



**Operation of the**  
**Direct Award Contract Between**  
**Bus Éireann and the National Transport Authority**

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**May 2023**

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# Executive Summary

## Direct Award Contract

In December 2019, under the provisions of the Dublin Transport Authority Act 2008 as amended, the National Transport Authority [“the NTA”] entered into a direct award contract<sup>1</sup> [“the Contract”] with Bus Éireann for the provision of public service obligation [“PSO”] bus services nationally for a period of 5 years.

The Contract is due to expire on 30<sup>th</sup> November 2024 and the NTA intends to enter into a subsequent direct award contract with Bus Éireann. The Act specifies that before a subsequent direct award can be entered into, the NTA must prepare and publish a report detailing the operation of the public bus services under the current direct award contract.

This report therefore considers the operation of the Contract and the services provided to the NTA between the periods of Q1 2020 and Q4 2022 inclusive, a total of 12 quarters.

It is important to note that the Covid-19 Pandemic had a major impact on Public Transport operations in Ireland from March 2020 onwards.

## Performance Obligations

The Contract sets out reliability, punctuality and service quality performance standards which Bus Éireann must comply with when providing the services. Contractual payment deductions apply where Bus Éireann do not meet Minimum Performance Standards and contractual incentive payments apply when punctuality Minimum Performance Standards are exceeded.

A reliability (Lost KM) payment deduction is applied for every kilometre that is not operated over a threshold of 2% of planned kilometres per route per assessment period. Only kilometres not operated that were within the control of the operator are included in this calculation.

Punctuality deductions and incentive payments are measured on a route by route basis since the start of Q2 2021. Punctuality was measured on a region by region basis under this contract until then, with no incentive payments applying under the region by region arrangement. Punctuality performance deductions of up to 1.5% of the maximum period payment apply where punctuality minimum performance standards are not met. Punctuality incentive payments of up to 3% of the Maximum Period Payment apply where punctuality Minimum Performance Standards are exceeded.

A Service Quality performance payment, equal to 0.5% of the maximum quarterly payment is paid each quarter. This payment can be adjusted downwards to 0% when service quality deductions are applied where the operator fails to meet minimum service quality performance standards.

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<sup>1</sup> A contract directly awarded to an Operator that is not subject to a competitive tendering process.

Reliability and punctuality performance is measured using Automatic Vehicle Location data, and the Authority's bespoke Data Management System (DMS). Service Quality is measured by a mixture of independent Mystery Passenger Surveys and operator self-reporting.

The NTA and Bus Éireann meet on a four-weekly basis and on a quarterly basis to review the performance obligation results and other reporting required under the Contract. Fortnightly meetings regarding punctuality performance also currently take place, and Bus Éireann are working on a number of initiatives to help improve punctuality levels.

Details of contractual performance reporting requirements are set out in Section 2 of this report.

### **Services Provided and Performance Results**

During the period 2020 to 2022 Bus Éireann provided, under the Contract, PSO bus services in Cork, Galway and Limerick cities, a subset of Dublin Commuter area services, town services and local and regional stopping services ("stage carriage services"). In return for the provision of the services, the NTA compensated Bus Éireann with monies received from Exchequer funding and fare revenues.

The Covid-19 pandemic impacted on passenger numbers, kilometres operated, and punctuality throughout most of 2020 and 2021. Over the period 2020 to 2022, vehicle kilometres operated under this contract increased by 9.2% and passenger numbers increased by 78.6%. The large percentage increase in passenger numbers is due to the return of passengers to bus services in 2022 as Covid-19 restrictions were eased.

Overall, Bus Éireann rose well to meet the major challenges faced by transport operators during to the Covid-19 pandemic period. It continued to operate a high level of scheduled services in accordance with the contract, providing essential transport services to frontline workers throughout the emergency period. It delivered a generally good level of compliance with the more relaxed punctuality standards in place during 2020 and 2021.

A planned increase to punctuality Minimum Performance Standards was postponed from 2021 to 2022 due to the uncertainty and volatility in traffic and passenger volumes resulting from the pandemic. As traffic and passenger numbers returned to pre-Covid levels during 2022, punctuality performance deteriorated in Cork and Limerick cities and on Dublin Commuter routes in particular.

Driver shortages after Covid-19 restrictions were lifted impacted on performance for all operators, including Bus Éireann. This impacted on service reliability in the regional cities in particular in the second half of 2022.

Mystery passenger surveys were not undertaken over most of the Covid-19 pandemic period. When these re-commenced in 2021, results indicated some weaknesses in relation to driver behaviour, on-board systems and door opening. There were also some delays recorded in acknowledging and resolving complaints on time. Bus cleanliness scored relatively well.

In 2022, Authority surveys indicated significantly higher levels of fare revenue loss than expected on Bus Éireann services in the Contract, the majority of which was due to passenger fare evasion.

PSO contract performance over the period Q1 2020 to Q4 2022 is set in more detail in Section 3 of this report.

### **Changes Approved to the PSO services**

The Contract provides that any changes to the PSO services must be subject to the approval of the NTA. To date the NTA has approved a number of alterations to services during each year of the contract. Those with cost implications are summarised in Section 4 of this report.

### **Auditing the Contract**

Each year the NTA has commissioned independent audits of Bus Éireann's financial systems, controls and processes to ensure that:

- Bus Éireann correctly allocates its costs and revenue between PSO and commercial activities;
- any reasonable profit claimed for delivering PSO services had been calculated on an appropriate basis and that the operating costs incurred are consistent with those of a 'well run' transport operator;
- any financial flows between the CIE companies do not provide a cross-subsidy between the CIE companies; and
- Bus Éireann is compliant with its main contractual obligations under the contact.

The 2020 and 2021 audits indicated a "Substantial" level of assurance in relation to the conduct of the contract. The 2022 audit was underway at the time of writing.

## 1.0 Introduction

### 1.1 Background

In 2007 EU Regulation 1370/2007 – on public passenger transport services by rail and by road was adopted by the European Union. The Regulation sets out a requirement for Member States to provide public passenger transport services that are the subject of a public service obligation [‘PSO’] through a public service contract between a transport authority and a public transport operator.

In order to implement the Regulation into Irish law, the National Transport Authority [‘NTA’] was established by the Dublin Transport Authority Act 2008 and its powers extended by the Public Transport Regulation Act 2009 [‘the Acts’].

Under a public service contract, the Authority compensates the Operator with monies received from the Oireachtas in return for the provision of specified public passenger transport services.

The Acts required the Authority to enter into a direct award contract with Bus Éireann for the provision of national public bus transport services for a period of 5 years commencing from 1st December 2009. In 2013, the National Transport Authority decided to award a further direct award contract to Bus Éireann for a period of five years from December 2014.

The 2014 direct award contract included a provision to remove approximately 10% of services in the contract and competitively tender them during the lifetime of the contract. Two tender competitions took place for services included in the 2014 Direct Award contract. The first competition was for the operation of services in Waterford city and resulted in the award of a contract to Bus Éireann, which commenced in 2019. The second competition was for the operation of Dublin Commuter services on the Kildare to Dublin corridor and resulted in the award of a contract to Go Ahead Dublin, which also commenced in early 2019.

The 2014 direct award contract for the remainder of Bus Éireann PSO services expired on 30th November 2019.

The current contract (the 2019 direct award contract) commenced on 1st December 2019 and is due to expire on 30th November 2024. The Authority decided to competitively tender some additional routes in the Dublin Commuter Area during the lifetime of the current contract. These routes comprise the 101/101X and 133 routes on the Eastern Coastal Commuter Corridor. This process is now complete.

Before a subsequent direct award can be placed with Bus Éireann, the Acts set out various requirements that the Authority must comply with, one of which is the preparation and publication of a report setting out the operation of the public bus passenger services under the present direct award contract<sup>2</sup>.

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<sup>2</sup> Section 52 (6) (e) of the 2008 Dublin Transport Authority Act (as amended)

The purpose of this Report therefore is to fulfil this requirement. It provides an account of the operation of the public bus services provided by Bus Éireann under the Contract between the periods Q1 2020 and Q4 2022 inclusive – a total of twelve quarterly periods.

Section 2 of this report provides an overview of the provisions of the Contract. Section 3 provides an account of the operation of the public bus services provided during this period.

## **1.2 Bus Éireann**

Bus Éireann is a wholly owned subsidiary of Córas Iompar Éireann (CIÉ), a commercial state body which provides bus and rail public transport services. The Company was established in 1987 under the Transport [Re-organisation of CIE Act] 1986 and is the largest nation-wide provider of PSO bus services outside of the Greater Dublin Area.

Over 2,800 people are directly employed by Bus Éireann. The PSO services comprise Towns, Cities, Stage Carriage and Dublin Commuter services. The PSO services are, at the time of writing of this Report, operated by a total fleet of 601 vehicles. The average age of the PSO fleet in 2022 is 5 years old.

Under the Contract, Bus Éireann is responsible for the provision of bus depot and stabling facilities, supply and maintenance of bus fleet and ancillary facilities (such as ticket machines, automatic vehicle location equipment and CCTV equipment) and associated communications, storage, analysis and reporting systems. They are also responsible for the provision of staff and staff facilities and marketing.

In addition to, and financially separate from the PSO services provision, the Company also operates commercial activities such as Expressway and private hire services. It also provides schools transport services and administers the Schools Transport Scheme for the Department of Education and Skills. The company also operate a number of tendered public service contracts for the Authority such as Waterford city, Carlow Town and the Drogheda – Dublin –Wicklow Commuter corridor.

## **2.0 The Direct Award Contract with Bus Éireann**

### **2.1 The Contract**

The Contract between Bus Éireann and the NTA commenced on the 1st December 2019, and covers a duration of 5 years. The main provisions of the Contract are set out in the following paragraphs.

### **2.2 The scope of the PSO included in the Contract**

The Contract defines the scope of the PSO as including not only the transport services to be provided but also the wider attributes of an efficient and functional public transport network such as the provision of passenger information, ticketing, transport interchanges, participation in wider Integration projects such as integrated Ticketing [LEAP], Real time Passenger Information [RTPI] and website development [Journey Planning etc.].

### **2.3 The PSO services to be provided**

The Direct Award Contract Service Specification provides a listing schedule of the PSO services to be provided by Bus Éireann. It sets out the stopping points and timetables or minimum service frequencies for each of the routes in the direct award contract.

As of March 2023, Bus Éireann operated 220 bus services under direct award contract with the National Transport Authority.

#### **Regional cities**

The direct award contract includes obligations for Bus Éireann to provide services in Cork city (21 routes), Limerick city (10 routes) and Galway city (6 routes).

Bus services generally operate at regular frequencies throughout the day from Monday to Saturday. Sunday services are less frequent and in some cases they do not operate.

#### **Regional towns**

Six towns are currently served (Dundalk, Drogheda, Navan, Balbriggan, Athlone and Sligo) by a total of 15 routes. Services generally operate at regular frequencies throughout the day from Monday to Saturday. Sunday services are less frequent and in some cases they do not operate.

#### **Dublin commuter belt**

23 services operate from the commuter belt surrounding Dublin, generally as radial services to Dublin city. Some local and orbital services also operate between destinations within the commuter belt. Radial services to Dublin generally operate at regular frequencies throughout the day. Local services tend to operate at significantly lower frequencies.



## Stage carriage services

There are 145 Stage carriage services, generally linking a series of settlements of various sizes in a particular region. Routes vary significantly in length and frequency from several times a day to once a week.

## 2.4 Changes to the PSO Services

The 2019 direct award contract provides that any changes to the PSO services are subject to the approval of the NTA. It also provides for the Authority to compensate Bus Éireann for changes in operating costs associated with service changes, at the rates set out in the contract.

## 2.5 Performance Obligations

The 2019 direct award contract included a major revision of performance obligations and reporting requirements. This included a move to route by route reliability and punctuality Minimum Performance Standards, and an increase in punctuality Minimum Performance Standards. It was agreed that low frequency Minimum Performance Standards would transition to a region by region model, from a whole network model, on a temporary basis and route by route standards were fully implemented from Q2 2021 onwards.

The 2019 contract sets out minimum performance requirements that must be met by Bus Éireann when providing the PSO services. The main categories are set out below.

- 1. Reliability Obligations;** Bus Éireann is required to operate 100% of Scheduled Service Kilometres (the “Lost Kilometres Standard”) in each Reporting Period. The Authority recognises that operation of the full ‘In Service Kilometres’ as set out in the timetable is not always possible, and so in such circumstances is prepared to accept a Minimum Operated Kilometres Standard, which is defined as 98% of Scheduled Service Kilometres for each route in each reporting period. Financial payment deductions are applied for any kilometres that are not operated (within Bus Éireann’s control) below the 98% of planned kilometres threshold per route per reporting period.

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:

**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.

**2. Punctuality Obligations;** Punctuality Minimum Performance Standards are set out for each route operated by Bus Éireann. Punctuality performance deductions of up to 1.5% of the maximum period payment apply where punctuality minimum performance standards are not met. Punctuality incentive payments of up to 3% of the Maximum Period Payment apply where punctuality Minimum Performance Standards are exceeded.

Most of the routes operated by Bus Éireann are ‘Low Frequency Routes’, defined as routes with a frequency of less than 5 buses per hour on a weekday, outside the peak periods. Low frequency punctuality is measured as the percentage of stops, on a given route, where the service departs On-Time, i.e. no later than 1 minute before or 5.59 minutes after scheduled time for that stop. This applies unless the stop is a terminating stop or ‘drop-off only’ stop, in which case the Punctuality Standard shall be that the service arrives no later than 5.59 minutes after the scheduled arrival time at the stop.

High frequency bus routes are defined as services which operate at a frequency of 5 buses per hour 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 plan their journey on the bus schedule and are instead more likely to just turn up at the bus stop and wait for the next bus to arrive. These passengers are generally more concerned with the average amount of time they must wait at the stop for the next bus to arrive, as opposed to whether the bus is running to schedule.

On this basis, the NTA measures the regularity of High Frequency Routes using a metric called Excess Wait Time (EWT). This metric provides a measure of the average time a passenger must wait for the next high frequency bus, in excess of the wait time which would be expected as per the schedule for that route. For a passenger who arrives at a stop for a high frequency bus route without checking the schedule, the EWT will calculate how much longer you have to wait for the next bus, in comparison to a baseline situation where all buses are calculated to the timetabled gap (headway) between services. Therefore, the regularity of High Frequency Routes is calculated as follows:

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

There was a transition from overall network based punctuality Minimum Performance Standards, which applied under the previous operating contract, to route by route

Minimum Performance Standards under the current contract. As part of this transition, low frequency punctuality was measured on a region by region basis from the commencement of the contract until the end of Q1 2021. From Q2 2021 onwards, route by route low frequency punctuality Minimum Performance Standards applied. High Frequency Punctuality has been measured on a route by route basis from the commencement of this operating contract.

Details of region by region and route by route punctuality minimum performance standards under this contract are show in Appendix A.

3. **Service Quality Obligations;** The operating contract sets out Service Quality Minimum Performance Standards under a range of headings. These are detailed in Table 1 below, including the maximum payment deduction that can apply when Minimum Performance Standards are not met.

<b>Service Quality Indicator</b>	<b>Maximum Deduction (% of Maximum Quarterly Payment)</b>
AVL-RTPI Performance	0.025%
Planned Schedule Data Performance	0.025%
Ticket System Performance	0.075%
Bus Vehicle Performance	0.0625%
Bus Equipment Performance	0.075%
Bus Driver Performance	0.075%
Cleanliness Performance	0.0375%
Customer Service Performance	0.05%
Customer Information Performance	0.025%
Report Provision Performance	0.025%
Security Performance	0.025%
<b>Total</b>	<b>0.5%</b>

**Table 1: Service Quality Categories**

#### 4. Environmental Obligation

The NTA conducts a quarterly review of the performance obligation results with the objective of continuous improvement of the delivery and efficiencies of the PSO services.

The Quarterly Reports submitted by BÉ include a section on Environmental Performance, as well as a log of Environmental Complaints and Noise and Vibration Complaints.

## **2.6 Measuring the Performance Obligations**

The reliability and punctuality of Bus Éireann operations is measured using an Automatic Vehicle Location and Control system fitted to each Bus Éireann bus. This constantly records the position of the vehicle. The bus departure times from each bus stop are compared to the scheduled departure times. The system is also used to provide Real Time Passenger Information [RTPI] to passengers.

Service Quality performance obligations are measured by a combination of NTA commissioned Mystery Passenger Surveys and Bus Éireann reports.

## **2.7 Other Reporting Requirements**

Schedule 18 of the Contract imposes other reporting obligations in relation to the provision of information in relation to the operation of the PSO network. Additional information required to be reported is as follows:

1. Passenger Journeys
2. Payments Received (by route, region, time, ticket type)
3. Costs Incurred
4. Capital Expenditure
5. Staff numbers
6. Network Operations (accidents incurred, environmental reports, fleet age, etc.)

## **2.8 Monitoring the Contract**

Periodic and Quarterly Review meetings are held between NTA and Bus Éireann to review Schedule 18 reports and other performance results. The NTA regularly publishes contractual performance results on [www.nationaltransport.ie](http://www.nationaltransport.ie). Fortnightly meetings regarding punctuality performance also currently take place, and Bus Éireann are working on a number of initiatives to help improve punctuality levels. Financial reporting is not published as it contains commercially sensitive information.

In addition the NTA has commissioned independent audits of Bus Éireann financial allocation systems and processes in relation to the operation of the Contract on an annual basis.

## 3.0 Operation of the Public Bus Services

### 3.1 Overview

During the period 1<sup>st</sup> December 2019 to date Bus Éireann provided, under the Contract, PSO services in Cork, Galway and Limerick cities, Dublin Commuter area services, town services and local and regional stopping services (“stage carriage services”). The Covid-19 pandemic had a major impact on both vehicle kilometers operated and passenger numbers since March 2020.

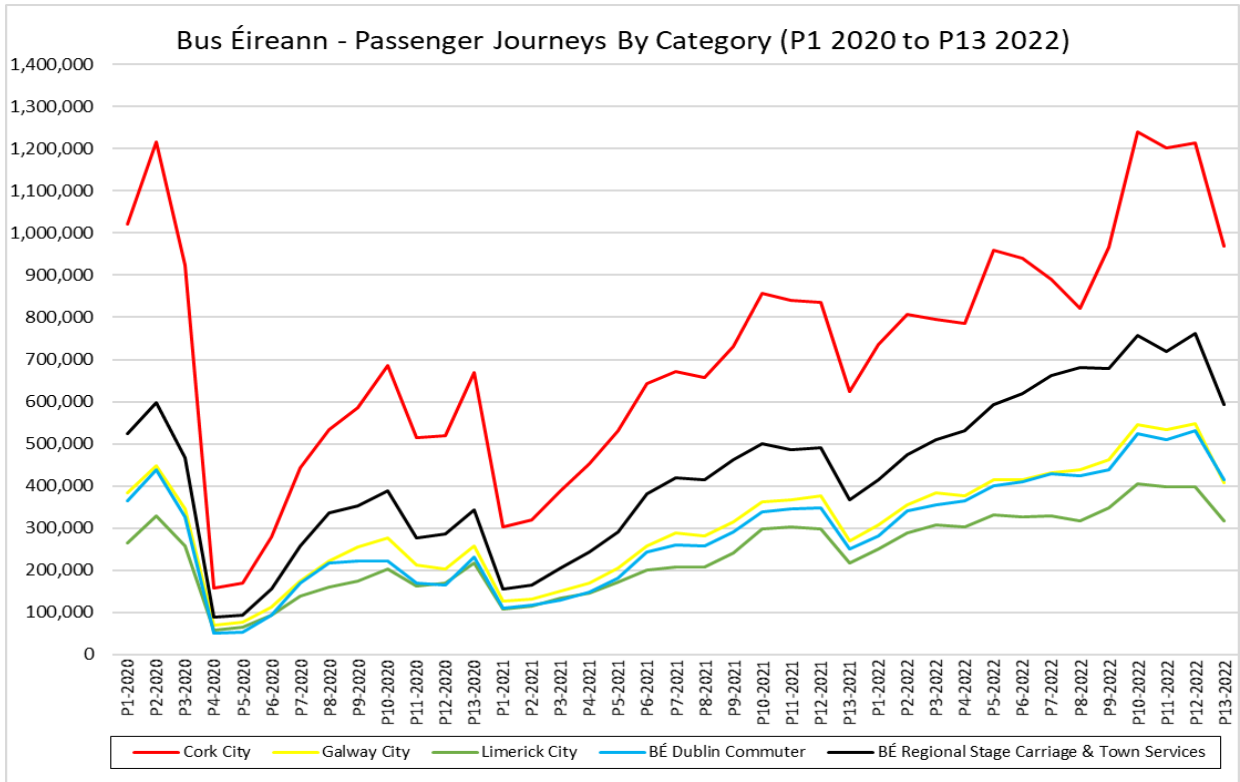
Annual operated kilometres for Bus Éireann increased by 9.2% from 2020 to 2022, primarily as a result of service enhancements delivered as part of the Government’s 2020 July Stimulus package of investment. Total passenger numbers increased by 78.6% between 2020 and 2022, primarily due to the recovery in passenger numbers after the Covid-19 pandemic.

Table 2 provides an overview of the ‘Direct Award’ PSO service vehicle kilometres operated by Bus Éireann and passengers carried in 2020, 2021 and 2022.

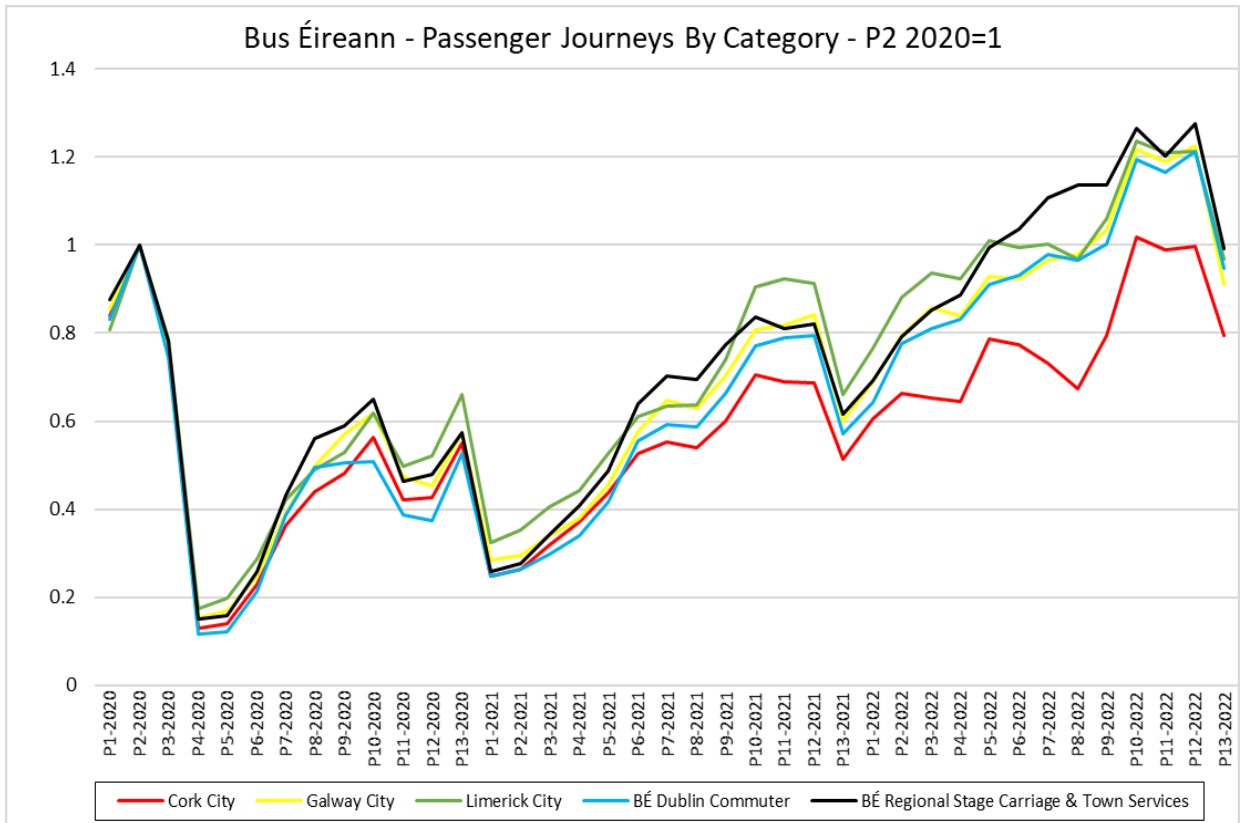
Year	Total Vehicle Km Operated [Million]	Passengers Carried [Million]
2020	43.2	20.0
2021	46.6	21.4
2022	47.2	35.7

**Table 2: Bus operations overview**

Figure 1 shows the periodic passenger trends for Bus Éireann PSO services from P1 2020 to P13 2022. Figure 2 shows the same data, with Period 2 2020 set as a baseline. Covid-19 has had a major impact on public transport patronage since March 2020 due to the necessity to impose restrictions on people’s movements and on the number of passengers permitted on public transport vehicles in order to ensure the safety of passengers and prevent the spread of Covid-19. Patronage trends followed the restrictions in wider society, with less passengers during periods of high restriction, and a recovery in passenger numbers when the level of restrictions was eased.



**Figure 1: Bus Éireann Direct Award Contract Passenger Journeys By Category 2020-2022**



**Figure 2: Bus Éireann Direct Award Contract Passenger Journeys by Category 2020-2022 as a proportion of P2 2020 (P2 2020=1)**

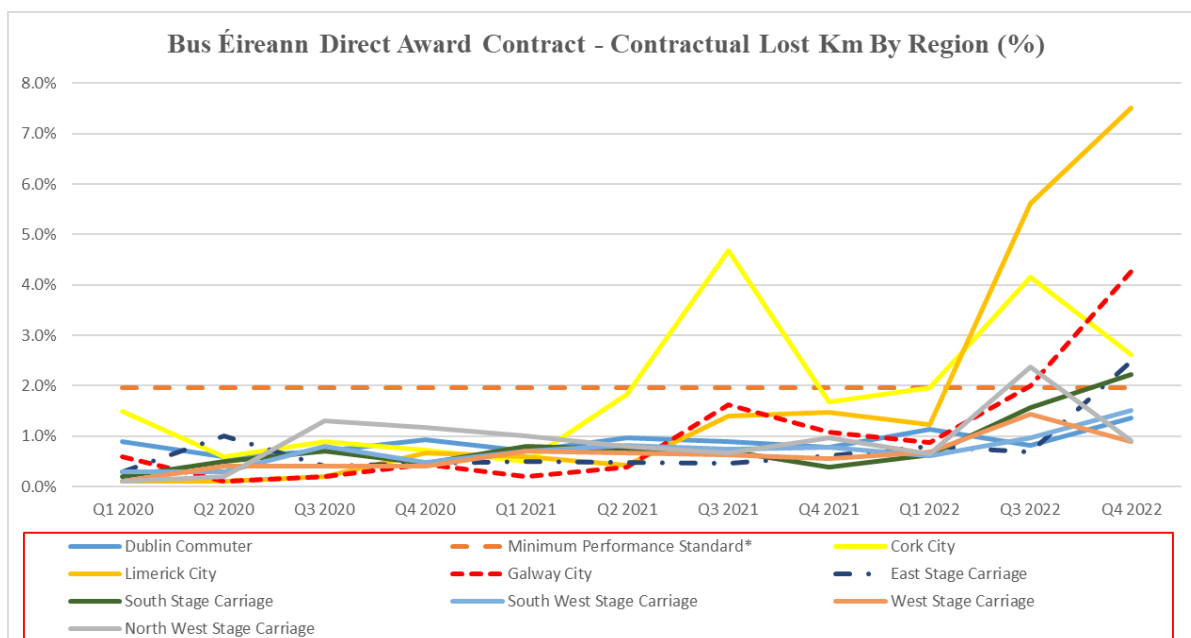
### 3.2 Reliability Results

Figure 3 shows the overall Bus Éireann Direct Award Contract PSO Network Lost Kilometre Rate for each period from P1 2020 to P13 2022. Figure 4 shows the Lost Kilometer Rate by region for Q1 2020 – Q4 2022 inclusive and Figure 5 shows the Lost Kilometer Rate for town services for Q1 2020 – Q4 2022 inclusive.

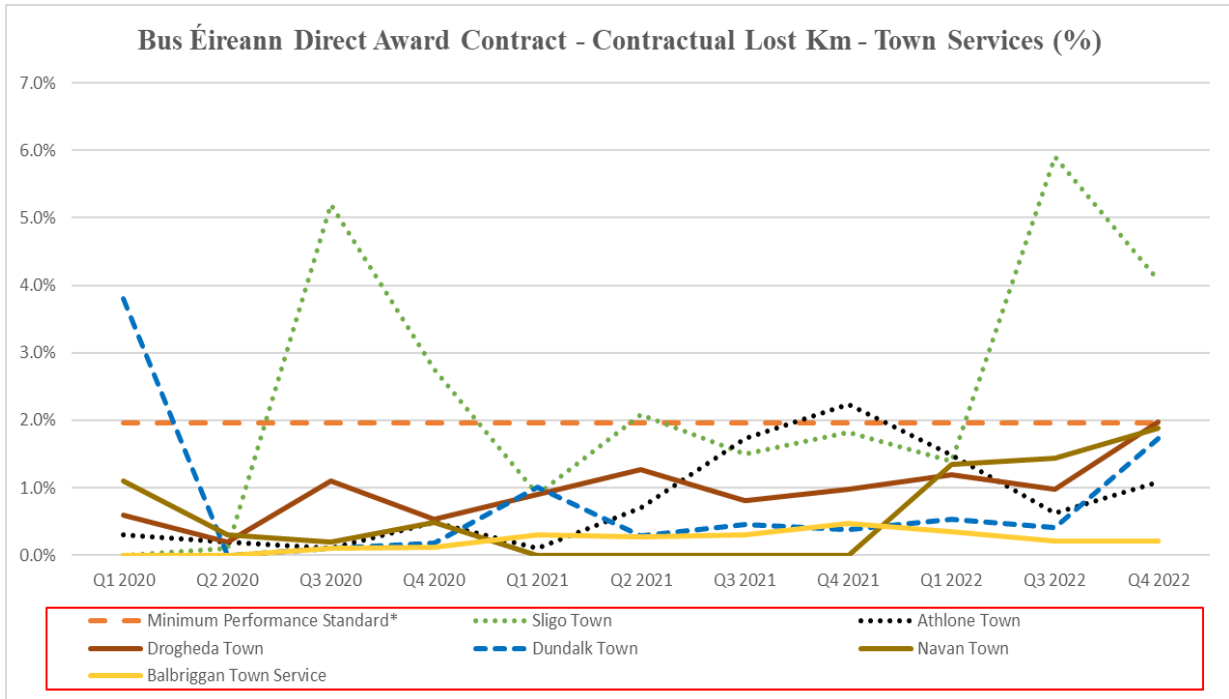


\*Note - the Lost KM Minimum Performance Standard (MPS) transitioned to a Route specific MPS of 2% per route per period for the Bus Éireann Direct Award Contract from Period 1 2020. The red MPS line in Figs. 3, 4 & 5 is therefore for illustrative purposes only.

**Figure 3: Bus Éireann Direct Award Contract - Contractual Lost KM (%) P1 2020-P13 2022**



**Figure 4: Bus Éireann Direct Award Contract - Contractual Lost KM by Region (%) Q1 2020 – Q4 2022**



**Figure 5: Bus Éireann DA Contract - Contractual Lost KM for Town Services Q1 2020–Q4 2022**



The 20 routes with the highest Contractual Lost Kilometre Rate per quarter for Q1 2020 to Q4 2022 inclusive are shown in Tables 3, 4 & 5.

Q1 2020 Lost KM		Q2 2020 Lost KM		Q3 2020 Lost KM		Q4 2020 Lost KM	
Route	KMs Lost (%)	Route	KMs Lost (%)	Route	KMs Lost (%)	Route	KMs Lost (%)
322	18.2	372	11.3	284	23.9	321	19.7
321	10.9	209	9.5	366	23.1	470	8.6
334	9.1	133B	6.9	321	16.9	457	6.7
349	9.1	278	6.8	462	7.6	284	6.3
381	4.9	366	6.7	282	7.5	442	5.9
208	4.6	168	4.2	470	7.4	455	5.9
202	4.1	284	3.6	S1	6.7	271	3.9
225	3.9	166	3.0	273	6.3	423	3.8
220	3.1	273	2.8	S2	4.4	451	3.4
346	3.0	209A	2.7	133B	4.0	458	3.4
201	2.4	105X	2.6	458	4.0	454	3.3
105X	2.2	223X	2.6	475	3.3	464	3.2
207	1.7	111A	2.2	279A	3.2	475	3.1
203	1.6	189	2.1	346	3.0	365	2.9
205	1.5	175	1.7	279	2.9	S2	2.9
174	1.5	225	1.6	471	2.8	471	2.6
451	1.4	429	1.5	360	2.5	S1	2.5
409	1.4	182A	1.4	474	2.5	N2	2.4
110B	1.4	109X	1.3	225	2.2	105X	2.3
241	1.3	446	1.3	239	2.2	445	2.1

**Table 3: 20 highest Contractual Lost KM rates by route per quarter in 2020**

Q1 2021 Lost KM		Q2 2021 Lost KM		Q3 2021 Lost KM		Q4 2021 Lost KM	
Route	KMs Lost (%)	Route	KMs Lost (%)	Route	KMs Lost (%)	Route	KMs Lost (%)
321	54.2	321	36.0	321	84.7	460	28.5
366	13.3	470	11.2	202A	9.3	321	28.5
454	8.3	460	8.4	202	8.9	467	6.3
442	8.1	366	6.7	460	8.4	373	5.6
451	5.8	463	5.7	454	8.3	470	4.4
495	5.3	346	5.4	470	8.1	474	4.0
444	4.9	421	4.2	474	6.8	421	3.7
463	4.6	365	4.2	208	6.7	469	3.6
470	4.1	465	3.7	226X	6.7	303	3.4
226X	3.9	202	3.4	220	6.6	323	3.3
434	3.9	202A	3.4	203	5.9	202	3.1
133X	3.1	462	3.0	207	5.2	462	3.1
421	3.0	220	2.7	216	4.8	202A	3.0
174	3.0	208	2.6	214	4.4	S1	2.6
362	2.9	360	2.3	225L	4.3	220	2.6
360	2.7	S2	2.3	372	4.3	208	2.5
73	2.5	207	2.3	380	4.2	332	2.3
474	2.4	239	2.2	378	4.1	A2	2.3
N1	2.1	D4	2.2	409	3.6	458	2.2
422	2.1	355	2.1	462	3.6	A1	2.2

**Table 4: 20 highest Contractual Lost KM rates by route per quarter in 2021**

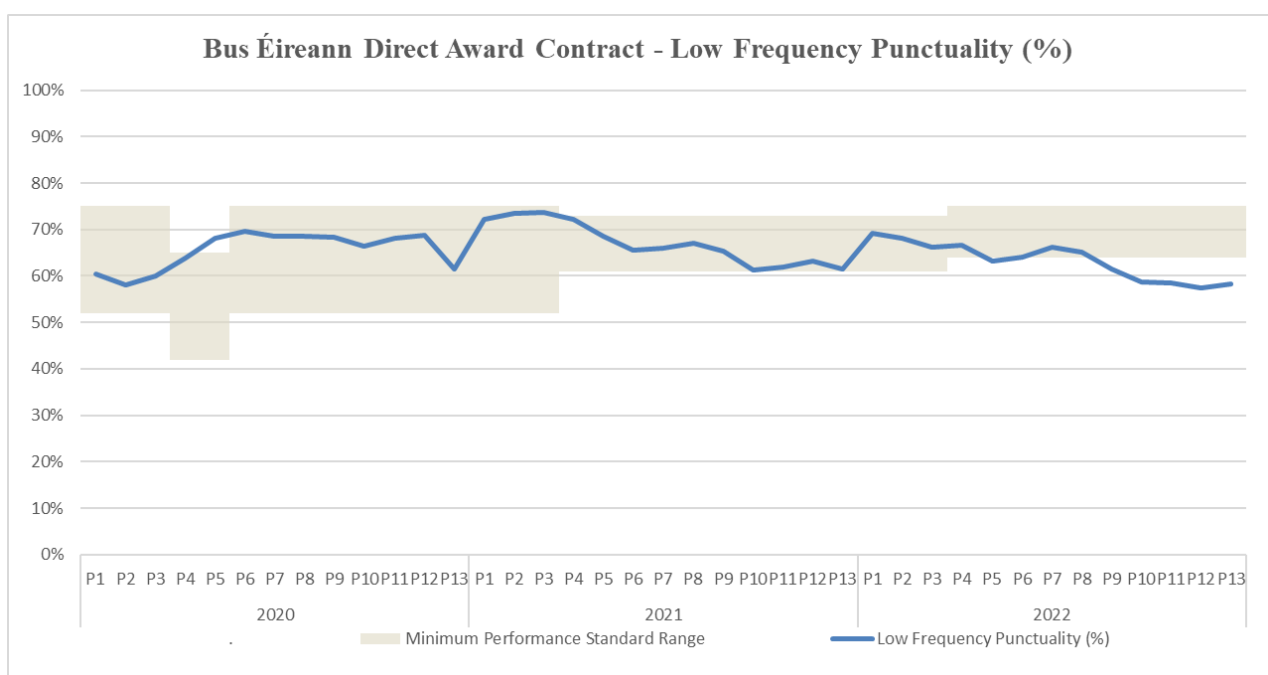
Q1 2022 Lost KM		Q2 2022 Lost KM		Q3 2022 Lost KM		Q4 2022 Lost KM	
Route	KMs Lost (%)	Route	KMs Lost (%)	Route	KMs Lost (%)	Route	KMs Lost (%)
321	16.7	460	27.3	321	25.4	460	43.8
366	11.8	321	23.2	489	16.7	321	26.3
470	11.1	489	18.2	460	16.7	305A	18.3
460	8.3	421	10.7	378	14.2	365	18.0
465	7.0	348	9.1	S1	11.2	385	16.1
226X	5.6	495	8.3	303	10.5	304X	15.4
202A	4.3	282	8.3	306	9.7	305	13.3
202	4.2	490	7.0	305A	9.5	306	13.0
323	3.5	366	6.7	202	9.2	303	12.9
304X	3.5	422	6.1	421	9.1	366	12.5
220	3.2	202A	6.1	362	8.9	355	9.1
444	3.1	S1	5.7	365	8.8	370	9.1
379	2.9	323	5.7	202A	8.4	226X	9.0
421	2.8	462	5.6	469	8.3	302	8.5
305A	2.7	226X	5.6	373	8.3	360	8.3
70	2.7	202	5.5	375	8.3	409	8.0
208	2.7	420	5.1	366	7.7	470	8.0
303	2.5	303	4.7	305	6.9	371	7.7
D4	2.0	220	4.3	208	6.8	354	7.6
214	1.9	362	4.3	379	6.7	304A	7.4

**Table 5: 20 highest Contractual Lost KM rates by route in 2022**

### 3.3 Punctuality Results

Covid-19 restrictions during 2020 and 2021 meant that more favourable traffic and operating conditions existed during certain periods. For example, the trends show improvements in punctuality performance during the early part of the pandemic from Period 4 2020 and again in early 2021, when the Delta Variant was a major element in causing renewed restrictions on movement. During other periods, rapid re-opening of society resulted in a worsening of punctuality performance, as journey times lengthened and became less predictable, and some bus schedules were still set up for the previous lockdown-type conditions. In addition, staff absence due to Covid-19 affected Excess Wait Time on high frequency routes during certain periods, as some scheduled trips were not operated.

Figure 6 shows the overall Bus Éireann Direct Award Contract PSO Network low frequency punctuality rate for each period from P1 2020 to P13 2022.



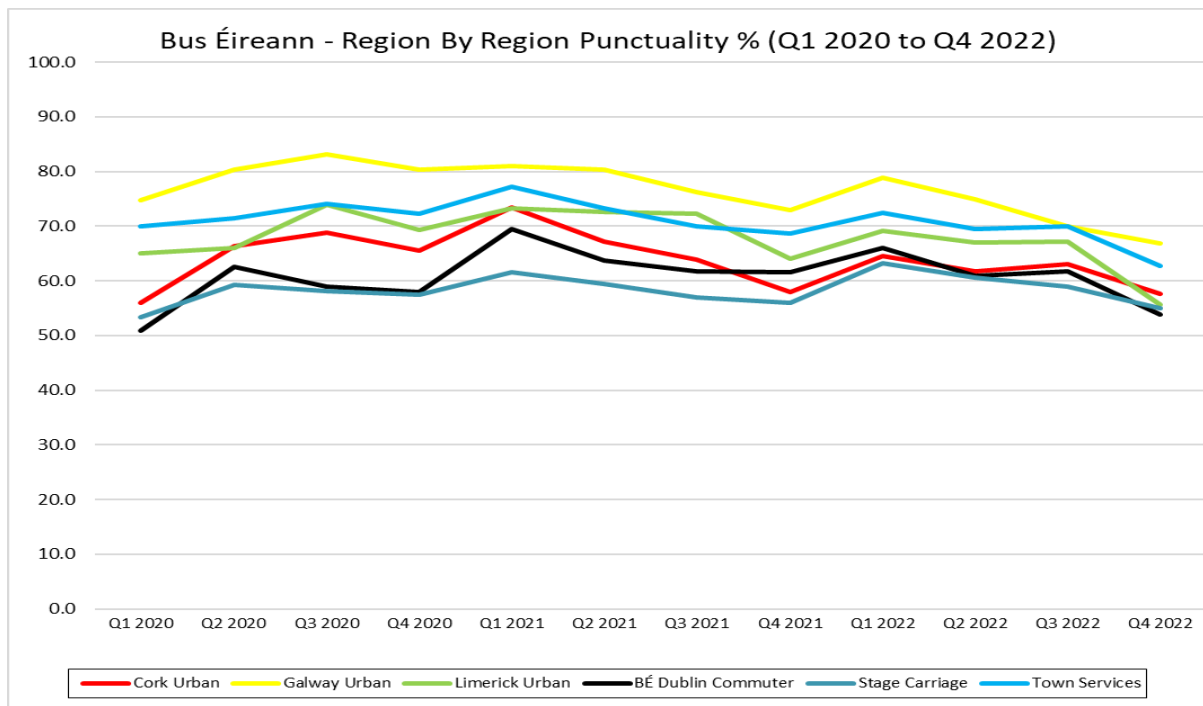
Note – the Bus Éireann low frequency punctuality Minimum Performance Standard (MPS) transitioned to a region specific MPS from Period 1 2020. The region specific Minimum Performance Standards ranged from 52% to 75% in 2020, with each of these standards being reduced by ten percentage points from 16<sup>th</sup> March 2020 until 18<sup>th</sup> May 2020 due to the Covid-19 pandemic. The Bus Éireann low frequency punctuality Minimum Performance Standard (MPS) transitioned from a region specific MPS to a route by route MPS from Period 4 2021. The route specific Minimum Performance Standards ranged from 61% to 73% from P4 2021 to P3 2022, and from 64% to 75% from P4 2022 onwards. The MPS range shown above is therefore for illustrative purposes only.

**Figure 6: Bus Éireann Direct Award Contract Low Frequency Punctuality (%) P1 2020-P13 2022**

Table 6 and Figure 7 show the region by region Bus Éireann Direct Award Contract PSO Network low frequency punctuality rate for each period from Q1 2020 to Q4 2022.

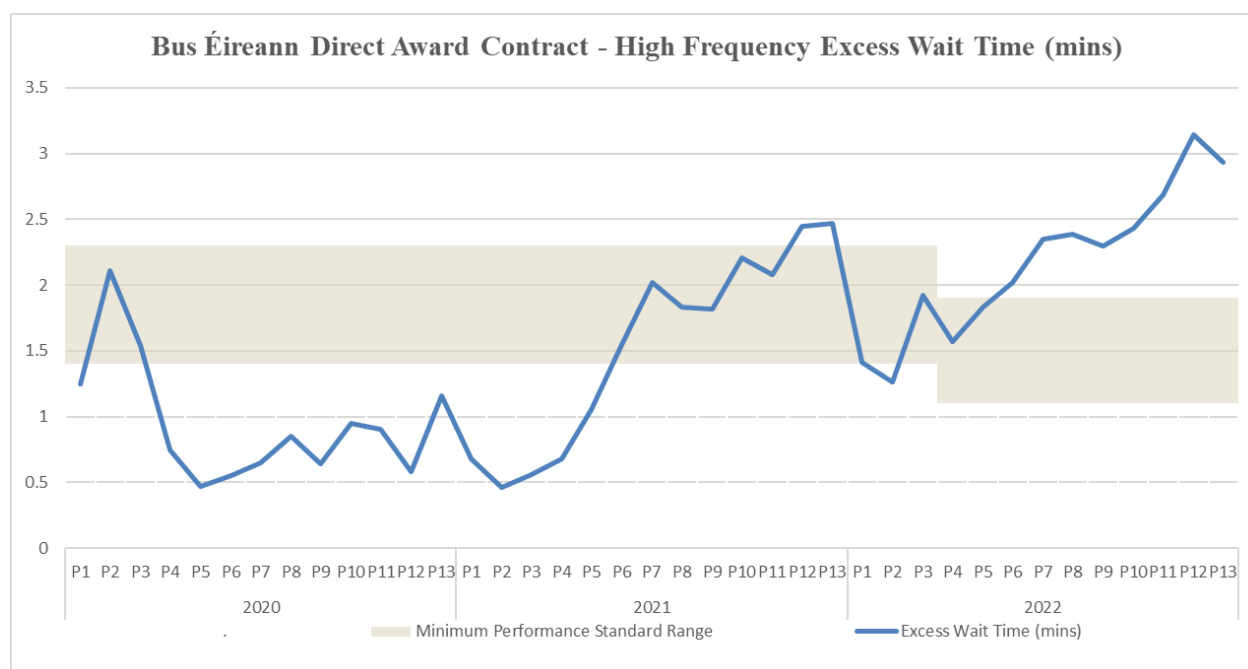
Region	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022
Dublin Commuter	50.8	62.6	58.9	58.0	69.5	63.7	61.8	61.5	66.0	61.0	61.7	53.9
Cork Urban	56.0	66.3	68.8	65.6	73.5	67.2	63.9	57.9	64.6	61.8	63.1	57.6
Limerick Urban	65.1	66.0	74.0	69.4	73.3	72.6	72.2	64.1	69.1	67.0	67.1	55.7
Galway Urban	74.7	80.4	83.1	80.3	81.0	80.3	76.3	72.9	78.9	74.9	70.0	66.9
Town Services	69.9	71.5	74.1	72.3	77.3	73.3	70.0	68.6	72.5	69.5	69.9	62.7
Stage Carriage	53.4	59.3	58.2	57.5	61.5	59.4	56.9	56.0	63.3	60.6	59.0	55.0

**Table 6: Bus Éireann Direct Award Contract Low Frequency Punctuality by Region (%) Q1 2020-Q4 2022**



**Figure 7: Bus Éireann Direct Award Contract Low Frequency Punctuality by Region (%) Q1 2020-Q4 2022**

Figure 8 shows the overall Bus Éireann Direct Award Contract PSO Network high frequency punctuality result for each period from P1 2020 to P13 2022.



Note – the Bus Éireann high frequency punctuality Minimum Performance Standard (MPS) transitioned to a route specific MPS from Period 1 2020. The route specific Minimum Performance Standards ranged from 1.4 minutes to 2.3 minutes from P1 2020 to P3 2021, with an additional allowance for Covid-19 related disruption provided for (but not used). The route specific Minimum Performance Standards ranged from 1.1 minutes to 1.9 minutes from P4 2022. The MPS range shown above is therefore for illustrative purposes only.

**Figure 8: Bus Éireann Direct Award Contract Excess Wait Time (%) P1 2020-P13 2022**

Table 7 shows the route by route Bus Éireann Direct Award Contract PSO Network high frequency punctuality rate for each period from Q1 2020 to Q4 2022.

Bus Éireann Direct Award Contract High Frequency Punctuality (EWT) By Route (in minutes)												
Route	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022
304	1.31	0.45	0.59	1.04	0.60	0.67	0.92	1.82	1.33	1.70	2.21	3.14
208	2.64	0.71	1.06	1.31	0.64	1.10	1.90	2.45	1.42	1.81	2.27	3.09
409	1.28	0.49	0.57	0.70	0.53	0.69	1.28	1.49	1.26	1.33	1.61	2.60
202	1.66	0.73	0.84	0.80	0.67	2.00	4.04	3.98	2.75	3.10	4.21	3.51
205	1.30	0.29	0.46	0.51	0.40	0.90	1.13	1.67	0.89	1.10	1.48	1.93
206	1.17	0.74	0.48	0.79	0.46	0.74	0.99	1.20	0.68	0.79	0.87	1.35

**Table 7: Route by Route high frequency punctuality (EWT) Q1 2020 to Q4 2022**

### 3.4 Service Quality Results

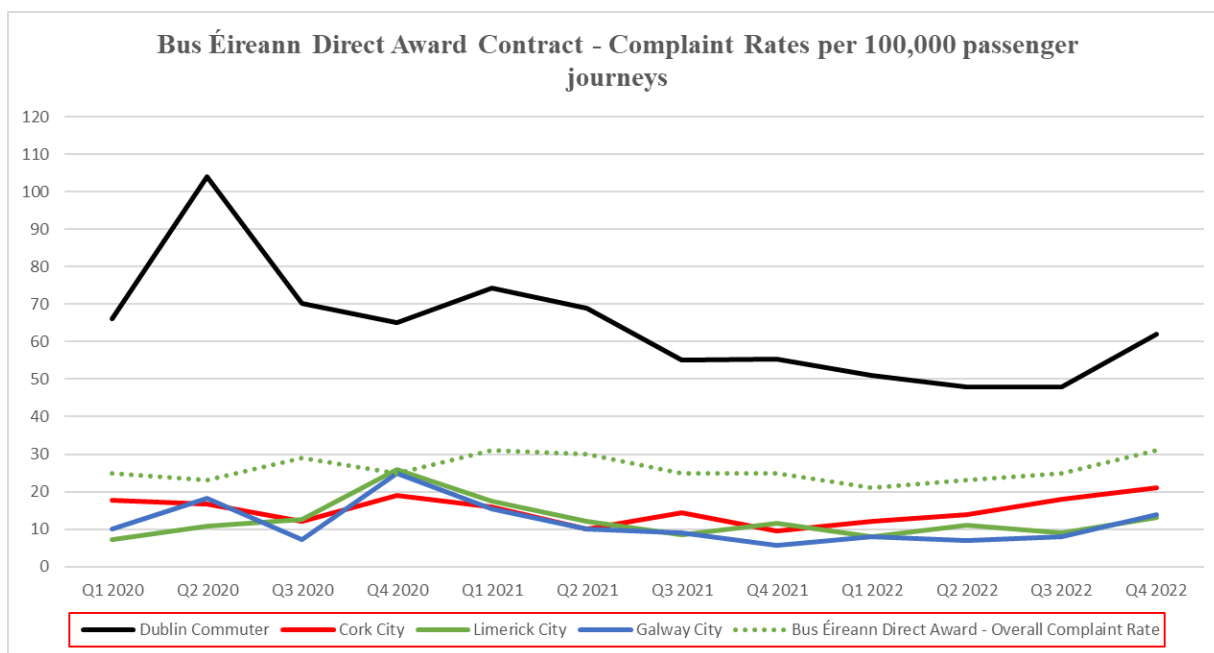
Table 8 summarises service quality performance by quarter from Q1 2020 to Q4 2022. Categories that failed to meet the minimum performance standards are highlighted, with the relevant deduction percentage identified. It should be noted that it was not possible to conduct Mystery Passenger Surveys due to Covid-19 related restrictions for most of the period from Q1 2020 to Q2 2021. Therefore, no deduction points accrued from Mystery Passenger survey information during this time period.

Service Quality Category		Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022
RT.1	AVL-RTPi Performance												
SD.1	Planned Schedule Data Performance	100% Deduction											
TKT.1-3	Ticket System Performance												
V.1	Bus Vehicle Performance												
E.1 - E.5	Bus Equipment Performance	100% Deduction						100% Deduction	100% Deduction	100% Deduction	100% Deduction	100% Deduction	100% Deduction
D.1	Bus Driver Performance							100% Deduction		100% Deduction			100% Deduction
C.1-2	(C.1) (C.2) Cleanliness Performance	100% Deduction										50% Deduction	
CS.1-7	(CS.1-7) Customer Service Performance												
CI.1 & CI.4- CI.7	(CI) Customer Information Performance												
R.1a-R.3a, R.6, R8-10	Report Provision Performance												
SC.1-9	SC.1-9 Cyber Security performance												

**Table 8: Service Quality Performance Q1 2020 to Q4 2022**

### Complaint rates

Figure 9 details the Bus Éireann Direct Award Contract complaint rate per 100,000 passenger journeys from Q1 2020 to Q4 2022. It is important to note that some complaints included in these figures may not be fully attributable to the operator; for example, complaints regarding frequency on a public transport route, or issues at certain bus stops that the operator has no responsibility to maintain. From March 2020 (late Q1 2020) onwards, complaints relating to various aspects of Covid-19 related measures factored into the complaint rates for each operator. This contributed to an increase in complaint rates per 100,000 passengers for most operators from late Q1 2020 onwards, with many of the Covid-19 related issues being beyond the control of operators.



**Figure 9: Bus Éireann Direct Award Contract Complaint Rate Per 100,000 passenger journeys Q1 2020 to Q4 2022**

### Vehicle accessibility and age

These obligations are reported to the Authority by Bus Éireann on a quarterly basis. The results are summarised in Table 9.

Performance obligation	Compliance Test	2022 Average	No. of non-compliances reported
14.0 Accessibility	All new Vehicles purchased to be wheelchair accessible	N/A	0
15.0 Fleet Bus Age	Report Bus Fleet Age	5 years	0

**Table 9: Vehicle accessibility and age**

### 3.6 Environmental Performance

BÉ has reported full compliance with emissions and noise vehicle standards. From 2017 onwards, Bus Éireann has also reported on a quarterly basis in relation to fuel consumption and carbon emissions, and complaints made in relation to noise and vibration associated with its PSO operations.

## 4.0 Changes to the Contract

### 4.1 Service changes

The Contract provides that any changes to the PSO services must be subject to the approval of the NTA. The NTA has approved a number of alterations to services during each year of the contract to date. Those with cost implications are summarised below. In addition there have been numerous minor timetable adjustments and stopping locations relocations with no cost implications.

- 2020 – 50 route or timetable changes
  - Additional costs due to Covid-19 measures.
  - Second Cork Depot got approval from the Authority for Capital Funding.
  - Performance standards were temporarily relaxed due Covid-19 uncertainty. Some routes switched temporarily to a Saturday+ timetable.
  - 40 routes enhanced under the “Stimulus Package”.
- 2021 – 53 route or timetable changes
  - Additional BÉ staff funded under the Contract
  - Establishment of SLA for Bus Stop Information & Infrastructure
  - Additional security and cleaning added to the Contract
- 2022 – 220 route or timetable changes (as of September 2022)
  - Almost all routes revised with recalculation of segment lengths and timetable tweaks to improve punctuality and reliability.
  - First phase of Connecting Ireland implemented, with some services upgraded, other services transferred to Local Link.
  - Routes 101, 101X, 133/X/B tendered to BMO. To be removed from the contract in 2023, as well as route 133L to be transferred to Local Link.

These service changes have delivered improved public transport services for the public during the period of the Contract.

### 4.3 Purchase of buses, coaches and associated equipment and systems

The Authority provided capital grants to Bus Éireann up until 2018 to fund the purchase of new buses and coaches for use on PSO services. Since the second half of 2018, the Authority has directly purchased new buses and coaches, and provided them to Bus Éireann for use on PSO services contracted by the Authority.

All of these new vehicles are wheelchair accessible via a ramp, and offer enhanced passenger facilities such as USB charging sockets, complimentary Wi-Fi internet access and CCTV camera systems.



In addition, the Authority has funded and continues to fund a variety of enhancements to bus equipment and systems including Automatic Vehicle Location System and ticketing equipment for new vehicles.

The Authority has also funded upgrades to customer contact management system and additional resources for customer care and operational control of PSO bus services. The cost of certain of these items, including on-going operational costs of system enhancements required to support contract operations, are included in the annual subvention amounts.

## 5.0 Audits of the Contract

The annual audit for the December 2019 contract commissioned by the NTA examines the financial systems, controls and processes used in relation to:

- Safety Management
- Environmental Management
- Ticketing and Fares Collection
- Operation and Maintenance of Network Assets
- Management of Security
- Records and Reporting Requirements
- Net Financial Report and Efficiency Incentive
- Defects and Damage to the Network Assets
- Insurance
- Other audit items

The outcome of the audit work for 2020 and 2021, provided an overall assurance rating of “Substantial”. A rating of “substantial” or “satisfactory” is deemed appropriate for the conduct of the contract in all audited areas.

At the time of writing the 2022 audit is underway.

## **Appendix A: Punctuality and Service Quality Performance Obligations**

**Period 1 2020 to Period 3 2021  
Bus Éireann Direct Award Contract  
Regional Minimum Performance Standard (MPS) Breakdown**



**Low Frequency Routes** are defined as services which operate less than 5 times per hour on a weekday, outside the peak periods.

<b>Dublin Commuter - MPS = 52% (*42%)</b>
101, 101X, 103, 103X, 105, 105X, 107, 108, 109, 109A, 109B, 109X, 111, 111A, 111X, 115, 115C, 132, 133, 133X, 133B, 133L, NX
<b>Cork Urban - MPS = 60% (*50%)</b>
201, 202A, 203, 207, 207A, 209, 209A, 212, 213, 214, 215, 215A, 216, 219, 220, 220X, 221, 223, 223X, 226A, 225, 225L
<b>Limerick Urban - MPS = 65% (*55%)</b>
301, 302, 303, 304A, 304X, 305, 305A, 306, 313
<b>Galway Urban - MPS = 75% (*65%)</b>
401, 402, 404, 405, 407
<b>Town Services - MPS = 66% (*56%)</b>
A1, A2, D1, D2, D4, D5, 173, S1, S2, 173, 174, 174A, 174B ,B1, N1, N2, 110A, 110B, 110C, 360, 360A
<b>Stage Carriage - MPS = 54% (*44%)</b>
65, 70, 72, 73, 100, 134, 135, 136, 160, 161, 162, 163, 168, 166, 167, 175, 175A, 182, 182A, 187, 189, 190, 226, 233, 235, 236, 237, 239, 240, 241, 243, 245, 245X, 248, 252, 257, 258, 259, 260, 261, 270, 271, 272, 273, 274, 275, 278, 279, 279A, 280, 282, 284, 314, 320, 321, 322, 323, 323X, 324, 328, 329, 332, 333, 334, 336, 341, 343, 343X, 345, 346, 347, 348, 349, 350, 355, 362, 365, 366, 370, 371, 372, 373, 374, 375, 377, 378, 379, 380, 381, 382, 383, 385, 417, 419, 420, 421, 422, 424, 425, 425A, 429, 434, 440, 442, 443, 444, 445, 446, 447, 448, 450, 451, 454, 455, 456, 457, 458, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 474, 475, 476, 479, 480, 483, 487, 489, 490, 491, 492, 494, 495, 275A, 276

Covid-19 Note: Applicable from 16th March 2020, the Punctuality Standard for on time services according to the approved schedule (-1 minute to +5:59 minutes of schedule) was reduced by 10% compared to the contractual standards (e.g. an original standard of 65% would reduce to 55%). The Punctuality Performance Payment and the Punctuality Incentive Payment were reduced to one half of amounts stated in the operating contract. The Covid-19 MPS reduction as outlined above ended in Period 6 2020.

**Period 4 2021 to Period 3 2022**  
**Bus Éireann Direct Award Contract**  
**Route by Route Minimum Performance Standard (MPS) Breakdown**



**Low Frequency Routes** are defined as services which operate less than 5 times per hour on a weekday, outside the peak periods.

**Category A Routes - Minimum Performance Standard = 61%**

133, 343, 109X, 226, 109, 236, 245, 252, 101, 111, 115, 370, 343X, 101X, 109B, NX, 260, 350, 419, 70, 314, 111X, 323, 65, 100, 233, 237, 456, 458, 115C, 320, 425, 133X, 132, 239, 240, 241, 261, 280, 220, 215, 220X, 207, 360, 360A, 304A, 216, 223, 402, 301, 201, 209, S2, 223X, 226A, 225, 219, S1.

**Category B Routes - Minimum Performance Standard = 65%**

103, 105,, 109A, 72, 73, 424, 440, 166, 103X, 434, 105X, 469, 454, 371, 323X,, 425A, 235, 460, 161, 182, 190, 480, 492, 475, 162, 321, 346, 465, 382, 348, 135, 168, 175, 333, 336, 345, 372, 373, 374, 375, 379, 385, 189, 380, 401, 405, 304X, A2, 303, D2, 203, 173, A1, 174, 226X

**Category C Routes - Minimum Performance Standard = 69%**

355, 272, 329, 429, 248, 462, 362, 284, 461, 476, 479, 136, 243, 275, 111A, 421, 167, 187, 446, 332, 341, 313, 471, 442, 468, 464, 457, 366, 447, 443, 334, 134,, 279A, 422, 490, 271, 257, 451, 175A,, 470, 273, 489, 495, 349, 322, 324, 448, 486, 487, 160, 279, 182A, 107, 420, 270, 466, 328, 347, 450, 491, 417, 463, 365, 381, 483, 282, 494, 108, 445, 275A, 274, 383, 444, 377, 455, 258, 378, 163, 474, 259, 467, 278, 380, 404, 214, 221, 302, D1, 133B, 133L, 423, N2, D4, D5.

**Category D Routes - Minimum Performance Standard = 73%**

207A, 305, 306, 215A, 407, 213, 209A, 174B, 110C, 110A, 110B, B1, 174A, N1, 225L, 202A, 212, 305A.

**Period 4 2022 to Period 13 2022  
Bus Éireann Direct Award Contract  
Route by Route Minimum Performance Standard (MPS) Breakdown**



**Low Frequency Routes** are defined as services which operates less than 5 times per hour on a weekday, outside the peak periods.

Category A Routes - Minimum Performance Standard = 64%
133, 343, 109X, 226, 109, 236, 245, 252, 101, 111, 115, 370, 343X, 101X, 109B, NX, 260, 350, 419, 70, 314, 111X, 323, 65, 100, 233, 237, 456, 458, 115C, 320, 425, 133X, 132, 239, 240, 241, 261, 280, 220, 215, 220X, 207, 360, 360A, 304A, 216, 223, 402, 301, 201, 209, S2, 223X, 226A, 225, 219, S1.

Category B Routes - Minimum Performance Standard = 67%
103, 105,, 109A, 72, 73, 424, 440, 166, 103X, 434, 105X, 469, 454, 371, 323X,, 425A, 235, 460, 161, 182, 190, 480, 492, 475, 162, 321, 346, 465, 382, 348, 135, 168, 175, 333, 336, 345, 372, 373, 374, 375, 379, 385, 189, 380, 401, 405, 304X, A2, 303, D2, 203, 173, A1, 174, 226X

Category C Routes - Minimum Performance Standard = 71%
355, 272, 329, 429, 248, 462, 362, 284, 461, 476, 479, 136, 243, 275, 111A, 421, 167, 187, 446, 332, 341, 313, 471, 442, 468, 464, 457, 366, 447, 443, 334, 134,, 279A, 422, 490, 271, 257, 451, 175A,, 470, 273, 489, 495, 349, 322, 324, 448, 486, 487, 160, 279, 182A, 107, 420, 270, 466, 328, 347, 450, 491, 417, 463, 365, 381, 483, 282, 494, 108, 445, 275A, 274, 383, 444, 377, 455, 258, 378, 163, 474, 259, 467, 278, 380, 404, 214, 221, 302, D1, 133B, 133L, 423, N2, D4, D5.

Category D Routes - Minimum Performance Standard = 75%
207A, 305, 306, 215A, 407, 213, 209A, 174B, 110C, 110A, 110B, B1, 174A, N1, 225L, 202A, 212, 305A.

P1 2020- P3 2022 Route By Route EWT KPI			P4 2022 - P13 2022 Route By Route EWT KPI		
Category	Route	MPS	Category	Route	MPS
A	304	2.3	A	304	1.9
B	208	2.0	B	208	1.6
C	409	1.7	C	409	1.3
	202			202	
	205			205	
D	206	1.4	D	206	1.1

## AVL-RTPI Performance

The Maximum RTPI Data Performance Deduction as set out in Table 19-2 is applied if 4 or more Performance Points are accumulated under this heading in any one Quarter. 50% of the Maximum RTPI Data Performance Deduction is applied if 2 to 3 Performance Points are accumulated under this heading in any one Quarter. No RTPI Data Performance Deduction is applied if 1 or less Performance Point is accumulated under this heading in any one Quarter.

Indicator	Requirement	Performance points
<p>RT.1</p> <p>Provision of Operator data to support provision of accurate real-time information by the Authority</p>	<p>Operator to ensure that data for the Services required by the Authority to enable display of real time information is supplied to the Authority and available in the correct format for use by Authority customer facing channels including Apps and RTPI signs, 98% of the time.</p> <p>meet the requirement of 96% of Services within the “Correct” time (i.e. within +/- 3 minutes of time calculated from Operator data and shown on Transport for Ireland App RTPI signs (if present at Stops).</p> <p>Methodology: Operator reports and Authority surveys and audits of Apps, website and Stops undertaken and reported to Operator each period. Performance points would be applied to each full percentage point below 96% for “Correct” arrival time, averaged over each Quarter. The percentage “Correct” results for each period would be obtained by averaging results observed on Apps and results observed at Stops with RTPI signs. Results outside “Correct” time that the Operator can demonstrate are due to Authority or third part cause are not included for purposes of Performance Point calculations.</p>	<p>1 for each 0.1% percentage point below 98% availability</p> <p>1 for each full percentage point below 96% “Correct” arrival times.</p>

Table 19 -3 AVL-RTPI performance indicators

## Planned Schedule Data Performance

The Journey Planner Data Performance Maximum Deduction as set out in Table 19-2 is applied if 1 or more Performance Points are accumulated under this heading in any one Quarter.

Indicator	Requirement	Performance Points
SD.1  Timely provision of required Planned Scheduled Data to the Authority	Operator to:  Supply approved Planned Schedule Data and other data as required of the Operator as set out in Schedule 31 to the Authority in VDV 452 format, 8 Business Days in advance of implementation date of approved Timetable.  Methodology: Authority or its agents to record and report on each instance of failure each Quarter.	1

Table 19 -4 Planned Schedule Data performance indicators



## Ticket System Performance

The deductions set out below are applied up to the maximum Ticket System Performance Deduction, set out in Table 19-2.

Ref.	Indicator	Performance Target	Performance Measurement Methodology	Proposed Deduction Mechanism for failure to meet Target
TKT -1	Current Ticket Equipment Actionlist, Hotlist and Fares configuration data uploaded correctly	100%	<p>Operator reports each Quarter:</p> <ul style="list-style-type: none"> <li>- Number of scheduled kilometres operated with Ticket Equipment <u>not</u> containing Current* Actionlist data.</li> <li>- Number of scheduled kilometres operated with Ticket Equipment <u>not</u> containing most recently issued Hotlist data.</li> <li>- Number of scheduled kilometres operated with Ticket Equipment <u>not</u> containing current* Fares configuration data</li> </ul> <p>* Current means most recent data supplied to Operator by Authority, excepting data provided in last 24 hours.</p> <p>NTA Audits will apply.</p>	Deduction of €0.20 per scheduled kilometre operated with Ticket Equipment that does not contain current Actionlist, Hotlist or Fares configuration data

TKT -2	% scheduled service km operated with fully functioning Ticketing Equipment	100%	<p>Operator reports each Quarter:</p> <ul style="list-style-type: none"> <li>- (A) Scheduled km operated without fully functioning Ticketing Equipment for the receipt of cash fares and printing of cash fare receipts</li> <li>- (B) Scheduled km operated without fully functioning remote SCV for the validation of Leap Card and PSC Passes and the payment of maximum fares on Leap Card e-purse (where applicable)</li> </ul> <p>Operator reports for each Network Bus operated after the maximum time specified in paragraph 8.5.2 of Schedule 8:</p> <ul style="list-style-type: none"> <li>- (C) Scheduled km operated without fully functioning Ticketing Equipment for the receipt of cash fares and printing of cash fare receipts</li> <li>- (D) Scheduled km operated without fully functioning remote SCV for the validation of Leap Card and PSC Passes and the payment of maximum fares on Leap Card e-purse (where applicable)</li> </ul> <p>NTA Audits will apply</p>	<ul style="list-style-type: none"> <li>- (C) Deduction of €2 per scheduled Km operated with Ticket Equipment without functionality for the receipt of cash fares and printing of cash fare receipts</li> <li>- (D) Deduction of €1 per scheduled km operated without remote SCV functionality (where applicable)</li> </ul>
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TKT-3	% of ticketing data not provided to the Authority within 1 Operational Day	95%	Authority or its agents to record and report on percentage of ticketing data not provided by the next operational day in each Quarter.	€500for each 1% below target
		100%		€5,000 for each 0.01% not provided within 7 Operational Days

Table 19 -5 Ticket System performance indicators

#### Bus Vehicle Performance

The Bus Vehicle Performance Maximum Deduction as set out in Table 19-2 is applied if 11 or more Performance Points are accumulated under this heading in any one Quarter. 50% of the Bus Vehicle Performance Maximum Deduction is applied if 6 or more but less than 11 Performance Points are accumulated under this heading in any one Quarter. No Bus Vehicle Performance Deduction is applied if less than 6 Performance Points are accumulated under this heading in any one Quarter.

Indicator	Requirement	Performance Points
V.1  Bus Vehicle	Network Bus is operated in accordance with Network Bus Specification set out in Schedule 3.	
	Specified vehicle capacity for route and time	1
	Correct number of doors	1
	Vehicles age	1
	Methodology: Quarterly NTA Mystery shopper survey or inspections. Survey/inspections shall be undertaken by NTA or its agents. . See Annex A, B and C to Schedule 19.	Applied to each full % of failures recorded in each of relevant categories.

Table 19 -6 Bus Vehicle performance indicators

## Bus Equipment Performance

The Bus Equipment Performance Maximum Deduction as set out in Table 19-2 is applied if 40 or more Performance Points are accumulated under this heading in any one Quarter. 50% of the Bus Equipment Performance Maximum Deduction is applied if 21 or more but less than 40 Performance Points are accumulated under this heading in any one Quarter. No Bus Equipment Performance Deduction is applied if less than 21 Performance Points are accumulated under this heading in any one Quarter.

Indicator	Requirement	Performance Points
E.1	Equipment on-board meets the with Network Bus Specifications in Schedule 3 and is functioning and in use	
Bus Equipment	Centre doors operating correctly, and used by driver at all stops where passengers disembark, where it is safe to do so (where applicable).	1
	Wheelchair ramp is operating correctly and used by driver on passenger request	
	Next stop display is operating correctly	2
	Next stop audio announcement is operating correctly	
	Route number displayed correctly on front, side and rear of bus and destination displayed correctly on front and side of bus	1
	On board CCTV screen working	1
	Interior lighting on, and functioning correctly	1
	Bus heating operated to match the weather conditions	
	Passenger Wi-Fi services working	1
	Methodology: Quarterly Mystery shopper survey undertaken by NTA or its agents. . See Annex A, B and C to Schedule 19.	1
	1	

		Applied to each full % of failures recorded in each of relevant categories. Note: only applied to Network Buses where relevant equipment is installed and/or specified as a requirement in Schedule 3: Network Bus specification
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Table 19 -7 Bus Equipment performance indicators

Indicator	Requirement	Performance Points
E.2	In the event of an on-board Passenger Wi-Fi Equipment Failure, the Operator shall replace/repair and commission the affected equipment within one Business Day of becoming aware of the fault	0.5 points per Network Bus affected will be added for every additional 24hr period or part of, until such time the failure has resolved.
E.3	In the event of a failure of any part of the back office software or data server system that is essential to the operation of the data downloads by the on bus customer, rendering one or more buses without a working Passenger Wi-Fi service, the Operator shall rectify such faults within 2 hours of becoming aware of the fault, if the failure occurs during a Business Day, or within 2 hours of the start of the next Business Day, if the failure does not occur during a Business Day.	1 point will be awarded for each additional 2hr period over initial 2 hr period, or part of, during bus operational hours, until such time as the failure has been resolved.

Table 19-8: Passenger Wi-Fi performance indicators

Indicator	Requirement	Performance Points
E.4	In the event of an On-Board CCTV Equipment Failure, the Operator shall replace/repair and commission the affected equipment within one Business Day of becoming aware of the fault	0.5 points per Network Bus affected will be added for every additional 24hr period or part of, until such time the failure has resolved.
E.5	In the event of a failure of any part of the back office software or data server system that is essential to the operation of the data downloads by the on bus customer, rendering one or more buses without working CCTV, the Operator shall rectify such faults within 2 hours period of becoming aware of the fault, if the failure occurs during a Business Day, or within 2 hours of the start of the next Business Day, if the failure does not occur during a Business Day..	1 point will be awarded for each additional 2hr period over initial 2 hr period, or part of, during bus operational hours, until such time as the failure has been resolved.

Table 19 -9 On-board CCTV performance indicators

## Bus Driver Performance Deduction

The Bus Driver Performance Maximum Deduction as set out in Table 19-2 is applied if 25 or more Performance Points are accumulated under this heading in any one Quarter. 50% of the Bus Driver Performance Maximum Deduction is applied if 12 or more but less than 25 Performance Points are accumulated under this heading in any one Quarter. No Bus Driver Performance Deduction is applied if less than 12 Performance Points are accumulated under this heading in any one Quarter.

Indicator	Requirement	Performance Points
D.1	Driver	
	Is helpful, courteous and polite	1
Bus driver	Is well presented	1
	Drives the bus in a smooth manner that doesn't unduly result in passenger discomfort	1
	When stopping at a bus stop, pulls into kerb where possible	
	Stops to pick up passengers at Stop on passenger request, when bus is not full	1
	Operated the bus in a safe manner	1
	Informed passengers in a timely manner in case of service disruption	2
	Methodology: Quarterly Mystery shopper survey undertaken by NTA or its agents. . See Annex A, B and C to Schedule 19.	1
		Applied to each full % of failures recorded in each of relevant categories.

Table 19 -10 Bus driver performance indicators

## Cleanliness Performance Deduction

The Cleanliness Performance Maximum Deduction as set out in Table 19-2 is applied if more than 40 Performance Points are accumulated under this heading in any one Quarter. 50% of the Cleanliness Performance Maximum Deduction is applied if over 21 and up to 40 Performance Points are accumulated under this heading in any one Quarter. No Cleanliness Performance Deduction is applied if 20 or less Performance Points are accumulated under this heading in any one Quarter.

Indicator	Requirement	Performance Points
C.1  Bus cleanliness	Category	
	Seats and surfaces are clean	1
	Seats are in a good state of repair	1
	Windows are clean and etching and graffiti free on inside and outside	1
	Exterior of bus is clean	1
	Methodology: Quarterly Mystery shopper survey undertaken by NTA or its agents. See Annex A, B and C to Schedule 19.	Applied to each full % of failures recorded in each of relevant categories.
C.2  Station Cleanliness (BE Only) or Dublin Bus Head Office Customer Area Cleanliness (DB Only)	Category	
	Seats and surfaces are clean	1
	Seats and surfaces are in a good state of repair	1
	Windows are clean on inside	1
	Exterior of station is clean	1
	Toilets (where available) are open and clean	1
	Methodology: Quarterly Mystery shopper survey undertaken by NTA or its agents. See Annex A, B and C to Schedule 19.	Applied to each full % of failures recorded in each of relevant categories.

Table 19 -11 Bus cleanliness performance indicators



## Customer Service Performance

The Customer Service Performance Maximum Deduction as set out in Table 19-2 is applied in full if 11 or more Performance Points are accumulated under this heading in any one Quarter. 50% of the Customer Service Performance Maximum Deduction is applied if 10 Performance Points or less are accumulated under this heading in any one Quarter. No Customer Service Performance Deduction is applied if 5 or less Performance Points are accumulated under this heading in any one Quarter.

Indicator	Requirement	Performance Points
CS.1 Customer Service Desk Opening Hours	<p>Operator customer service desk is open to customers during the opening hours set out in Schedule 13.</p> <p>Customer Services Report to contain time and duration of all instances where customer service desk was not open to customers during the opening hours set out in Schedule 13.</p>	1 per failure
CS.2 Customer Service Centre opening hours	<p>Customer Service Centre is open to receive customer telephone calls, emails and Tweets during advertised opening hours (set out in Schedule 13).</p> <p>Customer Services Report to contain time and duration of all instances where Customer Service Centre was not open to customers during the opening hours set out in Schedule 13.</p> <p>NTA Audits will apply</p>	1 per failure
CS.3 Customer complaints acknowledgement response times	<p>Operator to acknowledge complaints received from public within the following timescales of receipt</p> <p>Letters – 3 Business Days</p> <p>Emails – 1 Business Day</p> <p>Tweets to @[Operator Twitter account name] – Tweet an acknowledgement with a link to operator's on-line complaints form within 1 hour of receipt, during Customer Service Centre opening hours</p> <p>Customer services Report to contain percentage of incidents where complaints acknowledged on time for</p>	1 point per % below 99% compliance with requirements in each case

Indicator	Requirement	Performance Points
CS.1 Customer Service Desk Opening Hours	<p>Operator customer service desk is open to customers during the opening hours set out in Schedule 13.</p> <p>Customer Services Report to contain time and duration of all instances where customer service desk was not open to customers during the opening hours set out in Schedule 13.</p>	1 per failure
	<p>each case.</p> <p>NTA audits will apply</p>	
CS.4 Customer complaints substantive response times	<p>Operator to investigate customer complaints, and issue a substantive response where possible within 5 business days of receipt. If this is not possible, a response delay notification shall be sent, and a substantive response shall be sent within 15 Business Days of complaint receipt</p> <p>Customer Services Report to contain percentage of incidents (a) where substantive responses were issued within (i) 5 days, and (ii) 15 days, and (b) response delay notifications were issued within 5 Business Days where substantive response not possible within 5 Business Days.</p> <p>NTA audits will apply</p>	1 point per % below 96% compliance with requirements

Indicator	Requirement	Performance Points
<p>CS.5</p> <p>Customer Service Centre automated answer</p>	<p>Operator to ensure 99% of calls to the Customer Service Centre are answered by a holding message within 10 seconds (excluding calls already answered within that time by a person).</p> <p>Customer Services Report to contain percentage of relevant calls answered on time by holding message.</p> <p>NTA audits will apply</p>	<p>1 point per each full % below 99%</p>
<p>CS.6</p> <p>Customer Service Centre person answer</p>	<p>Operator to ensure 90% of calls to the Customer Service Centre are answered by a person within 60 seconds.</p> <p>Customer services Report to contain percentage of relevant calls answered on time by person.</p> <p>NTA audits will apply</p>	<p>1 point per each full % below 90% compliance with requirements</p>
<p>CS.7 Lost property office opening hours</p>	<p>Lost Property Office is open to public during advertised hours</p> <p>Quarterly Service Quality Performance Report to contain time and duration of all instances where Customer Service Centre was not open to customers during the opening hours set out in Schedule 13.</p>	<p>1 per failure</p>

Table 19 -12 Customer service performance indicators

## Customer Information Performance

The Customer Information Performance Maximum Deduction as set out in Table 19-2 is applied if 8 or more Performance Points are accumulated under this heading in any one Quarter. 50% of the Customer Information Performance Maximum Deduction is applied if between 4 or more but less than 7 Performance Points are accumulated under this heading in any one Quarter. No Customer Information Performance Deduction is applied if less than 4 Performance Points are accumulated under this heading in any one Quarter,

Indicators for Customer Information on board Network Buses are presented below

Indicator	Requirement	Performance Points
CI.1  Bus fares	A copy of current fares for the service shall be displayed prominently at the entrance to the bus, at a location to be determined by the Authority, and to a design approved by the Authority.  Urban buses only.  Methodology: Quarterly Mystery Shopper survey by Authority or its agents. See Annex A, B and C to Schedule 19.	1 point for each full % below 100%

Table 19 -13 On board customer information performance indicators

Indicators for Customer Information on Operator Website are presented below:

Indicator	Requirement	Performance Points
<p>CI.4</p> <p>Operator Website</p>	<p>Operator to meet the following requirements</p> <p>Up to date customer facing content is provided on Operator Website in accordance with the Authority requirements including in relation to Journey Planning and Integrated Ticketing and Fares, and including those set out Schedule 14 Section 2.</p> <p>Operator Website functionality to be in accordance with Authority functionality requirements including those set out in Schedule 14 Section 2.</p> <p>Website design, including transport branding, to be in accordance with Authority requirements including those set out in Schedule 14 Section 2.</p> <p>No changes to Operator Website content, functionality or design are to be made without prior Authority approval.</p> <p>Methodology: Ad-hoc audits of Operator Website content, functionality and design by Authority</p>	<p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>Note: 2 additional Performance points apply for each instance for each full week of non-compliance following date of notification by Authority</p>
<p>CI.5</p> <p>Operator Website availability</p>	<p>Operator website to be available for customer use and fully functional 99.5% of time.</p> <p>Methodology: Operator to report in Quarterly Operations Report all instances where Operator Website was not available in previous Quarter, showing time of day and duration of unavailability. Results may be audited by ad-hoc Authority audits or by Quarterly Mystery Shopper survey (NTA).</p>	<p>1 point for each % below 99.5%</p>

<p>CI.6</p> <p>Advance announcement of timetable changes</p>	<p>Timetable changes to be announced on the Operator Website as early as possible and not less than 10 business days in advance of the changes taking place.</p> <p>Methodology: Operator to report in Quarterly Operations Report all instances where Operator website did not contain announcement of timetable change 10 business days in advance of changes taking place. Results may be audited by ad-hoc Authority audits or by Quarterly Mystery Shopper survey (NTA).</p>	<p>0.5 points for each day delay in announcement</p>
<p>CI.7</p> <p>Advance announcement of fares changes</p>	<p>Fares changes to be announced on the Operator Website as early as possible and not less than 10 Business Days in advance of the changes taking place.</p> <p>Methodology: Operator to report in Quarterly Operations Report all instances where Operator Website did not contain announcement of Fare changes 10 business days in advance of changes taking place. Results may be audited by ad-hoc Authority audits or by Quarterly Mystery Shopper survey (NTA).</p>	<p>0.5 points for each day's delay in announcement</p>

Table 19 -14 Operator Website information performance indicators

#### Report Provision Performance

The Report Provision Performance Maximum Deduction as set out in Table 19-2 is applied if more than 4 Performance Points or less are accumulated under this heading in any one Quarter. 50% of Report Provision Performance Maximum Deduction is applied if 2 to 4 Performance Points are accumulated under this heading in any one Quarter. No Report Provision Performance Deduction is applied if less than 2 Performance Points are accumulated under this heading in any one Quarter.

Indicator	Requirement	Performance Points
<p>R.1a</p> <p>Operations Report (Period and Quarterly)</p>	<p>Operator to provide Report within 15 Business Days of the end of the previous Period or Quarter as appropriate or amended version of Report within 5 Business Days of being notified</p>	<p>1 performance point per failure and for each day thereafter until Report provision.</p>
<p>R.2a</p> <p>Passenger, Revenue and Ticketing Report</p>	<p>Operator to provide Report within 15 Business Days of the end of the relevant Period, or amended version of Report within 5 Business Days of being notified.</p>	<p>1 performance point per failure <u>and</u> 1 performance point each day thereafter until Report provision.</p>

Indicator	Requirement	Performance Points
(Period)		
R.3a Customer services Report (Period)	Operator to provide Report within 15 Business Days of the end of the relevant Period, or amended version of Report where required by Authority within specified timescale.	1 performance point per failure and 1 performance point each day thereafter until Report provision.
R.6 Service Quality Performance Report (Quarterly)	Operator to provide Report within 20 Business Days of the end of the relevant Quarter, or amended version of Report within 5 Business Days of being notified	2 Performance Points for each day overdue (note: overdue Report may result in a potential delay in payment of Service Quality Performance Payment by Authority).
R.8 Annual Business Plan	Operator to provide draft and final Annual Business Plans to Authority by specified date.	2 Performance Points for each day overdue.
R.9 Provision of AVL Recorded Data to Authority	Operator to provide AVL Recorded Data in the format and at the time specified by the Authority, as set out in Schedule 31 Planning Data and: AVL Data Provision.	2 points for each day after required time that data in correct format is not provided. Delay in supply of data may also result in delay in payment of Retained Punctuality Performance Payment.
R.10 Provision of ticketing data to Authority	Operator to provide transaction and revenue data in the format and at the time specified in Schedule 8: Ticketing and Fare Collection	2 points for each day after required time that data in correct format is not provided. Delay in supply of data may also result in delay in contractual payments.

Table 19 -15 Report provision performance indicators

## Cyber Security Performance

The Cyber Security Performance Maximum Deduction as set out in Table 19-2 is applied in full if 11 or more Performance Points are accumulated under this heading in any one Quarter. 50% of the Cyber Security Service Performance Maximum Deduction is applied if 10 Performance Points or less are accumulated under this heading in any one Quarter. No Cyber Security Performance Deduction is applied if 5 or less Performance Points are accumulated under this heading in any one Quarter.

Indicator	Requirement	Performance Points
SC.1 Service Reporting	Full Service Report per section 32.7 to be submitted within 10 business days of end of quarter.  Methodology: Authority Records	1 per failure
SC.2 Annual Security Plan	Failure to submit annual security plan and/or ISMS.  Note: Result for year applied to first quarter of subsequent year.  Methodology: Authority Records	1 per failure
SC.3 Data Breach Simulation	Failure to undertake a Data Breach rehearsal or DR test  Applies to final quarter  Methodology: Operator to report in final Quarterly Full Service Report of any failure to undertake a Data Breach rehearsal or DR test. NTA audits will apply	1 per failure
SC.4 DR Plan	Failure to undertake a DR test  Applies to 3 <sup>rd</sup> quarter only  Methodology: Operator to report in 3 <sup>rd</sup> Quarterly Full Service Report of any failure to undertake a DR test. NTA audits will apply	1 per failure



Indicator	Requirement	Performance Points
SC.5 Supplier Reviews	<p>Failure to undertake a quarterly review of key suppliers as defined in the ISMS</p> <p>Maximum penalty 2 per quarter</p> <p>Methodology: Operator to report in Quarterly Full Service Report any failure to undertake a quarterly review of key suppliers as defined in the ISMS. NTA audits will apply</p>	1 per failure
SC.6. Patching Remediation	<p>Failure to apply patches in line with service level</p> <p>Maximum penalty 5 points per quarter</p> <p>Methodology: Quarterly Full Service Report to contain percentage of incidents where patches were applied in line with service level. NTA audits will apply</p>	1 point per % below 95% compliance with requirements
SC.7 Vulnerability Scanning	<p>Failure to scan all systems each quarter</p> <p>Maximum penalty 5 points</p> <p>Methodology: Operator to report in Quarterly Full Service Report any failure to scan a system in that quarter. NTA audits will apply.</p>	1 point per failure
SC.8 User access Reviews	<p>Failure to undertake user access reviews of key systems</p> <p>Maximum penalty 5 points</p> <p>Methodology: Operator to report in Quarterly Full Service Report any failure to undertake user access reviews of key systems in that quarter. NTA audits will apply</p>	1 point per failure
SC.9 Audit and supplementa	<p>Failure to facilitate an audit</p> <p>Failure to supply additional evidence in support of the</p>	1 point

Indicator	Requirement	Performance Points
ry evidence	quarterly reporting pack  Methodology: Authority Records	1 point

Table 19 -16 Cyber Security performance indicators