

BusConnects Progress Report

September 2026

Contents

BusConnects overview

CEO statement	
Purpose of the report	
Executive summary	
Who we are and what we do	

Dublin project updates

Core Bus Corridors (CBC)	
Network Redesign (NRD)	
Stops and Shelters	
Transition to Zero (T2Z)	
Livery	
Next Generation Ticketing (NGT)	
Simplified Fares	

Dublin performance

Performance Indicators	23
Passenger performance	24
Bus service performance	27
Operational performance	31
Sustainability metrics	33

3 Dublin community engagement 36

4 Communication during construction	37
5 Public information events	38
6 Campaigns	39
7 Social media	41

10 BusConnects in other cities 42

11 BusConnects Cork	43
14 BusConnects Limerick	44
17 BusConnects Galway	45
18 BusConnects Waterford	46

BusConnects overview

- ➔ CEO statement
- ➔ Purpose of the report
- ➔ Executive summary
- ➔ Who we are and what we do
- ➔ Year-to-date snapshot

CEO statement

Chief executive overview

We are proud of the progress delivered through the BusConnects Programme over the past year, as it moves firmly into delivery and begins to make a meaningful difference to how people travel in our cities. The programme is central to creating a more efficient, accessible and sustainable transport system for Ireland, and across Dublin its impact is already being felt. The redesigned network is providing more frequent services, stronger connections, and a simpler, more reliable experience, with more people choosing public transport.

This year marks an important step forward in infrastructure delivery. With all Dublin Core Bus Corridors now approved, construction has commenced, beginning with Liffey Valley, while Ballymun/Finglas is progressing towards the main construction phase. Supporting infrastructure is also advancing, including electric charging facilities at Harristown, helping to deliver faster, more dependable and more sustainable journeys.

Strong momentum is also being maintained across the wider BusConnects programme. In Cork, Government approval was secured in October 2025, followed by publication of the Preliminary Business Case in January 2026 and substantial completion of the Tivoli Temporary Depot in May 2026. In Limerick, electric charging infrastructure has been introduced at Roxboro Depot. In Galway, planning permission was granted for the Galway Harbour depot in March 2026, while in Waterford, the final Network Redesign Plan has been published.

Customer experience continues to improve. The TFI 90-Minute Fare is delivering simpler, more flexible travel across Dublin, with rollout to Cork planned for August 2026. In parallel, electrification of the bus fleet is progressing, supporting the transition to a cleaner, more sustainable public transport system.

While real benefits are evident, the full impact of the programme will only be realised on completion. Delivering bus priority at scale will be critical to unlocking the full potential of BusConnects, and we remain focused on maintaining momentum. BusConnects will play a central role in shaping a more efficient, reliable and sustainable transport system, supporting our cities, our communities and Ireland's climate ambitions.



Anne Shaw
Chief Executive Officer

National Transport Authority

Purpose of the report

Delivering progress and measuring impact



DUBLIN



CORK



LIMERICK



GALWAY

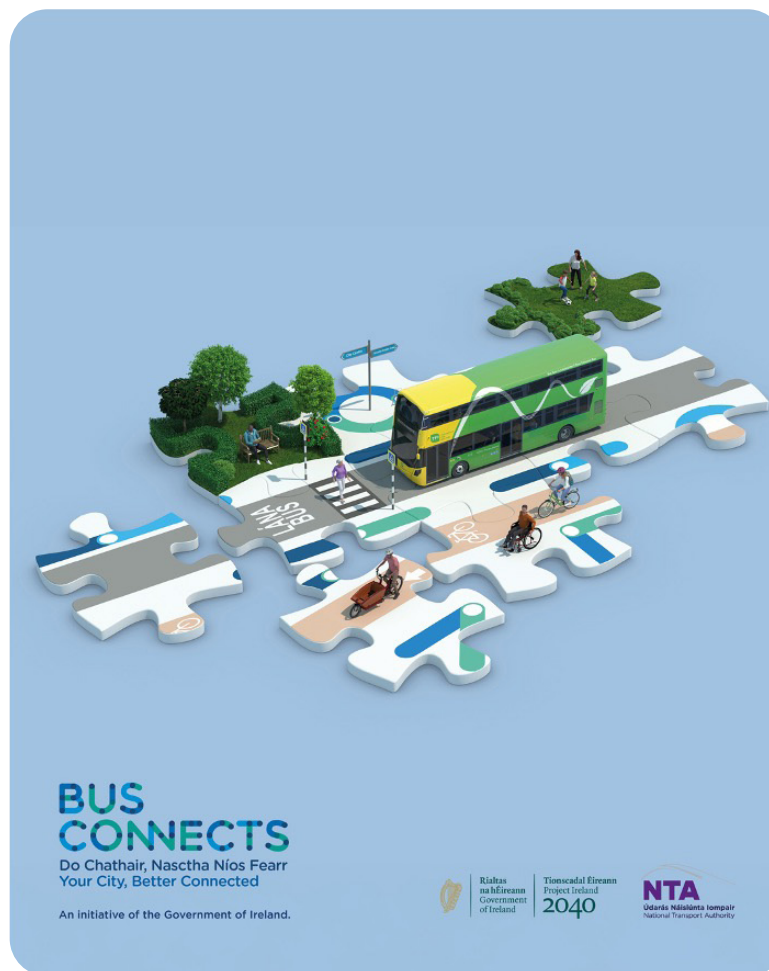


WATERFORD

The purpose of this report is to provide a comprehensive overview of progress across the BusConnects programme in cities across Ireland. Published on a biannual basis by the National Transport Authority (NTA), it sets out the status of project delivery, highlights key milestones achieved, and tracks overall progress against core programme outcomes where data is available. The report is designed to provide a consistent and transparent view of how the programme is evolving over time, and the extent to which it is supporting improved public transport, enhanced passenger experience, and more sustainable travel.

BusConnects Dublin is at a more advanced stage of delivery. Accordingly, more comprehensive data is available, and performance reporting is focused on Dublin at this stage. This includes project-level data from schemes that have been operational long enough to assess performance, covering passenger boardings, bus service performance (such as punctuality and reliability), operational performance (including scheduled kilometres operated), and sustainability indicators such as emissions and the transition to lower-emission fleets. While early results are included, the full benefits of the programme will become clearer over time as implementation progresses.

The report also provides an overview of the wider BusConnects programme, its objectives, and the current delivery status across all participating cities. While updates are provided for Cork, Galway, Limerick and Waterford, these programmes are at earlier stages of development, and reporting will continue to evolve as each city progresses. Future reports will include more detailed performance and outcome data as it becomes available.



Executive summary

Progress at a glance

The BusConnects Programme continues to make strong progress, with delivery momentum accelerating across all projects. All Core Bus Corridors in Dublin have now received planning approval, with the first two schemes at Liffey Valley and Ballymun / Finglas having entered the construction stage. Supporting infrastructure, including stops and shelters and depot electrification, is advancing, while programmes in Galway, Limerick and Waterford are progressing through planning and delivery. In Cork, the Preliminary Business Case has been signed off by the Cabinet, and the Tivoli temporary depot has reached substantial completion.

Across Dublin, passenger demand remains strong, with **188 million boardings** recorded in 2025, including significant usage across Network Redesign routes. This is underpinned by expanded service provision, including the introduction of 24-hour routes and enhanced weekend services. As the programme moves into construction, an increased focus on communications and community engagement has delivered strong results, including campaigns reaching over **2 million people** via social media in March 2026. Customer-focused initiatives are delivering tangible benefits. The TFI 90-Minute Fare is enabling more flexible and integrated travel, with almost **35 million uses** in 2025. In parallel, the continued rollout of electric buses is accelerating the transition to a lower-emission network, with over **5,500 tonnes** of CO₂ emissions avoided to date. Key highlights from the report include the following:

Year-on-year comparison: 2024 vs 2025

188 million



Passenger boardings in 2025
(+8.5 million passenger boardings vs 2024)

Almost 35 million

Additional usage of TFI 90 fare in 2025 (+4.7 million additional usages vs. 2024)

11 million



journeys recorded between 22:00 and 6:00 on 24-hour routes in 2025 (with 5 new 24-hour routes introduced in 2025)

5.7 million KM



operated by the electric bus fleet since 2024 (including 3.7 million kilometres in 2025)

5,500 TONNES



of CO₂ emissions avoided since electric buses entered service in 2024 (including 3,500 in 2025)

Comparisons between baseline (Q4 2019) and the comparative period (Q4 2025)

51%



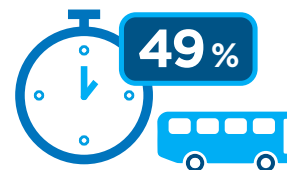
Increase of passenger boardings across the redesigned bus network

14.5%



Improved punctuality in redesigned bus network

49%



Passenger wait times reduced on the redesigned network

16%



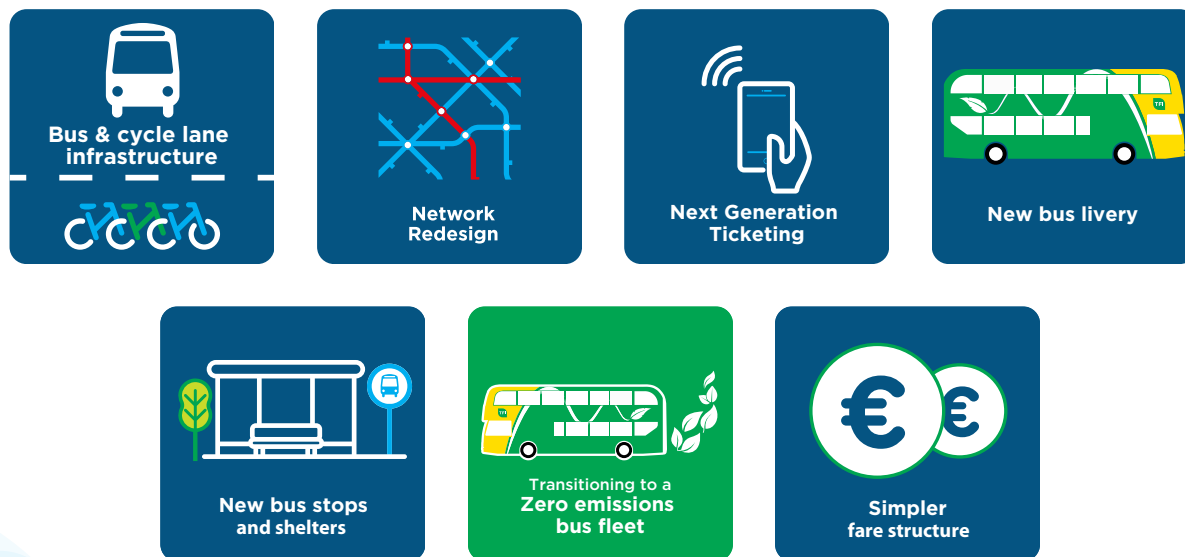
improvement in reliability of bus services on the redesigned network

Who we are and what we do

Our vision and purpose

The BusConnects Programme is the National Transport Authority's (NTA) flagship investment to improve bus services and active travel across Dublin, Cork, Limerick, Galway and Waterford. It will unlock economic growth, reduce congestion and improve quality of life for millions.

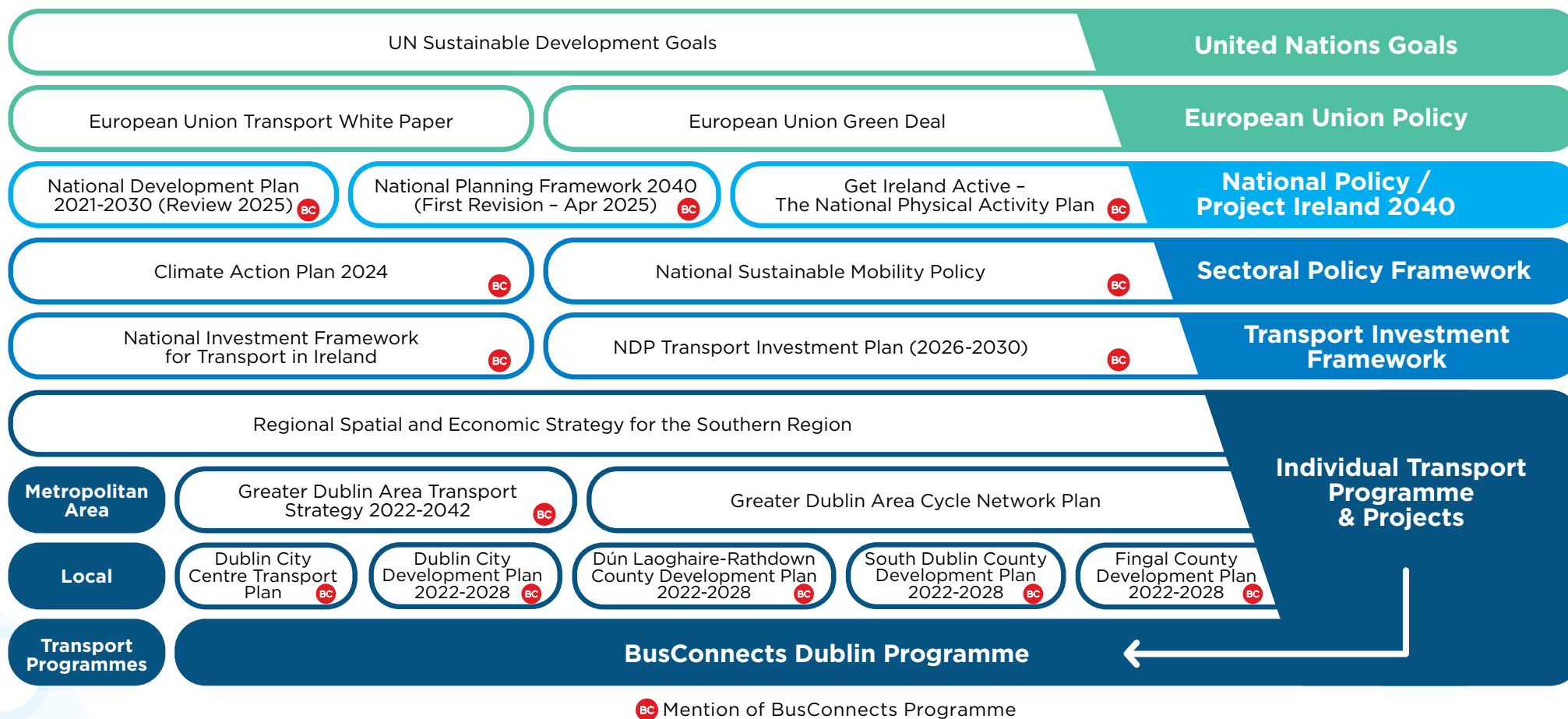
Our aim is to better connect people and places through a more reliable, integrated and easy-to-use transport system, supporting a shift towards more sustainable travel. This is being delivered through investment in bus priority infrastructure, the network redesign, enhanced cycling and pedestrian facilities, electrification of the bus fleet, and an improved digital customer experience. The programme is structured around seven core components, spanning infrastructure, network redesign, fleet and customer improvements, as illustrated below.

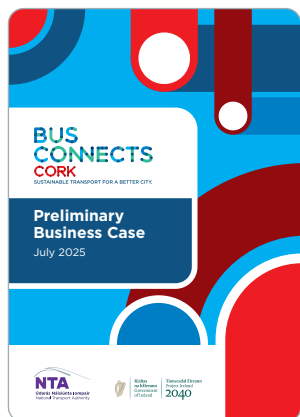


Who we are and what we do

Strategic alignment

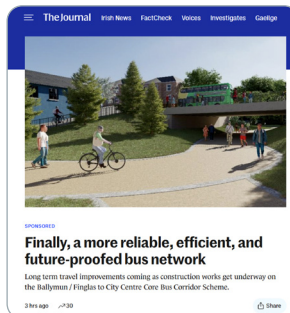
BusConnects is aligned with national, regional and international transport, planning and climate policy, forming part of a coordinated approach to delivering better public transport across Ireland. BusConnects Dublin, as the most advanced programme, provides a clear example of how this strategic alignment is being implemented in practice.





Routes 23, 24 & 80 realigned following public feedback

Public information and awareness campaigns for Ballymun / Finglas commenced along with contractor mobilisation



All major Next Generation Ticketing release phases planning completed

BusConnects STEM (Science, Technology, Engineering and Mathematics) programme launched



+159 electric buses now in service

An electric bus charging infrastructure framework has been established to accelerate the electrification of depot

Jan

Feb

Mar

Apr

May

Jun

Harristown Depot Phase 1 electrification works completed

Route E1 (Phase 6a) busiest on network

BusConnects Cork Preliminary Business Case Published



Harristown Depot Phase 2 electrification works underway

Galway Harbour Depot granted planning permission

Ballymun / Finglas Journal article generated 2M+ views



Liffey Valley to City Centre scheme enters construction phase

Planning permission granted for Ballycoolin Depot

Tivoli Temporary Depot substantially complete



Dublin project updates

➔ Core Bus Corridors

➔ Network Redesign

➔ Stops and Shelters

➔ Transition to Zero

➔ Livery

➔ Next Generation Ticketing

➔ Simplified Fares

Core Bus Corridors (CBC)

Strong progress was achieved in 2025, with final planning approvals secured for the Bray and Kimmage schemes. Detailed design and procurement advanced, refining scope, costs and delivery. Contracts were awarded for two corridors, with construction starting in 2026. Delivery will be phased to minimise disruption, with up to four corridors under construction at any time. This supports efficient delivery while maintaining network operations.



12
Schemes in the
Programme



12
Planning approvals
granted



2
Schemes progressed
to pre-tender design
stage



2
Contractors
appointed to
schemes



2
Schemes commencing
construction in 2026

Core Bus Corridor Scheme	Planning Application Submitted	Planning Approved	Invitation to Tender	Contractors Appointed	Construction Phase Commenced
Liffey Valley	July 2022	December 2023	August 2024	July 2025	May 2026
Ballymun / Finglas	September 2022	March 2024	August 2024	December 2025	2026
Clongriffin	April 2022	January 2024			
Tallaght / Clondalkin	April 2023	October 2024			
Lucan	October 2022	August 2024			
Belfield / Blackrock	May 2022	March 2024			
Kimmage	July 2023	May 2025			
Swords	May 2023	June 2024			
Blanchardstown	June 2022	June 2024			
Ringsend	July 2023	August 2024			
Bray	August 2023	January 2025			
Templeogue / Rathfarnham	August 2022	December 2024			

Key: Ongoing Judicial Review

 Procurement is expected to be issued in 2026

Core Bus Corridors (CBC)

Construction update

The first two Core Bus Corridors are now progressing through delivery: Liffey Valley to City Centre and Ballymun / Finglas to City Centre.

The Liffey Valley scheme was the first to proceed, entering construction in May 2026 following the award of the contract to GMC Group in 2025. Ballymun / Finglas followed, with GRAHAM appointed in December 2025 and work now focused on site investigations and detailed design.

Together, these projects mark a significant milestone in delivering BusConnects Dublin, supporting more sustainable transport and improved connectivity.



Liffey Valley to City Centre

Site investigations are complete and the project has moved into construction. Initial works will begin at Liffey Valley Shopping Centre (along L1040 between McDonald's and B&Q), with construction taking place on both inbound and outbound carriageways. Additional works will roll out along Ballyfermot Road and surrounding areas from mid-June through Q4 2026, including road widening, new bus and cycle lanes, and upgraded crossings.



Ballymun / Finglas to City Centre

Work is currently focused on site investigations and detailed design. A temporary construction compound was in place at Claremont Lawns parklands from May 2026 and, once operational, will remain in use for the duration of the project. The scheme is currently scheduled for completion by the end of 2028.



BusConnects teams easily recognisable

All works will be carried out by teams wearing BusConnects branded protective wear, making them easy to identify in construction areas. The project team will continue to prioritise safety and maintain access for residents, businesses, and local services.



Liffey Valley contract signing between NTA and GMC



Ballymun / Finglas contract signing between NTA and GRAHAM

Core Bus Corridors (CBC)

Ballymun / Finglas connectivity

The Ballymun / Finglas to City Centre Scheme will deliver approximately 11 kilometres of dedicated bus corridor, linking both areas with the city centre. It includes extensive bus priority and cycle lanes, along with upgraded footpaths and junctions to support more reliable services and safer travel. It will also strengthen connections with other transport modes, including access to Broombridge Station for Luas and Irish Rail services, and align with future MetroLink plans to improve integration across the network.



Extensive Bus Network Access:

The Ballymun / Finglas to City Centre Scheme will be supported by an enhanced public transport network following Phase 7 of the BusConnects redesign. This includes high-frequency Spine routes (E1, E2, F1, F2 and F3), along with radial and local routes, improving connectivity across Ballymun, Finglas and key destinations such as the city centre, Tallaght, Marino and Broombridge.



Luas Integration:

The scheme will integrate with Luas services, connecting to the Green Line at Broadstone and the Red Line at Chancery Street, enabling efficient multimodal interchange.



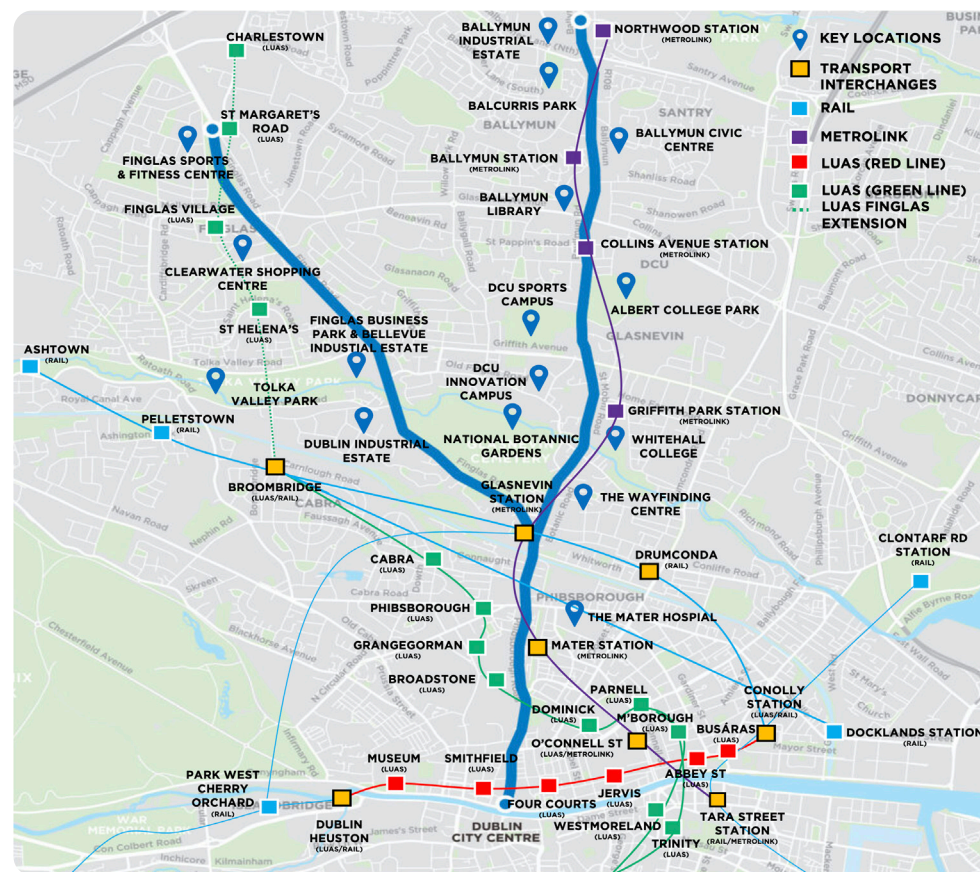
MetroLink Integration:

The scheme is aligned with the future MetroLink, which will run parallel to the Ballymun section. Stations along this corridor will provide further interchange opportunities, improving connectivity for longer-distance journeys and access to Dublin Airport. Coordination between projects will ensure seamless integration at key locations, including Phibsborough.



Seamless and Safe Active Travel:

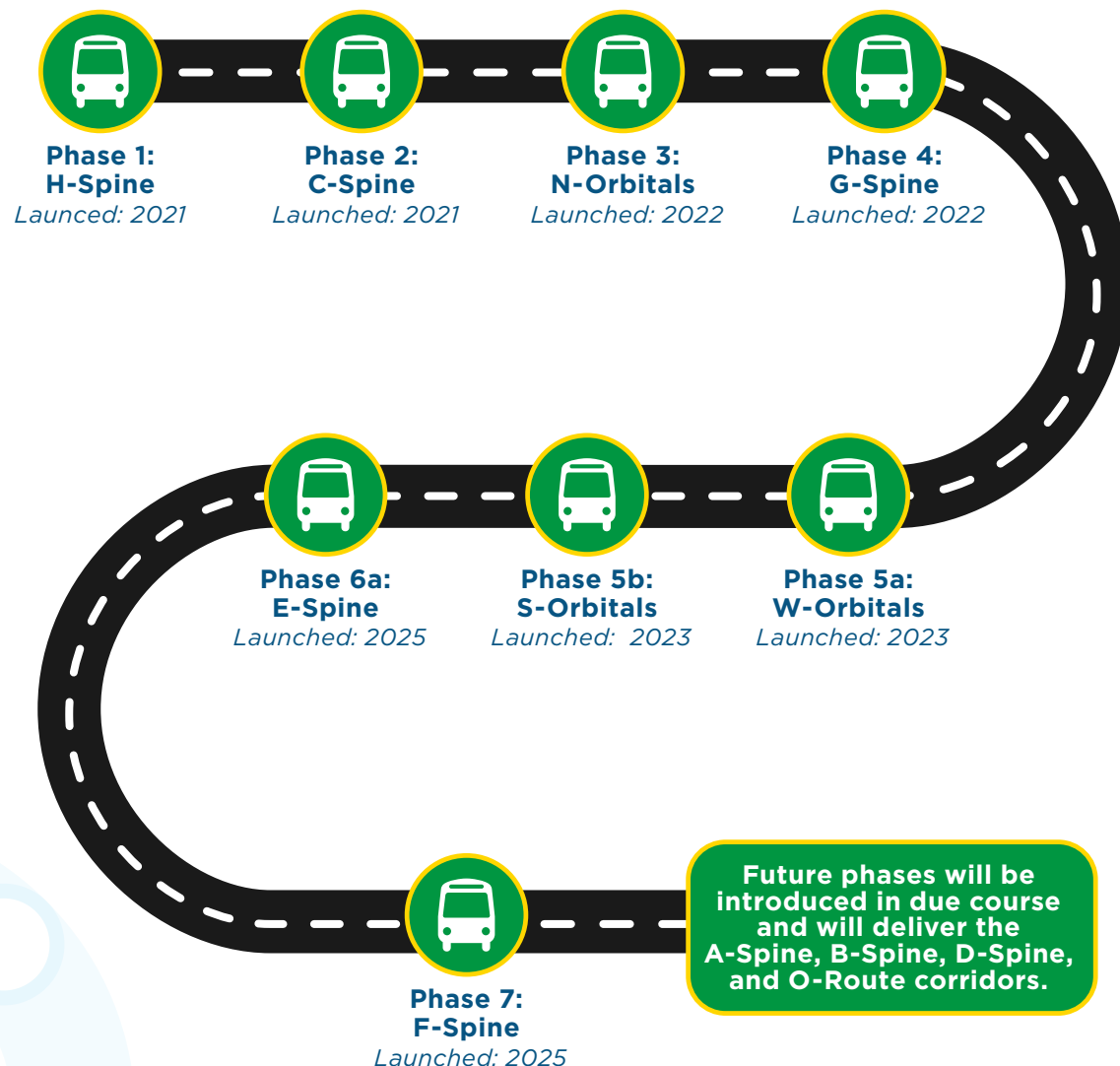
A new underpass beneath the R101 North Circular Road at Phibsborough Library will provide uninterrupted access along the Royal Canal Bank cycle route, enhancing safety and accessibility for cyclists and pedestrians.



This illustration shows how the Ballymun / Finglas Scheme will interconnect with Luas, Rail, MetroLink and bus services, supporting seamless travel across Dublin.

Network Redesign (NRD)

The BusConnects Network Redesign is transforming Dublin's bus network through phased delivery of high frequency spine corridors and expanded local, orbital, and radial services. Since 2021, multiple phases have been introduced, resulting in significant service changes, including new routes, simplified networks, and increased frequency. These changes are improving reliability, capacity, and connectivity across the city. Early performance shows **107 million passengers journeys** across implemented NRD phases, indicating strong passenger growth. Further phases planned from 2027.



NRD Phase	Bus Services Launched	Bus Services Discontinued
Phase 1	H1 H2 H3 6	29a 31 31a 31b 32
Phase 2	C1* C2* C3 C4 C5* C6* 52 L51 L52 L53 L54 L58 L59 P29 X25 X26 X27 X28 X30 X31 X32	25 25a 25b 25d 25x 66 66a 66b 66e 66n 66x 67 67n 67x 239
Phase 3	N4* N6	17a 31d
Phase 4	G1* G2* 60	79 79a
Phase 5a	W4 W6	N/A
Phase 5b	S2 S4 S6 S8 W2 74 L25 L55	17 18 61 75 75a 76 76a 175
Phase 6a	E1* E2* N2 19 L1 L2 L3 L12 L14 L15 L26 L27 X1 X2	46a 46e 63 63a 84 84a 84x 43 144 145 155 184 185
Phase 7	F1* F2* F3 23 24 73 80* 82 L89	9 26 40 40b 49 54a 83 83a 123 140

*Routes shown in bold indicate 24-hour service

**N2 introduced on 20 September 2024, ahead of the Phase 6a rollout.



Network Redesign (NRD)

Service changes and revisions

The introduction of routes F1, F2, F3, 73, 80, 82 and L89 in Phase 7 delivered a range of benefits. Post-implementation, schedules were optimised based on early operational insights to support improved reliability and service performance.



Adjustments to new routes 23, 24 and 80

Effective from 8 February 2026, routing and service changes to Phase 7 routes 23, 24 and 80 have been implemented. Changes to routes 23 and 24 strengthen connectivity between key areas, simplify journey options, reduce duplication, and support more direct and reliable travel across the corridor.



Since the Phase 7 launch on 19 October 2025, **Route 23 has carried 0.5 million passengers**, **Route 24 has carried 0.7 million passengers**, and **Route 80 has carried 1.2 million passengers**. These figures, covering the period from launch to the end of Q1 2026, indicate strong uptake and sustained demand across all three services.



Revised Timetables on Xpresso / Express routes

Timetables on several Xpresso / Express routes were revised in April 2026 to improve reliability and better align services with demand. Changes include adjusted departures to reduce waiting times, increase capacity, and support more consistent, efficient journeys for commuters.

Several of these peak-time services were introduced as part of Network Redesign Phase 2, including Express routes X25, X26, X27, X28, X30, X31, and X32. Since their launch and up to the end of Q1 2026, these routes have carried over 2 million passengers.



Network Redesign (NRD)

Strong passenger growth across the network

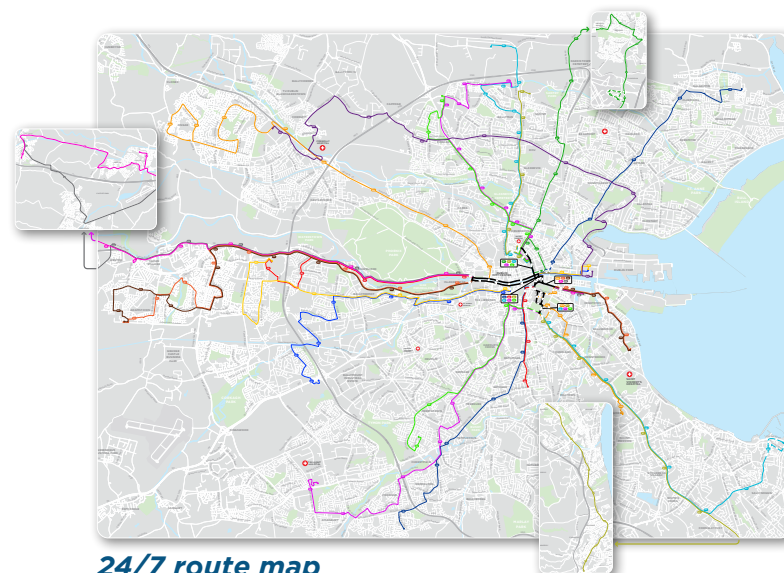
Route E1

The busiest route in the Dublin Bus network, **carrying over 8.1 million passengers in 2025**. Introduced under BusConnects Network Redesign Phase 6a in January 2025, the figure reflects its part-year operation. The route demonstrates how increased frequency and simplified routing are driving strong demand. The route connects major residential areas with employment centres and the city centre, supporting daily commuting. Growth continued into early 2026, with a further 2 million passengers carried between January and March.

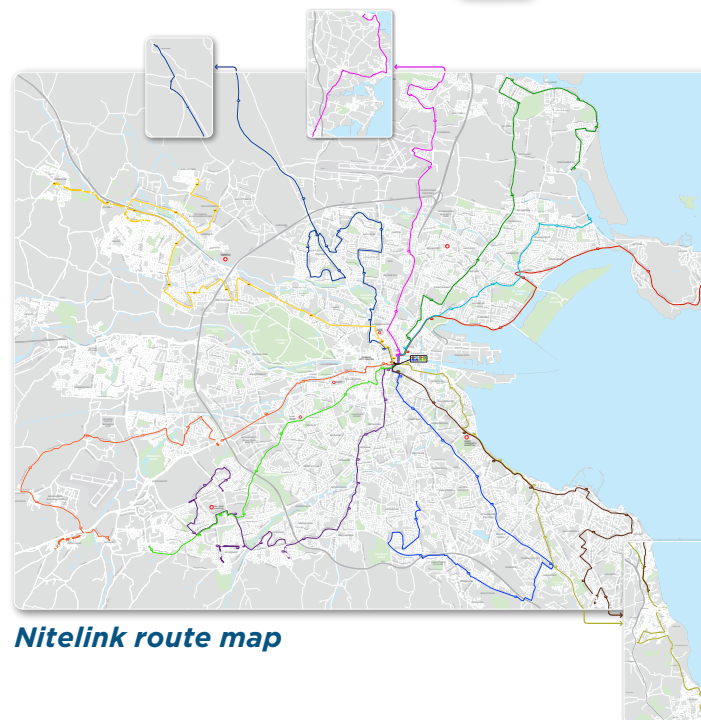
24/7 Services and the Night-Time Economy

The continued expansion of 24-hour services under BusConnects is playing a central role in supporting Dublin's night-time economy. The network now includes 15 round-the-clock routes, with recent growth driven by Phase 7, significantly enhancing late-night and early-morning connectivity across the city. Demand for overnight travel remains strong. **In 2025, over 11 million journeys were recorded between 22:00 and 06:00**, with sustained growth observed over the past six months. These services are critical in enabling access for night-time workers, supporting leisure travel, and contributing to the wider economy.

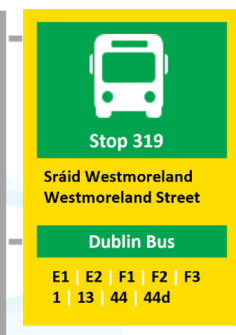
- › **12x Network Redesign 24/7 routes (Phases 1-7):** C1, C2, C5, C6, N4, G1, G2, E1, E2, F1, F2, 80
- › **3x Pre-NRD 24/7 routes:** 15, 39a, 41
- › **12x Nitelink network:** 7n, 29n, 31n, 33n, 42n, 46n, 49n, 69n, 70n, 77n, 84n and 88n



24/7 route map



Nitelink route map



Westmoreland Street (Stop 319)

The busiest stop in the Dublin Bus network in 2025 served **1.25 million passengers boarding** at the stop, reflecting its role as a key BusConnects interchange in the city centre. Served by high-frequency routes including E1, E2, F1, F2 and F3, the stop provides direct connections between the city centre and surrounding suburbs, supporting access to major retail, employment and tourism destinations. Routes introduced under BusConnects Phases 6a and 7 demonstrate how more frequent, reliable and simplified services are driving demand, with particularly high usage at this location.

Stops and Shelters

Delivery of bus stop infrastructure

Strong progress was delivered across 2025 on the BusConnects Dublin Stops and Shelters Programme, aligned with the phased rollout of the Network Redesign.

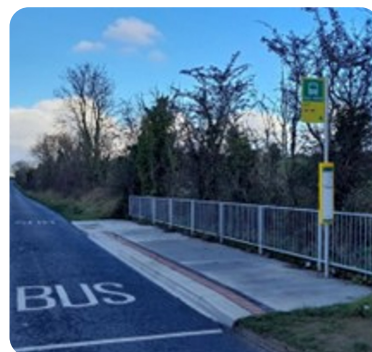
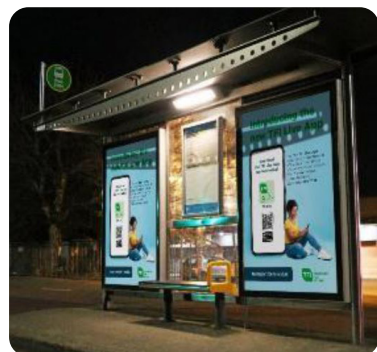
Over 750 new and upgraded stops and shelters were introduced across the E and F Spine corridors, improving access, passenger information, and the overall waiting environment.

This momentum has continued into 2026, with further improvements delivered across the F Spine, including upgrades and installations at key locations such as Redmond's Hill and South Great George's Street.

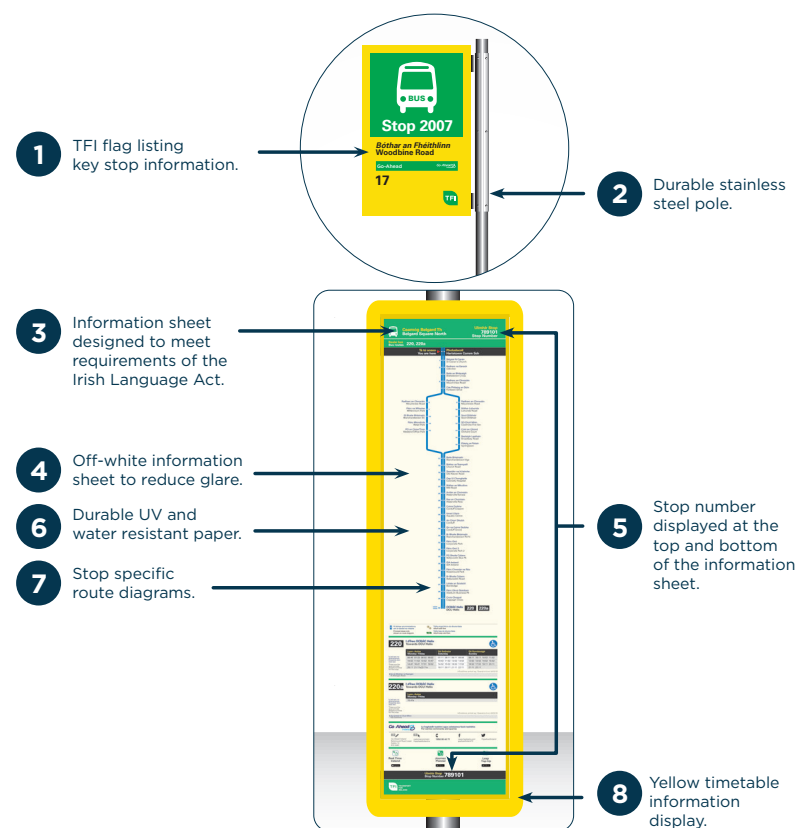
Focus has now shifted to embedding infrastructure ahead of upcoming Network Redesign phases, with delivery on the D and A Spines advancing toward completion to ensure readiness for launch.

Standardised poles, clearer signage, and improved shelter design continue to be rolled out across the network, supporting a more consistent, accessible, and user friendly experience for passengers.

Overall, these improvements are making public transport easier to use and navigate, supporting continued growth in demand.



A further
750 new and upgraded facilities
as part of the Phase 6a (E-Spine)
and Phase 7 (F-Spine)



TFI bus pole and flag design

Transition to Zero (T2Z)

Driving the shift to sustainable transport



Electric fleet scaling

+35 additional electric buses entered service (124 → 159), expanding zero-emission capacity and supporting the transition away from diesel operations across the network



Operational depot capacity increased

Harristown and Jamestown depots are now operational, providing critical charging and operational infrastructure to support the growing electric fleet and improve service resilience.



Future expansion enabled

In May 2026, planning permission was secured for a new depot at Ballycoolin, creating the additional capacity required to accommodate further fleet electrification in the coming years.



Infrastructure delivery accelerated

The Electric Bus Charging Infrastructure (EBCI) framework has been developed to provide a streamlined approach to the design, installation, and maintenance of charging infrastructure, enabling faster and more efficient rollout.



System-wide impact

These developments collectively increase network capacity, support the transition to zero-emission operations, and lay the foundations for continued expansion of electric services

**159 electric buses
in active service**

across the Dublin bus network



Electric Fleet and Charging Infrastructure



Jamestown Depot

Livery

Enhancing Ireland's public transport identity

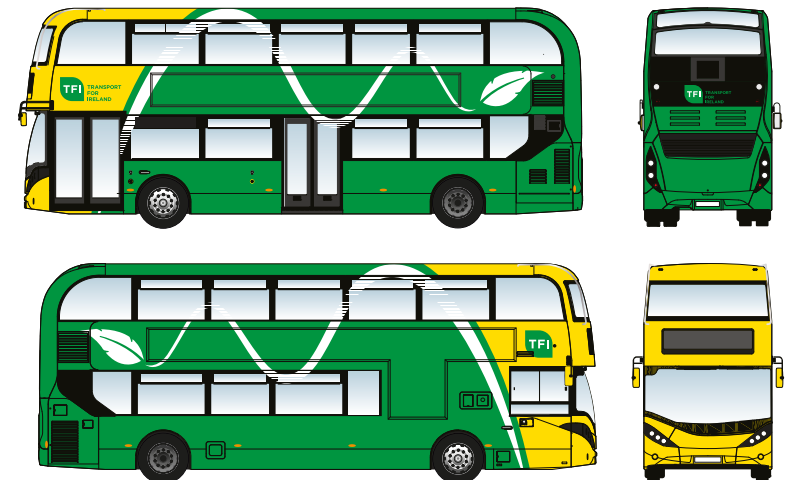
The adoption of a standardised Transport For Ireland (TFI) livery is central to the National Transport Authority's goal of creating a single, coherent identity across subsidised public transport, ensuring consistency, accessibility, and clear passenger recognition. The TFI livery uses a green, yellow, and black colour palette with white elements to establish a unified visual identity across the Public Service Obligation fleet. It aligns with associated infrastructure such as bus stops and passenger information, reinforcing network integration and improving service visibility. The single livery also reduces individual operator branding, supporting a network-based identity.

Accessibility has been a key design consideration. High-visibility features, including a fully yellow front and highlighted boarding areas, improve usability for passengers with visual impairments. Interior elements such as coordinated seating, flooring, and clearly defined priority areas further support accessibility, alongside features like improved boarding, wheelchair provision, and onboard information systems.

The livery is applied through contractual and technical requirements to ensure consistency across operators and vehicle types. New vehicles enter service with the livery applied, while the existing fleet is updated progressively through routine repainting, enabling rollout without additional cost beyond standard maintenance.



93.8%
of Dublin Bus fleet has the new livery



A detailed visualisation of a double-decker bus showcasing the new Transport for Ireland (TFI) livery, highlighting its colour scheme, branding elements, and overall design aesthetic.

Next Generation Ticketing (NGT)

Making it easier and more convenient to pay for public transport across Dublin

The Next Generation Ticketing (NGT) project is progressing steadily as part of the BusConnects Programme initiative to modernise public transport. Existing ticketing systems are approaching the end of their operational life and are being replaced with a more modern ticketing system. The new system will incorporate the latest developments in account-based ticketing, enabling convenient payment options such as contactless and mobile devices payments etc.

Indra S.A., a company with international experience in similar projects, is delivering the large-scale ticketing system.

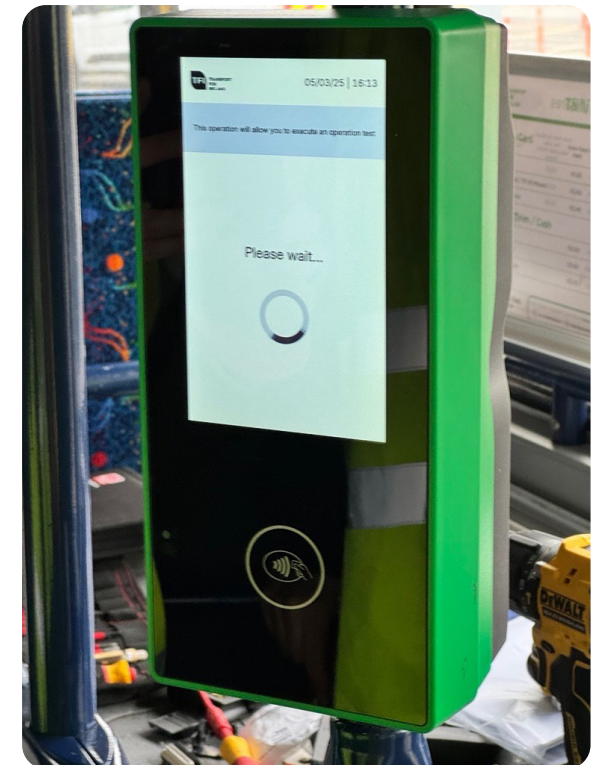
The first release (Major Release 1 – Leap Integration) of the project is moving into the testing phase (with the design and build phases now complete). This phase will see the deployment of new Pole Mounted Validators (PMVs) onto a small number of buses in the Greater Dublin Area (as well as new station and platform validators on the tram and rail networks). This is scheduled for Q1 2027.

The second and third releases (Major Release 2 – Contactless Payments and MR3 – Rail) of the project are closing out the Low-Level Design phase in May 2026. There are four build phases, the first of which has been delivered. Work has also started on test case design.

In terms of Major Release 4 – Commuter Bus, one of the major components is the development of new Electronic Ticket Machines (ETMs). This design work will start in June 2026 (after the designs for Major Release 2/3 are complete).



The pole-mounted test validator installed at Broombridge Station



A test validator installed on the bus

Simplified Fares

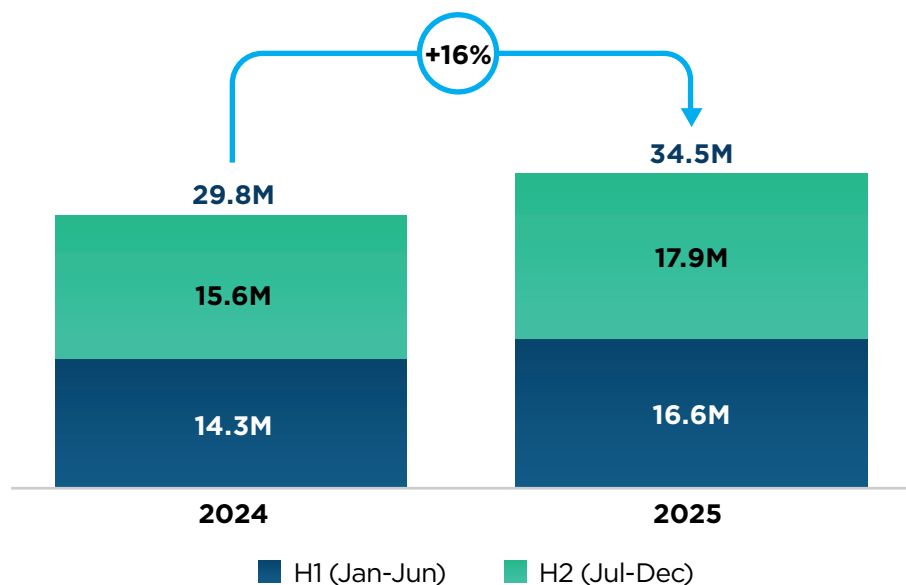
Integrated fare structure and ticketing

A simplified and integrated fares system is driving increased demand across public transport in the Greater Dublin Area. Initiatives such as zonal fares and the TFI 90-Minute Fare are making journeys easier and more flexible, enabling seamless transfers and supporting greater network connectivity.

Demand for the 90-Minute Fare has grown strongly, with usage rising **16% from the 2024 baseline to 34.5 million journeys in 2025**. This upward trend has continued into 2026, with an **additional 9 million journeys recorded between January and March**, reflecting sustained momentum.

This growth highlights increasing demand for integrated travel, with passengers more frequently making multi-leg journeys across the network. Overall, these trends demonstrate how simplified fares are supporting higher usage and contributing to a more connected, user-friendly public transport system.

Annual TFI 90 Fare Usage (millions): Year-on-Year Comparison



4.7 million

additional usages of the
TFI 90 fare year-on-year

TFI
TRANSPORT
FOR
IRELAND

TFI Leap



Dublin performance

➔ Passenger boardings

➔ Bus service performance

➔ Operational performance

➔ Sustainability metrics

Performance Indicators

Reporting is based on validated data from October to December 2025 (Q4), with positive trends continuing into 2026

A structured set of key performance indicators (KPI) tracks delivery of BusConnects benefits across the network.

The latest validated results, based on October to December 2025 (Q4) data, show improvements in passenger demand, service reliability, and network efficiency following the rollout of the Network Redesign.

KPIs capture the impact of the redesign by comparing performance before implementation with outcomes after delivery, providing a clear view of improvements across the network.

These positive trends have continued into 2026, with sustained growth in passenger usage and ongoing improvements in service performance.

For a full-in-depth commentary on all key BusConnects Performance metrics please refer to pages 24-35.

For BusConnects, key performance metrics have been structured into four key reporting areas

1.

Passenger performance

Measures changes in passenger demand and usage, including total boardings across the network.

2.

Bus service performance

Assesses the quality of bus service delivery, including regularity, punctuality, and reliability.

3.

Service Delivery

Evaluates how efficiently the network operates.

4.

Sustainability metrics

Tracks the environmental impact of operations including emissions avoided and electric fleet kilometres operated.

1.

Passenger performance

Passenger demand continues to grow strongly, supported by Network Redesign

Network performance



188M

passenger boardings in 2025



23%

growth vs 2019 baseline

Network Redesign (NRD) Impact



51%

increase in passenger boardings on NRD routes (Q4 2025)



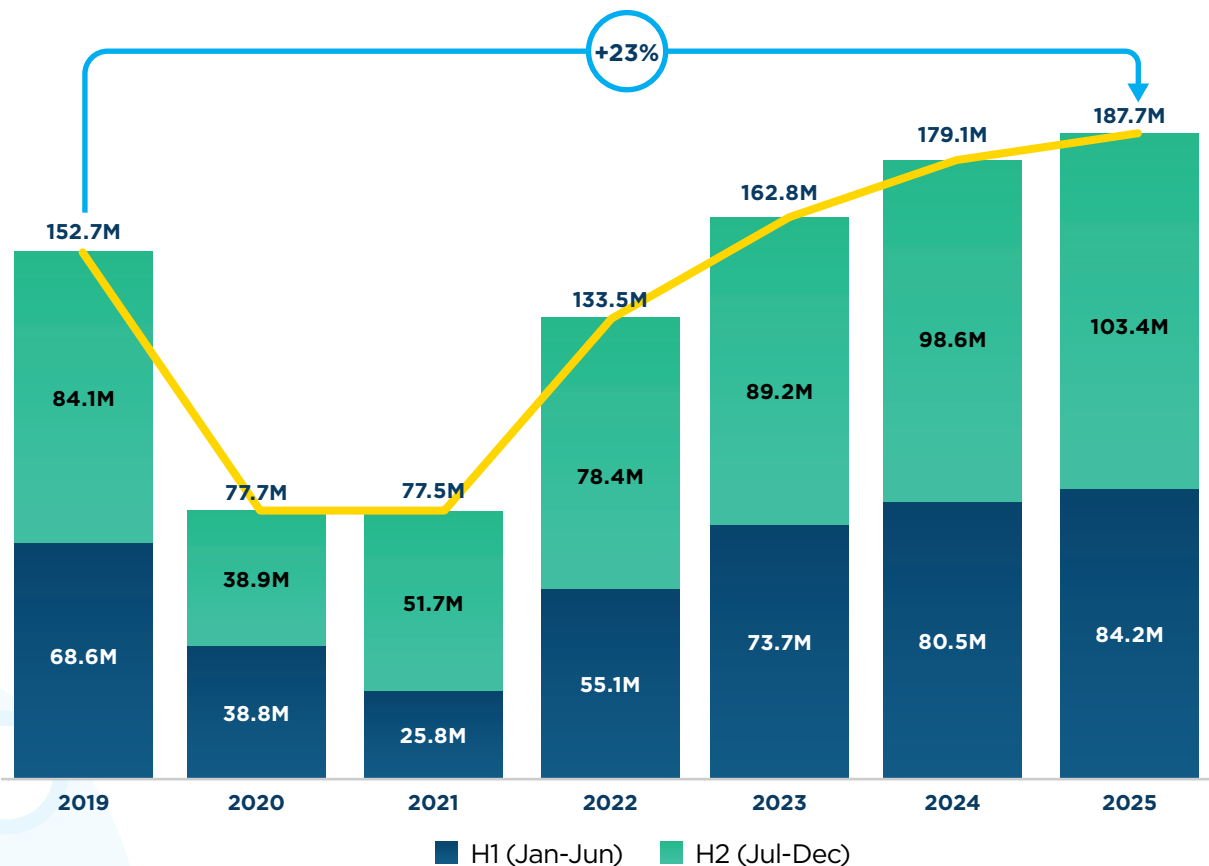
350%

increase in phase 4 vs 2019 Q4 baseline

1. Passenger performance | 2025

Steady passenger demand growth reflects continued recovery and expansion

Annual Passenger Boardings (millions): Year-on-Year Comparison



Over
35 million
additional passenger boardings from
baseline to 2025

Passenger Boardings

Total number of passengers boarding services, comparing baseline and reporting periods.

Passenger demand has grown strongly, **increasing from 153 million in 2019 to 188 million in 2025**, representing growth of 23% and over 35 million additional journeys.

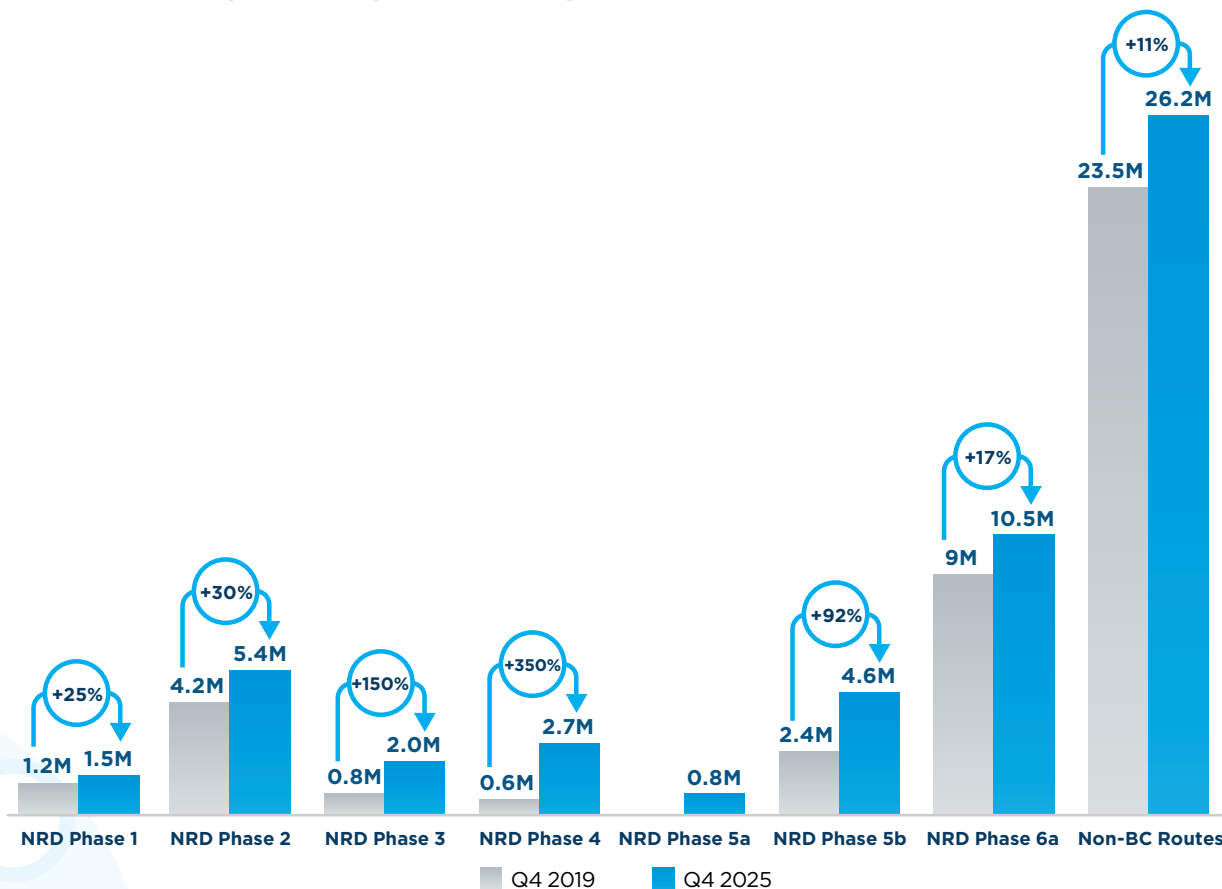
This growth reflects sustained recovery and expansion, with the BusConnects Network Redesign supporting increased usage across the network.

1. Passenger performance

Q4

Steady passenger demand growth reflects continued recovery and expansion

Quarterly Passenger Boarding (millions): NRD Phases v Pre-NRD



*NRD Phase 5a has no legacy routes to act as 2019 baseline.

51%

overall increase in passenger boardings in Q4 2025

Passenger Boardings by Network Redesign Phase (NRD)

Passenger boardings by phase, comparing baseline (Q4 2019) with latest performance (Q4 2025).

Passenger boardings on Network Redesign (NRD) routes have increased following implementation. **By Q4 2025, boardings across redesigned routes were 51% higher overall compared to pre-NRD levels**, demonstrating substantial growth across the programme. This uplift reflects strong demand response following service changes and network improvements. Across the wider network that has not undergone the Network Redesign, boardings have also increased by 11%, indicating that growth extends beyond the redesigned routes.

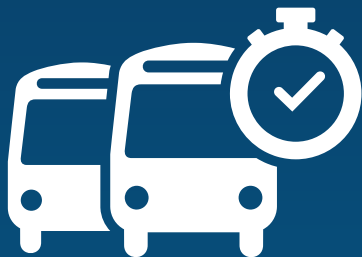
Growth has been most pronounced in Phases 3 and 4, with particularly high increases observed where services have expanded and matured over time. Strong growth is also evident in Phase 5b, reflecting increased demand as newer services embed. Other phases, including Phase 2 and Phase 6a, continue to show solid gains, indicating sustained demand as the network evolves. Overall, these trends highlight the success of the Network Redesign in driving passenger growth and strengthening utilisation across the network.

2.

Bus service performance

Ongoing operational improvements are driving enhancements across the Network Redesign. Performance shown vs Q4 2019 baseline (Q4 2025 results)

Punctuality performance



14.5%

more services
departing on time

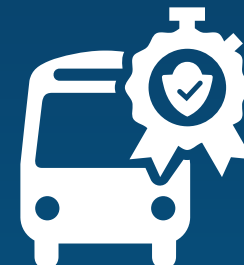
Regularity performance



up to
49%

passenger wait times
reduced

Reliability performance



16%

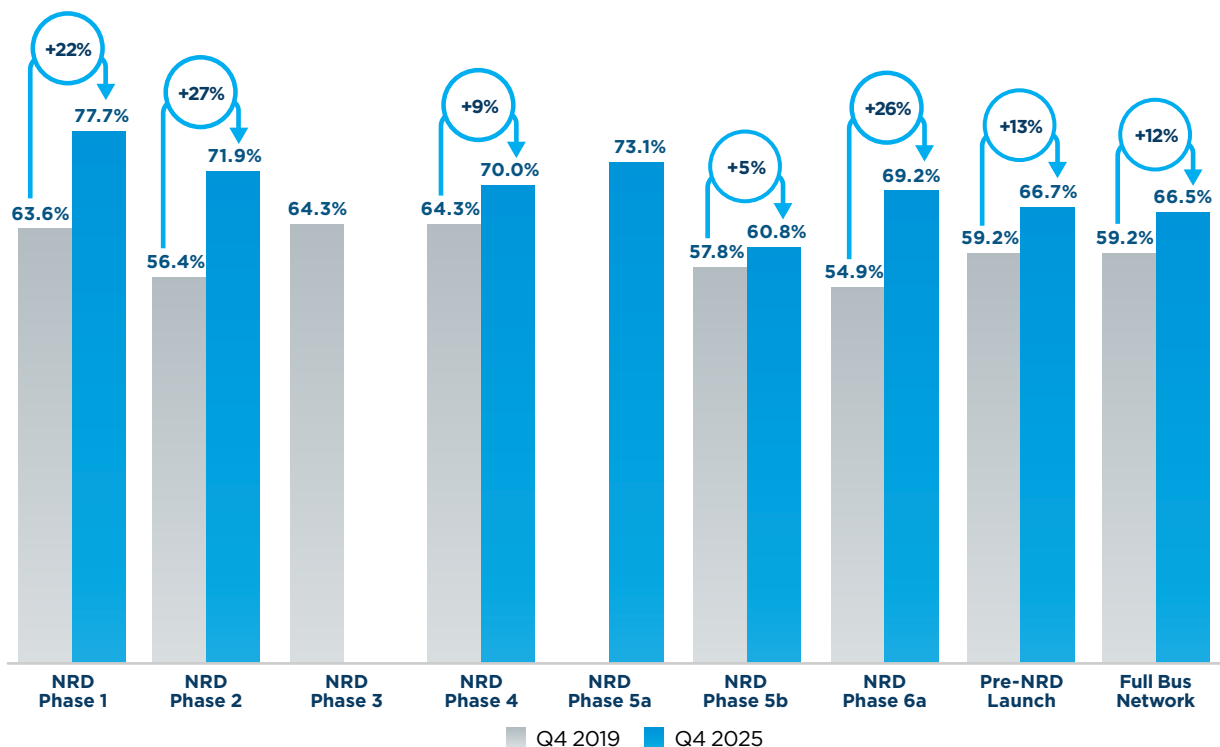
reduction in lost kilometres

2. Bus service performance

Q4

Improved punctuality across the redesigned network

Quarterly Bus Punctuality (%): NRD Phases v Pre-NRD



NRD Phase 3 has a Q4 2019 baseline, but routes have transitioned from low to high frequency, meaning a comparable Q4 2025 punctuality measure is not available. NRD Phase 5a has no legacy routes to act as 2019 baseline.

14.5%

improvement in punctuality rate
across the redesigned network

Punctuality by Network Redesign Phase (NRD)

Punctuality (low-frequency routes) is measured as the percentage of departures operating on time, based on the proportion of on-time departures relative to total actual departures.

Punctuality has improved across the network, with an **+14.5% in the redesigned network**, compared to a +12.6% increase on non-BusConnects routes.

Improvements reflect steady progress as newer services are embedded within the network and operational challenges continue to be addressed.

Further gains will be supported by enhanced bus priority through the Core Bus Corridors programme and improved customer boarding enabled by Next Generation Ticketing.

2. Bus service performance

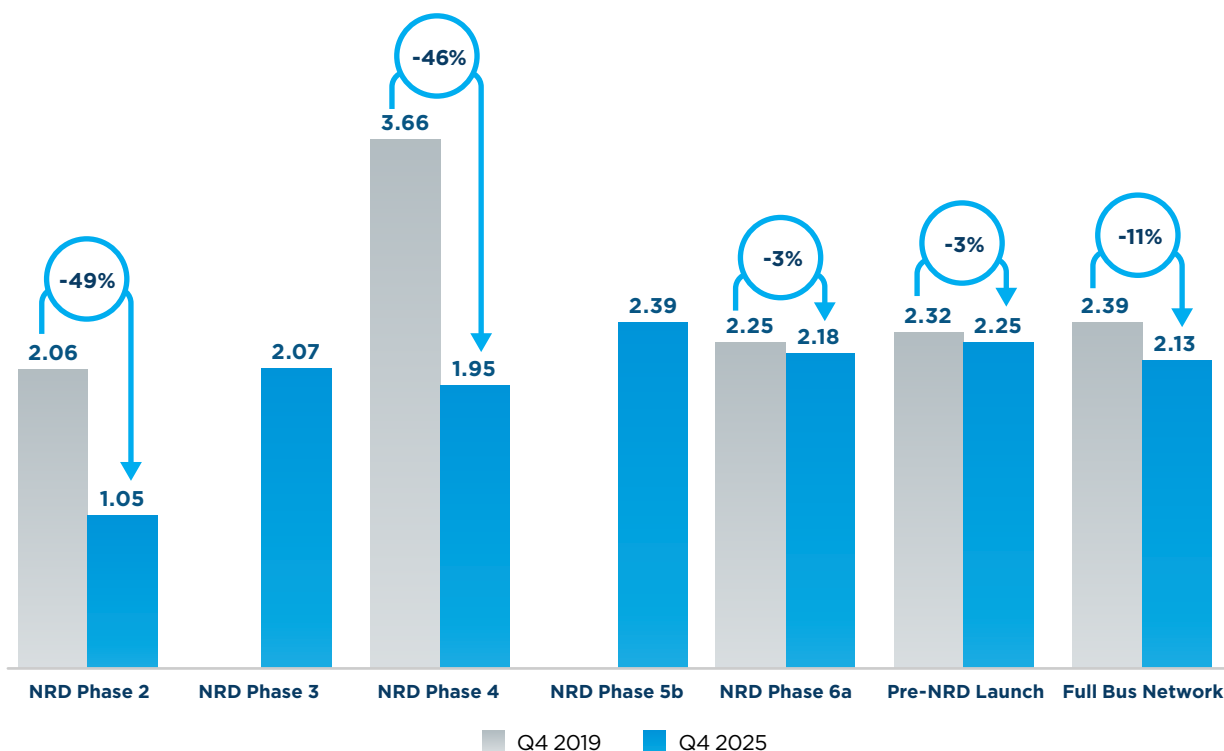
Q4

Reduced passenger waiting times across Network Redesign routes

Up to
49%

reduction in excess passenger waiting times

Quarterly Bus Regularity (minutes): NRD Phases v Pre-NRD



NRD Phase 3 does not have a comparable baseline, as routes have transitioned from low frequency to high frequency services. Additionally, NRD Phase 5a has no legacy routes to act as a baseline for comparison.

Regularity by Network Redesign Phase (NRD)

Regularity is measured using Excess Wait Time (EWT), capturing the difference between planned and actual passenger waiting time.

Passenger wait times over and above expected wait times on high-frequency services have reduced across several phases compared to the Q4 2019 baseline, as reflected in lower Excess Wait Time (EWT). Improvements are strongest in Phase 2 and Phase 4, while changes in later phases are more moderate. Phase 6 shows a modest reduction in Excess Wait Time since implementation in Q1 2025, indicating positive progress as services begin to embed across the network.

These improvements are driven by a combination of factors, including more accurate timetabling, enhanced operational control, and reliability measures such as headway management and reduced service gaps. Together, these contribute to more even service intervals (improved regularity) and shorter passenger waiting times.

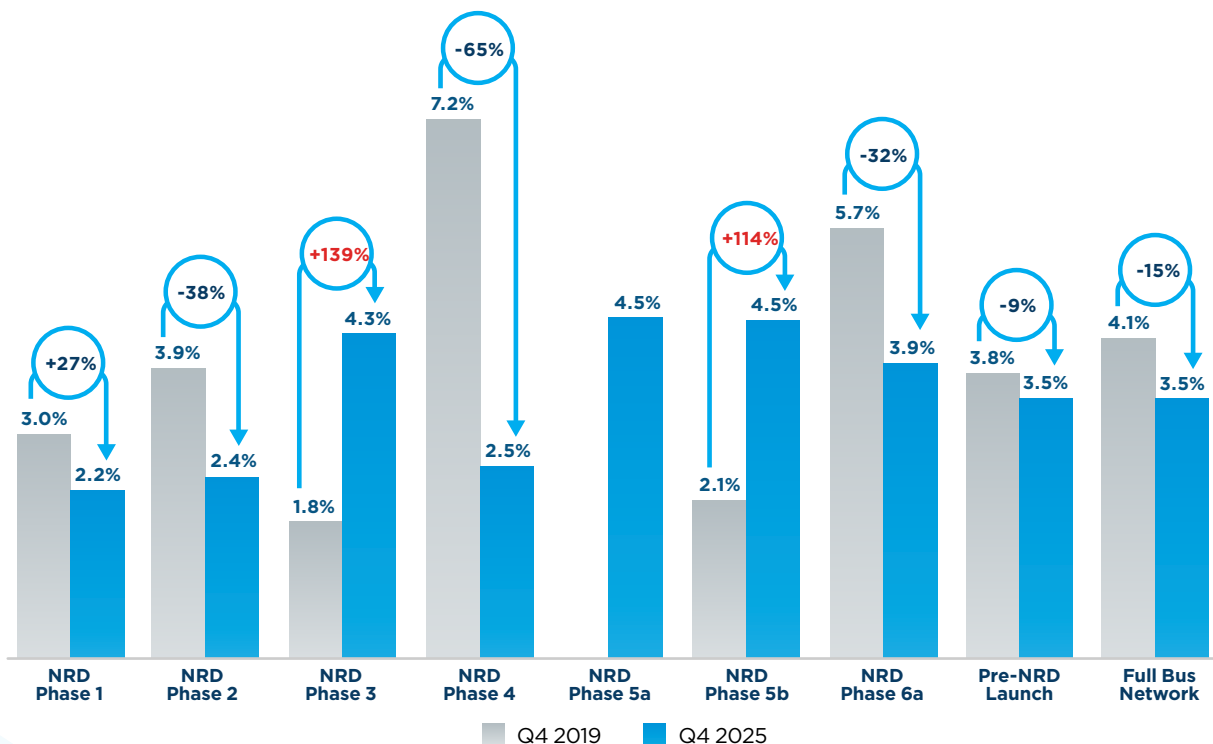
Further gains will be supported by enhanced bus priority through the Core Bus Corridors programme and improved customer boarding enabled by Next Generation Ticketing.

2. Bus service performance

Q4

Reliability improvements achieved across key Network Redesign phases

Quarterly Bus Reliability (Lost Kms) (%): NRD Phases v Pre-NRD



NRD Phase 5a has no legacy routes to act as 2019 baseline.

16%

improvement in reliability on bus across redesigned network

Reliability (Lost Kms) by Network Redesign Phase (NRD)

Reliability (Lost Kms) is measured using lost kilometres, representing scheduled services that were not operated.

Reliability has improved overall, with a 16% reduction in lost kilometres compared to the Q4 2019 baseline.

Strong gains are evident across several Network Redesign phases, particularly in Phases 2, 4 and 6a, reflecting more consistent service delivery.

Performance varies across phases, with some routes affected by operational challenges including driver availability and fleet reliability.

Further improvements will be supported by revised timetables, enhanced operational control, and ongoing investment in network performance.

3. Service Delivery

Delivering additional services while maintaining operational performance. Performance shown vs Q4 2019 baseline (Q4 2025 results)

Cost Efficiency



12M

additional service kilometres

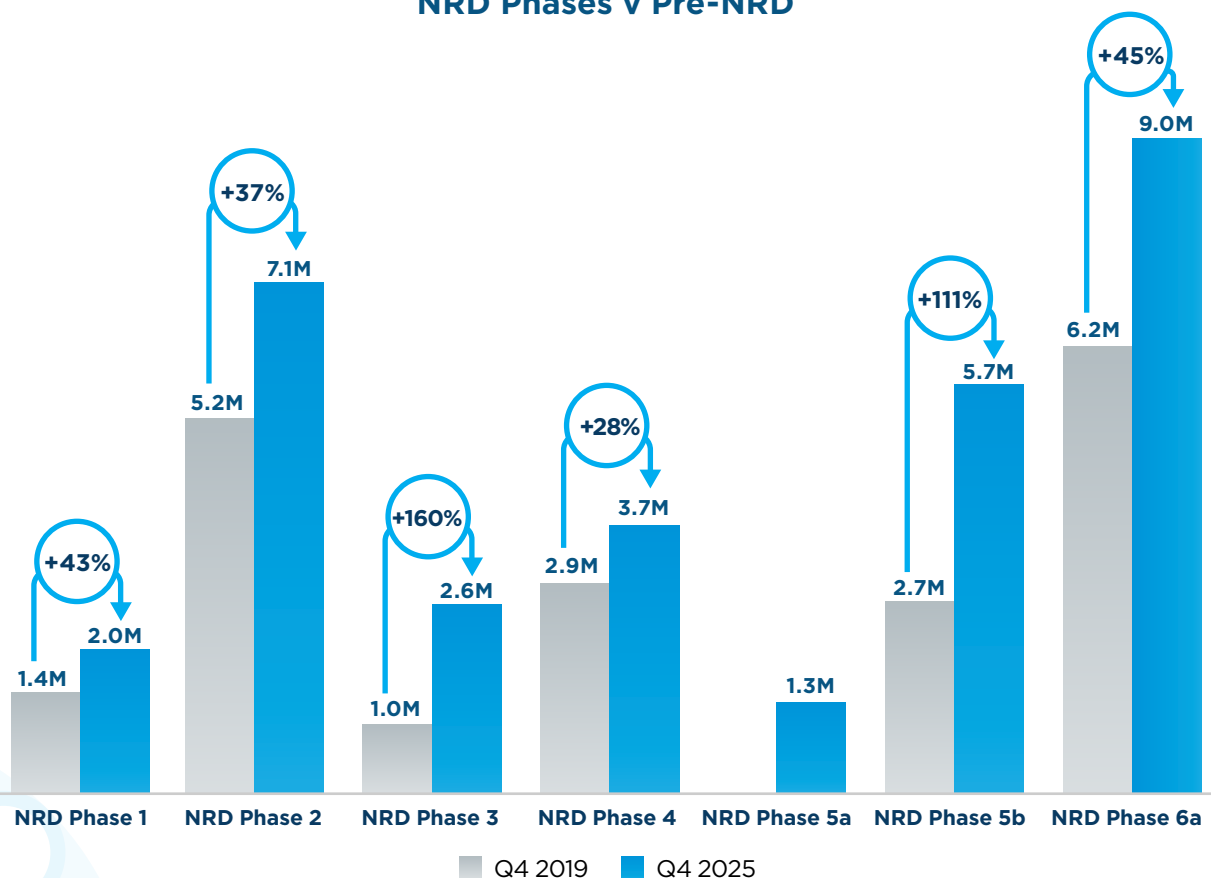
As Phase 7 was launched in Q4 2025, sufficient data is not yet available for analysis and will be included in the next progress report. As a result, there has been no change in scheduled kilometres since the previous reporting period.

3. Service Delivery

Q4

Scheduled Kilometres increased across the Network Redesign phases

Annualised Scheduled Kilometres Operated (million kilometres):
NRD Phases v Pre-NRD



*NRD Phase 5a has no legacy routes to act as 2019 baseline.

12 million

scheduled kilometres delivered
across Phases 1-6a

Scheduled Kilometres by Network Redesign Phase (NRD)

Scheduled kilometres are measured using planned service distance, representing the total distance of scheduled services operated.

Service levels have increased significantly, with over 12 million additional kilometres delivered across Network Redesign Phases 1-6a, **representing a 62% uplift compared with pre-NRD levels.**

This reflects expanded coverage, frequency and capacity across the network, with scheduled kilometres providing a key indicator of overall service provision and network performance.

Growth will continue as additional phases are rolled out.

4.

Sustainability metrics

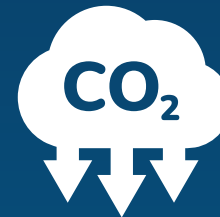
Electric bus expansion is driving significant emissions reduction. Performance shown vs 2024 baseline (2025 results)

Environmental Impact



1.7M

additional electric bus kilometres



1,608

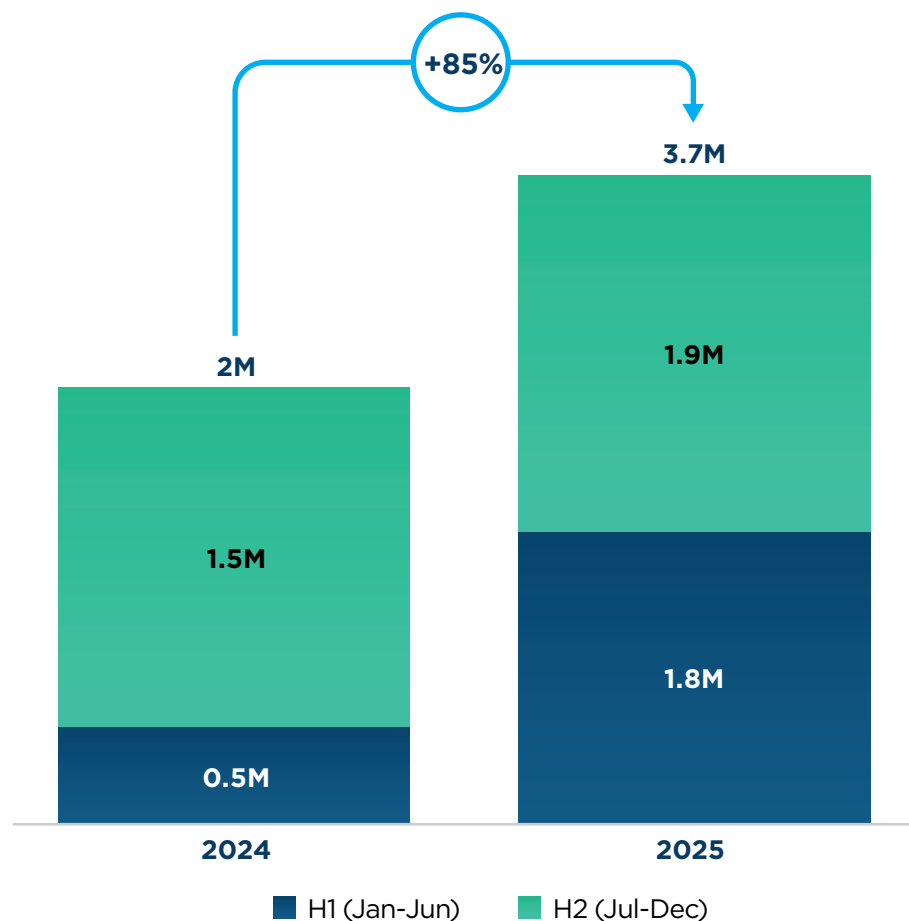
tonnes of CO₂ emissions avoided

4. Sustainability metrics

2025

Electric bus operations are expanding rapidly

Annual kilometres operated by electric bus fleet (kilometres in millions)



Year-on-year increase:
1.7 million kilometres
operated

Electric bus kilometres operated

Electric bus service delivery is measured using total electric bus kilometres, representing the overall level of electric service delivered.

Electric bus kilometres increased significantly in 2025, **rising from 2 million to 3.7 million kilometres, an increase of 1.7 million kilometres (85%)** across Dublin Bus services.

This reflects the continued rollout and scaling of zero emission services under BusConnects, with electric buses now more consistently embedded across the network.

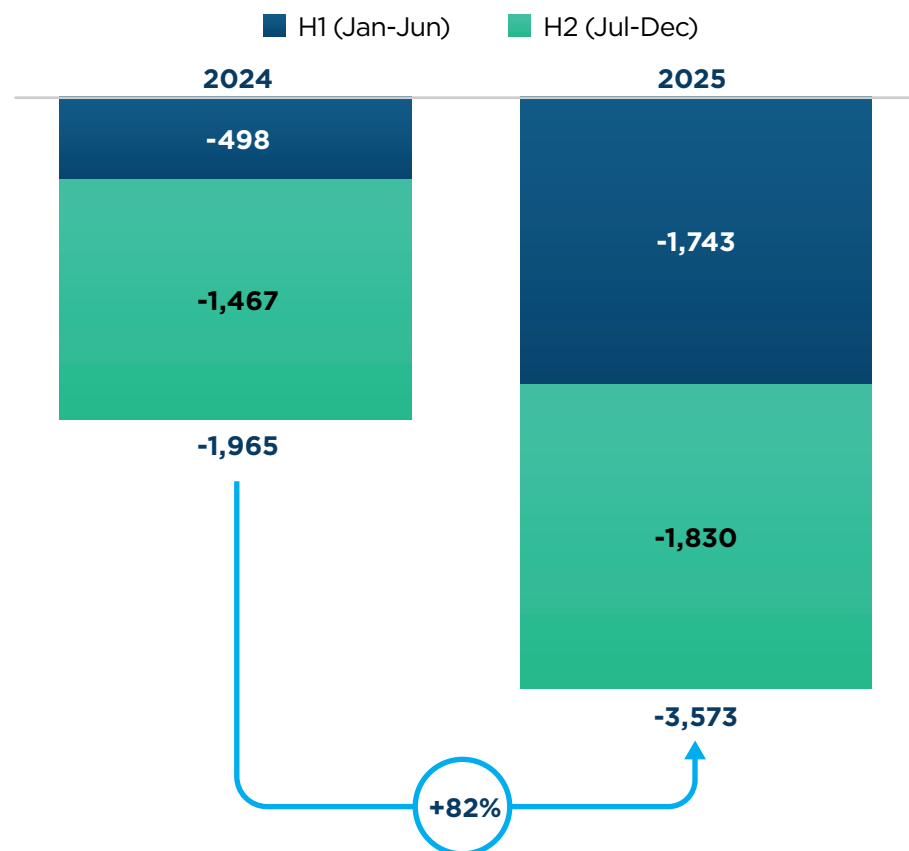
Overall, electric service delivery continues to grow rapidly, with further increases expected as additional routes transition and fleet deployment expands.

4. Sustainability metrics

2025

Electric bus expansion is accelerating emissions reduction

Annual Avoided CO₂ Emissions (in tonnes): Year-on-Year improvement
(Higher values indicate greater emissions avoided)



Year-on-year improvement:
1,608 tonnes
of additional CO₂ emissions avoided

CO₂ Emissions Avoided

CO₂ emissions avoided are measured representing the total emissions reduction delivered by Dublin Bus services.

CO₂ emissions avoided increased significantly in 2025, reflecting the continued expansion of Dublin Bus electric operations.

An additional 1,608 tonnes of emissions were avoided year on year across Dublin Bus services.

Further reductions are expected as the scale of electric services continues to grow.

Dublin community engagement

➔ Communication during construction

➔ Public information events

➔ Campaigns

➔ Social media

Communication during construction

Keeping communities informed during construction

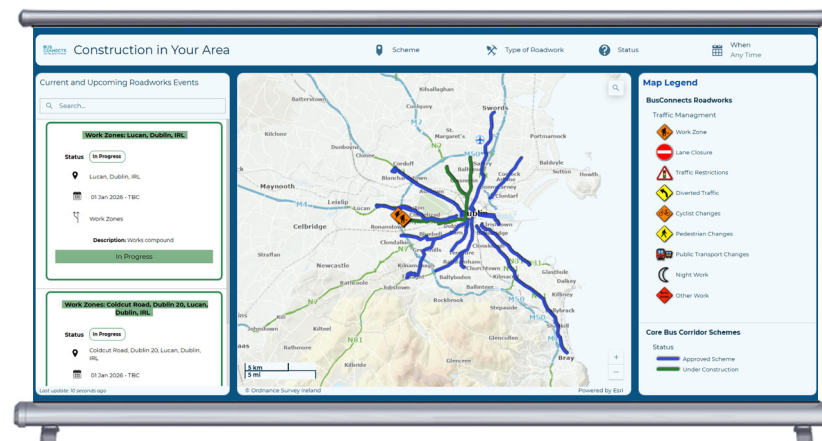
With two Core Bus Corridor schemes going into construction in 2026 (Liffey Valley and Ballymun / Finglas), clear, timely and proactive communication is key to support affected communities during construction. A coordinated approach ensures residents, businesses and stakeholders receive consistent, accessible and up-to-date information on upcoming works and potential impacts. Communities are kept informed through:



Where available, these platforms provide up-to-date information on live works, including interactive mapping. Materials are provided in bilingual formats, with accessible versions available to ensure information is widely understood and inclusive to all communities. There is also a dedicated internal and external newsletter that is distributed to stakeholders, staff and the public who can sign-up for the external newsletter.

On-the-ground engagement is delivered through dedicated Community Liaison Officers (CLOs), who act as a direct link between the project teams and local communities. This is supported by community forums, stakeholder briefings, and ongoing engagement initiatives, enabling for two-way communication and timely resolution of queries or concerns. Events are designed to be accessible, with supports such as sign language interpreters provided to ensure broader participation. This structured and transparent approach ensures that engagement is not only continuous throughout the construction phase, but also responsive to community needs. It helps build understanding, reduce uncertainty and maintain public confidence as works progress, while supporting business and residents in planning around construction activities in affected areas.

Localised leaflet drops to over
13,300 premises
along the Ballymun / Finglas Scheme



For updates and enquiries, contact channels are available for the Liffey Valley and Ballymun / Finglas schemes. For further information, please contact the relevant project team using the details provided.

1800 303 653 **liffeyvalleyscheme@busconnects.ie**
liffeyvalleyscheme.ie/construction-timeline/

1800 303 700 **ballymunfinglasscheme@busconnects.ie**
ballymunfinglasscheme.ie/construction-timeline

Public information events

Engaging communities through targeted in-person events

A programme of three local Public Information Events were delivered in February 2026 at key locations along the Ballymun / Finglas corridor, including Ballymun Axis and other venues, to support engagement with local communities and stakeholders.

These events provided opportunities for public representatives, residents, and businesses to engage directly with the project team. Events were held over multiple days and locations, with attendance ranging from targeted stakeholder sessions to public events attracting up to 130 attendees at the busiest event, and 200 people across the three events, reflecting strong local interest.

The events were supported by a range of accessible and bilingual materials, including scheme drawings, route visualisations, programme maps, and frequently asked questions, alongside on-site supports such as sign language interpretation, ensuring inclusive engagement.

Overall, the events played a key role in informing communities, addressing queries, and building understanding of the scheme, supporting meaningful two-way engagement ahead of construction.



Three public information events exceeded
200 attendees
engaging communities along the scheme

Ballymun/Finglas to City Centre Scheme

Construction Update May 2026

Site investigation works are currently underway for the Ballymun/Finglas to City Centre Core Bus Corridor Scheme. These investigations are ongoing and are required to inform the detailed design of the proposed scheme.

For live construction updates in your area, please scan the QR code, to view our interactive web map.



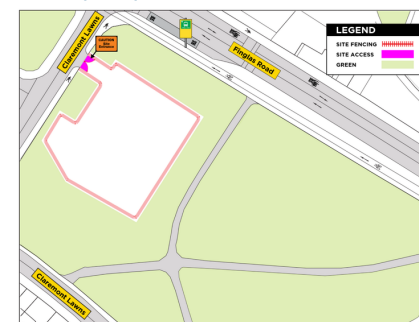
www.ballymunfinglasscheme.ie

This pre-construction phase will also involve the establishment of a **temporary construction compound** within the parklands at **Claremont Lawns**. Please see the map below showing the location of the compound site.

The compound set-up is planned to commence from **18 May 2026** and will take approximately eight weeks. Once established, the compound will remain in use for the duration of the project, currently scheduled for completion by the **end of 2028**.

The location of this compound has been approved as part of the Planning Approval from An Coimisiún Pleanála for the Ballymun Finglas to City Centre Scheme received in **March 2024**.

If you have any additional queries please see our contact details at the bottom of this page.



Contact Us

- Breifnín Jones (GRAHAM) on 087 464 5220
- ballymunfinglasscheme@busconnects.ie
- Freephone 1800 303 400

GRAHAM **BUS CONNECTS**
Working on behalf of
Do Chathair, Nasc Níos Fearr
Your City, Better Connected

Campaigns

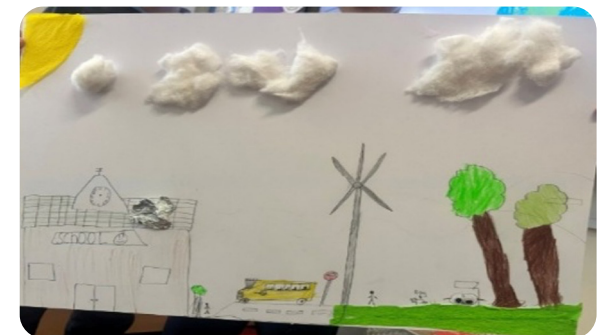
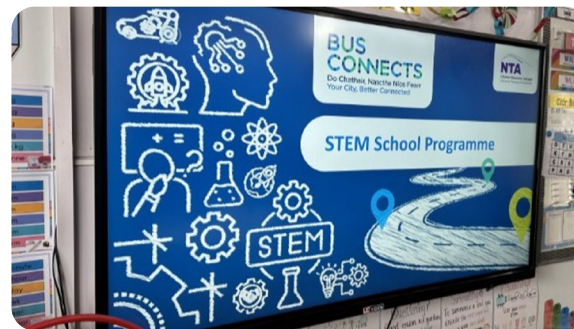
BusConnects STEM school programme

The BusConnects School Pilot Education Programme launched on 20 April at St Gabriel's Primary School in Ballyfermot, with St Raphael's Primary School and Inchicore National School also participating as part of the Liffey Valley to City Centre Scheme. This pilot marks an important step in embedding community-focused initiatives within the delivery of BusConnects infrastructure.

Led by the National Transport Authority (NTA), the programme works in partnership with schools located along BusConnects corridors to promote sustainable travel behaviours, encourage active modes such as walking and cycling, and raise awareness of public transport use from an early age. Through a structured programme of activities, students are also introduced to STEM-based learning (Science, Technology, Engineering and Mathematics), helping to build understanding of transport, sustainability, and urban infrastructure.

The initiative aims to strengthen connections between the project and local communities, ensuring that the benefits of BusConnects extend beyond infrastructure delivery. By engaging directly with young people, the programme supports the development of long-term behavioural change while fostering interest in sustainability and future careers in transport and engineering.

This approach positions the NTA as a leader in integrating education and sustainability within major infrastructure programmes, while contributing to a greener, more connected, and resilient future for communities across Dublin.



Campaigns

Media campaign



Metropole static

The digital campaign performed strongly, exceeding targets and reaching more people than expected. Viewability was high at 83%, well above the 68% benchmark, meaning most ads were clearly seen. RTÉ delivered the strongest engagement, with the Irish Times also performing well, demonstrating the effectiveness of these platforms.

Local press awareness campaigns reached approximately
68,000 readers

Outdoor advertising delivered strong visibility across the Ballymun and Finglas areas, ensuring consistent on-the-ground presence throughout the campaign period. The campaign included:

- › 36 outdoor sites used, including large-format billboards and bus shelter placements.
- › 550+ on-board posters across Dublin Bus and Go-Ahead services, extending network visibility.
- › Targeted local advertising in high-footfall areas, supported by press reaching approximately 68,000 readers.



Digital Display

Radio campaigns

Over
470,000 listens
generated across a 3-week
radio campaign

Radio formed a key part of the campaign supporting the Ballymun / Finglas scheme, delivering broad regional reach and repeated audience exposure. Activity was delivered across key stations, including FM104, Q102, 98FM, Radio Nova, Sunshine, and Dublin City FM, effectively targeting a wide commuter and local audience.



478,936 listens across
multiple popular stations



342 radio spots were delivered
over a three-week period.

**BUS
CONNECTS**
Do Chathair, Nasctha Níos Fearr
Your City, Better Connected



Dublin City FM delivered campaign activity over a 3.5-week period, providing sustained exposure to local audiences. Its audience has grown to approximately 500,000 weekly listeners (EOY 2025), strengthening its effectiveness as a local channel. Dublin City FM and the NTA are now recording 16 bilingual taglines, including Ballymun / Finglas messaging. These will be broadcast across 14 daily sponsorship credits, extending reach and reinforcing messaging over a longer period through the station's growing audience.

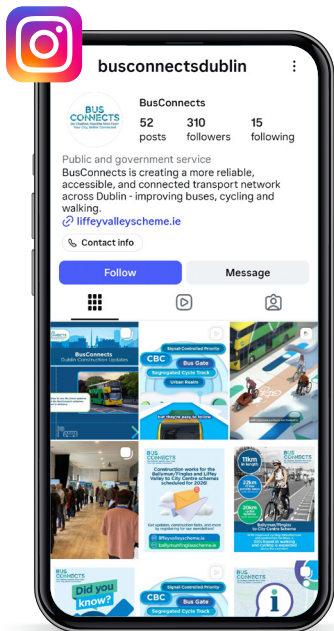
Social media

Strengthening engagement through digital communication

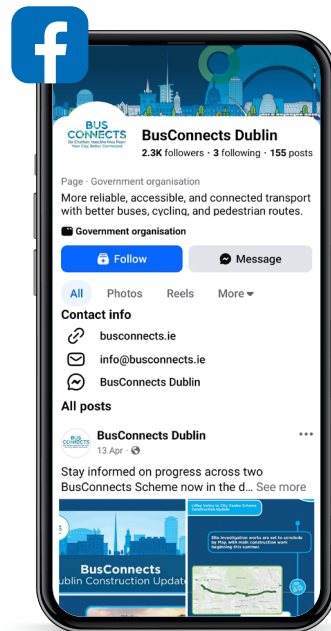
Social media played a key role in raising awareness of the Ballymun / Finglas Scheme and ensuring project information reached a wide and diverse audience during early construction and campaign phases. Across March 2026, the campaign achieved strong reach and engagement across core platforms, with content reaching **over 1.4 million users on Facebook** and **787,000 users on Instagram**. This broad reach helped ensure consistent visibility of project updates and key messaging among communities along the route and wider transport users.

Digital content was supported by wider online amplification, including media coverage and digital display activity. A single online article by the Journal on Ballymun / Finglas construction generated over **735,000 impressions** and **12,500+ views**, demonstrating strong public interest in the project. Content included a mix of static visuals and video, designed to clearly communicate construction updates, scheme benefits and upcoming works in an accessible format. Overall, social media significantly enhanced the reach of the engagement programme, extending communication beyond traditional channels and enabling real-time, accessible updates to over 2 million users.

Over
2 million people
reached across social media platforms



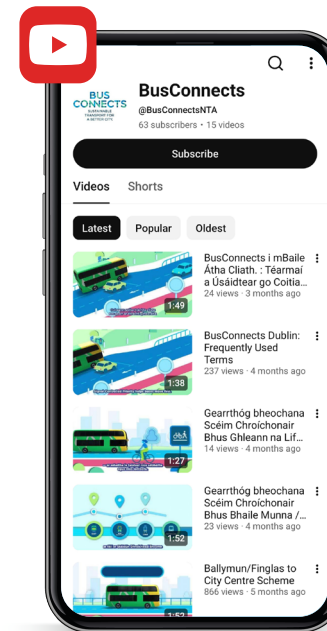
[@busconnectsdublin](#)



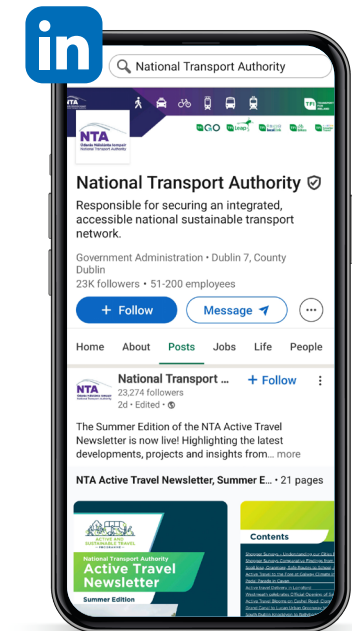
[@busconnectsdublin](#)



[@busconnects](#)



[@busconnectsNTA](#)



[@NationalTransportAuthority](#)

BusConnects in other cities

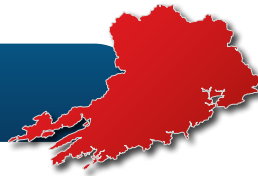
➔ Cork

➔ Limerick

➔ Galway

➔ Waterford

BusConnects Cork

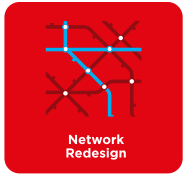


BusConnects Cork programme [Preliminary Business Case](#) was signed off by the cabinet in October 2025 and published in January 2026.



Sustainable Transport Corridors

This investment will deliver bus priority and cycle infrastructure across three schemes: Cork City North, South West, and South East, covering approximately 90 km of bus priority and 95 km of cycle facilities. Planning applications will be submitted to An Coimisiún Pleanála on a phased basis from 2026, supporting delivery of the Cork Metropolitan Area Transport Strategy (CMATS).



Network Redesign

The Cork Metropolitan bus network will increase capacity and boost services by 53%, with two 24-hour routes, more high-frequency services and a simplified numbering system. Planning is currently underway, with phased rollout scheduled to commence from 2027.



Stops & Shelters

As part of BusConnects Cork, new bus stop poles are being installed across the Cork Metropolitan Area alongside upgrades to bus shelters. As of June 2026, **250+ stops** have been constructed to support the rollout of Phases 1.1, 1.2, and 2 of the new bus network.



Transition to Zero

BusConnects Cork is progressing a transition to a zero-emission bus fleet, targeting full electrification by 2034 to modernise operations, reduce emissions, and improve air quality. Charging infrastructure will be installed at the Capwell depot, supported by a temporary depot at Tivoli, which reached substantial completion in **May 2026**.



Simplified Fares

TFI 90 will introduce a simpler fare structure, allowing unlimited transfers within 90 minutes, with rollout beginning July 2026.

Over
250 bus stops
constructed across the bus network



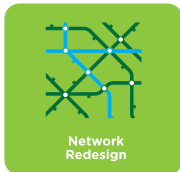
Tivoli Bus Depot

BusConnects Limerick



Sustainable Transport Corridors

This investment will deliver bus priority and cycling infrastructure across key corridors in Limerick, including approximately 85 km of bus lanes and priority measures to improve journey times and reliability, supporting the Limerick Shannon Metropolitan Area Transport Strategy (LSMATS) and enabling a shift to sustainable transport.



Network Redesign

The redesigned network will deliver a more efficient, higher-capacity system, with high-frequency routes improving connectivity and strengthening links with the Connecting Ireland network. Rollout will take place on a phased basis.



Stops & Shelters

New bus stop poles and upgraded shelters will be installed across the metropolitan area, improving accessibility, passenger comfort, and overall user experience, and supporting the rollout of the redesigned network.



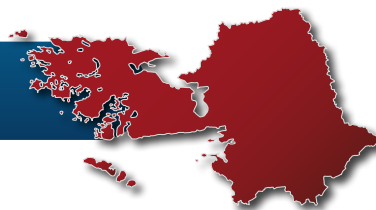
Transition to Zero

Limerick has deployed a fully electric bus fleet, supported by charging infrastructure at Roxboro Depot, including 55 double-deck electric buses and around 35 charging stations, delivering a zero-emission public transport system that improves air quality and reduces emissions.



Roxoboro Bus Depot

BusConnects Galway



Sustainable Transport Corridors

This investment will deliver bus priority and cycling infrastructure along key corridors in Galway, including the Cross-City Link, supporting connectivity and forming part of the Galway Metropolitan Area Transport Strategy (GMATS), with phased planning and approvals underway.



Network Redesign

The redesigned bus network will deliver a more efficient, higher-frequency system, increasing services by approximately 50%, expanding coverage, and introducing a new 24-hour route.



Stops & Shelters

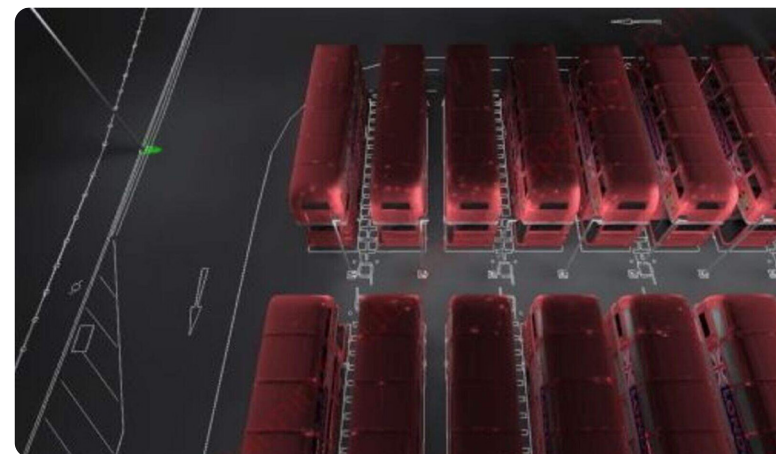
Approximately 50% of required bus stop designs have been completed, with procurement progressing to support rollout of the redesigned network and improvements in accessibility and passenger experience.



Transition to Zero

BusConnects Galway is progressing the transition to a zero-emission fleet, with planning approval granted in **March 2026** for electrification of the Bus Éireann depot at New Docks. This includes 70 charging points with 42 electric buses expected to be in operation by early 2027.

Planning approval granted to Bus Éireann in March 2026 for the electrification of
Galway Harbour Depot



Galway Harbour Depot, Planning Location & Electrification Visualisation

BusConnects Waterford



Sustainable Transport Corridors

This investment will deliver bus priority and cycling infrastructure along key corridors in Waterford, supporting connectivity and forming part of the Waterford Metropolitan Area Transport Strategy (WMATS), with phased planning, design, and stakeholder engagement underway.



Network Redesign

The programme will redesign the Waterford bus network to deliver a more efficient, higher-frequency and better-connected system. The final network plan, published in January 2025, sets out improved connectivity across the city and enhanced access to key destinations, with route development and bus stop design progressing to support a phased rollout of increased service levels.



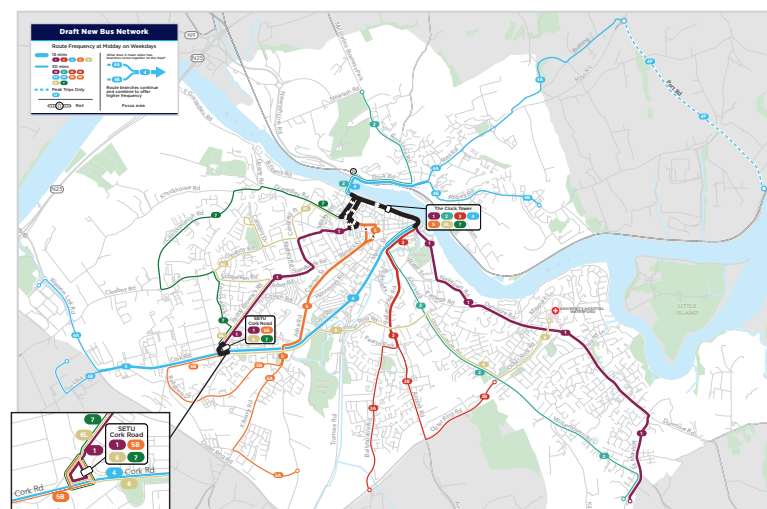
Stops & Shelters

New and upgraded bus stop infrastructure is being delivered across the metropolitan area, with designs progressing to approved stage to improve accessibility and passenger experience.



Transition to Zero

BusConnects Waterford is supporting the transition to a zero-emission bus fleet, with planning and enabling activities underway to prepare for future electrification and associated infrastructure upgrades.



[Waterford Network Redesign Map](#)



Údarás Náisiúnta Iompair
National Transport Authority

National Transport Authority
Harcourt Lane,
Dun Sceine,
Dublin 2,
D02 WT20.

NTA – Cork Office
Suite 427
1 Horgan's Quay, Waterfront Square,
Cork
T23 PPT8



Rialtas
na hÉireann
Government
of Ireland

Tionscadal Éireann
Project Ireland
2040