

Public Service Obligation Contracts Annual Performance Report 2025



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Chief Executive's Overview

2025 was a landmark year for public transport in Ireland, with 363.3 million passenger journeys recorded across the Public Service Obligation (PSO) bus, rail, light rail and TFI Local Link networks, the highest level on record. This continued growth reflects the increasing role that public transport plays in supporting economic activity, connecting communities and providing a sustainable alternative to private car travel. The strong demand experienced across all modes demonstrates both the success of recent investment and the importance of continuing to expand and improve the public transport network to meet future needs.

Throughout the year, the National Transport Authority (NTA) worked closely with public transport operators to increase capacity and enhance services across the country. The Connecting Ireland programme continued to strengthen connectivity for communities nationwide, with TFI Local Link services recorded further growth in passenger demand. In Dublin, the rollout of the BusConnects Network Redesign continued with the delivery of the E-Spine and F-Spine phases, bringing more frequent and direct services to customers and extending the benefits of the programme across an increasing proportion of the network. Planning and development work also progressed on network redesign programmes in Cork, Galway, Limerick and Waterford, laying the foundations for future service improvements.

While passenger demand remains at record levels, the year also highlighted the challenges associated with operating a rapidly growing public transport network, including traffic congestion, fleet availability constraints and industry-wide shortages of drivers and maintenance personnel. In response, the Authority worked closely with operators to support the recruitment and retention of bus drivers and mechanics, strengthen maintenance capacity and improve operational resilience. Particular focus was placed on improving service reliability, punctuality and reducing lost kilometres, ensuring that increasing demand can be matched by high-quality service delivery and an improved customer experience.

Significant progress was also made on major strategic programmes that will support public transport performance in the years ahead. A major milestone was achieved with planning approval secured for all twelve BusConnects Dublin Core Bus Corridor schemes with two construction contracts awarded and a third in procurement. Together with the ongoing rollout of the BusConnects Network Redesign, these investments will provide an attractive choice for passengers with infrastructure and operational improvements that will deliver faster, more reliable and higher-capacity bus services across the Greater Dublin Area.

The Authority also advanced a range of technology initiatives designed to improve both customer experience and operational performance. Development of the Next Generation Automatic Vehicle Location (AVL) system continued during the year, supporting more accurate real-time passenger information, enhanced operational oversight and improved performance management across the network. Progress was also made on the Next Generation Ticketing programme, which will modernise fare collection, improve convenience and accessibility for customers, and support the introduction of enhanced payment options and account-based ticketing capabilities in the years ahead.

Investment in fleet modernisation and decarbonisation remained a key priority throughout 2025. The continued rollout of zero-emission buses with enhanced features for accessibility, ongoing depot electrification projects and investment in rail fleet renewal are helping to create an accessible, cleaner, more sustainable and more resilient public transport network while providing the additional capacity required to accommodate future growth.

Looking ahead, there is still work to do to improve reliability and our focus remains on delivering a public transport network that is reliable, accessible and capable of meeting increasing demand. Through continued collaboration with operators, investment in infrastructure, fleet and technology, and the delivery of transformative programmes such as BusConnects, Next Generation AVL and Next Generation Ticketing, we will continue to improve the customer experience and support Ireland's economic, social and environmental objectives and enable more people to choose public transport for their journeys.

Anne Shaw

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 (GAI) 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 2025, 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.

Emergency Direct Award Contracts

Emergency agreements were put in place for NTA to provide PSO funding for the continued provision of essential bus services which had been formerly licensed to operate on a commercial basis. This allowed essential bus services which were no longer commercially viable to continue operating.

- Routes 410, 411 and 412 in Galway City were awarded to City Direct to begin operations in October 2024 under an Emergency Direct Award Contract.

Competitively Tendered Contracts

Table 1 details the principal operators of tendered bus services in 2025.

The procurement and mobilisation of a number of significant contracts progressed during 2025.

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

¹ The Luas operating contract was awarded jointly by the Authority and Transport Infrastructure Ireland. The Authority has assigned the day-to-day management of the Luas operating contract to Transport Infrastructure Ireland

the 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.

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 to December 2027.

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
Bus Éireann	Route 245x serving Dublin to Cork
City Direct	Routes KK1 / KK2 in Kilkenny City
City Direct	Routes PL1 and PL2 in Portlaoise Town
JJ Kavanagh and Sons	Route 139 between Naas and Blanchardstown
Go-Ahead Ireland	Routes in the Outer Dublin Metropolitan Area (ODMA) – Routes 33A, 33B/t, 45A/b, 59, 73, 102/a/c/p/t, 104, 111, 114, 161, 185/t, 197, 220/a/t, 236/a/t, 238, 270/t, L1, L2, L3, L15, L26, L27, L51, L52, L55, N2, N6, S4, S6, S8, W2
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), W6 (Linking West Dublin and North Kildare)

Network Development

Contracted bus and rail services were regularly revised in 2025 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 2025 included:

Galway – West Clare – Ennis Corridor

The Galway - West Clare - Ennis (TFI route 350 / route 351) corridor saw a significant enhancement of the 350 service between Galway and Ennis including providing additional services 7 days a week, new early morning and late-night services, a quicker more direct and legible alignment. A new 351 service was also introduced providing four services per direction per day between the Cliffs of Moher and Galway City via Fanore and an additional service between Ballyvaughan and Galway City. The route also facilitates onward travel connections with links to Doolin ferries and rail services at Oranmore.

These new and improved routes operated by Bus Éireann and TFI Local Link will provide reduced journey times, more reliable and frequent public transport options for local communities, support travel for work, education and leisure and facilitate onward connections with national bus and rail services. The investment in the corridor supported by NTA will provide more options for locals and visitors to the area to sustainably discover the Wild Atlantic Way, Cliffs of Moher, West Clare and the Islands.

Kildare – Wicklow Service Enhancements

In response to rising passenger demand, the frequency of the TFI route 183 service between Arklow and Glendalough was almost doubled with up to 8 additional services each day, 7 days a week. As part of the enhancement a local town bus service is provided in Wicklow Town offering passengers the opportunity to travel around the town and connect with regional public transport. To maintain connectivity beyond Glendalough a new route TFI route 895 service was introduced between Glendalough and Sallins. Both routes have been designed to provide seamless connections at Glendalough for onward travel.

This growth highlights the success of investment in rural connectivity and the strong demand for improved public transport. In total there were 36 new and enhanced services introduced as part of the Connecting Ireland initiative in 2025.

Town Bus Services

Town bus services play an important role in reducing congestion and cutting transport emissions as they offer citizens a sustainable transport option to travel within their locality. The expansion of town bus services throughout the state continued in 2025.

A new town bus service for Portlaoise was launched in February 2025. The new routes PL1 and PL2 offer direct and frequent connections from outlying areas of the town to the town centre including key destinations such as hospitals, retail and employment centres and the rail station for onward sustainable transport connections. The service operates up to 19 hours a day including early morning and late evening services, 7 days a week.

In July a significant enhancement to the Kilkenny City service was introduced adding almost 40 new daily departures to the service, including early morning, late evening and weekend services. The enhancement also improved punctuality and reliability and provided a better alignment with national bus and rail services.

In Dundalk and Balbriggan new early morning and later evening services were introduced including a new and expanded Sunday service for both towns, providing better links to work, education, leisure and onward travel, 7 days a week. In 2025, work also continued in respect of the planning for the introduction of town bus services in Mullingar and Ennis.

BusConnects Dublin Area Network Redesign launch

Phase 6a (E spine) and Phase 7 (F Spine) of Dublin Area Bus Network Redesign (NRD) were launched in January and October. Communications to launch these services included local press, local radio, social media, bus shelters, booklet door drops within the vicinity of the new routes and brand ambassador activity. These phases included the expansion of the 24-hour bus network in Dublin as well as providing more options to and from Dublin Airport for workers and travellers alike.

Other network development initiatives progressed in 2025 include –

- BusConnects Cork – Planning continued for implementation of the Network Redesign.
- BusConnects Limerick and Galway– Planning continued for implementation of the Network Redesign.
- BusConnects Waterford – Planning commenced for implementation of the Network Redesign.

- 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.

Rail

A new station opened at Woodbrook providing additional commuting options for residents and visitors to the area. Minor timetable amendments were introduced in December to address journey time issues across the network.

TFI Local Link

The ongoing investment in TFI Local Link, through the Connecting Ireland Rural Mobility Plan, saw further expansion of the network along with continued increase in passenger numbers. Journey numbers reached a record high during 2025 with approximately 130,000 journeys a week on Local Link services.

Total passenger journeys on all TFI Local Link services were 6.9 million for 2025, a 20% increase on the 5.8 million journeys completed in 2024. The main growth in passenger journeys is seen on the Regular Rural Services (RRS) with 5.9 million passenger journeys in 2025, compared to 4.7 million in 2024.

In addition to the introduction of Connecting Ireland new and enhanced RRS routes, TFI Local Link introduced the TFI Anseo service. TFI Anseo is a demand-responsive public transport service operated by TFI Local Link, designed to offer flexible, technology enabled mobility in areas where traditional fixed-route buses don't fully meet local needs. Passengers book their journeys through the TFI Anseo app, and the system dynamically plans routes based on real-time demand, picking people up at nearby points within the service zone. Launched as a pilot in Achill, Killarney, and north-east Limerick, Anseo aims to improve local connectivity, support rural and suburban communities, and complement the wider Connecting Ireland Rural Mobility Plan by providing a modern, adaptable alternative to conventional bus services.

Passenger Numbers

New and improved services making public transport more attractive to more people, led to a continued growth in public transport passenger numbers in 2025. 2025 was a record year for public transport patronage in Ireland hitting 363.6 million and exceeding the 2024 total by 6%.

Overall, passenger numbers on contracted bus and rail services increased by approximately 20 million in 2025, compared to 2024 (+5.8%). Table 2 below details the number of annual passenger journeys on contracted services in 2025, compared to 2024. 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.

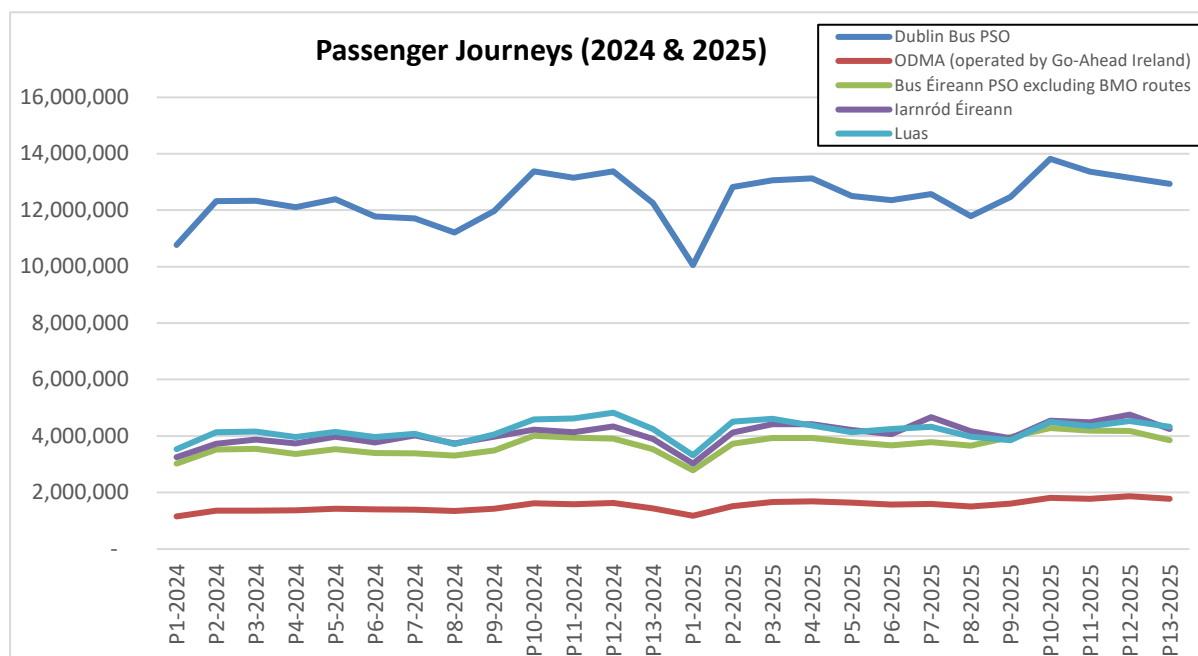
Table 2 – Annual passenger journeys on principal contracted services (millions)

Year	Dublin Bus	Bus Éireann Direct Award Contract*	Iarnród Éireann	Luas Light Rail	Other PSO Services	Go-Ahead Ireland	Rural Transport Programme	Totals
2024	159.0	46.0	50.6	54.0	5.7	22.5	5.8	343.6
2025	164.0	49.7	55.0	55.1	6.9	25.9	7.0	363.6
Difference	5.0	3.7	4.4	1.1	1.2	3.4	1.2	20.0

*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 2024-2025



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 2024-2025

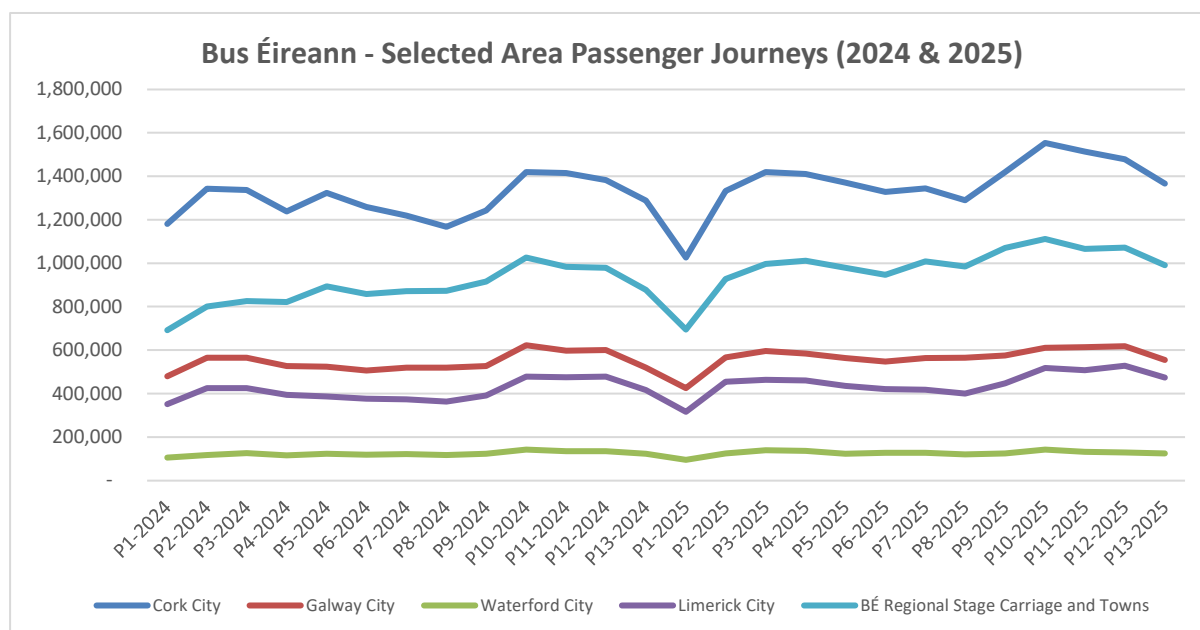


Figure 3 – Dublin Commuter Bus Routes (Bus Éireann plus Go-Ahead Ireland) periodic passenger journeys 2024-2025

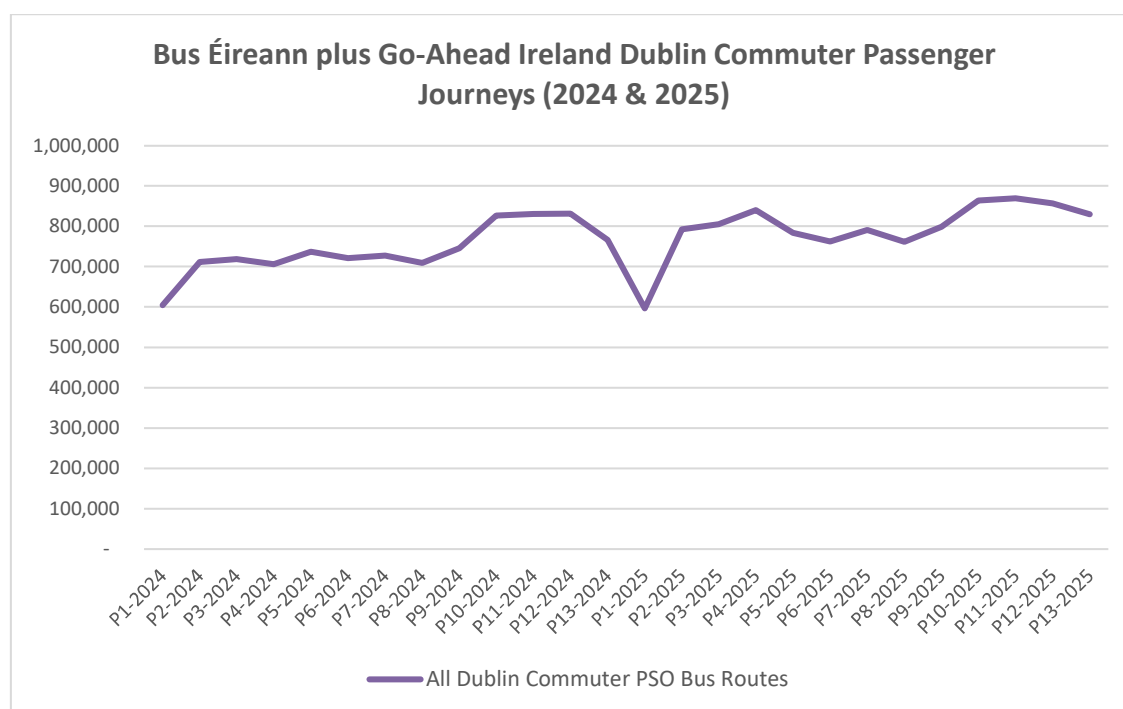
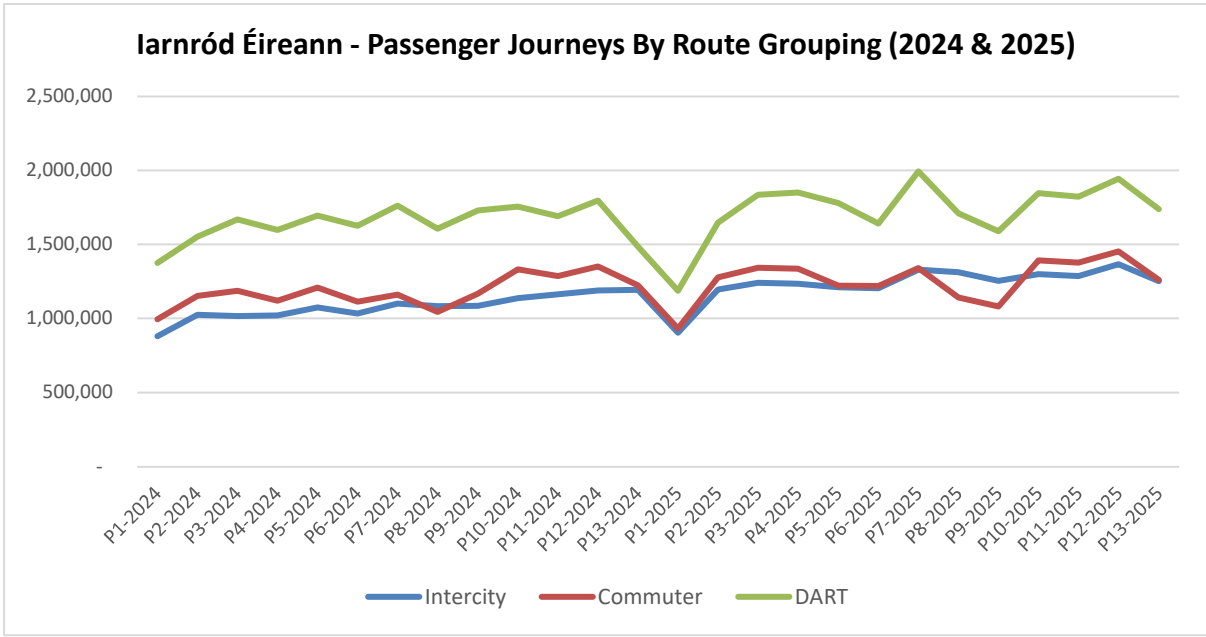


Figure 4 – Iarnród Éireann periodic passenger journeys by route subgroup 2024-2025



Punctuality By Contract And Region

Low frequency bus routes are defined as services that operate less than 4 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 15 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:

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

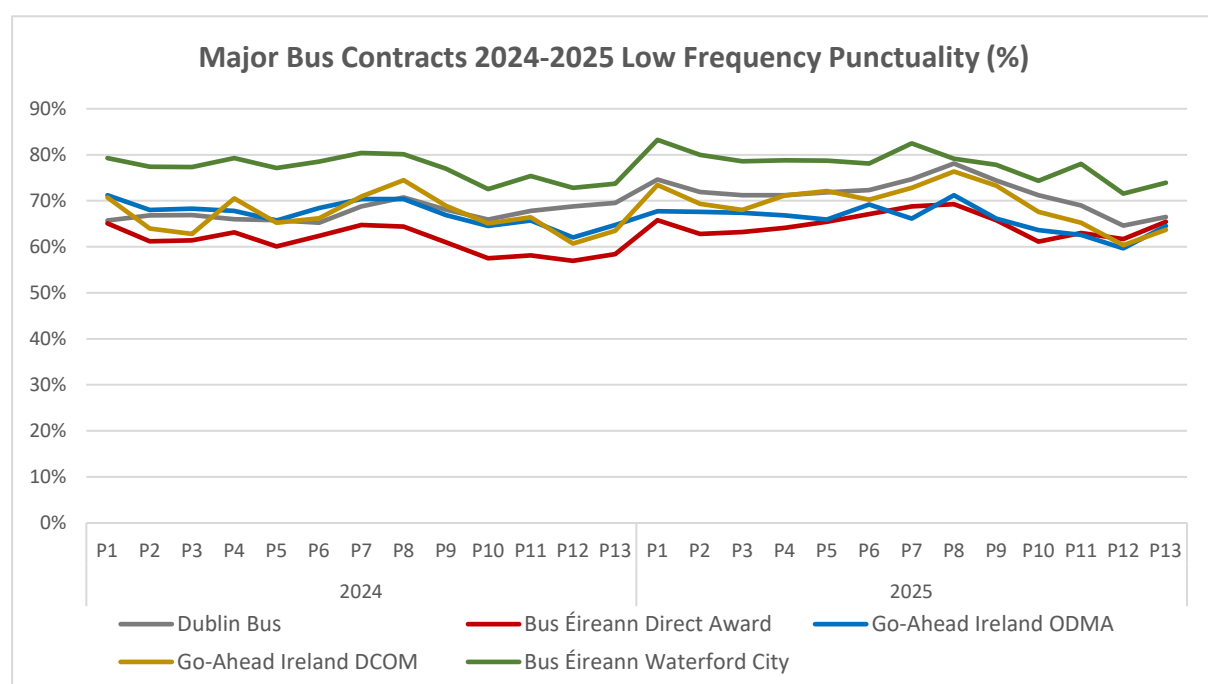
Excess Wait Time is also used as the punctuality measure for Luas services, while punctuality of Iarnród Éireann services is measured by the number of trains arriving within 5 or 10 minutes of the scheduled arrival time. The Minimum Performance Standard for Excess Wait Time on Luas services requires 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.

Low Frequency Punctuality

Figures 5 to 17 show punctuality performance on low frequency and high frequency routes by contract for 2025, with 2024 results included to show trends. Increasing patronage levels and traffic congestion impacted punctuality rates in 2025, with record numbers of bus passengers 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 2025. 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 2024-2025

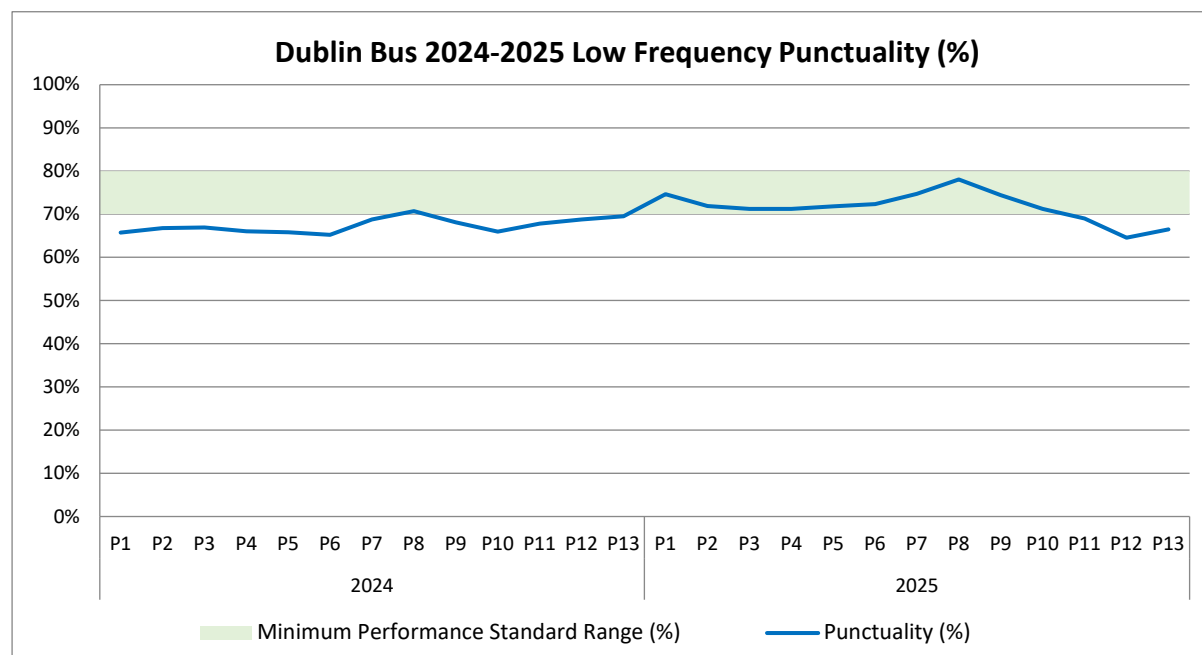


Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Dublin Bus Direct Award

The performance standard for Dublin Bus services currently ranges from 70% to 80%, depending on the route. Throughout 2024, punctuality of services remained generally below standard due to a combination of early and late running of services. In 2025, there was a noticeable improvement recorded with performance hitting a peak of 78.1% in Period 8 due to continued improvements in timetable scheduling and managing early running. Punctuality declined from Period 10 as traffic congestion increased in October and November. There was also increased levels of early running towards the end of 2025 which impacted punctuality performance.

Figure 6 – Dublin Bus low frequency punctuality performance 2024-2025



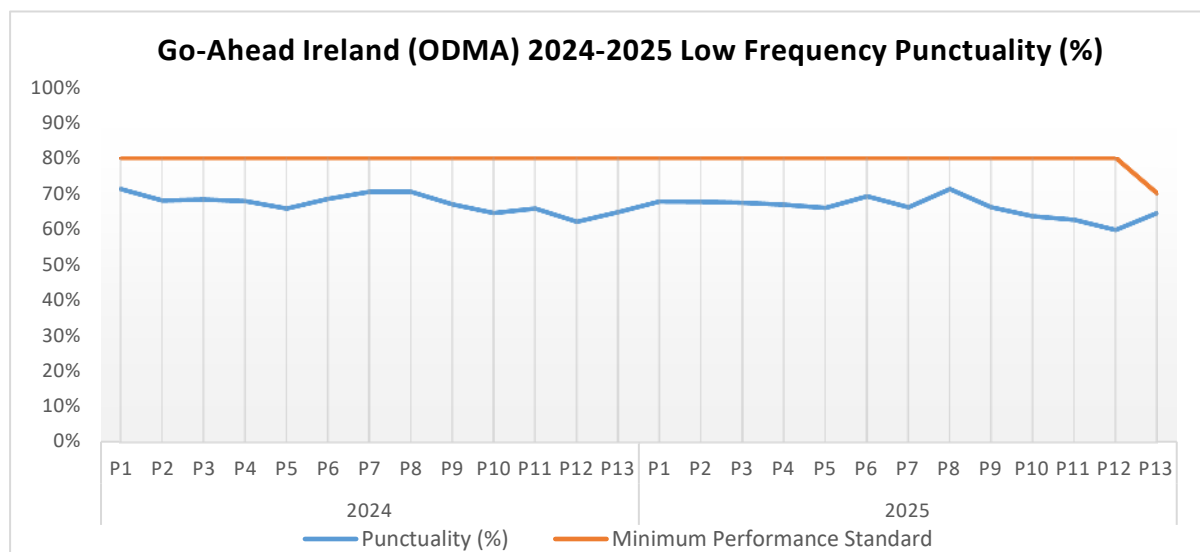
Note – the Dublin Bus low frequency punctuality Minimum Performance Standard (MPS) is a route specific MPS. From P3 2022 onwards the Minimum Performance Standards ranged from 70% to 80%.

Go-Ahead Ireland (GAI) Outer Dublin Metropolitan Area (ODMA)

Punctuality performance remained below standard in 2025 with similar punctuality levels to the same periods in 2024. GAI implemented limited timetable updates on their most significant routes including the S6, S8, W2 and 45a in November 2025. Further punctuality improvements are being investigated on these key routes in 2026, however, the scale of intervention will be reliant on the level of additional bus and driver resource availability. Improvements on these key routes should help significantly increase the punctuality performance across the ODMA network.

The ODMA contract officially ended on the 21st November 2025. The newly tendered ODMA North and South contract was won by Go-Ahead Ireland and began operation on the 22nd November 2025. Under the new contract, a reduced punctuality Minimum Performance Standard of 70% applies until the end of the fourth quarter after operation commencement, at which point it will revert back to 80%.

Figure 7 – Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA) low frequency punctuality performance 2024-2025

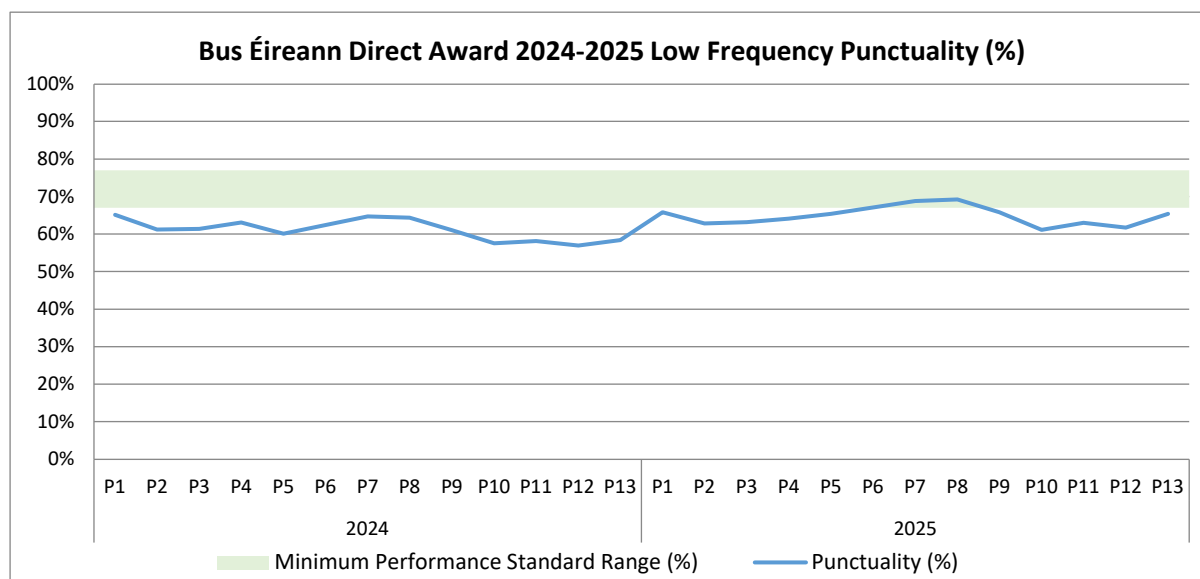


Note 1 - See Table 1 for a detailed list of Outer Dublin Metropolitan Area (ODMA) routes.

Bus Éireann Direct Award

The performance standard for Bus Éireann directly awarded services currently ranges from 67% to 77%, depending on the route. Punctuality of services remains generally below standard. This is primarily due to late running of services. Performance throughout 2024 into the beginning of 2025 was broadly similar to 2023, however, there was a slight improvement in performance in Period 8 2025. Bus Éireann introduced a number of punctuality improvement measures in 2025. These have resulted in significant improvements in punctuality in the town networks in particular, along with Galway and Limerick cities. Challenges remain in Cork City and on the Dublin Commuter routes, and further punctuality improvements are planned across the country in 2026 to improve performance.

Figure 8 – Bus Éireann Direct Award Contract low frequency punctuality performance 2024-2025

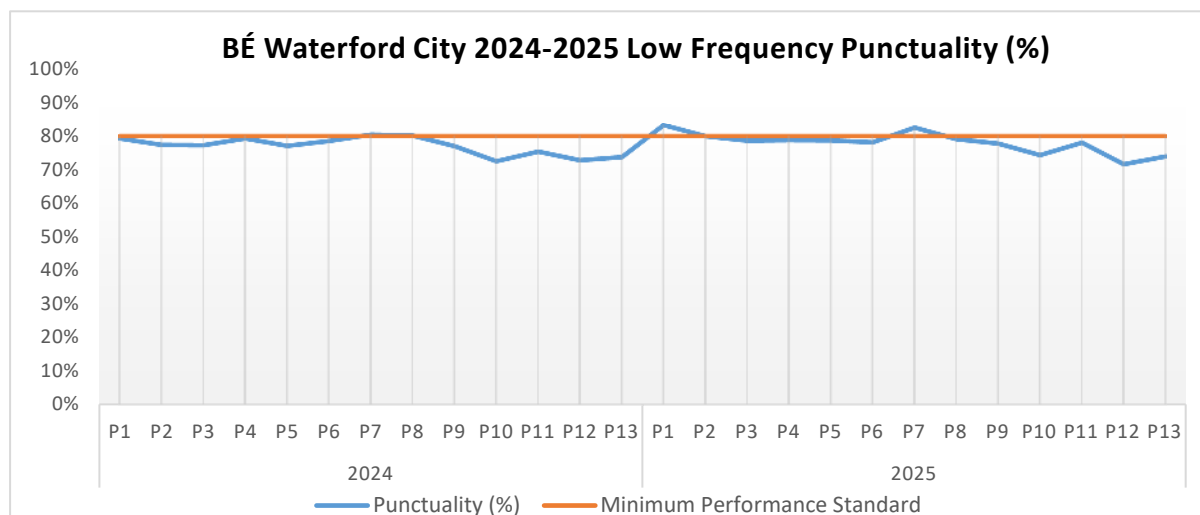


Note – The route specific Minimum Performance Standards ranged from 67% to 77% from P4 2022 onwards.

Bus Éireann Waterford

All services in the Waterford City contract operate at low frequencies. In 2025, these services in general came close to, or met the minimum performance standard of 80%, although there was a slight decline in punctuality towards the end of the year. A number of roadworks along the Quays, along with festivals such as Winterval in November and December in Waterford City impacted on punctuality performance on the network.

Figure 9 – Bus Éireann Waterford City Contract low frequency punctuality performance 2024-2025

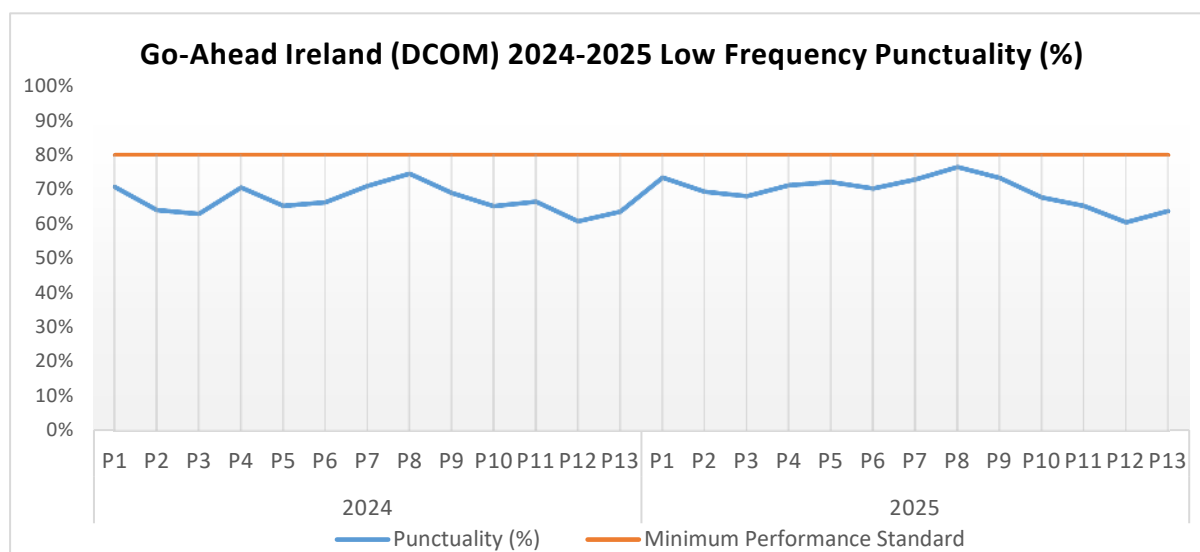


Note 1 - See Table 1 for a detailed list of Waterford City routes.

Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM)

All services in the Dublin-Kildare Commuter contract operate at low frequencies. These services do not in general meet the minimum performance standard of 80% punctuality. This is largely due to late departures. Following timetable changes, there has been a slight improvement in punctuality compared to equivalent periods in 2024, however traffic congestion continues to have a significant impact on punctual service delivery, particularly on the N7 corridor.

Figure 10 – Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) punctuality performance 2024-2025

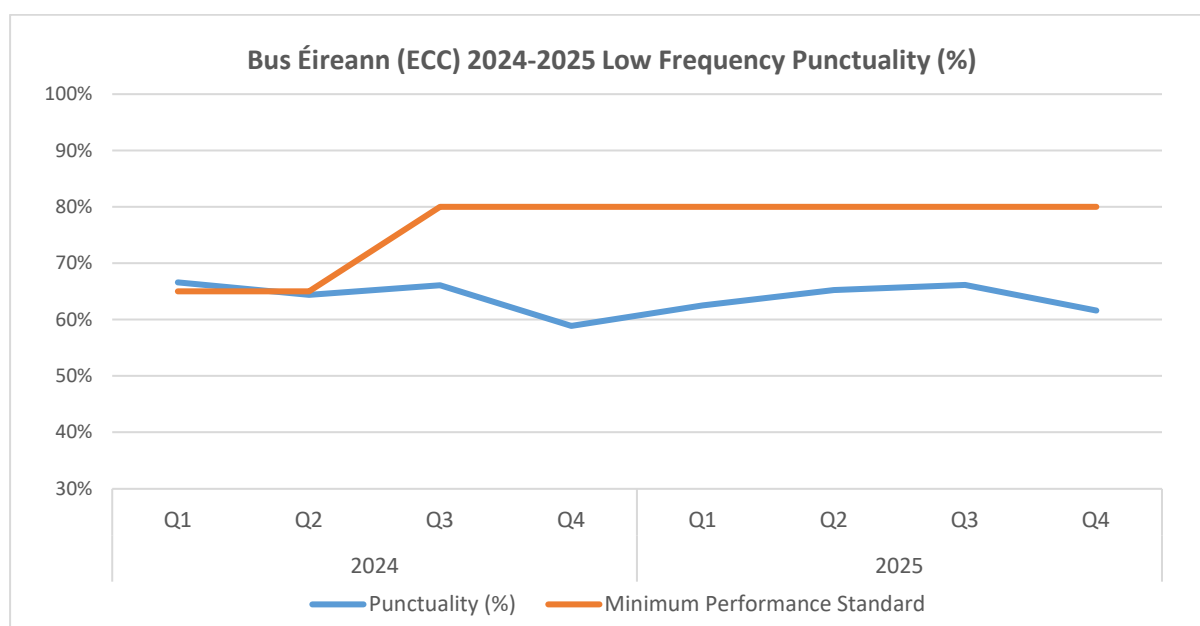


Note 1 - See Table 1 for a detailed list of Dublin Commuter Outer Metropolitan (DCOM) routes.

Bus Éireann East Coast Commuter (ECC)

All services in the East Coast Commuter contract operate at low frequencies. Punctuality performance is assessed on a quarterly basis (Q1=P1, P2 and P3, Q2=P4, P5 and P6, Q3 = P7, P8 and P9, and Q4 =P10, P11, P12 and P13). Up to Q2 2024, these services have in general come close to, or met the minimum performance standard of 65%. The minimum performance standard increased to 80% in Q3 2024, whilst punctuality performance in 2025 has remained at a similar level to previous quarters. Punctuality on the corridor is challenging due to the congestion and variability in traffic conditions entering Dublin city from the north and south. These services also experience very high demand leading to longer dwell times and capacity issues which impact on performance.

Figure 11 – Bus Éireann East Coast Commuter (ECC) punctuality performance 2024-2025



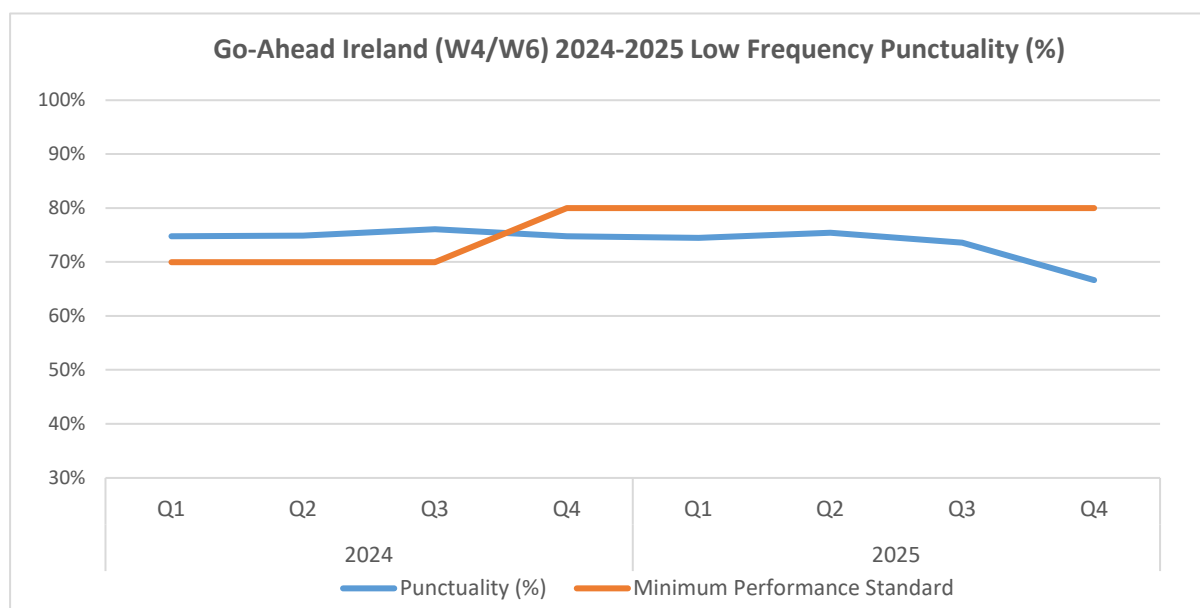
Note 1 – A punctuality minimum performance standard of 65% was implemented for the Bus Éireann ECC network for the first four quarters of operation. The MPS increased to 80% from Q3 2024 onwards.

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

Go-Ahead Ireland West Dublin Metropolitan (W4/W6)

Services in this contract operate at low frequencies. Punctuality performance is assessed on a quarterly basis (Q1=P1, P2 and P3, Q2=P4, P5 and P6, Q3 = P7, P8 and P9, and Q4 =P10, P11, P12 and P13). Up to Q3 in 2024, service punctuality exceeded the minimum punctuality performance standard of 70%. The minimum performance standard increased to 80% in Q4 2024 with actual performance achieving around 75% for Q1 to Q3 in 2025, before performance dipped to 67% in Q4 2025. Punctuality on the W6 in particular is a challenge due to the length of the route and the variability of traffic conditions in areas such as Saggart, Celbridge and Maynooth. Go-Ahead Ireland introduced a timetable update for the W6 in November 2025 which should help improve punctuality performance.

Figure 12 – Go-Ahead Ireland West Dublin Metropolitan (W4/W6) punctuality performance 2024-2025



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.

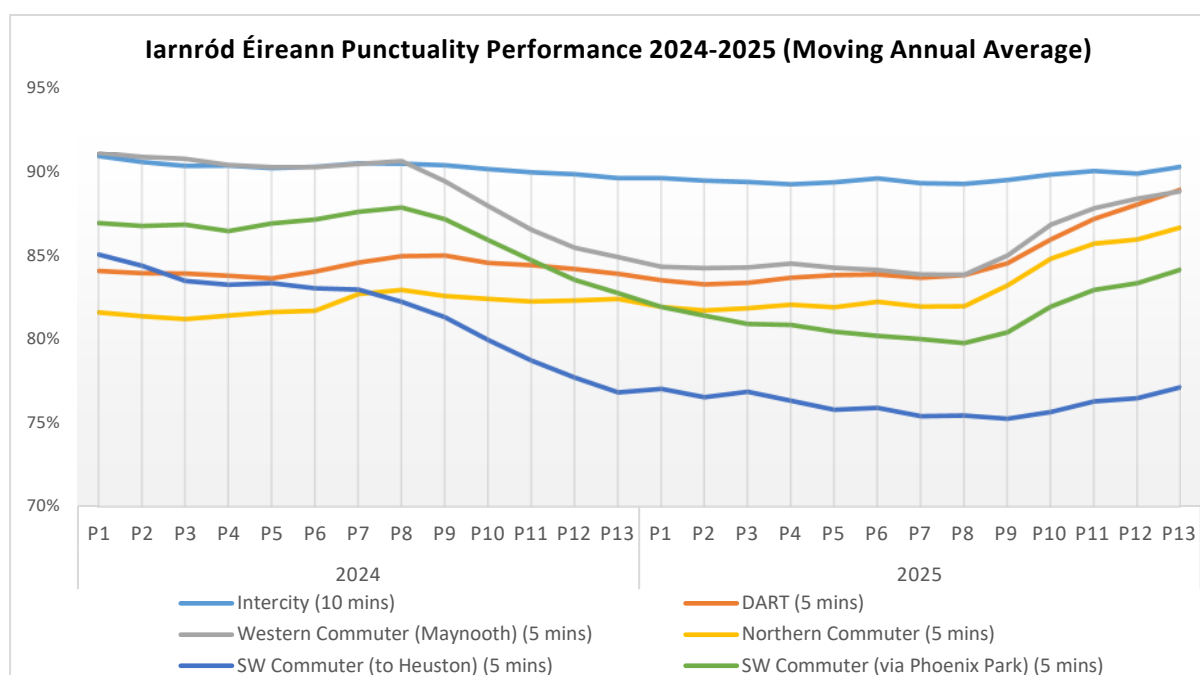
Iarnród Éireann Direct Award Contract

Punctuality performance is assessed on a periodic basis, using a moving annual average result for each line covering that period and the 12 previous periods. Different punctuality standards apply to intercity and to commuter/DART services. Minimum performance standards vary by line, but are generally 90% for DART/Commuter and 92% for intercity. A selection of performance results are shown in Figure 13 for intercity and Dublin DART/Commuter services.

Punctuality performance was significantly impacted in Q3 and Q4 2024 due to the introduction of a new timetable which caused issues along with the low rail adhesion season. General punctuality performance has improved across the network in 2025 with a number of lines achieving above the contractual minimum performance standards. However, the moving annual average result in 2025 continued to be impacted by the particularly poor performance in Q3 and Q4 2024. This poor performance has started to wash out of the moving annual average result in Period 9 2025 which is evident in the improved punctuality results in the chart below.

The punctuality performance on the southwest commuter line has been particularly challenging in late 2024 and throughout 2025. This section of line has been significantly impacted by temporary speed restrictions in 2025 which were not reflected in the timetable. The revised rail timetable implemented in December 2025 has included additional engineering time for this section of line to better account for works and speed restrictions which should improve performance. Iarnród Éireann also launched a new Low Rail Adhesion (LRA) timetable in 2025 which provided some additional resilience during this challenging period in Q4 to improve punctuality performance.

Figure 13 – Iarnród Éireann punctuality performance 2024-2025



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

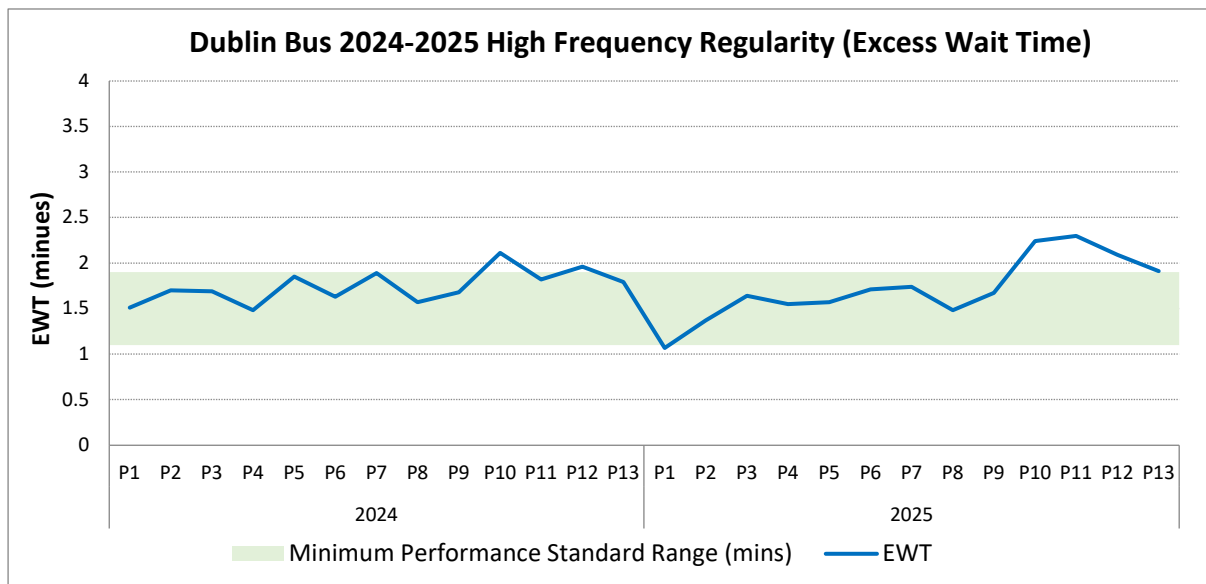
Note 2 – Minimum Performance Standards for Iarnród Éireann services in 2024 & 2025 ranged from 90.0% to 98.7%. More detail is available in the Public Transport Services section of the National Transport Authority Website.

High Frequency Excess Wait Time

Dublin Bus Direct Award

Route specific minimum performance standards for Excess Wait Time for high frequency services in the Dublin Bus contract currently range from 1.1 minutes to 1.9 minutes. Overall EWT performance for Dublin Bus has remained within the general lower and upper Minimum Performance Standards through most of 2025 with some routes more challenging than others. The EWT performance is linked to Lost KM with dropped trips leading to increased gaps between services. Dublin Bus experienced higher levels of Lost KMs from Period 9 to Period 12 in 2025 due to increased levels of staff absenteeism along with a general under establishment of driver numbers which impacted on EWT performance.

Figure 14 – Dublin Bus High Frequency Regularity (Excess Wait Time) 2024-2025

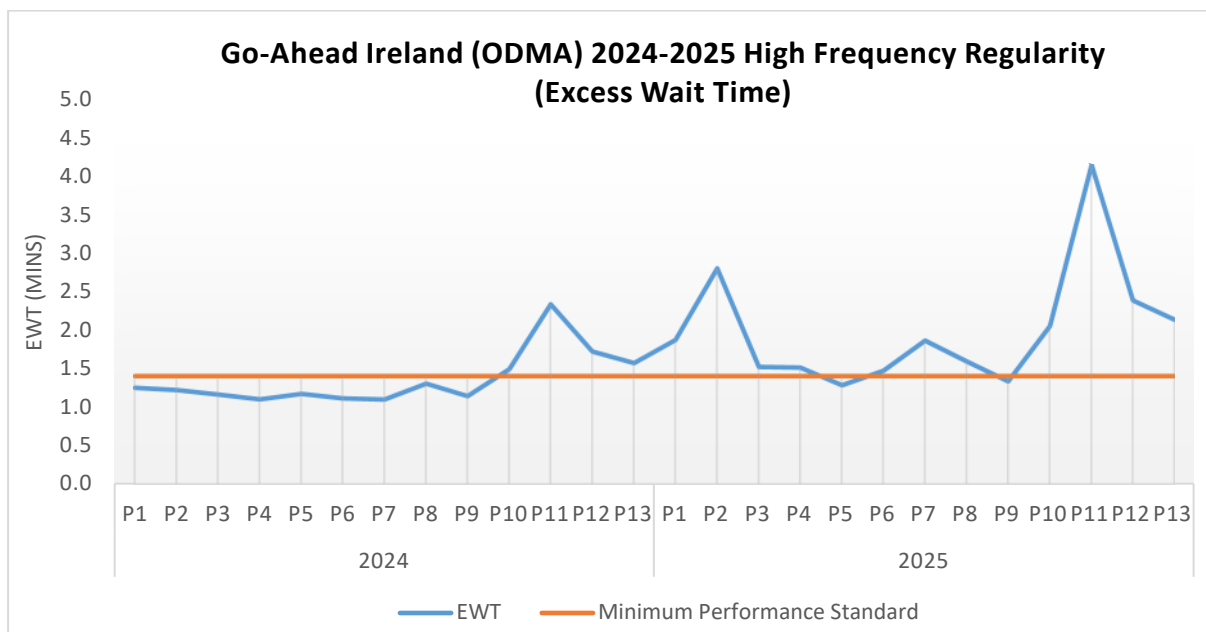


Note – the Dublin Bus high frequency EWT Minimum Performance Standard (MPS) is a route specific MPS ranging from 1.1 minutes to 1.9 minutes. More detail is available in the Public Transport Services section of the National Transport Authority Website.

Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA)

EWT performance on Go-Ahead Ireland operated services generally aligned with the contractual Minimum Performance Standard from Periods 3-9 in 2025. However, there was spikes in poor EWT performance at the start and end of 2025. This was primarily linked to gaps in service due to fleet unavailability and general increases in Lost Kilometres on the ODMA network.

Figure 15 – Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA) High Frequency Regularity (Excess Wait Time) 2024-2025

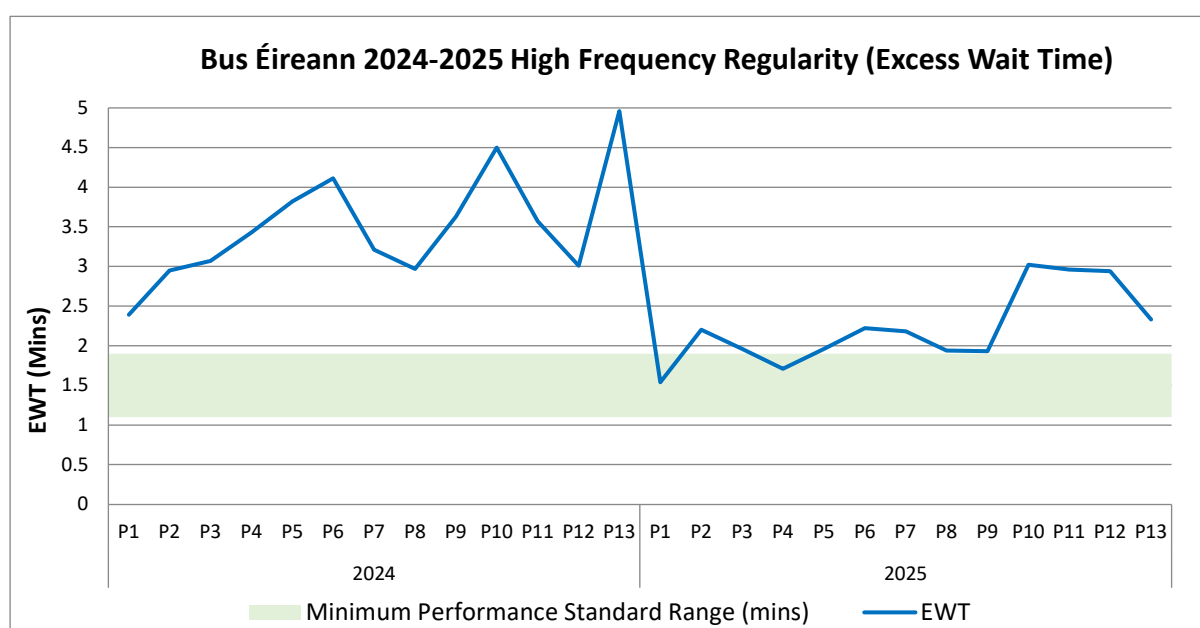


Note - See Table 1 for detailed lists of Outer Dublin Metropolitan Area (ODMA), Dublin Commuter Outer Metropolitan (DCOM) and Waterford City routes.

Bus Éireann Direct Award

Route specific minimum performance standards for Excess Wait Time for high frequency services in the Bus Éireann direct award contract currently range from 1.1 minutes to 1.9 minutes. Throughout 2024 there was a noticeable deterioration in Excess Wait Time performance, primarily due to shortages in driver numbers in Cork and Limerick cities. This resulted in cancellations and curtailments of high frequency bus services, resulting in longer average waits for frequent bus services in these cities. Whilst generally remaining above the standards, there was a noticeable improvement in EWT recorded in the first nine periods of 2025. In P10-13 2025, there was a deterioration in EWT performance in particular in the Cork City network primarily driven by a shortage in driver numbers. Where there is a driver or fleet shortage due to mechanical issues, Bus Éireann prioritise lower frequency services to limit the impact on passengers and this can have an impact on the regularity of high-frequency EWT services.

Figure 16 – Bus Éireann Direct Award Contract High Frequency Regularity (Excess Wait Time) 2024-2025

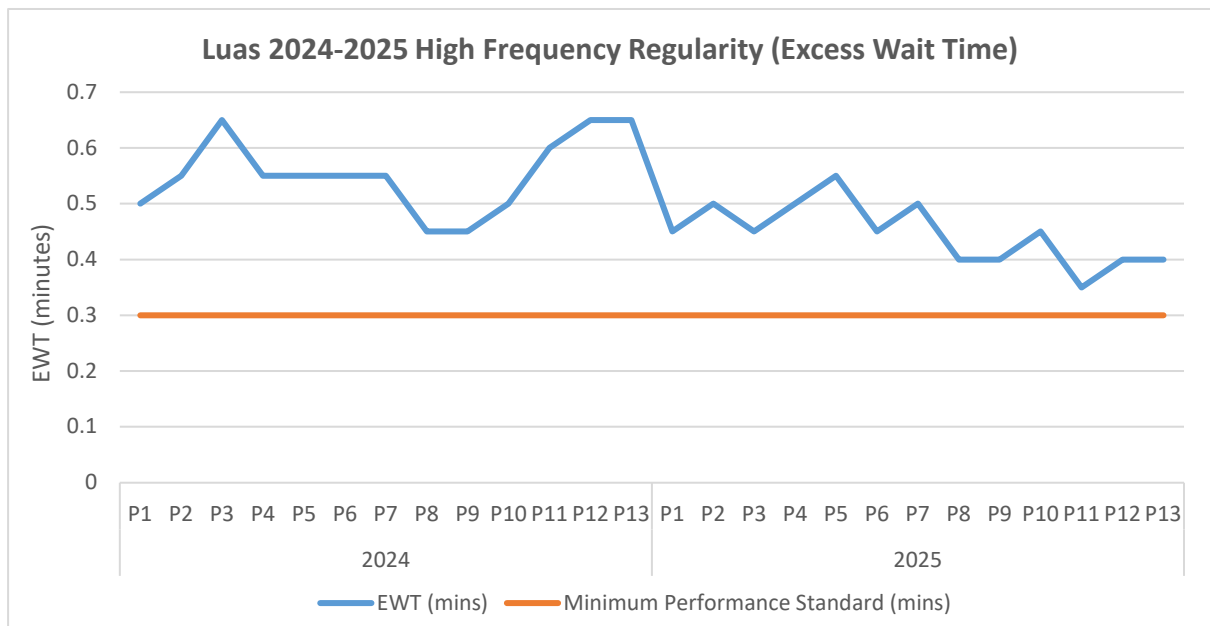


Note – the Bus Éireann high frequency punctuality Minimum Performance Standard (MPS) is a route specific MPS ranging from 1.1 minutes to 1.9 minutes. More detail is available in the Public Transport Services section of the National Transport Authority Website.

Luas

The minimum performance standard for Excess Wait Time for both Luas lines (which are high frequency services) is 0.3 minutes. This is a much more onerous standard than applied to bus contracts, because of the much greater level of segregated running and on-street priority afforded to trams. EWT performance was poor in late 2023, coinciding with the uptick in lost kilometres at this time. Since then, EWT performance has improved. A new timetable enhancement on the Red Line was launched in June 2025 which was showing a promising improvement in EWT performance. However, this was impacted by a major disruption event on Red Line C1 spur [Connolly to Point] due to a gas fire on George's Dock Bridge (19th August). Works were undertaken to fix the bridge and the services returned to normal at the end of November 2025.

Figure 17– Luas High Frequency Regularity (Excess Wait Time) 2024-2025



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.

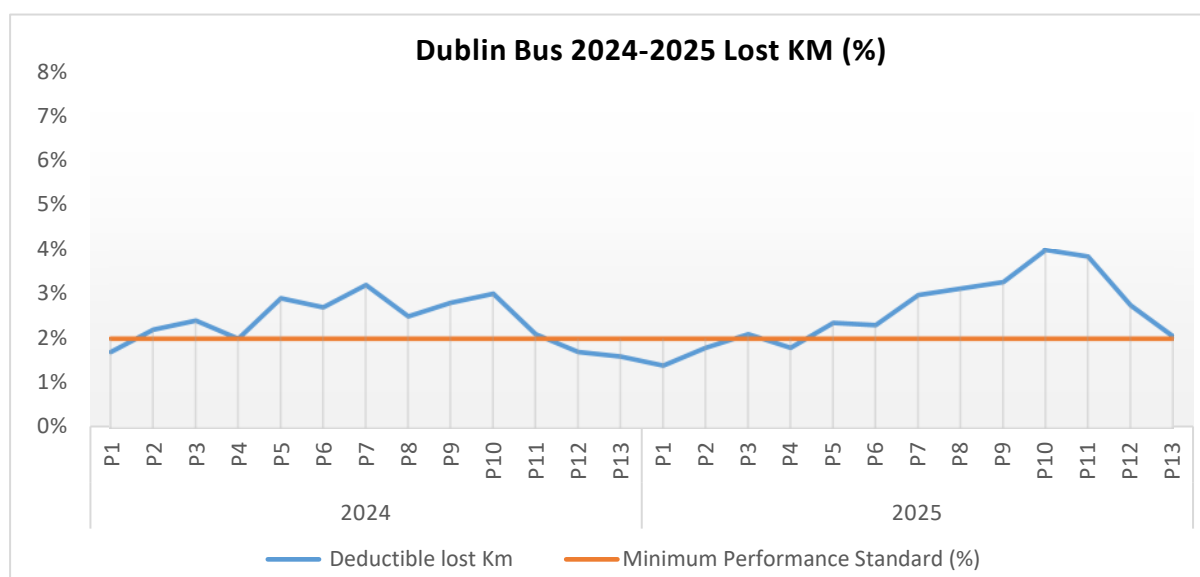
Similar systems are used to determine Lost Kilometres for Heavy Rail and Luas services. The MPS for Luas is 0% and the MPS for Heavy Rail services is 0.5%. All operators are liable for payment deductions if they fail to meet contractual lost kilometre standards.

Figures 18 – 26 below show Lost Kilometre trends in 2025, with 2024 figures included for comparison purposes. Further detail is available on the Public Transport Services section of the NTA website.

Dublin Bus Direct Award

Scheduled kilometres not operated were either below or slightly above the Minimum Performance Standard up to Period 6 in 2025. There was a noticeable increase in Lost KMs with particular spikes from mid-June through to mid-August extending into September and October. The main reason for this increase was due to increased levels of staff absenteeism along with a general under establishment of driver numbers. Dublin Bus have recently undertaken a successful recruitment campaign in South Africa which should help with existing driver resource shortages. However, due to administrative delays with visas, PPS numbers etc, it will likely be later in 2026 before these drivers are available for duty. This is in combination with local full time and part-time recruitment campaigns which are ongoing.

Figure 18 – Dublin Bus reliability performance 2024-2025

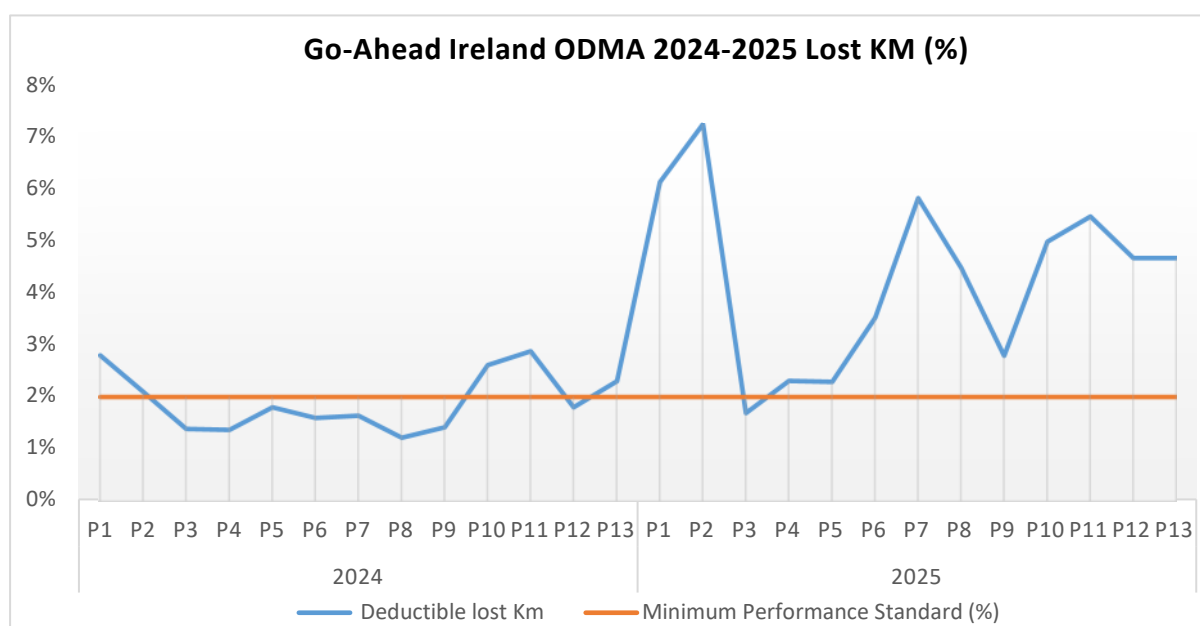


*Note - The Lost KM Minimum Performance Standard (MPS) transitioned to a route specific MPS of 2% per route per period for Dublin Bus from Period 1 2020.

Go-Ahead Ireland Outer Dublin Metropolitan Area (ODMA)

Scheduled kilometres not operated remained close to or slightly below the minimum performance standard of 2% for the majority of 2024 despite a spike in October & November. The spike in Period 1 2025 reflects shortages in the GAI fleet availability in the lead up to Phase 6a of network redesign. Whilst performance improved briefly in March 2025, kilometres not operated since then trended upwards. This was primarily driven by a shortage of driver and mechanical staff, along with a number of mechanical issues on buses, in particular ongoing problems with coolant leaking into engine oil. GAI have undertaken a recruitment drive in recent months and now have a strong number in the driver training school along with recruitment of overseas mechanics which should help improve reliability.

Figure 19 – Go-Ahead Ireland ODMA reliability performance 2024-2025

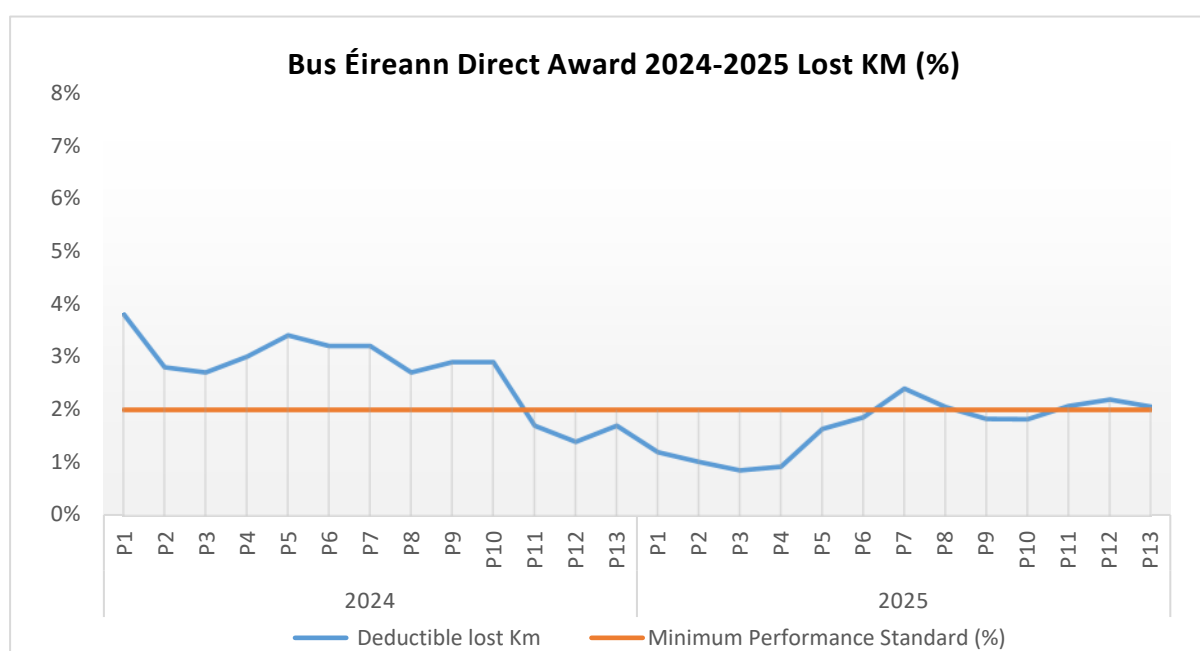


Note - See Table 1 for a detailed list of Outer Dublin Metropolitan Area (ODMA) routes.

Bus Éireann Direct Award

Scheduled kilometres not operated exceeded the minimum performance standard of 2% on the BÉ Direct Award Contract for the majority of 2024 up to Period 10, primarily due to the difficulty in recruiting bus drivers post COVID. There has been ongoing difficulty in recruiting drivers for Cork city bus services in particular, to the extent that the Authority requested the operator to operate a reduced timetable in Cork city in late October 2024 with services returned to normal in 2025. Performance on the Direct Award Contract has seen a marked improvement since Period 11 2024 with kilometres not operated achieving below the minimum performance generally throughout 2025 despite spikes in periods 7 and 10. Whilst at a contract level, the Lost Kilometre performance is quite strong, there continues to be challenges across the network, in particular mechanical issues on the bus fleet operating in the major towns. Cork City also continues to experience challenges in terms of Lost Kilometres due a shortage of drivers and mechanical issues. Bus Éireann are working through an Action Plan to address these issues in Cork.

Figure 20 – Bus Éireann Direct Award Contract reliability performance 2024-2025

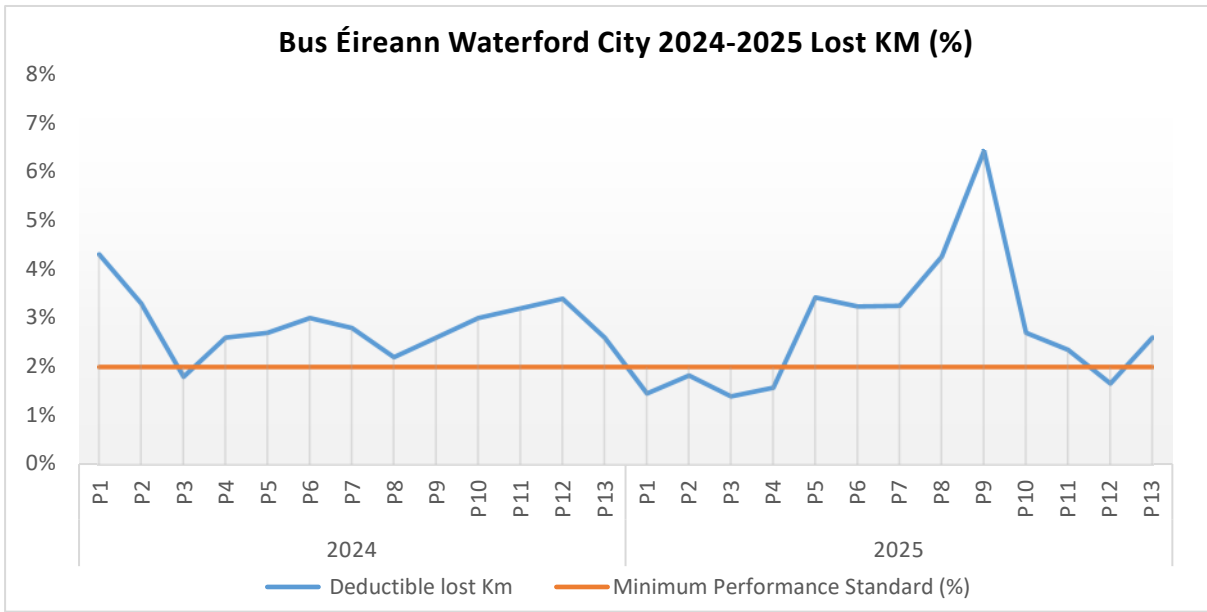


Note - the Lost KM Minimum Performance Standard (MPS) transitioned to a Route specific MPS of 2% per route per period for Bus Éireann from Period 1 2020.

Bus Éireann Waterford

The Waterford City services performed well in early 2025 with scheduled kilometres not operated generally below the 2% Minimum Performance Standard. However, Lost KMs increased from Period 5 through the summer into Period 9. This was primarily driven by increases in driver absenteeism, mechanical issues associated with the vehicle type operating on the network along with prolonged roadworks leading to congestion. Two additional buses were assigned to the Waterford City network in November 2025 which provide additional resilience. The NTA is working with Bus Éireann to source additional fleet across its networks to improve resilience and overall reliability.

Figure 21 – Bus Éireann Waterford City reliability performance 2024-2025

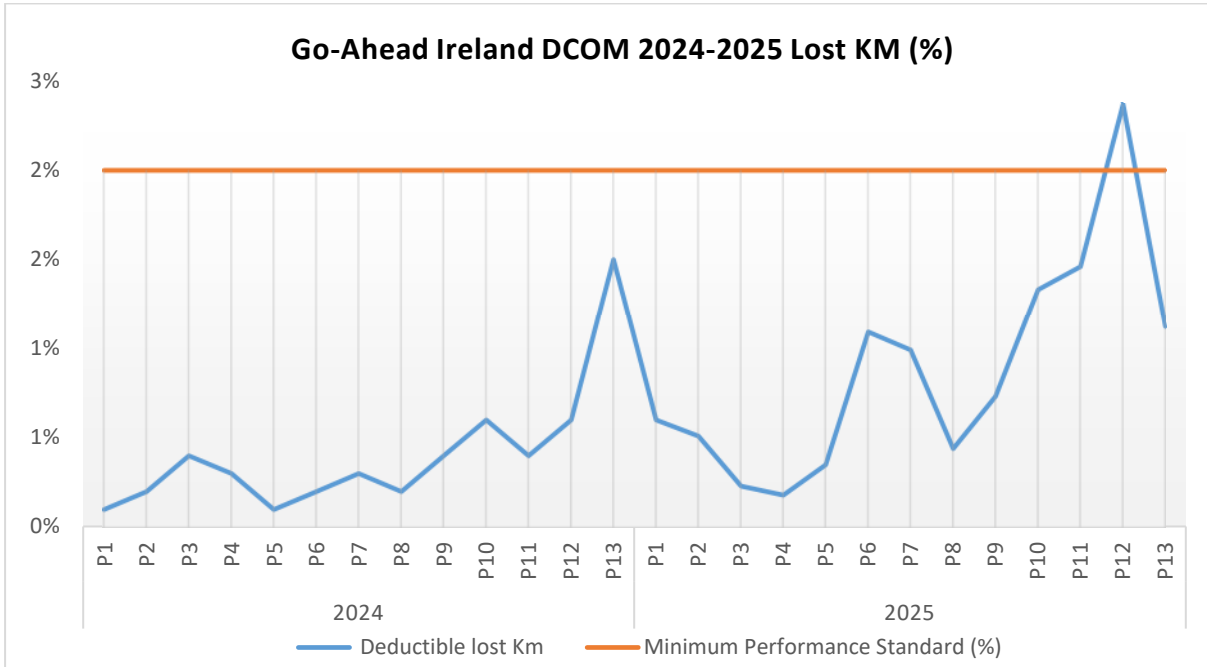


Note - See Table 1 for a detailed list of Waterford City routes.

Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM)

Scheduled kilometres not operated remained well within the minimum performance standard of 2% throughout 2024 and 2025 on the DCOM contract. Increases in absenteeism towards the end of 2025 led to a slight increase in the Lost KM rate, however, this was very much a short-term spike and the contract generally continues to operate well within the contractual standards.

Figure 22 – Go-Ahead Ireland Dublin Commuter Outer Metropolitan (DCOM) reliability performance 2024-2025



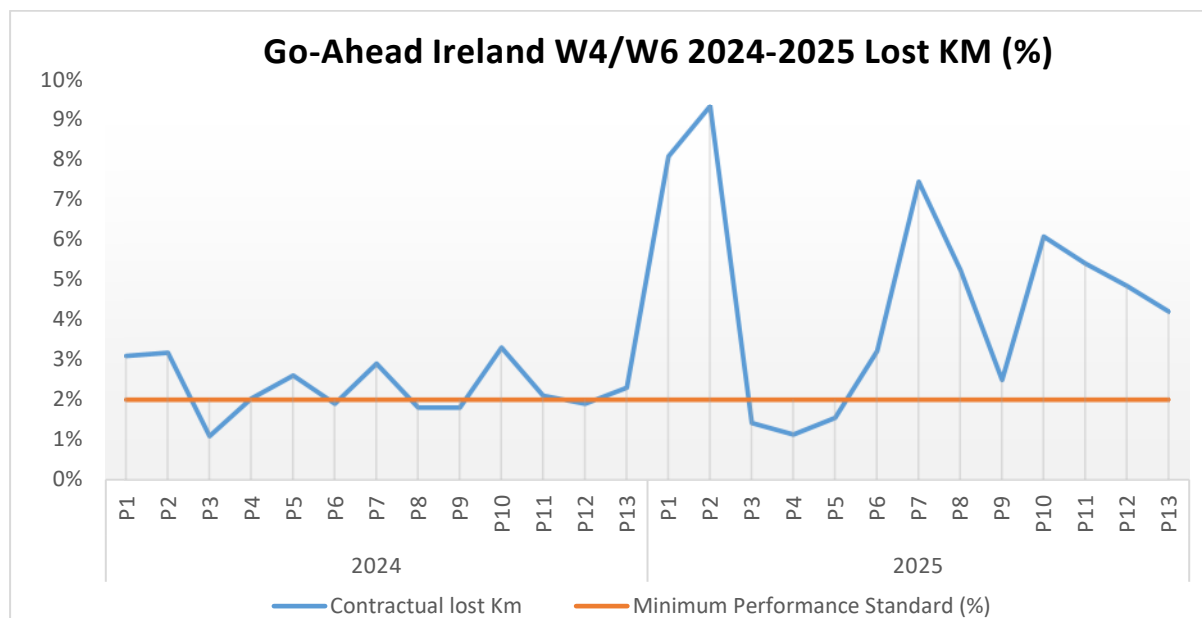
Note 1 – A Lost KM minimum performance standard of 2% came into operation for Go-Ahead Ireland DCOM in P6 2020.

Note 2 - See Table 1 for a detailed list of Dublin Commuter Outer Metropolitan (DCOM) routes.

Go-Ahead Ireland West Dublin Metropolitan (W4/W6)

In general, this contract is impacted by the same resource and mechanical issues as the ODMA contract outlined previously. As such, the same spikes in Lost KMs were experienced at the start of 2025 and during the summer period. Since Period 10 2025, Lost KMs on the W4/W6 have been trending back towards the contractual Minimum Performance Standard as driver numbers are closer to establishment levels and the number of vehicles off-road due to mechanical issues has reduced.

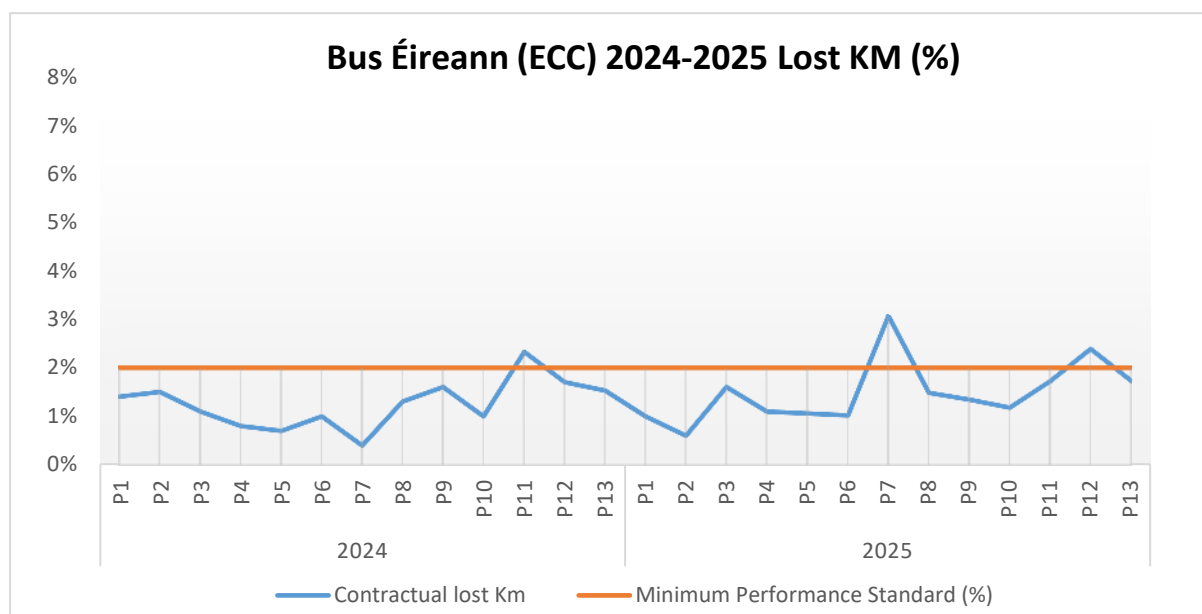
Figure 23 – Go-Ahead Ireland West Dublin Metropolitan (W4/W6) reliability performance 2024-2025



Bus Éireann East Coast Commuter (ECC)

Scheduled kilometres not operated have generally met or achieved below the minimum performance standard of 2% in 2025. There was a small spike in Lost KMs in Period 7 2025 primarily driven by mechanical issues leading to vehicles off-road. This issue has since been resolved and in general, Lost KMs on the ECCC network were below the 2% Minimum Performance Standard at the end of 2025.

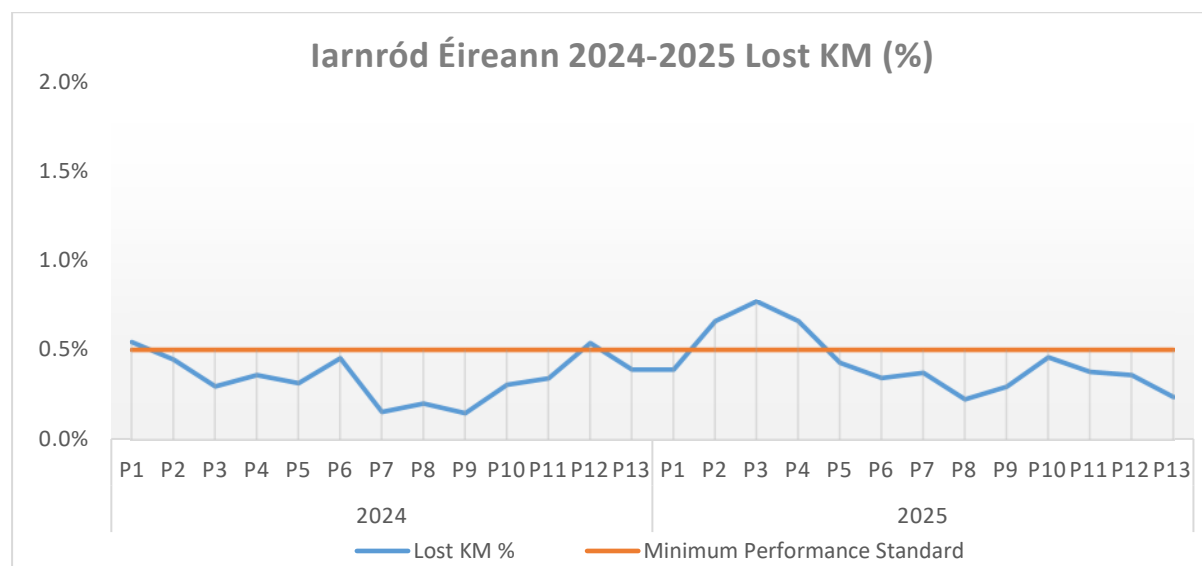
Figure 24 – Bus Éireann East Coast Commuter (ECC) reliability performance 2024-2025



Iarnród Éireann Direct Award Contract

Throughout 2024 and 2025, scheduled train-kilometres operated have generally met or exceeded the contractual minimum performance standard of 99.5% (0.5% lost train-kilometres). Performance declined slightly in Period 3 and 4 of 2025 due to the impact of Storm Eowyn, along with short forming required due to damage to train car sets.

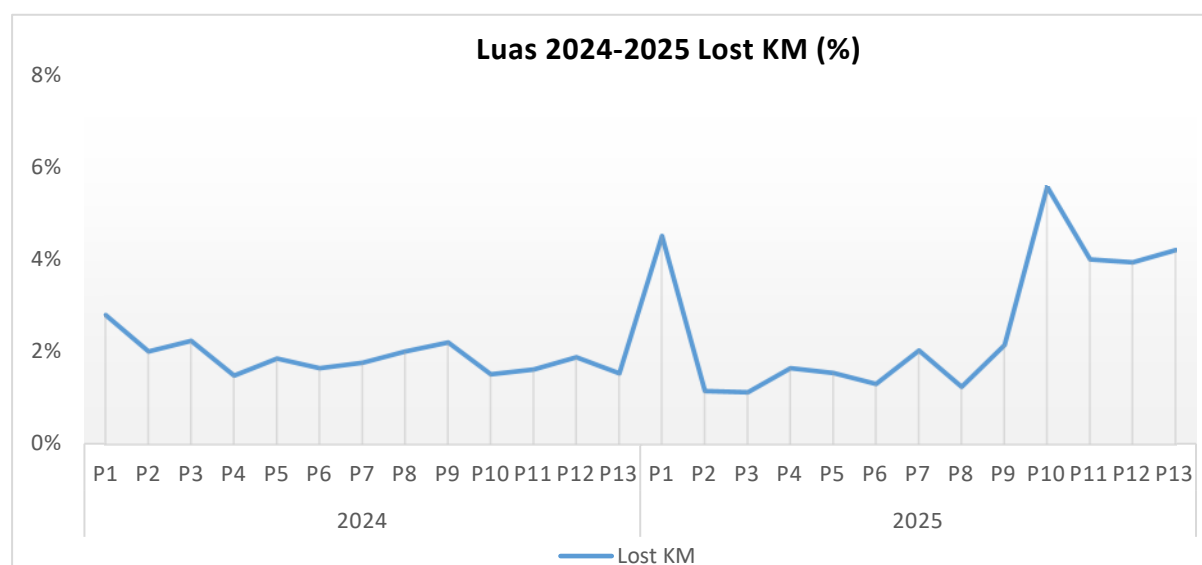
Figure 25 – Iarnród Éireann reliability performance 2024-2025



Luas

In the current Luas contract, the minimum performance standard for lost kilometres is 0%, so in general any tram kilometres not operated due to reasons within operator control result in contractual deductions. Scheduled kilometres not operated averaged around 1.9% for 2024. There was a spike in lost kilometres in Period 1 2025, primarily due to the impact of Storm Eowyn. Lost kilometres spiked again from Period 10 2025 due to the impact of the fire on George's Dock Bridge and subsequent closure. The bridge was fully reopened at the end of November 2025.

Figure 26 – Luas reliability performance 2024-2025



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.

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, Tax saver and Next Generation Ticketing.

The transition to the new CCC was undertaken in 2025, working collaboratively with the transport operators to ensure data quality and that complaints were readily available for review to improve service levels. Whilst the CCC data was recorded internally and discussed with the operators in 2025 during this transition period, they will not be presented in this report. The CCC complaint rates will be provided in the 2026 Performance Annual Report.

PDFs of detailed results of NTA Bus Mystery Passenger Surveys undertaken during each quarter of 2025 are available in the Public Transport Services section of the NTA website. Some highlights for each operator in 2025 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%-100% of surveyed buses; and
- Areas for improvement include the reliability of on-board customer information systems and WiFi and accessibility ramp activation.

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 and on-board audio 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
- On-board passenger information screens continue to perform strongly.

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 buses; and
- Drivers are highly regarded, with high scores in driver helpfulness and politeness and all drivers are assessed as being well presented.

Bus Éireann Waterford City

- Driver helpfulness and politeness is generally rated as Excellent, Good or Acceptable;
- Route and destination displays are consistently accurate; 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

- Accessibility ramps are being activated in 100% of cases where requested;
- No unsafe driver behaviours were observed; 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 2025, 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 2025.

Table 3 – 2025 Performance Related Deductions (€m)

Operator / Contract	2025 deductions applied (€m)
Iarnród Éireann	4.818
Dublin Bus	3.282
Bus Éireann (Direct Award)	3.457
Bus Éireann Waterford City	0.087
Bus Éireann ECCC	0.608
Go-Ahead Ireland Outer Dublin Metropolitan Area	2.618
Go-Ahead Ireland Dublin Commuter Outer Metropolitan	0.295
Go-Ahead Ireland W4 W6	0.388
Luas	2.860

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