



**Operation of the
Direct Award Contract between
Dublin Bus and the National Transport Authority**

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 [“the Contract”] with Dublin Bus for the provision of public service obligation [“PSO”] bus services in the Greater Dublin Area for a period of 5 years.

The Contract is due to expire on 30th November 2024 and the NTA intends to enter into a subsequent direct award contract with Dublin Bus. The Act specifies that before a subsequent direct award contract 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 Dublin Bus must comply with when providing the services. Contractual payment deductions apply where Dublin Bus 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 Q1 2020. 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.

Reliability and punctuality performance are 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 Dublin Bus meet on a 4 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 Dublin Bus 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 Dublin Bus provided, under the Contract, PSO bus services in the Greater Dublin area. In return for the provision of the services, the NTA compensated Dublin Bus 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 increased by 8.4% and passenger numbers increased by 75.6%. 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, Dublin Bus rose well to meet the major challenges faced by transport operators during the Covid-19 pandemic. 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.

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

Mystery passenger surveys were not undertaken over most of the Covid-19 pandemic period. When these re-commenced in late 2021, results indicated some weaknesses in relation to ticketing systems and driver performance, but bus cleanliness scored well.

In 2022, Authority surveys indicated relatively high levels of fare revenue loss on Dublin Bus 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 permanent alterations to services during each year of the contract. Those with cost implications are summarised in Section 4 of this report.

Purchase of buses and associated equipment and systems

The Direct Award Contract provides for the granting of capital funds to Dublin Bus for the refurbishment of older vehicles, provision of accessibility measures in vehicles and integrated transport measures such as Real Time Passenger Information.

Since 2017 the Authority has purchased buses directly and provides these to Dublin Bus under license for use on PSO services operated under this contract.

Auditing the Contract

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

- Dublin Bus 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 CIÉ companies do not provide a cross-subsidy between the CIÉ companies; and
- Dublin Bus is compliant with its main contractual obligations under the contract.

The independent audits for 2020 and 2021 concluded that overall there was "Substantial Assurance" in relation to the conduct of the contract.

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 Dublin Bus for the provision of public bus transport services in the greater Dublin Area 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 Dublin Bus 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. A tender competition took place for the operation of services in the Outer Dublin Metropolitan Area (ODMA) and resulted in the award of a contract to Go Ahead Dublin, which commenced in the second half of 2018.

The direct award contract for the services remaining in the 2014 direct award contract 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.

Before a subsequent direct award can be placed with Dublin Bus, 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 contract¹.

¹ Section 52 (6) (e) of the 2008 Act

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 Dublin Bus 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 Dublin Bus

Dublin Bus 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 CIÉ Act] 1986 and is the largest provider of PSO bus services in the Greater Dublin Area between the area between Newcastle in County Wicklow to the south, Balbriggan in north County Dublin and Maynooth in County Kildare to the west.

The Company currently employs over 3,000 people and operates from eight depots within the Greater Dublin Area. The PSO services comprise a network of cross city, radial, orbital, Xpresso, Local and Nitelink services. The network was, as of Q2 2022, operated by 1,046 predominantly double deck buses. The average age of the fleet is approximately 6 years with a range in ages from 16 to 0 years.

Under the Contract, Dublin Bus 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 and private hire services.

2.0 The Contract with Dublin Bus

2.1 The Contract

The Contract between Dublin Bus and the NTA was signed on the 1st December 2019 for a period of 5 years. The main provisions of the Contract are set out in the following paragraphs. As of 1st January 2021, the Contract between Dublin bus and the NTA operates on a Gross Cost Basis, wherein all revenue risk is borne by the Authority. The intent of this transition is to encourage transport operators to put a greater focus on improvements to service delivery and cost efficiency in operations.

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, bus stop maintenance, provision of some marketing services for PSO services in the GDA, participation in wider Integration projects such as Leap Card, and support for provision of travel information to customers on Authority (TFI) apps and website and at stops.

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 Dublin Bus. 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, Dublin Bus operate 120 bus services under direct award contract to the Authority.

The Authority published the BusConnects Dublin Programme in 2017. The programme set out to improve every aspect of the bus system in the Dublin Metropolitan Area including the redesign of the bus network to meet the demands of a growing city region. Following three rounds of public consultation, the NTA published the new bus network for the Dublin area in September 2020. This new bus network plan was widely consulted on and consideration was given to over 72,000 submissions received. This redesigned network offers greater coverage across the city, better coordination of timetables on radial routes with other services, and improved connectivity between modes of public transport. The TFI 90 Minute Fare, which has accompanied the introduction of services on this new network, allows for easier and more cost-effective journeys involving more than one bus, train, or tram service. Implementation of the full network redesign is taking place in stages, the first having commenced with the launch of the H-spine in June 2021, and which will continue on a phased basis over the coming years, subject to funding and the availability of resources.

The network currently comprises 108 radial, orbital and local bus routes as well as 12 Nitelink routes (operating primarily on Friday and Saturday nights from 24:00 to 04:00 from the city centre to the suburbs).

Dublin Bus currently operate 16 high-frequency routes, i.e. routes operating 5 or more departures per hour in the inter-peak period. Most cross-city routes operate on a frequent day long basis, 7-days a week, with services every 12 minutes or better at peak times from Monday to Friday.

Express type services also operate on 17 routes, service customers during peak hours only.

Dublin Bus operate a number of orbital routes which generally run on an alignment around the suburbs and do not serve the city centre, include routes that form local networks around major centres of population other than the city centre.

Dublin Bus operate ten 24-hour routes across the network which, along with the Nitelink routes, aim to support Dublin's late-night economy.

In order to ensure that the specified services provide adequate passenger capacity the contract also specifies both the number and types of vehicles to be deployed on each route.

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 Dublin Bus for changes in operating costs associated with such 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.

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

- 1. Reliability Obligations;** Dublin Bus 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 the control of Dublin Bus) 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 Dublin Bus. 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 Dublin Bus 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 base their journey on the bus schedule and are instead more likely to just turn up at the bus stop and wait for the next bus to arrive. These passengers are generally more concerned with the average amount of time they must wait at the stop for the next bus to arrive, as opposed to whether the bus is running to schedule.

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

stop for a high frequency bus route without checking the schedule, the EWT will calculate how much longer you have to wait for the next bus, in comparison to a baseline situation where all buses are calculated to the timetabled gap (headway) between services. Therefore, the regularity of High Frequency Routes is calculated as follows:

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

Details of route by route punctuality minimum performance standards under this contract that applied during the review period are shown 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, including the maximum payment deduction that can apply when Minimum Performance Standards are not met.

Service Quality Indicator	Maximum Deduction (% of Maximum Quarterly Payment)
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%
Total	0.5%

Table 1: Service Quality Categories

4. **Environmental Obligation;** The NTA conducts a quarterly review of this performance obligation with the objective of continuous improvement in the delivery and efficiencies of the PSO services.

The Quarterly Reports submitted by Dublin Bus 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 Dublin Bus operations is measured using an Automatic Vehicle Location and Control system fitted to each Dublin Bus vehicle. 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, NTA records and Dublin Bus reports.

2.7 Other Reporting Requirements

Schedule 18 of the Contract imposes 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. Complaints Received
2. Costs Incurred
3. Capital Expenditure related to PSO operations
4. Any human resources issues including industrial relations disputes affecting the network
5. Network operational issues (major events and infrastructure projects, accidents occurred, antisocial behaviour on or near the network, environmental reports, fleet age etc.)

2.8 Monitoring the Contract

Periodic and Quarterly Review meetings are held between NTA and Dublin Bus to review Schedule 18 reports and other performance results. The NTA regularly publishes contractual performance results on www.nationaltransport.ie. Fortnightly meetings regarding punctuality performance also currently take place, and Dublin Bus 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 Dublin Bus financial allocation systems and processes in relation to the operation of the Contract on an annual basis.

3.0 Operation of the Bus Services

3.1 Overview

During the period 1st December to date Dublin Bus provided, under the Contract, PSO services in the Greater Dublin region. The Covid-19 pandemic had a major impact on both vehicle kilometers operated and passenger numbers since March 2020.

Annual operated kilometres for Dublin Bus increased marginally by 0.1% from 2020 to 2021, Total passenger numbers increased by 75.6% between 2020 and 2022.

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

Year	Total Vehicle Km Operated [Million]	Passengers Carried [Million]
2020	46.1	68.9
2021	46.2	69.9
2022	50.1	121.0

Table 2: Bus operations overview

Figure 1 shows the periodic passenger trends for Dublin Bus PSO services from P1 2020 to P13 2022. 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.

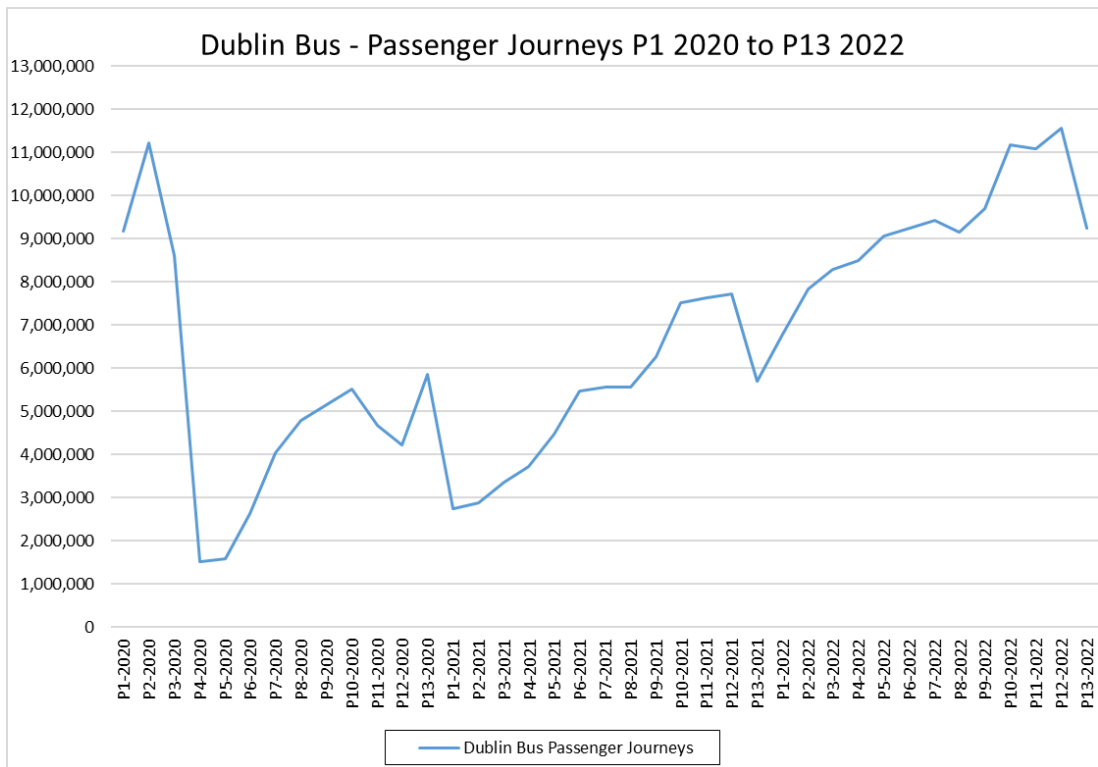
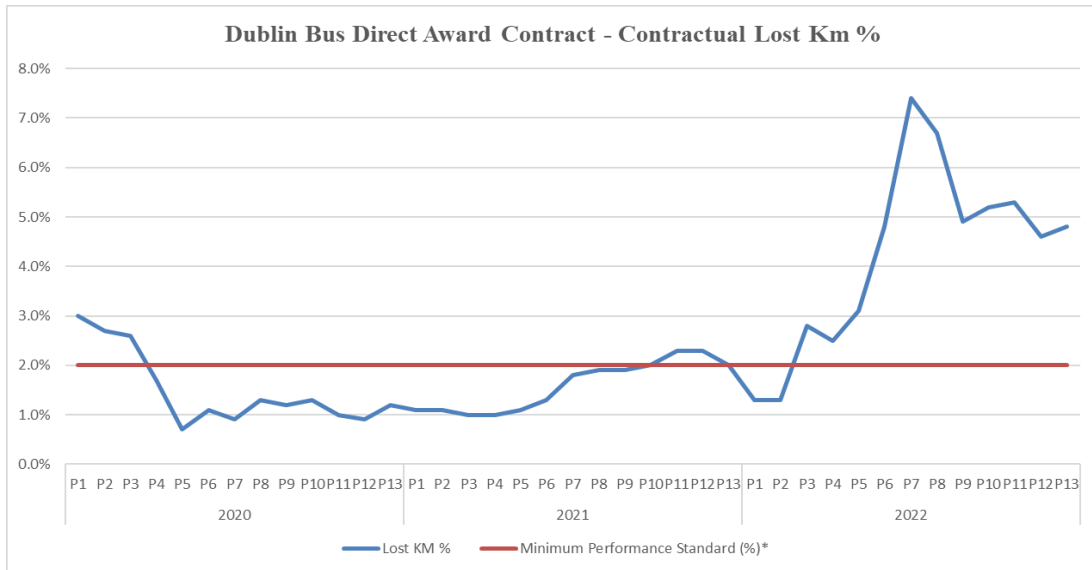


Figure 1: Dublin Bus Direct Award Contract Passenger Journeys By Category P1 2020 – P13 2022

3.2 Reliability Results

Figure 2 shows the overall Dublin Bus Direct Award Contract PSO Network Lost Kilometre Rate for each period from P1 2020 to P13 2022.



*Note - the Lost KM Minimum Performance Standard (MPS) transitioned to a Route specific MPS of 2% per route per period for the Dublin Bus Direct Award Contract from Period 1 2020. The red MPS line above is therefore for illustrative purposes only.

Figure 2: Dublin Bus Direct Award Contract – Contractual Lost KM (%) P1 2020-P13 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.

Q2 2020 Lost KM		Q3 2020 Lost KM		Q4 2020 Lost KM		Q1 2020 Lost KM	
Route	KMs Lost (%)	Route	KMs Lost (%)	Route	KMs Lost (%)	Route	KMs Lost (%)
41D	7.5	116	34.3	116	3.6	84A	12.2
31D	7.2	77X	15.2	32X	2.5	33D	11.5
42D	5.6	142	5.3	44B	2.3	41D	10.9
25D	5.4	25X	3.8	46A	2.2	118	10.1
46E	4.1	27	3.0	53	2.1	116	9.1
51X	3.9	46E	1.9	68A	2.0	68A	8.9
84X	3.8	15	1.9	27	1.9	53A	6.5
67X	2.6	84	1.8	84	1.6	33E	6.3
68A	2.3	46A	1.7	15	1.6	145	5.5
66E	2.3	145	1.7	13	1.5	25D	5.5
15	2.3	27A	1.6	7B	1.4	16C	5.4
32X	2.3	15B	1.6	15D	1.4	53	5.3
16C	2.2	130	1.5	44	1.4	84	5.0
44	2.2	16D	1.5	31B	1.4	70D	4.8
25X	2.1	7D	1.5	130	1.4	67X	4.7
14C	2.0	7A	1.5	7D	1.4	46A	4.6
51D	1.9	1	1.5	32	1.4	41B	4.6
41B	1.9	13	1.5	40D	1.3	84X	4.6
142	1.9	77A	1.4	38D	1.3	40D	4.5
84	1.9	7B	1.4	40	1.3	7D	4.3

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 (%)
25D	3.7	68A	2.2	H9	7.7	H9	14.4
116	3.0	7D	2.1	40	4.7	39X	7.8
39X	2.5	40	2.0	25D	4.4	X31	7.3
40B	2.0	27X	1.9	13	3.7	C5	6.9
47	1.9	151	1.7	4	3.4	X30	5.7
26	1.9	79	1.7	27	3.3	C6	5.4
7D	1.7	44	1.6	39X	3.1	15D	5.1
39	1.7	26	1.6	41X	3.0	31D	5.1
66X	1.7	32	1.6	79	2.9	42D	5.0
39A	1.6	7B	1.6	27X	2.9	X25	4.7
44	1.6	40B	1.6	151	2.8	X32	4.5
41	1.6	84A	1.6	40B	2.7	68A	4.1
38	1.5	13	1.6	40D	2.7	P29	4.0
67X	1.5	40E	1.5	38D	2.7	27X	4.0
46A	1.5	41X	1.5	15B	2.7	52	4.0
15	1.5	15	1.5	46A	2.5	27	3.7
25B	1.5	27	1.4	79A	2.4	123	3.6
44B	1.5	31A	1.4	123	2.4	151	3.6
25	1.4	7A	1.4	83A	2.3	16D	3.5
83A	1.4	7	1.4	7B	2.3	C4	3.4

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

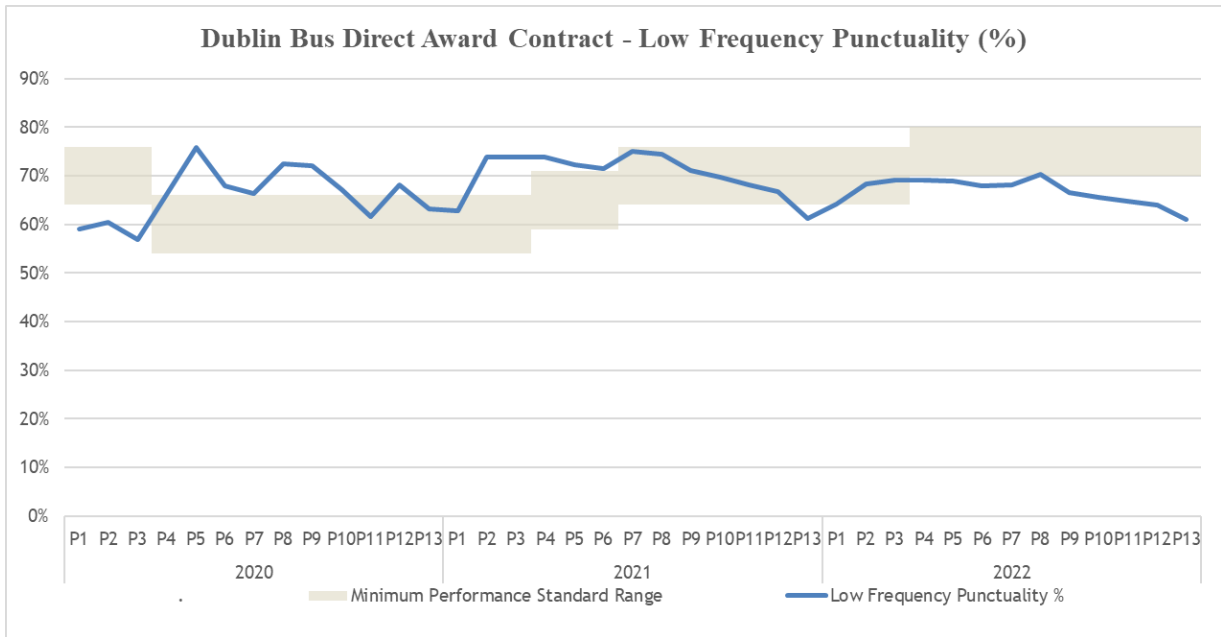
Q1 2022 Lost KM		Q2 2022 Lost KM		Q3 2022 Lost KM		Q4 2022 Lost KM	
Route	KMs Lost (%)	Route	KMs Lost (%)	Route	KMs Lost (%)	Route	KMs Lost (%)
H9	13.5	H9	14.0	27	15.1	38D	12.1
X32	5.4	79	7.1	123	12.8	46A	11.3
42D	5.0	27	7.1	16	12.2	27	9.9
P29	3.9	15B	6.6	15B	11.6	40	9.4
27	3.8	16	6.5	41C	11.5	13	8.8
70D	3.8	41C	6.2	C6	10.1	83A	8.4
31D	3.7	151	5.8	C5	10.1	83	7.2
X27	3.6	40	5.8	38D	10.1	155	7.2
151	3.4	15A	5.8	46A	9.9	79	6.9
44B	3.4	79A	5.4	16D	9.2	145	6.9
40	3.3	13	5.2	15A	9.1	16	6.7
X31	3.3	41	5.2	41	8.9	123	6.7
L53	3.3	L53	4.9	40	8.9	G2	6.6
27X	3.2	123	4.8	15D	8.4	7A	6.3
13	3.2	26	4.7	79A	8.3	G1	6.2
79	3.2	46A	4.7	79	8.2	N4	6.2
79A	3.0	N4	4.6	77A	8.0	H1	6.1
16D	3.0	150	4.4	H1	7.7	79A	5.8
C5	2.8	X27	4.2	H3	7.6	15B	5.8
26	2.8	39X	4.2	13	7.6	68A	5.8

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 car congestion increased and bus 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 3 shows the overall Dublin Bus Direct Award Contract PSO Network low frequency punctuality rate for each period from P1 2020 to P13 2022.



The Dublin Bus low frequency punctuality Minimum Performance Standard (MPS) transitioned to a route specific MPS from Period 1 2020. The route specific Minimum Performance Standards ranged from 64% to 76% during the period from P1 2020 to P3 2022, with each of these standards being reduced by ten percentage points during the Covid-19 pandemic (P4 2020 to P3 2021), and by five percentage points from P4 2021 to P6 2021. Minimum Performance Standards increased to range from 70% to 80% from P4 2022 onwards. More detail is available in the Public Transport Services section of the National Transport Authority Website.

Figure 3: Dublin Bus Direct Award Contract Low Frequency Punctuality (%) P1 2020-P13 2022

The 20 routes with the lowest punctuality rate per quarter for Q1 2020 to Q4 2022 inclusive are shown in Tables 6, 7 & 8.

Q1 2020 Low Frequency Punctuality		Q2 2020 Low Frequency Punctuality		Q3 2020 Low Frequency Punctuality		Q4 2020 Low Frequency Punctuality	
Route	Punctuality (%)	Route	Punctuality (%)	Route	Punctuality (%)	Route	Punctuality (%)
67X	41.3	118	36.1	77X	10.4	46E	53.7
33E	41.6	70D	38.8	51X	16.3	25X	53.7
41D	42.8	33E	40.9	118	19.0	33E	54.2
118	43.3	16D	41.3	25X	21.3	66E	55.4
51X	44.5	68A	49.1	116	23.6	44	56.0
46E	45.8	25D	50.1	32X	36.5	7B	56.9
66X	45.8	142	50.7	46E	37.9	38D	58.0
25X	47.1	15D	50.9	68X	52.6	83	58.2
15D	48.4	42D	51.1	16D	53.7	7	58.2
33	48.9	44	52.1	51D	57.8	77A	58.4
7B	48.9	41D	52.8	33	59.5	83A	58.5
77X	49.0	116	53.7	84	59.9	116	58.7
77A	49.6	27X	53.8	44	60.0	33	59.0
41X	50.1	67X	54.2	31A	60.8	7A	59.1
70D	50.5	7B	54.2	7A	62.2	155	59.6
32X	50.7	38D	54.2	33E	62.5	16D	59.6
7	50.8	41X	54.6	7	62.7	51X	60.6
16D	50.9	33	54.9	155	62.9	84A	60.6
27X	50.9	69X	55.0	84X	62.9	39	60.9
116	51.3	84X	56.1	83A	63.2	49	61.1

Table 6: 20 lowest low frequency punctuality rates by route per quarter in 2020

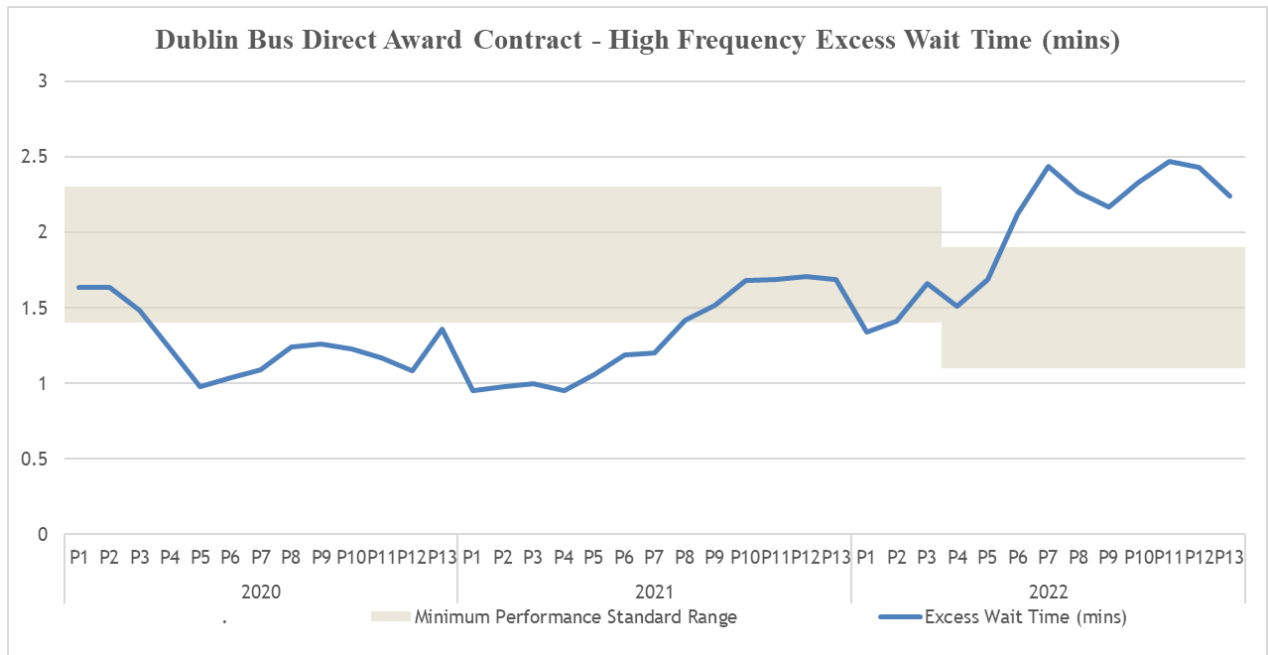
Q1 2021 Low Frequency Punctuality		Q2 2021 Low Frequency Punctuality		Q3 2021 Low Frequency Punctuality		Q4 2021 Low Frequency Punctuality	
Route	Punctuality (%)	Route	Punctuality (%)	Route	Punctuality (%)	Route	Punctuality (%)
15D	35.1	44	58.0	39X	55.7	P29	29.7
84A	37.0	7A	59.9	33E	60.0	X27	36.8
16D	42.6	116	62.2	44	63.8	X28	39.7
7B	52.7	77X	63.3	67X	64.1	X30	40.9
69X	52.7	77A	64.7	66X	64.2	X26	41.0
68A	55.6	7B	65.2	41X	65.0	X32	44.4
67X	56.7	39	65.8	83A	65.6	C1	46.5
38B	57.6	32	65.9	25D	65.8	X31	46.7
32X	57.7	7	66.2	7A	66.0	C2	47.6
84X	58.7	42	66.5	77A	66.2	X25	50.3
66E	58.9	33	66.7	15D	66.4	70D	51.7
51X	59.2	83	67.2	7B	66.6	C5	51.7
142	59.4	83A	67.4	155	66.7	52	53.1
44	59.8	142	67.5	84X	66.9	41X	54.2
66X	60.3	155	67.8	83	67.4	66X	55.9
7D	61.1	33E	67.9	7	67.4	C6	56.1
33	61.5	66E	68.1	32X	67.5	L59	56.2
31A	61.5	15D	68.4	27X	67.9	67X	56.8
77A	61.6	31A	68.4	32	68.1	C3	57.6
7A	62.2	38	68.5	25X	68.4	C4	57.8

Table 7: 20 lowest low frequency punctuality rates by route per quarter in 2021

Q1 2022 Low Frequency Punctuality		Q2 2022 Low Frequency Punctuality		Q3 2022 Low Frequency Punctuality		Q4 2022 Low Frequency Punctuality	
Route	Punctuality (%)	Route	Punctuality (%)	Route	Punctuality (%)	Route	Punctuality (%)
68X	28.4	118	47.3	116	53.7	G2	47.3
P29	40.3	68X	51.5	39	59.9	46E	47.6
44B	48.4	116	55.1	7A	60.2	60	48.5
142	51.5	142	55.2	44	60.3	G1	49.0
77A	57.9	69X	56.9	C1	60.4	116	49.2
7B	58.4	15D	57.3	51D	61.0	69X	50.4
32X	59.9	77A	58.4	C2	61.0	X26	51.8
7A	59.9	7B	59.0	77A	61.5	7B	53.4
33	60.2	44	60.7	16D	61.9	X25	53.4
X26	60.6	39	60.8	7	62.1	P29	53.5
44	60.8	X25	62.0	7B	62.2	15D	54.2
151	61.0	7A	62.1	41C	62.4	44	54.4
27X	61.3	151	62.5	142	62.9	39	54.6
7	61.7	37	62.8	C3	63.0	142	55.8
155	61.7	33	63.0	155	63.1	68A	56.1
70D	61.8	49	63.1	38	63.3	X28	56.7
41X	61.9	38	63.4	P29	63.4	37	56.7
116	62.4	7	63.7	151	63.7	118	56.8
46E	62.4	155	63.7	33	63.7	X31	56.8
54A	62.4	68	63.8	83	63.9	C1	56.9

Table 8: 20 lowest low frequency punctuality rates by route per quarter in 2022

Figure 4 shows the overall Dublin Bus Direct Award Contract PSO Network high frequency punctuality result for each period from P1 2020 to P13 2022.



Note – the Dublin Bus 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 2022, 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 onwards.

Figure 4: Dublin Bus Direct Award Contract Excess Wait Time (%) P1 2020-P13 2022

Table 9 shows the route by route high frequency punctuality (EWT) performance for each quarter from Q1 2020 to Q4 2022.

Dublin Bus 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
1	1.08	0.69	0.78	0.77	0.47	0.59	0.97	1.12	0.56	0.53	0.67	0.49
123	1.56	0.74	0.87	0.97	0.83	1.02	1.47	2.24	1.95	2.17	3.76	3.18
13	1.10	1.06	1.53	1.51	1.22	1.51	2.03	2.44	2.00	2.20	2.75	3.36
130	1.02	0.35	0.76	0.96	0.47	1.09	1.30	1.66	1.61	1.46	1.74	1.98
14	1.32	1.02	1.11	1.00	0.86	0.90	1.11	1.29	1.11	1.38	1.67	1.92
140	1.11	0.85	0.85	0.96	0.76	0.88	0.91	1.16	0.95	0.92	0.96	1.03
145	1.59	0.93	1.14	1.06	0.79	0.98	1.24	1.51	1.31	1.68	2.12	2.26
15	1.61	1.41	1.00	1.05	0.91	0.98	1.04	1.07	1.08	1.14	1.43	1.83
15B	1.08	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
16	1.87	1.41	1.33	1.25	1.00	0.99	1.36	1.82	1.50	2.16	3.25	2.48
27	1.89	1.34	1.62	1.58	1.39	1.23	1.73	2.29	2.13	2.23	3.49	3.16
39A	1.66	1.06	1.16	1.23	1.13	0.99	0.90	1.27	1.10	1.67	1.93	2.00
4	1.23	0.74	0.87	0.93	0.69	0.81	1.42	1.31	1.27	1.55	1.88	2.15
40	2.35	1.53	1.59	1.63	1.29	1.45	2.31	2.53	2.17	2.75	3.09	2.95
46A	1.86	1.05	1.25	1.33	1.12	1.22	1.52	1.81	1.43	1.96	2.66	2.96
9	1.79	0.98	1.08	1.17	0.82	0.83	0.79	1.26	0.99	1.56	1.89	2.36
N4												2.06

Table 9: Route by Route high frequency punctuality (EWT) Q1 2020 to Q4 2022

3.4 Service Quality Results

Table 10 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						100% Deduction						
SD.1	Planned Schedule Data Performance								100% Deduction				100% Deduction
TKT.1-3	Ticket System Performance						9% Deduction	6% Deduction	100% Deduction	100% Deduction	9% Deduction	10% Deduction	100% Deduction
V.1	Bus Vehicle Performance												
E.1 - E.5	Bus Equipment Performance								50% Deduction				
D.1	Bus Driver Performance							50% Deduction	50% Deduction	100% Deduction	50% Deduction	50% Deduction	
C.1-2	(C.1) (C.2) Cleanliness Performance	50% Deduction											
CS.1-7	(CS.1-7) Customer Service Performance												
CI.1 & CI.4- CI.7	(CI) Customer Information Performance	50% Deduction											
R.1a-R.3a, R.6, R8-10	Report Provision Performance		100% Deduction										
SC.1-9	SC.1-9 Cyber Security performance												

Table 10: Service Quality Performance Q1 2020 to Q4 2022

Complaint rates

Figure 5 details the Dublin Bus 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.

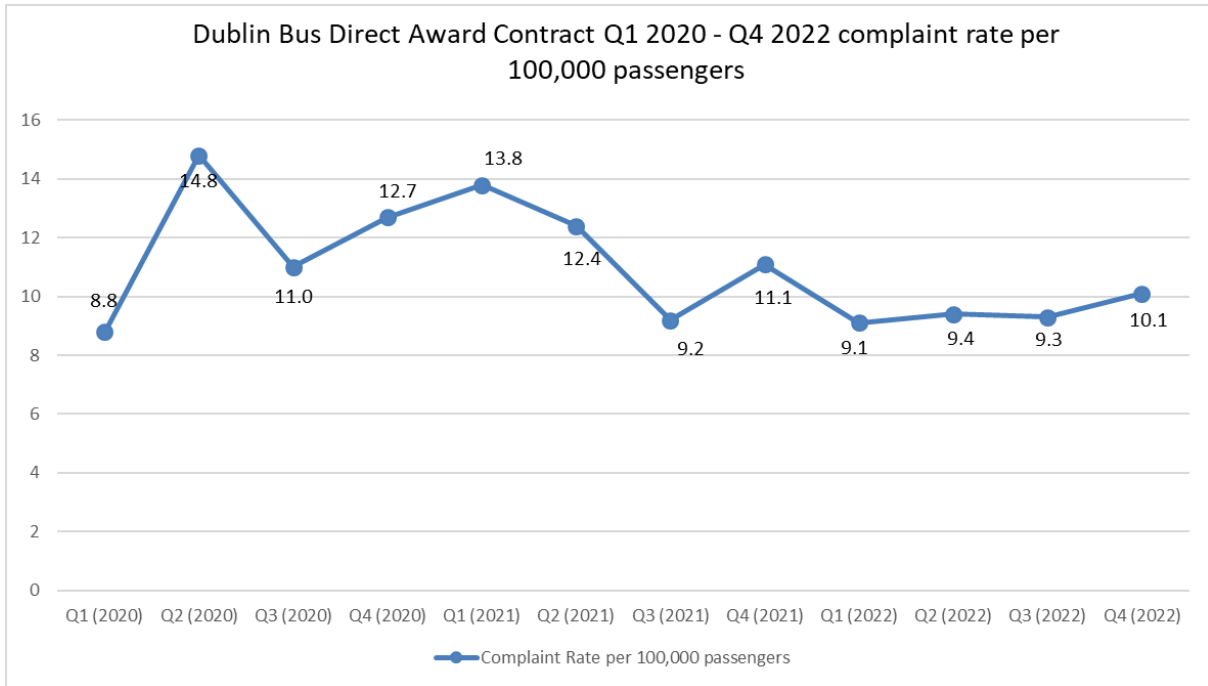


Figure 5: Complaint Rate per 100,000 Passengers Q1 2020 to Q4 2022

Vehicle accessibility and age

The Dublin Bus fleet is fully wheelchair accessible with low floor ramp access at the front of the vehicle. All fleet since 2017 have been purchased by the NTA and have the same accessibility features. As of Q2 2022 the average age of the fleet was 5.7 years.

3.5 Environmental Performance

Dublin Bus has reported full compliance with emissions and noise vehicle standards. From 2017 onwards, Dublin Bus 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 permanent alterations to services during each year of the contract to date. Those changes with the associated cost implications are summarised below. In addition there have been numerous minor timetable adjustments and stopping locations relocations with no cost implications. Along with all areas of society during the Covid 19 pandemic, staff illness and the requirement for self-isolation increased. In this context, public transport operations needed to be carefully co-ordinated and managed. For periods during the pandemic, some services reverted closer to a Saturday timetable, with additional services added when travel demand required. This change facilitated a more reliable service at times when transport demand was lower and when staff absence rates were higher than normal.

- 2020 – 22 permanent route or timetable changes with an annualised gross cost of €5,618,168.00
 - Route 1
 - Route 9
 - Route 13
 - Route 14
 - Route 15
 - Route 27
 - Route 37
 - Route 39
 - Route 39A
 - Route 40
 - Route 40B
 - Route 40D
 - Route 41D
 - Route 44/B
 - Route 65
 - Route 67
 - Route 77a
 - Route 83/A
 - Route 140

- 2021 – 14 permanent route or timetable changes with an annualised gross cost of €13,160,005.00
 - Route 1
 - Route 15A
 - Route 15B

-
- Route 25N
 - Routes 26
 - Route 39N
 - Route 44
 - Routes 47
 - Routes 70N
 - Route 120
 - Route 185
 - Network Redesign Phase 1 – Introduction of H Spine and Route 6, cessation of routes 29A, 31/A/B and 32
 - RoNetwork Redesign Phase 2 – Introduction of C Spine and associated local and express routes, cessation of routes 25/A/B/D/X, 66/A/B/E/X,67/X, 66N, 67N
- 2022 – 27 route or timetable changes
 - Route 13
 - Route 15
 - Route 26
 - Route 40
 - Route 90
 - Routes 118
 - Route 142
 - Route 27X
 - Route 31D
 - Route 32X
 - Route 33X
 - Route 39X
 - Route 40D
 - Route 51D
 - Route 51X
 - Route 53A
 - Route 68X
 - Route 84X
 - Route C2
 - Route H9
 - Route L53
 - Network Redesign Phase 3 – Introduction of N4
 - Network Redesign Phase 4 – Introduction of G Spine and Route 60, cessation of 79/A

These service changes have delivered improved public transport services for the public during the period of the Contract, including a significant increase in the number of 24 hour services across the network. In general, Dublin Bus were very responsive to the changes that were required by the NTA to the network of services during the Covid pandemic.

4.2 Purchase of buses and associated equipment and systems

From 2017 the Authority has directly purchased buses and provided them to operators for use on PSO services contracted by the Authority. The annual bus replacement programme ensured that the average age of the fleet was kept below 7 years.

A total of 219 urban double deck hybrid buses were provided by the Authority to Dublin Bus as part of the Fleet Replacement Programme.

From 2022 onwards the bus replacement programme will provide fully-electric vehicles to Dublin Bus. Works at depots to facilitate the installation of charging infrastructure for these electric vehicles is ongoing.

All fleet are Wi-Fi enabled, wheelchair accessible and meet modern EU emission standards.

In addition, the Authority invested in the period 2020 - 2022 in the provision of various enhancements to bus equipment and systems including Automatic Vehicle Location system enhancements and new ticketing equipment and upgrades. The Authority has also funded upgrades to key systems and additional resources for 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 set out in Table 3 above.

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 audit for 2020 and 2021 provided an overall assurance rating of “substantial”.

Appendix A: Punctuality and Service Quality Performance Obligations



P1 2020 - P13 2022
Dublin Bus Direct Award Contract
Low Frequency Punctuality Minimum Performance Standards



Low Frequency Routes are defined as services which operate less than 5 times per hour on a weekday,

Route By Route MPS - P1 2020 to P6 2021

Category A - MPS = 64% (*54%/59%)

25D, 15D, 77A, 7B, 41D, 16D, 7, 83, 33, 70D, 25B, 7A, 65, 25A, 38B, 39, 56A, 84, 49, 65B, 116, 70, 44, 47, 38, 37, 61, 67, 66, 155, 83A, 11, 38D, 68, 122, 46E, 38A, 66E, 41C, 41, 31B, 7D, 31A, 15B, 16C

Category B - MPS = 70% (*60%/65%)

118, 142, 84A, 54A, 31D, 68A, 151, 69, 32, 25, 150, 66B, 41B, 40B, 42, 15A, 66A, 43, 27B, 31, 26, 44B

Category C - MPS = 76% (*66%/71%)

42D, 29A, 40D, 79, 53, 79A, 120, 27A, 40E, 53A, 14C

Express & Peak Services - MPS = **Various

33E, 51X, 67X, 77X, 66X, 25X, 39X, 69X, 41X, 32X, 84X, 27X, 33X, 51D, 33D, 68X

*Covid-19 Note: The route specific Minimum Performance Standards ranged from 64% to 76% during the period from P1 2020 to P3 2022, with each of these standards being reduced by ten percentage points during the Covid-19 pandemic (P4 2020 to P3 2021), and by five percentage points from P4 2021 to P6 2021.

** The MPS for Express & Peak equals the punctuality rate achieved in a comparable period from the previous year, i.e the MPS for 33E in P2 2020 would equal the Punctuality rate achieved in P2 2019

Route By Route MPS - P7 2021 to P13 2022

Category A - MPS = 64% (increased to 70% from P4 2022 onwards)

15D, 77A, 7B, 16D, 7, 83, 33, 7A, 65, 38B, 39, 49, 65B, 116, 70, 44, 47, 38, 67, 66, 155, 83A, 11, 38D, 46E, 38A, 66E, 41C, 7D, 15B, 16C

Category B - MPS = 70% (increased to 76% from P4 2022 onwards)

118, 142, 54A, 151, 69, 32, 25, 66B, 41B, 42, 15A, 66A, 43, 27B, 31, 25A, 25B, 31A, 31B, 37, 41, 41D, 56A, 61, 68, 84, 122, 25D

Category C - MPS = 76% (increased to 80% from P4 2022 onwards)

42D, 29A, 40D, 79, 53, 79A, 120, 27A, 40E, 53A, 14C, 26, 31D, 40B, 44B, 68A, 84A, 70D, 150, H1, H2, H3, H9, 6, C1, C2, C3, C4, C5, C6, L53, L54, L58, L59, P29, X25, X26, X27, X28, X30, X31, X32, 52.

Express & Peak Services - MPS = **Various (80% from P4 2022 onwards)

33E, 51X, 67X, 77X, 66X, 25X, 39X, 69X, 41X, 32X, 84X, 27X, 33X, 51D, 33D, 68X

** From P1 2020 to P3 2022, the MPS for Express & Peak equals the punctuality rate achieved in a comparable period from the previous year, i.e the MPS for 33E in P2 2020 would equal the Punctuality rate achieved in P2 2019

P1 2020- P6 2021 EWT KPI			P7 2021- P3 2022 EWT KPI			P4 2022- P13 2022 EWT KPI			
Category	Route	MPS	Category	Route	MPS	Category	Route	MPS	
A	13	2.3	A	13	2.3	A	13	1.9	
	16	2.3		16	2.3		16	1.9	
	27	2.3		27	2.3		27	1.9	
	39A	2.3		B	39A	2.0	B	39A	1.6
	40	2.3			40	2.0		40	1.6
	46A	2.3			46A	2.0		46A	1.6
		145	2.0	145	1.6				
B	9	2.0	C	14	1.7	C	14	1.3	
	14	2.0		15	1.7		15	1.3	
	15	2.0		123	1.7		123	1.3	
	123	2.0		9	1.7		9	1.3	
	145	2.0		D	1		1.4	D	1
C	1	1.7	4		1.4	4	1.1		
	D	4	1.4		130	1.4	130		1.1
		130	1.4		140	1.4	140		1.1
		140	1.4			N4	1.1		

AVL-RTPI Performance

The Maximum RTPI Data Performance Deduction as set out in Table 19-3 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
RT.1 Provision of Operator data to support provision of accurate real-time information by the Authority	<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; and</p> <p>insofar that this is within the operator’s control, meet the requirement of 98% of Services depart within the “Correct” time (i.e. within +/- 3 minutes of “Due” time shown on Transport for Ireland App RTPI signs (if present at Stops).</p> <p>Methodology: 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 98% for “Correct” departure 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>	1 for each 0.1% percentage point below 98% availability 1 for each full percentage point below 98% “Correct” arrival departure times.

Table 19 -4 AVL-RTPI performance indicators

Planned Schedule Data Performance

The Journey Planner Data Performance Maximum Deduction as set out in Table 19-3 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 -5 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 19-3.

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"> - Number of scheduled kilometres operated with Ticket Equipment <u>not</u> containing Current* Actionlist data. - Number of scheduled kilometres operated with Ticket Equipment <u>not</u> containing most recently issued Hotlist data. - Number of scheduled kilometres operated with Ticket Equipment <u>not</u> containing current* Fares configuration data <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"> - (A) Scheduled km operated without fully functioning Ticketing Equipment for the receipt of cash fares and printing of cash fare receipts - (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 <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"> - (C) Scheduled km operated without fully functioning Ticketing Equipment for the receipt of cash fares and printing of cash fare receipts - (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 <p>NTA Audits will apply</p>	<ul style="list-style-type: none"> - (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 - (D) Deduction of €1 per scheduled km operated without remote SCV functionality
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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.	<p>€500for each 1% below target</p> <p>€5,000 for each 0.01% not provided within 7 Operational Days</p>
		100%		

Table 19 -6 Ticket System performance indicators

Bus Vehicle Performance

The Bus Vehicle Performance Maximum Deduction as set out in Table 19-3 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 Correct number of doors Vehicles age 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.	 1 1 1 Applied to each full % of failures recorded in each of relevant categories.

Table 19 -7 Bus Vehicle performance indicators

Bus Equipment Performance

The Bus Equipment Performance Maximum Deduction as set out in Table 19-3 is applied if 50 or more Performance Points are accumulated under this heading in any one Quarter. 50% of the Bus Equipment Performance Maximum Deduction is applied if 26 or more but less than 50 Performance Points are accumulated under this heading in any one Quarter. No Bus Equipment Performance Deduction is applied if less than 26 Performance Points are accumulated under this heading in any one Quarter.

Indicator	Requirement	Performance Points
E.1 BusEquipment	Equipment on-board meets the with Network Bus Specifications in Schedule 3 and is functioning and in use	
	Centre doors operating correctly, and used by driver at all stops where passengers disembark, where it is safe to do so.	1
	Wheelchair ramp is operating correctly and used by driver on passenger request	2
	Next stop display is operating correctly	1
	Next stop audio announcement is operating correctly	1
	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	
	Interior lighting on, and functioning correctly	
	Bus heating operated to match the weather conditions	1
	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
		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

Table 19 -8 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 19-9: 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	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.

	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..	
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Table 19 -10 On-board CCTV performance indicators

Bus Driver Performance Deduction

The Bus Driver Performance Maximum Deduction as set out in Table 19-3 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	
Bus driver	Is helpful, courteous and polite	1
	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	1
	Stops to pick up passengers at Stop on passenger request, when bus is not full	1
	Operated the bus in a safe manner	2
	Informed passengers in a timely manner in case of service disruption	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 driver performance indicators

Cleanliness Performance Deduction

The Cleanliness Performance Maximum Deduction as set out in Table 19-3 is applied if more than 24 Performance Points are accumulated under this heading in any one Quarter. 50% of the Cleanliness Performance Maximum Deduction is applied if over 12 and up to and including 24 Performance Points are accumulated under this heading in any one Quarter. No Cleanliness Performance Deduction is applied if 12 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 Seats are in a good state of repair Windows are clean and etching and graffiti free on inside and outside Exterior of bus is clean Methodology: Quarterly Mystery shopper survey undertaken by NTA or its agents. See Annex A, B and C to Schedule 19.	1 1 1 1 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 Seats and surfaces are in a good state of repair Windows are clean on inside Exterior of station is clean Toilets (where available) are open and clean Methodology: Quarterly Mystery shopper survey undertaken by NTA or its agents. See Annex A, B and C to Schedule 19.	1 1 1 1 1 Applied to each full % of failures recorded in each of relevant categories.

Table 19 -12 Bus cleanliness performance indicators

Customer Service Performance

The Customer Service Performance Maximum Deduction as set out in Table 19-3 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 over 5 and up to 10 Performance Points 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	Dublin Bus head office customer service desk is open to customers during the opening hours set out in Schedule 13. 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.	1 per failure
CS.2 Customer Service Centre opening hours	Customer Service Centre is open to receive customer telephone calls, emails and Tweets during advertised opening hours (set out in Schedule 13). 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. NTA Audits will apply	1 per failure
CS.3 Customer complaints acknowledge ment response times	Operator to acknowledge complaints received from public within the following timescales of receipt Letters – 3 Business Days Emails – 1 Business Day 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 Customer services Report to contain percentage of incidents where complaints acknowledged on time for each case. NTA audits will apply	1 point per % below 99% compliance with requirements in each case
CS.4 Customer complaints substantive response times	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 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. NTA audits will apply	1 point per % below 96% compliance with requirements

Indicator	Requirement	Performance Points
CS.5 Customer Service Centre automated answer	<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>	1 point per each full % below 99%
CS.6 Customer Service Centre person answer	<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>	1 point per each full % below 90% compliance with requirements
CS.7 Lost property office opening hours	<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>	1 per failure

Table 19 -13 Customer service performance indicators

Customer Information Performance

The Customer Information Performance Maximum Deduction as set out in Table 19-3 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 8 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. 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%
CI.2 Customer information at bus stops	Up to date customer information is provided on bus stop flags and display panels in place at 99% of Stops, in accordance with the requirements set out in Annex A to Schedule 14. Methodology: Operator to record in Authority Bus Stop Database. Operator to report % of Stops where up-to-date customer information is not provided in Operations Report (Quarterly). Results may be audited by Quarterly Mystery Shopper survey (NTA) or ad-hoc audits by Authority or its agents.	1 point for each full % below 99%
CI.3 Bus Stop Database maintenance	Maintain up to date information in the Bus Stop Database for Stops in accordance with requirements set out in Annex A to Schedule 14 Methodology: Ad-hoc checks by the Authority or its agent.	1 point for each failure incident

Table 19 -14 On board customer information performance indicators

Indicators for Customer Information on Operator Website are presented below:

Indicator	Requirement	Performance Points
CI.4 Operator Website	<p>Operator to meet the following requirements 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>
CI.5 Operator Website availability	<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>
CI.6 Advance announcement of timetable changes	<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>
CI.7 Advance announcement of fares changes	<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 -15 Operator Website information performance indicators

Report Provision Performance

The Report Provision Performance Maximum Deduction as set out in Table 19-3 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
R.1a Operations Report (Period and Quarterly)	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	1 performance point per failure and for each day thereafter until Report provision.
R.2a Passenger, Revenue and Ticketing Report (Period)	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.	1 performance point per failure <u>and</u> 1 performance point each day thereafter until Report provision.
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 -17 Report provision performance indicators

Cyber Security Performance

The Cyber Security Performance Maximum Deduction as set out in Table 19-3 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 more than 5 and less than 11 Performance Points 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 Applies to final quarter Methodology: Operator to report in final Quarterly Full Service Report of any failure to undertake a Data Breach rehearsal. NTA audits will apply	1 per failure
SC.4 DR Plan	Failure to undertake a DR test Applies to 3 rd quarter only Methodology: Operator to report in 3 rd Quarterly Full Service Report of any failure to undertake a DR test. NTA audits will apply	1 per failure
SC.5 Supplier Reviews	Failure to undertake a quarterly review of key suppliers as defined in the ISMS Maximum penalty 2 per quarter 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	1 per failure
SC.6. Patching Remediation	Failure to apply patches in line with service level Maximum penalty 5 points per quarter Methodology: Quarterly Full Service Report to contain percentage of incidents where patches were applied in line with service level. NTA audits will apply	1 point per % below 95% compliance with requirements
SC.7 Vulnerability Scanning	Failure to scan all systems each quarter Maximum penalty 5 points	1 point per failure

Indicator	Requirement	Performance Points
	Methodology: Operator to report in Quarterly Full Service Report any failure to scan a system in that quarter. NTA audits will apply.	
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 supplementary evidence	<p>Failure to facilitate an audit</p> <p>Failure to supply additional evidence in support of the quarterly reporting pack</p> <p>Methodology: Authority Records</p>	<p>1 point</p> <p>1 point</p>

Table 19 -17 Cyber Security performance indicators