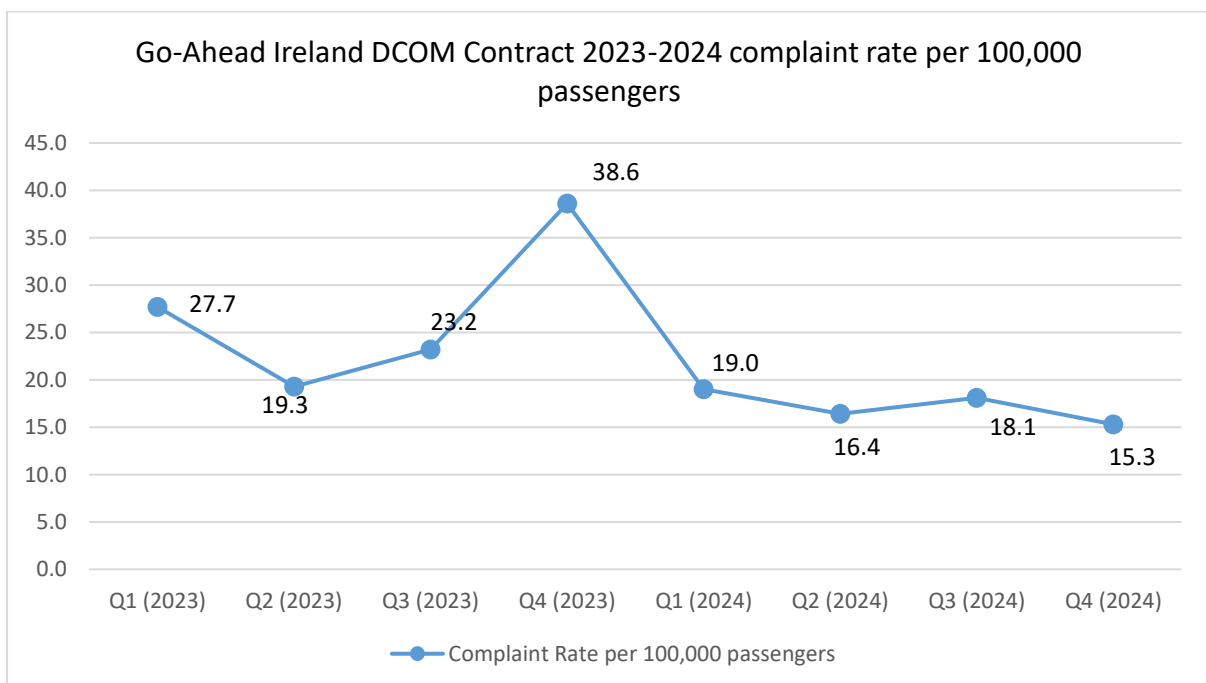


Figure 30 – Bus Éireann Waterford City Contract complaint rate per 100,000 passengers 2023-2024



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

Figure 31 – Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) complaint rate per 100,000 passengers 2023-2024



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

Figure 32 – Iarnród Éireann complaint rate per 100,000 passengers 2023-2024

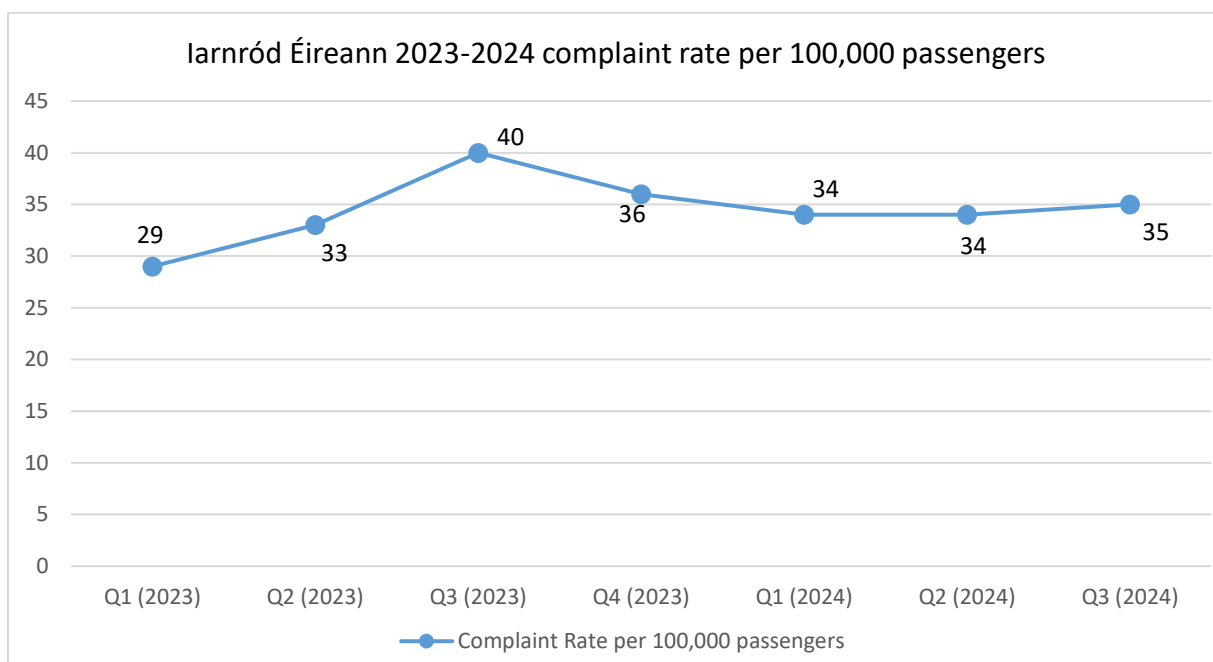
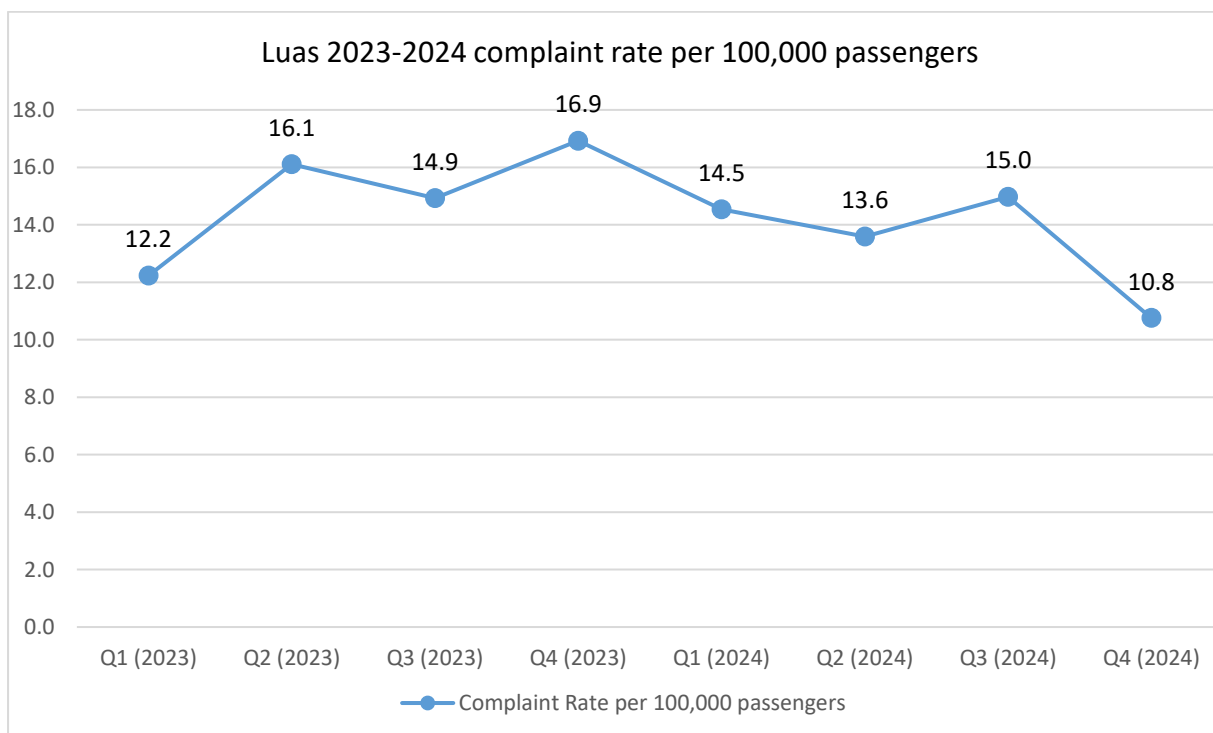


Figure 33 – Luas complaint rate per 100,000 passengers 2023-2024



PDFs of detailed results of NTA Bus Mystery Passenger Surveys undertaken during each quarter of 2024 are available in the Public Transport Services section of the NTA website. Some highlights for each operator in 2024 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
- Further work is needed to ensure that on board information screens are fully functioning.

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 100% of surveyed buses; and
- Accessibility ramps or bus being lowered to kerb height when requested occurred 100% of the time on request.

Go-Ahead Ireland DCOM

- Cleanliness levels of buses are generally rated as good or excellent;
- Destinations and route numbers are displayed correctly on the front of 100% of buses; and
- 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; and
- Cleanliness levels of buses are generally rated as good or excellent.

Bus Éireann East Coast Commuter

- Drivers are rated very highly in terms of presentation;

- Cleanliness levels of buses are generally rated as good or excellent;
- Further work is needed to ensure that on board information screens and audio are fully functioning; and
- Further work is needed to ensure that fare information is available on all buses.

Go Ahead Ireland W4W6

- Destinations and route numbers are displayed correctly on the front of 100% of buses;
- Fares are displayed clearly at the entrance of 100% of surveyed buses; and
- Cleanliness levels of buses are generally rated as good or excellent.

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 2024, operating conditions were monitored to ensure that operators were not unfairly penalised due to 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 3 show the performance related deductions incurred by each operator in 2024.

Table 3 – 2024 Performance Related Deductions (€m)

Operator / Contract	2024 deductions applied (€m)
Iarnród Éireann	3.387
Dublin Bus	4.670
Bus Éireann (Direct Award)	4.986
Bus Éireann Waterford City	0.096
Bus Éireann ECCC	0.418
Go-Ahead Ireland Outer Dublin Metropolitan Area	0.946
Go-Ahead Ireland Dublin Commuter Outer Metropolitan	0.310
Go-Ahead Ireland W4 W6	0.072
Luas	2.119

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