



# Annual Report **2013**







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# From the Chairperson

The Authority had another very active year in 2013 with important milestones achieved and new functions passed to the organisation. The Chief Executive's introduction summarises the key developments that have advanced our objective of a high quality and integrated public transport system nationally, together with the provision of appropriate infrastructure to support cycling and walking and the effective movement of traffic in the main urban areas of the State.



On behalf of the Board I wish to thank Gerry Murphy and the staff of the Authority for their efforts throughout 2013 in progressing many important measures and projects, as set out in this Annual Report. I also wish to acknowledge the assistance and collaborative engagement of transport operators, local authorities, An Garda Síochána and the Department of Transport, Tourism and Sport. We all play our respective roles but in the end the consumer only wants one outcome, a good travel experience whether on bus or rail.

The Board welcomed the attendance of the Minister for Transport, Tourism and Sport at its July meeting, which provided an opportunity for the Minister to outline his Department's priorities and for a discussion on the Authority's role.

In April John Tierney left the Board following his resignation as Dublin City Manager. John was a member of the Board since the Authority's establishment in late 2009. I wish to thank him for his significant contribution to the Board and its Audit Committee.

I also wish to acknowledge the contribution of interim Dublin City Manager Philip Maguire who served on the Board for a short period before he was replaced by Owen Keegan following Owen's appointment as Dublin City Manager.

By the end of the year key decisions had been made on the nature of transport service delivery for the future and the infrastructure that is needed. Throughout the year the Board remained focus on the control of costs, the achievement of value for money across all sectors, continuous improvement in the product offerings for consumers and the timely completion of projects, particularly in the technology area which offers so many new opportunities at the moment.

I hope you find this report informative on the challenges that are being addressed by the Authority.

A handwritten signature in black ink, which appears to read 'John Fitzgerald'. The signature is stylized and is located below the main body of text.

**John Fitzgerald, Chairperson**  
**June 2014**



# Chief Executive's Overview

I will try to distil the principal activities of the year into a few short paragraphs. Much more information is available on our website [www.nationaltransport.ie](http://www.nationaltransport.ie) for those who wish to delve into any particular area in more detail.

The Authority made key decisions in 2013 on the future contracting of subsidised bus services, following extensive public consultation. The Authority's existing contracts with Dublin Bus and Bus Éireann will expire in 2014 and it was vital that decisions on future contracting arrangements were made in a timely manner. The Authority decided to open up 10% of subsidised services to competitive tendering.

The Authority finalised two major plans for the Greater Dublin Area<sup>1</sup> which accounts for about 40% of the State's population and economic activity. The Integrated Implementation Plan provides a comprehensive outline of the Authority's plans for the development of public transport services and sustainable transport infrastructure over the period 2013-2018. It was submitted to the Minister for Transport, Tourism and Sport for approval in accordance with the requirements of legislation. The Cycle Network Plan for the Greater Dublin Area provides the blueprint for a step change in the extent and quality of the Area's cycle network and sets out the framework for investment over the coming decade.

The Authority continued its programme of work to implement the recommendations of the major Government review of taxi regulation. That work, which began in early 2012, was largely completed by the end of 2013. Following enactment by the Oireachtas of the Taxi Regulation Act 2013, the Authority published a draft consolidated set of taxi regulations for public consultation purposes just before the end of the year. These draft regulations and the Act together provide a modern statutory framework that will support a professional taxi sector for the benefit of operators and their customers. To assure consumers, a Driver Check app was created by the Authority so that intending passengers can check the identity of a driver before engaging a taxi.

In July the Authority set out major plans for re-structuring the Rural Transport Programme throughout Ireland in our report *Strengthening the Connections in Rural Ireland*. This Programme has slowly evolved since 2002 from local transport initiatives to a stage where 35 separate companies were administering it across the country. Each of these was doing valuable work but a new structure was needed to deliver administrative savings, align with local authority administrative areas and better integrate with the broader public transport system. Following publication of the report, the Authority commenced the process of selecting new consolidated transport units from the existing companies. That process was concluded in the first month of 2014.

<sup>1</sup> The Greater Dublin Area comprises the four Dublin local authority areas as well as Kildare, Meath and Wicklow

While these were key milestones in 2013 that established the appropriate frameworks for the future, they represent only part of the developments in public transport over the course of the year.

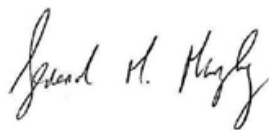
In June construction started on the Luas Cross City project. This is the first major public transport infrastructure project to get the green light since the onset of the financial crisis. The breaking of ground on the project delivers on the key public transport priority in the Government infrastructure and capital spending programme published in late 2011. Running through the heart of Dublin city, a dynamic communications and liaison approach needed to be taken. The Authority appointed a Communications Director to lead an integrated liaison and communications team to engage pro-actively with businesses, residents and the general public through daily meetings and the usage of social media - a dedicated website, Facebook page and Twitter account - have proved to be vital tools in getting messages across and dealing with queries and complaints.

The current contract for the operation of the Luas service expires in September 2014. The procurement of a new operator for the service was advanced through the shortlisting of four international companies who then commenced preparing their tenders by the start of 2014. This procurement is being conducted by the Authority and the Railway Procurement Agency as joint clients.

The Authority continues to prioritise the development of initiatives which are critical to the achievement of an integrated public transport system and to attracting new customers onto public transport services. These include Leap card, real-time passenger information and the National Journey Planner. A major TV and radio promotion to raise public awareness of the Transport for Ireland website, which brings together these services in one place, took place at the end of the year. All these activities are focussed on meeting the needs of the customers; we continually review what customers want and actively seek feedback to help us develop new initiatives and improve our websites and apps.

The implementation of public bikes schemes in the regional cities also moved a step closer in 2013 with the selection of *Coca-Cola Ireland* as partner for the schemes and the commencement of the tendering process for their construction and operation. In Dublin, funding of the successful *dublinbikes* scheme enabled its wide expansion and cyclists were further supported by the launch of the Authority's Cycle Planner app.

Finally, I was very pleased that our organisation received an *Africa Day* award arising from the anti-racism campaign run across public transport. We all are diminished if racist actions occur and the Authority is committed to expanding the campaign in the coming years.



**Gerry Murphy, Chief Executive**  
**June 2014**

# Snapshot of the Year

## *A flavour of the developments*

### January

- › New taxi branding becomes mandatory
- › Leap card fares capping introduced on Luas services



### February

- › Launch of Taxi Driver Check App for customers
- › Free Wi-Fi in Bus Éireann stations



### May

- › Luas Cross City: first contracts awarded, Communications Director appointed and new website launched



### June

- › Opening of Hansfield rail station
- › Leap card fares capping on Iarnród Éireann services
- › Launch of Real-time Ireland smartphone app



### September

- › Bus Market proposals on public consultation
- › Greater Dublin Area Cycle Network Plan on public consultation
- › Coca-Cola Ireland unveiled as partner for public bike schemes in regional cities



### October

- › Leap card fares capping on Dublin Bus services
- › All 2,000 rural transport services added to the National Journey Planner
- › New series of transport statistical bulletins





2013



## March

- › Anti-racism campaign across Dublin Bus, Luas, DART and taxis



## April

- › Wexford Bus becomes the first private bus operator to adopt the Leap card
- › Launch of Smarter Travel Campus Programme



## July

- › Major restructuring of Rural Transport Programme announced
- › Swords Express goes live with Leap card



## August

- › Integrated Implementation Plan on public consultation
- › Joint publication with Department of the Environment of report Planning and Development of Large-Scale, Rail Focussed Areas in Dublin

## November

- › Leap card fares capping for journeys across all operators
- › New public bus contract in Midlands
- › Major public transport promotion campaign
- › National rail census published

## December

- › Decision made to tender bus routes
- › New taxi regulations on public consultation
- › New cycle planner app launched



Transport  
for Ireland  
Cycle Planner

# Delivering bus and rail services

Achieving high standards of service each day is mandatory, getting the framework right for the future is essential

## New Bus Public Service Contracts and Competitive Tendering

To address the fact that certain bus services may be socially necessary but not commercially viable the State is allowed under European law to subsidise public service contracts which require operators to deliver such Public Service Obligation services. The State is also allowed to directly award public service contracts to state-owned operators without competitive tendering.

The current Public Service Obligation bus services in the Dublin city region are provided by Dublin Bus under a direct award contract with the Authority, while subsidised bus services outside the Dublin city region are provided by Bus Éireann under a similar contract. Both contracts expire on 30th November 2014.

Under national legislation, where the Authority proposes to enter into follow-on direct award contracts it may only do so *"where it is satisfied that the continued adequacy of the public bus services to which the contracts relate can only be guaranteed in the general economic interest by entering into such direct award contracts"*.

EU Regulation No. 1370/2007 also places an obligation on the Authority to ensure that a notice is placed in the Official Journal at least one year in advance describing the type of award envisaged and the services and areas potentially covered by the award.

During 2013 the Authority had to consider how to provide subsidised public bus passenger services across the State following the expiry of the current contracts. The options were to award another direct award contract to Dublin Bus, to competitively tender all of the Dublin Bus public bus services or to pursue a combination of tendering some services and a reduced size direct award contract for remaining services. The appropriate durations for any new directly awarded or competitively tendered contracts also needed to be considered.

In September the Authority initiated a public consultation exercise on the Authority's proposals to:-

- directly award new contracts to Dublin Bus and Bus Éireann to operate public bus services in the Dublin area and outside the Dublin area respectively, commencing in December 2014;
- tender for the operation of a portion of these services equivalent to approximately 10% of the contract sizes, with a view to commencing those services in 2016.

In December the Authority announced its decision to directly award contracts to Dublin Bus and Bus Éireann for the operation of bus services from December 2014 and its intention to commence a tendering process for a portion of those services in December 2014. The necessary notifications of these decisions were published in the Official Journal of the European Union. It will be open to Dublin Bus and Bus Éireann to compete for the routes to be tendered.

Work on the drafting of the new public services contracts for both directly awarded and tendered services was commenced.



## Public Service Contracts with State-owned Operators

Service performance by Iarnród Éireann (Irish Rail), Dublin Bus and Bus Éireann remained good during 2013 and generally met the performance targets set out within the Authority's contracts with these operators. However, both bus operators experienced industrial action due to the implementation of cost-saving plans. Bus services were not provided by Bus Éireann for 2 days during May and not provided by Dublin Bus for 3 days during August. As set out later in this Chapter, the appropriate deductions were taken by the Authority from the subsidy payments to both operators.

Table 1 shows the change in passenger journeys over the period 2010 to 2013 while Table 2 shows the change in kilometres operated over that period.

Tables 3 to 5 set out the annual average results for service performance levels over 2013.

**Table 1 – Annual passenger journeys (millions)**

Year	Dublin Bus (and % change over previous year)	Bus Éireann (and % change over previous year)	Iarnród Éireann (and % change over previous year)
2010	117.05	29.13	38.23
2011	115.05 (-1.7)	28.48 (-2.2)	37.38 (-2.2)
2012	113.28 (-1.5)	28.63 (+0.5)	36.74 (-1.7)
2013	112.48 (-0.7)	29.69 (+3.7)	36.74 (0.0)

**Table 2 – Annual operated vehicle kilometres (millions)**

Year	Dublin Bus (and % change over previous year)	Bus Éireann (and % change over previous year)	Iarnród Éireann (and % change over previous year)
2010	56.50	38.08	15.95
2011	53.90 (-4.6)	37.34 (-1.94)	15.96 (+0.1)
2012	52.10 (-3.3)	37.34 (0.0)	15.96 (0.0)
2013	50.30 (-3.4)	35.94 (-3.75)	15.97 (+0.1)

**Table 3 – Iarnród Éireann performance against targets (2013)**

Category	Measurement	Target (%)	Result (%)
Reliability	Percentage of scheduled services operated	99	99.9
Punctuality	Percentage of trains operating within punctuality targets:-		
	InterCity (within 10 minutes)	90	96.1
	Commuter Peak (within 10 minutes)	92	98.3
	Commuter Off-Peak (within 5 minutes)	87	95.4

**Table 4 – Dublin Bus performance against targets (2013)<sup>2</sup>**

Category	Measurement	Target (%)	Result (%)
Reliability	Percentage of vehicles in service	98	98.9
Reliability	Percentage of driver duties operated	98	99.1
Punctuality	Percentage of services leaving terminus within 5 minutes of timetabled departure time	95	96.9

**Table 5 – Bus Éireann performance against targets (2013)<sup>3</sup>**

Category	Measurement	Target (%)	Result (%)
Reliability	Percentage of vehicles in service	98	99.9
Reliability	Percentage of driver duties operated	98	99.9
Punctuality	Percentage of services leaving terminus within target margin of timetabled departure time:-		
	Stage Carriage Services (10 minutes)	95	96.5
	Cork City Services (5 minutes)	90	96.5
	Limerick / Galway / Waterford City Services (5 minutes)	87	93.5
	Dublin Commuter Services (10 minutes)	95	96.0

## Public Service Contracts with Privately-owned Operators

In February the Authority terminated its contract with M&A Coaches Limited for the provision of a bus service between Johnstown and Portlaoise (Route 828) as passenger fare revenue was insufficient to cover the operator's costs in providing the service. The Authority followed this by inviting tenders for the provision of a bus service between Johnstown and Portlaoise on a subsidised basis. The new contract was won by M&A Coaches Limited and services commenced in May. The contract was subsequently amended to include Urlingford as a stopping place.

In September Bus Éireann amended its licensed commercial Dublin – Cork bus services, which resulted in the removal of stops in Urlingford and Portlaoise. The Authority considered that the consequent loss of valuable bus services had to be addressed and so sought tenders for the provision of replacement bus services on a subsidised basis. That contract was also awarded to M&A Coaches Limited and services between Portlaoise and Cashel commenced in November. The timetable for the new service (Route 828x) is integrated with bus and rail services at Portlaoise and Cashel to facilitate customers requiring onward travel connections.

The Authority's contracts with M&A Coaches Limited stipulate performance levels that the operator must achieve in order to receive subsidy payments. Table 6 sets out the performance levels achieved.

<sup>2</sup> These figures exclude 3 days of non-service due to industrial action in Q3/2013

<sup>3</sup> These figures exclude 2 days of non-service due to Industrial action in Q2/2013.

**Table 6 – M&A Coaches Limited - Performance against targets (2013)**

Route	Period	Category	Measurement	Target (%)	Result (%)
828	May – Dec	Reliability	% of scheduled services operated over full route	98	100
		Punctuality	% of vehicles leaving terminus within target margin of timetabled departure time	95	99.82
828x	Nov – Dec	Reliability	% of scheduled services operated over full route	98	100
		Punctuality	% of vehicles leaving terminus within target margin of timetabled departure time	95	97.63

## Light Rail (Luas) Services

Luas operated the second full year of its extended network (Docklands to Citywest and St. Stephen's Green to Brides Glen) in 2013.

Passenger numbers increased by 4.1% in 2013. Luas trams ran 3.54 million vehicle kilometres, compared with 2.1 million in 2005, the first full year of Luas operations. However, Luas operations remained in deficit in the sum of €2.21 million by the end of 2013, though at a reduced level compared to a deficit of €3.44 million at the end of 2012.

The current contract for the operation of the Luas system expires in 2014. Following commencement of a procurement process in late 2012, the Authority and the Railway Procurement Agency, as joint contracting parties, selected a shortlist of bidders to the tender for the operating contract. Tender documents were finalised by the end of 2013, including a draft contract and detailed technical schedules.

**Table 7 - Luas performance (2013)**

Category	Measurement	Performance Target	Result
Reliability	Percentage of timetabled services delivered	100%	99.59 %
Punctuality	Minutes lost due to delays	0 minutes	1,465 minutes

## Subsidies Paid to Operators

The Authority pays subsidies to Iarnród Éireann, Dublin Bus, Bus Éireann and M&A Coaches Limited for public transport services operated by them in accordance with public service contracts. These subsidies enable the delivery of public transport services that are socially necessary but commercially unviable.

The Authority's contracts with the State-owned operators are net cost contracts under which the operators collect and retain the passenger fares as revenue. The Authority's contracts with M&A Coaches Limited are gross cost contracts under which the operator remits fares collected from passengers to the Authority. The subsidy paid to M&A Coaches Limited is therefore the difference between the tendered cost of providing the service and fare revenue.



Details of subsidy payments made in 2013 are set out in Table 8. The subsidy payments due to Bus Éireann and Dublin Bus were reduced to take account of the loss of services due to industrial action in May and August respectively.

**Table 8 – Subsidy payments**

Operator	2012 (€ million) <sup>4</sup>	2013 (€ million)	Reduction in 2013 (€ million)
Dublin Bus	69.44	64.54 <sup>5</sup>	4.90
Iarnród Éireann	135.75	127.03	8.72
Bus Éireann	36.88	34.36 <sup>6</sup>	2.52
M&A Coaches	n/a	0.05	n/a
<b>Total</b>	<b>242.07</b>	<b>225.98</b>	<b>16.14</b>

## Financial Challenges and Fares

Subsidy funding allocated to Iarnród Éireann, Dublin Bus and Bus Éireann continued to decline in 2013 as a result of reduced Exchequer funding. However, the year saw a stabilisation of passenger numbers on Iarnród Éireann and Dublin Bus while Bus Éireann passenger numbers began to rise, particularly in the cities of Cork and Galway. This stabilisation of passenger numbers together with the approved fare increases helped bridge the gap created by the on-going reduction in subsidy.

During October and November the Authority announced the outcome of its detailed review of requests for fare increases from Dublin Bus, Bus Éireann and Iarnród Éireann in respect of all contracted bus and rail services and from the Railway Procurement Agency in respect of Luas services. The approved fare increases came into effect at various times between November 2013 and January 2014. In the case of Iarnród Éireann's fares the Authority continued the process of introducing fairer fares based on distance. Details of the approved increases are set out in Table 9.

<sup>4</sup> Excluding emergency funding of €36 million allocated to Dublin Bus (€5.33 million) and Iarnród Éireann (€30.67 million)

<sup>5</sup> Including a deduction for non-operational days (3) due to strike action

<sup>6</sup> Includes a deduction for non-operational days (2) due to strike action

**Table 9 – Approved Changes in Fares (2013)**

Operator	Fare Type	Change %
Dublin Bus	Monthly and annual tickets	+9.8 to +10.3
	Bus / Luas Add-on increases	+9.4
	Cash fares	-39.5 to +12.5
	Leap card fares	-39.5 to +5.6
	Prepaid tickets	+3.1 to +11.5
Bus Éireann	Monthly and annual tickets	+5.3 to +7
	Cash fares	+3.6 to +7
	Prepaid tickets	+5.4 to +9.8
	Leap card fares	-4.8 to +6.5
Iarnród Éireann	Monthly and annual tickets	+1.8 to +10.5
	Adult Short Hop Zone (Dublin) cash tickets	+7.5 to +15.8
	Leap card fares	0 to +3.4
Railway Procurement Agency (Luas)	Monthly and annual ticket fares	0 to +6.7
	Bus / Luas Add-on	+9.4 to +9.8
	Leap card fares	-4.0 to +6.9

## Changes to Subsidised Services

Bus and rail services provided under Public Service Contracts are subject to change and all changes must be approved by the Authority in advance of their implementation.

In 2013 the Authority considered 94 proposals for changes to bus services, ranging from minor timetable adjustments to major reviews of corridor networks. They included further significant changes to the bus networks in regional cities and a number of major changes to bus services in the Dublin Commuter area. Of the proposed changes, 91 were approved and 3 were not approved.

**Table 10 – Changes to subsidised bus services (2013)**

Operator	Dublin Bus	Bus Éireann
Approved	33	58
Not Approved	1	2

The Authority also approved minor changes to rail services following the revised timetables introduced in January. These included adjustments to the running times on the Dublin to Galway service and the introduction of a later departure from Rosslare for the summer period to connect with ferry arrivals.

The principal changes across the operators are described in the following paragraphs.

## Dublin Bus Services

Given that the bulk of the re-configuration of services in Dublin had been completed before 2013, most of the changes to services during 2013 were minor adjustments to improve the reliability of the operation of services.

A major change to the summer schedule of services was approved by the Authority but due to on-going industrial relations issues was not implemented by Dublin Bus for summer 2013.

## Bus Éireann Services in Regional Cities

The following major network changes were introduced in 2013:

<b>Cork</b>	Incremental introduction of revised city services including a coordinated timetable of services on Routes 226 and 226A linking Cork Kent Station with Cork International Airport and Business Park incorporating services to Kinsale and a revised timetable on Route 206 between the City Centre and Grange via Douglas West providing an improved level of service.
<b>Galway</b>	Route 407 was further revised to improve the frequency due to increased demand.
<b>Limerick</b>	Route 306 was revised to extend services cross city to Edward Street and provide a direct link to the bus and rail station from Ballynanty.
<b>Waterford</b>	A revised network of city services was introduced in March. A revised timetable on the Waterford to Tramore route incorporating direct services from Tramore to Waterford Industrial Estate and Waterford Institute of Technology was introduced in April.

In 2012 our Annual Report showed that passenger numbers grew by the order of 8% in Galway and 2% in Cork following implementation of redesigned regional city bus networks that are more closely aligned with passenger demand. Table 11 shows that the revised regional networks continued to deliver strong performance in 2013. In the case of Limerick, although the passenger numbers have not grown overall, there has been a significant reduction in the cost of providing the city services, reducing the losses by 18.3% since late 2011.

**Table 11– Impact of reorganisation of Bus Éireann services in regional cities<sup>7</sup>**

	Cork		Galway		Limerick	
	2012	2013	2012	2013	2012	2013
Passengers carried (million) and annual change (%)	9.51	10.30 (+8.2%)	3.53	3.86 (+9.3%)	2.85	2.83 (-0.7%)
Fare revenue and annual change (%) (€ million)	11.93	13.47 (+12.8%)	3.87	4.33 (+11.9%)	2.72	2.73 (+0.5%)

## Other Bus Éireann Services

- Revised timetable on Dublin Commuter Route 115 from Mullingar following reductions to commercial services and revisions to the Sligo to Dublin rail service providing a co-ordinated bus and rail timetable;
- Revised Route 190/190A linking Athboy and Trim with Navan and Drogheda and extending to Laytown via Drogheda Rail Station;

<sup>7</sup> Waterford has been excluded as its revised network was introduced in Quarter 2, 2013.



- › Revised Route 175/175A linking Monaghan and Cavan incorporating Cavan Hospital and Institute of Technology;
- › Revised Route 182/182A linking Monaghan and Drogheda including a direct link to Drogheda Regional Hospital;
- › Revised Route 189 linking Grangebellew and Clogher to Ashbourne via Drogheda Town and Hospital and Duleek.

## Iarnród Éireann Services

The Authority approved the implementation by Iarnród Éireann of a fleet management strategy in September as part of the Company's overall cost reduction programme. The objective of the strategy is to optimise train capacity deployed to match current passenger demand. The strategy was kept under review and the Authority sought technical assistance to assist it in developing appropriate methodologies for the measurement and management of passenger loadings to ensure that services do not become unduly crowded.

The Authority and Iarnród Éireann jointly developed proposals for changes to rail services including the reduction of services on some lines and changes to the stopping patterns on InterCity services in order to significantly improve journey times. These proposals led to a public consultation exercise undertaken by Iarnród Éireann, which set out draft timetables for the network of services operating out of both Connolly and Heuston Stations and nationally.

Following the receipt of submissions and detailed consideration by the Authority, approval was given for the implementation of significant changes in early January 2014, as summarised in the following paragraphs.

## InterCity rail services

### **Dublin to Cork**

Revised timetable of services with improved journey times and improved connections to commuter services at Portlaoise for onward travel to intermediate stations to Dublin. Additional service at 19.20 ex Cork on Mondays to Fridays.

### **Dublin to Galway**

Revised timetable of services with improved journey times. Additional service at 19.15 ex Galway on Mondays to Saturdays.

### **Dublin to Waterford**

Revised timetable of services with improved journey times. Withdrawal of 09.10 Dublin to Waterford and 16.50 Waterford to Dublin on Mondays to Saturdays.

### **Dublin to Sligo**

The 07.05 and 09.05 departures on Mondays to Saturdays from Dublin to Sligo were consolidated with the 8.05 departure. 17.00 and 19.00 departures from Sligo to Dublin on Mondays to Saturdays combined into one departure at 18.00. Sunday services to Dublin revised with 3 additional services stopping at Kilcock.

### **Dublin to Westport/Ballina**

Revised timetable of services with improved journey times.

**Dublin to Tralee incorporating Mallow to Cork connections**

Revised timetable of services with improved journey times. Timetable re-aligned with revised Cork timetable.

**Dublin to Limerick via Limerick Junction**

Revised timetable re-aligned to revised Cork timetable for connections at Limerick Junction. Withdrawal of 13.40 Dublin to Limerick service on Mondays to Saturdays.

**Dublin to Limerick via Nenagh**

Withdrawal of 05.05 Limerick to Dublin via Nenagh on Mondays to Fridays.

**Commuter rail services****Dublin – Kildare – Portlaoise**

Revised timetable providing connections with Cork InterCity service at Portlaoise.

**Northern Line**

Withdrawal of 10.50 Balbriggan to Dublin service on Mondays to Saturdays and 09.40 Dublin to Balbriggan on Saturdays.

**M3 Parkway**

Off-peak services revised to operate from M3 Parkway to Clonsilla only with connections for Dublin City. Withdrawal of 18.15 Dublin to M3 Parkway and 20.10 M3 Parkway to Dublin on Saturdays and 18.10 M3 Parkway to Dublin Pearse on Sundays.

**Cork Commuter**

Additional services at 06.15 from Midleton to Cork on Mondays to Saturdays, 18.45 and 23.00 Cork to Mallow and 22.30 Mallow to Cork on Mondays to Saturdays. Timings re-aligned with revised Dublin to Cork timetable

**Western Rail Corridor services**

Withdrawal of 11.55 Limerick to Galway and 14.30 Galway to Limerick services on Mondays to Saturdays. Extension of services from Limerick to Limerick Junction for onward connections.

**Limerick Junction to Waterford rail services**

Withdrawal of 11.40 Waterford to Limerick Junction and 13.55 Limerick Junction to Waterford services. Other services re-aligned with revised Dublin to Cork timetable.

## Bus Services Licensing

The level of bus licensing activity during 2013 is shown in Table 12. The number of applications for new services was sharply down on 2012. Furthermore, a substantial number of licences that fell due for renewal during the year were not renewed. There were a number of reasons for this including:-

- removal of the requirement for the licensing of services for schools that are privately contracted by schools;
- the continuing impact of the downturn in the economy;
- the merging of some bus services by operators.

The Authority continued to monitor the activity of licensees to verify that they are complying with their licence conditions. This included on-site inspections as well as the examination of websites and other published information.



In December the Authority was designated<sup>8</sup> as the competent authority in Ireland for the purposes of checking authorisations and journey forms for international coach and bus services, in accordance with EU Regulation No. 1073/2009.

**Table 12 – Bus licensing activity (2013)**

Category	Received	Refused	Granted
New licence to operate a public bus service within the State	55	5	32
Amendment to existing licence	184	2	162
International authorisation in accordance with EU Regulations including renewals	32	2	29
Transfer of existing licence	3	-	3
Renewal of existing licence	216	-	209
Appeals against licensing decisions taken by the Authority	6	3	3

## Rural Transport Services

Having carried out a review of the mechanisms in place for delivering rural transport services the Authority published a strategy for the restructuring of the Rural Transport Programme in July. The new strategy entitled *Strengthening the Connections in Rural Ireland* aims to protect the provision of rural transport services into the future by ensuring a more efficient delivery structure. It also involves better integrating rural transport services into public transport services nationally and exploring opportunities for linking with non-emergency health transport.

<sup>8</sup> under the European Union (International Market for Coach and Bus Services) Regulations 2013 (Statutory Instrument No. 506 of 2013)



The new delivery structure necessitates consolidating the existing 35 rural transport groups into 18 Transport Co-ordination Units. A closed call for applications for the new Units was made to the existing rural transport groups in October and the selection of applicants was announced by the Authority in December.

The groups that will take up the roles of the new Units are set out in Table 13.



**Table 13 – New Transport Co-ordination Units**

Geographical Area covered by Transport Co-Ordination Unit	Existing Rural Transport Groups selected to operate Transport Co-ordination Unit
Clare	Clare Accessible Transport Limited
Cork	Bantry Rural Transport Partnership Limited
Cavan / Monaghan	Kilnaleck and District Community Co-op Society Limited
Donegal	Seirbhís Iompair Tuaithe Teoranta
Galway	Bealach - Páirtnéireacht Iompair Áitiúil Chonamara Teoranta Galway Rural Development Company Limited South East Galway Integrated Rural Development Limited
Carlow / Kilkenny	Carlow, Kilkenny and South Tipperary Rural Transport Company Limited
Kildare / South Dublin	South Kildare Community Transport Limited Offaly and Kildare Community Transport Limited
Kerry	Kerry Community Transport Limited
Limerick	County Limerick and North Cork Transport Group Limited
Laois / Offaly	Laois Transport for Rural Integration Programme Limited
Longford / Westmeath	Westmeath Rural Community Transport Association Limited
Meath / Louth / Fingal	Meath Accessible Transport Project Limited
Mayo	Mayo North East Leader Partnership Company Teoranta
Sligo / Leitrim / Roscommon	County Sligo Leader Partnership Company Limited Rural Lift Limited Ardcarne Kilmore Roscommon Rural Transport Limited
Tipperary	North Tipperary Leader Partnership
Waterford	Déise Link Limited
Wexford	South West Wexford Community Development Group Wexford Local Development
Wicklow / Dún Laoghaire-Rathdown	Wicklow Rural Partnership Limited

Passenger numbers on rural transport services increased in 2013 through modest growth of 0.5%.

Passenger revenues grew substantially in 2013. The revenue figures include contracted revenue paid to rural transport groups by agencies such as the Health Service Executive or by community groups for the provision of specific bus services. In 2013 the segment of contracted revenue grew strongly.

The Authority continued to chair the National Integrated Rural Transport Committee which is tasked with developing better integration of local and rural transport services nationally. Three working groups continued with service mapping and examining opportunities for linking with health services and school transport services.

Four new pilot transport services were introduced in Roscommon and Waterford in December to examine the practicalities of extending the rural transport network by developing links with the return legs of existing school transport services.

**Table 14 – Rural Transport Programme: Annual passenger journeys and revenues**

Year	Passengers (millions)	% change on previous year	Revenue (€ million)	% change on previous year
2010	1.42	-	-	-
2011	1.74	+22.4	3.07	-
2012	1.73	-0.6	4.00	+30.3
2013	1.74	+0.5	4.66	+15.5

02

# Enhancing the travel experience

Many factors make public transport journeys, cycling and walking attractive with new technologies and the widespread use of smartphones unlocking new opportunities



## Leap Card

As Table 15 shows the Leap card scheme grew substantially during 2013, reaching the mark of 430,000 cards sold. By the end of the year, over 20% of fare paying passengers were using Leap cards in the Greater Dublin Area.



A number of features were launched during 2013, the most notable being the introduction of a cap on the maximum cost of travel for a day or a week. Initially daily and weekly caps were introduced on Luas, Iarnród Éireann and Dublin Bus before Dublin-wide multi-operator caps were implemented.

More operators joined the Leap card scheme in 2013 including Bus Éireann’s Eastern region services, Swords Express, Collins Coaches, Matthews Coaches and Wexford Bus.

A range of existing ticket products were made available on Leap card in 2013, including Tax saver

travel passes and the widely used Dublin Bus Rambler ticket.

The Authority continued to work with the Department of Social Protection to ensure the interoperability of the Leap card and the new Public Services Card to support electronic recording of free travel journeys using the Leap card infrastructure. That Department issued the first Free Travel Public Service Cards in 2013.

Table 15 – Leap card statistics at end 2013

Item	Totals since introduction of Leap card in 2011	Totals for 2013 only
No. of Leap cards sold	430,000	202,000
No. of journeys undertaken with Leap cards	36 million	21 million
Value of Leap card top-ups	€70 million	€42 million
Value used on Leap cards	€68 million	€41 million

## Real-time Passenger Information



During 2013 the Authority continued the roll-out of real-time passenger information displays at bus stops in Dublin, Cork, Galway and Limerick and commenced the roll-out of displays in Waterford. By the end of the year 569 displays were operational. Table 16 shows the distribution of these displays. In December the Authority placed an order for a further 200 displays to be installed throughout 2014.



**Table 16 –Distribution of operational real-time passenger information displays (2013)**

Area	No. of operational displays on 31 December 2013	No. of displays that became operational in 2013
Dublin City	319	22
South Dublin	43	7
Fingal	47	20
Dún Laoghaire-Rathdown	53	9
Meath	10	10
Kildare	9	4
Wicklow	7	7
<b>Greater Dublin Area sub-total</b>	<b>488</b>	<b>79</b>
Cork	41	6
Galway	19	19
Limerick	16	16
Waterford	5	5
<b>Regional Cities sub-total</b>	<b>81</b>	<b>46</b>
<b>Total</b>	<b>569</b>	<b>125</b>

The Authority continued to monitor the accuracy of real-time information through regular surveys and public feedback. Surveys undertaken in October and November of over 1,000 buses operated by Dublin Bus showed an average accuracy of 95% which matches with best international practice.

The Authority worked closely with Bus Éireann in the test phase of real-time information passenger information for their customers in the Greater Dublin Area and the regional cities. When Galway and Limerick surveys showed average accuracy rates approaching the 90% mark, the project was released from test phase.

Flat screen displays showing real-time information for nearby bus stops and incorporating transport information maps were installed at Pearse Street and Tara Street rail stations as well as at University College Dublin, Dublin Airport and the Mater Hospital.

In June the Authority launched the *Real Time Ireland* App which provides real-time information for bus and rail services provided by Bus Éireann, Dublin Bus, Iarnród Éireann and Luas. As a result Ireland is one of the few countries in Europe which provides national multi-operator real-time information. The App contains a number of features designed to allow users to better plan their public transport journeys. It was downloaded almost 55,000 times during the year.

## National Journey Planner

Use of the National Journey Planner continued to grow throughout 2013. The service handled more than 31 million requests for information and calculated more than 7 million journey plans. Over 81% of all requests were received via the smartphone app.

Services available on the National Journey Planner were enhanced significantly. The system was extended to feature:

- › Door to door journey public transport journey plans for the whole island of Ireland. This was achieved in cooperation with Translink and the Department of Regional Development in Northern Ireland;
- › Rural transport services;
- › Real-time departure information for Dublin Bus and Bus Éireann services;
- › Ferry timetables.

Ireland had its entire public transport system mapped on Google Maps, meaning commuters and tourists can now easily plan door to door trips and journeys anywhere in Ireland.

Google Maps Transit went live in Ireland in November as a result of a partnership between Google and the Authority. The Authority provided Google with the route network and timetable data behind our very popular Journey Planner. As a result, all bus services (including commercial operators, Bus Éireann, Dublin

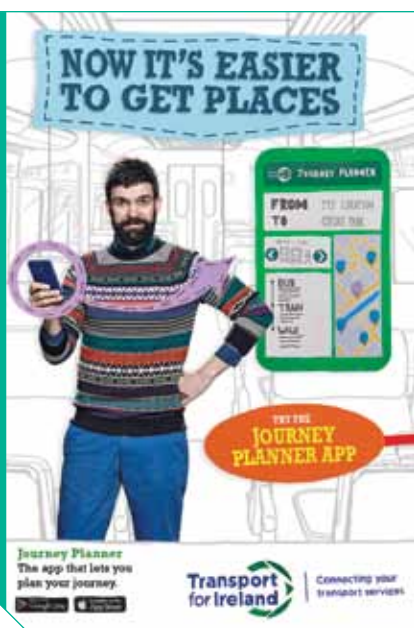
Bus), rail services (including the DART), Luas and even the Dursley Island Cable Car are now mapped on Google Transit, and readily available to all Google users planning a trip.

In line with Government strategy for eGovernment, the Authority supports an open approach to data management. An Application Programming Interface enables third parties to develop new online services and apps that feature the National Journey Planner. As a result of this approach the National Journey Planner was integrated into the Moovit App and the HERE Transit Nokia Windows smartphone app.

## Dublin Cycle Planner

In 2013 the Authority used the technology supporting the National Journey Planner in order to develop a new online Cycle Planner for the Dublin region to make it easier for cyclists to plan their journeys. The Cycle Planner, which was launched in December, is available as a web service and as a smartphone app.

The Cycle Planner incorporates a route planning tool which can be adjusted to find a route that suits cyclists of every ability ranging from those new to cycling to experienced cyclists. The Cycle Planner also features themed routes and a "save for offline use" feature, which is particularly useful for visitors to Dublin wishing to avoid data roaming charges whilst finding scenic routes around the city.



## Transport for Ireland

The *Transport for Ireland* website<sup>9</sup> was significantly improved on a responsively designed platform that gives a better user experience across desktop, tablet and mobile devices. The National Journey Planner tool was introduced to the homepage of the website. The improvements allow users to more easily access a range of information to help them plan and make journeys by public transport, including by taxi or hackney.

Following the roll-out of improvements in November, visits to the website in December were up by 88% on the same month in 2012.



Connecting your  
transport services

## Public Transport Maps

Displays mapping onward transport connections were installed at Heuston, Connolly, Tara Street and Pearse rail stations, together with screens showing real-time passenger information for local bus and Luas services. Similar screens were installed at Dublin Airport Terminal 1, the Mater Hospital and University College Dublin.

Two street displays showing local public transport services were installed in Dún Laoghaire.

Additional maps were produced and erected for Dublin Airport and Galway city bus services.

In February the Authority's map of frequent public transport services in Dublin was published in the Ordnance Survey City and District Street Guide (9th Edition).

## Public Transport Promotion

The Authority developed and executed a significant advertising campaign in November and December designed to promote public transport services. The campaign highlighted some key improvements in the services available to public transport users such as real-time passenger information, Leap card and the availability of Wi-Fi for passengers.

The Authority continued to promote the *National Journey Planner* app on digital communication channels throughout the year and also ran a short marketing campaign to publicise the launch of the *Real Time Ireland* app.

9 [www.transportforireland.ie](http://www.transportforireland.ie)

Campaigns were run to encourage users to switch from cash to Leap card based on the savings on offer and to publicise improvements in Leap card functionality.

## Operation Open City

Operation Open City is an annual operation designed to make it easier for people to get around the Dublin area by public transport in the busy run up to Christmas.

Under the auspices of An Garda Síochána detailed plans were put in place following liaison between the Gardaí and the Authority and consultation with key stakeholders including local authorities, transport providers and the business community.

The operation ran from 9 to 24 December and details were made available to the public on the Transport for Ireland website.

## Passenger Rights

Under EU Regulation No. 181/2011 passengers travelling by bus and coach within the European Union are now protected by a minimum set of rights. The Regulation came into effect on 1st March 2013. These Regulations require non-discriminatory access for persons with disabilities or reduced mobility. The Authority was designated as the body responsible for enforcing this regulation in Ireland.

The Authority already undertakes a similar role in respect of similar EU Regulations concerning the rights of rail and sea passengers.

The Authority received various enquiries from passengers about their rights and 13 complaints were formally registered for investigation.

## Anti-Racism Campaign

A high profile poster campaign was run in March across public transport stations, stops and vehicles with the theme of *Dublin's Transport Links - Racism Divides*. This campaign resulted in an 85% increase in reports of racist incidents to the Immigrant Council of Ireland.

The Authority involved the taxi industry by emailing 15,000 drivers about the campaign, seeking support and providing an email address for reporting incidents.

In May the Authority was honoured to receive an *Africa Day* award for the campaign. *Africa Day* is an annual commemoration of the establishment of the Organisation of African Unity (OAU) in 1963, which was renamed the African Union in 2002. Each year in Ireland on *Africa Day*, individuals and organisations are given awards for their contribution to the African community in Ireland or for contributions in Africa.





## Infographics

Infographics are becoming an increasingly popular way of disseminating large amounts of information in a condensed form. During 2013 the Authority produced infographics presenting the key results of the Dublin City Canal Cordon Count of modal share in Dublin, an outline of the Luas Cross City project and a light-hearted infographic about the things people leave behind on public transport.

## Websites

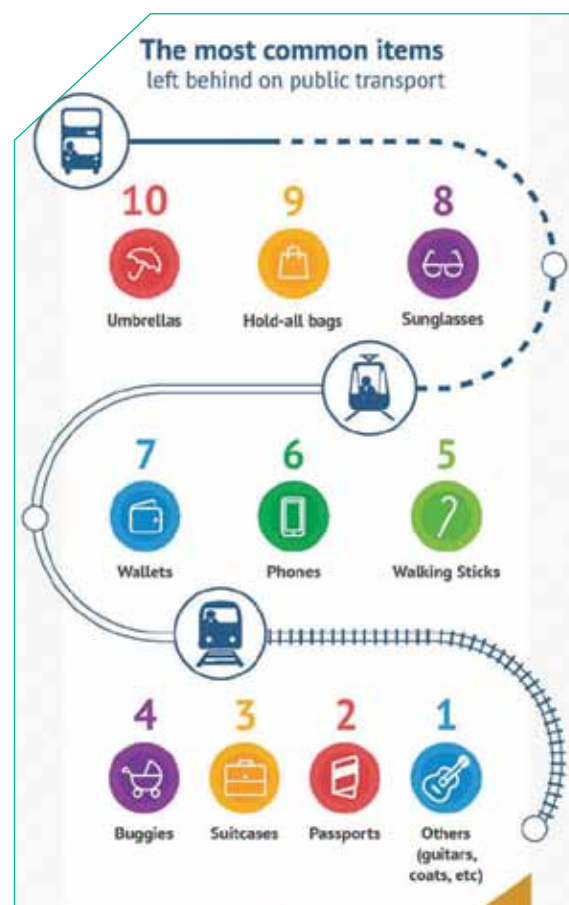
The Authority's consumer-facing websites in 2013 are listed in Table 17. These websites support those planning and making public transport journeys, as well as those choosing to cycle or walk.

In May the Authority launched a new, dedicated website ([www.luascrosscity.ie](http://www.luascrosscity.ie)) to provide on-going project information and updates for the public, for businesses and for visitors during construction of the Luas Cross City light rail project.

In November the Authority launched its redesigned consumer website ([www.transportforireland.ie](http://www.transportforireland.ie)).

All websites were consolidated to be managed by a single supplier and also moved to a cloud hosting platform to ensure rapid scalability and improved performance.

The Authority undertook regular security penetration testing of all public facing portals throughout the year.



**Table 17 – Principal consumer-facing websites (2013)**

Website	Purpose	Visits 2012	Visits 2013	% change
leapcard.ie	Dedicated website for integrated ticketing customers	744,984	739,046	-1
transportforireland.ie <sup>10</sup>	Provision of a range of information and technologies to help consumers plan and make journeys by public transport, including by taxi or hackney and most recently, by bike	141,158	424,262	n/a <sup>11</sup>
nationaltransport.ie	Corporate website for the Authority	172,096	259,957	+51

<sup>10</sup> Mobile and tablet versions are also available.

<sup>11</sup> Full year comparison is not available as visitor counts only started in May 2012.

Website	Purpose	Visits 2012	Visits 2013	% change
smartertravelworkplaces.ie	Provision of information about sustainable transport and travel initiatives for employers and employees	42,857	55,648	+30
luascrosscity.ie	Information and updates on the construction of Luas Cross City	n/a	38,570 <sup>12</sup>	n/a
carsharing.ie	Promotion and facilitation of car sharing and car-pooling by motorists	n/a	9,602	n/a

## Apps

The Authority launched a number of consumer apps across iPhone and Android platforms in response to people's need to access public transport information while on the move. The apps are also available on the Transport for Ireland website for desk-top users. The Authority also initiated a project to expand selected mobile applications onto the Windows platform.

**Table 18 – Apps introduced in 2013**

App	Purpose	Month launched
Driver to Vehicle Link	Available to taxi operators only, this enables taxi drivers to meet the new regulatory requirement of linking to the vehicle they are driving.	January
Driver Check	Enables a passenger to check the licence details and photo of their taxi driver and forward that information to a friend.	February
Real Time Ireland	Integrates real-time passenger information for bus, rail and Luas services	June
Cycle Planner	Maps out cycle routes from A to B anywhere in the Dublin region.	December

## Accessibility

The Authority is responsible for overseeing the implementation of measures to improve public transport accessibility as set out in the Department of Transport, Tourism and Sport's Sectoral Plan, Transport Access for All (2102 Edition).

The range of measures implemented to date are summarised in the following paragraphs:

### **Urban Bus Services**

- By the end of 2013 the Dublin Bus fleet and Bus Éireann city services fleets were 100% wheelchair accessible.
- All new buses in the Dublin Bus fleet have one wheelchair space and an additional space for parents with buggies.

<sup>12</sup> Website launched in May 2013

- On-board audio announcements and scrolling sign messages are important for customers who may have hearing or sight problems. Funding was provided in 2013 to bring existing vehicles up to the same standard as new buses. By the end of the year the full Dublin Bus fleet had next stop audio announcements and 50% had scrolling signs.
- A Travel Assistant programme was funded to help those with mobility impairments to plan their journeys. This programme covers Dublin Bus, Bus Éireann and Iarnród Éireann. It was used to help with Luas Cross City changes.

### **Intercity and Stage Coach Services**

- By the end of 2013, 56% of Bus Éireann's coach fleet was wheelchair accessible.
- During the year the Authority commenced the process of gathering information on the accessibility of licensed public bus services starting with services operating within or through the Greater Dublin Area. It revealed that just 12% of the commercial bus fleet is low-floor and wheelchair accessible, and that the majority of the suitable vehicles are held by just 5 operators.

### **Heavy Rail**

- 100% of the rail fleet is internally wheelchair accessible with portable ramps used at stations to access the train. On the rail network, 79 stations have already received significant accessibility upgrades. A review was commenced of the remaining stations to establish costs and prioritise works.

### **Light Rail**

- The Luas system is fully accessible. Funding was provided for a launched upgrade to the Luas iPhone app.

### **Rural Transport**

- A high level of wheelchair accessibility is available on services provided by rural transport groups. 74% of buses are fully or partially accessible, with 34% buses having a lift and 15% a ramp.
- Modest grant funding in the order of €250,000 was provided in 2013 to improve accessibility of the rural minibuses fleet.

### **Bus Stops**

- All Dublin Bus stops are fully accessible as they can be served by wheelchair ramp and kneeling suspension on bus. Bus Éireann stops in regional cities are wheelchair accessible where there is a hard stand as all buses have kneeling suspensions.
- The Authority awarded a contract in October and work commenced in November to collect data on all bus stops nationally, including the wheelchair accessibility of those located outside cities.
- Some limited funding was provided in 2013 for bus stop upgrades.

### **Bus Stations**

- A review of the accessibility of stations was commenced in 2013 to be completed in early 2014.

**Taxis and Hackneys**

- There has been a continuing decline in the numbers of wheelchair accessible taxis and hackneys despite the Authority's grant programmes in 2011 and 2012.
- At 31st December 2013 there were 916 wheelchair accessible vehicles out of a total fleet of 20,584. Clearly, that is too low for the needs of society.
- As a short-term measure a Booking Contact Centre for wheelchair accessible vehicles was piloted in Cork but very poor usage was recorded and it was terminated.
- Draft taxi regulations published by the Authority in December proposed to permit a new type of wheelchair accessible taxi that would be cheaper for operators to buy. In addition the new Taxi Regulation Act 2013 prohibits the transfer of licences which, besides other effects, had in the past inhibited the taking up of wheelchair accessible licences as licence transfers were available within the industry at lower cost.

**Customer Website**

- The Transport for Ireland website provides Level A Conformance to Web Content Accessibility Guidelines 1.0, including all Priority 1 checkpoints defined in the Guidelines' accessibility standards.

03

# Putting strategic plans in place for the future

To serve future demographic changes and to improve the State's infrastructure cost effectively, specialist transportation planning is needed



## Integrated Implementation Plan

The Authority completed its preparation of an Integrated Implementation Plan 2013 – 2018 and submitted a draft Plan to the Minister for Transport, Tourism and Sport in December as required by section 13 of the Dublin Transport Authority Act 2008.

The Integrated Implementation Plan sets out:

- an infrastructure investment programme, covering the areas of heavy rail, light rail, bus and bus rapid transit, plus integration measures and sustainable transport;
- an integrated service plan covering all modes of public transport;
- details of integration proposals;
- details of accessibility proposals; and
- principles for the integration of land use and transport planning.

A public consultation process was undertaken during August and September in relation to the proposals contained in the draft Plan and also on the environmental effects of the Plan. Following consideration of the submissions received, the draft Plan was finalised and adopted by the Board and submitted to the Minister for approval.

## Greater Dublin Area Cycle Network Plan

Work on the preparation of a Greater Dublin Area Cycle Network Plan was completed in 2013 and the Plan was adopted by the Board in December. The Plan provides a blueprint for the development of a strategic cycle network in the Greater Dublin Area. The Plan was prepared in consultation with the seven local authorities in the Greater Dublin Area and was finalised following a public consultation process and environmental assessment.

The planned cycle network consists of a hierarchy of corridors of differing levels of importance for cyclists:

- Primary Network: Main cycle arteries that cross the urban area, and carry most cycle traffic;
- Secondary Network: Links between the principal cycle routes and local zones; and
- Feeder Network: Cycle routes within local zones, and/or connections from zones to the other network levels.

In addition, the Plan also provides for the development of Greenway routes, alongside rivers and canals, through parkland and alongside seafronts, catering for both recreational and commuting cyclists.

The development of the Cycle Network Plan followed a series of analytical steps:

- Mapping of the existing and planned cycle network;
- Assessment of the quality of service of the existing main cycle routes;
- Identification of gaps between existing and planned routes to serve the key destinations throughout the Greater Dublin Area;

- Development of a cycle demand model for the Greater Dublin Area;
- Identification of potential alignments and design solutions for each route.

The Plan provides for an overall network of 2,900 kilometres of cycle route. With just over 500 kilometres of existing cycle routes, this is an ambitious plan which will take over a decade to deliver. However, with appropriate focus and funding, considerable progress can be made on incrementally delivering this network each year.

## Land Use Plans and Policies

The Authority has a wide range of roles and functions when it comes to the integration of land use and transport planning. Central to these roles is the Authority's involvement in the planning process, both within the Greater Dublin Area and nationally. It is a role which complements and informs the carrying out of the Authority's functions in both transport investment and public transport regulation.

The Authority gives priority to developing constructive working relationships with regional authorities, local authorities and other state agencies and Government Departments charged with a range of transport, social, economic and environmental functions including, in particular, the Department of the Environment, Community and Local Government.

The Authority made submissions on a number of development plans, local area plans, planning schemes and planning applications. Table 19 lists the principal submissions. All of the submissions are available on the Authority's website.

**Table 19 – Principal planning submissions (2013)**

Development Plans (Greater Dublin Area)	
>>	Pre-Draft Trim Development Plan 2014-2020 (Meath)
>>	Kells Draft Development Plan (Meath)
>>	Draft Trim Development Plan 2014 – 2020 (Meath)
>>	Proposed Amendments to the Wicklow-Rathnew Town Development Plan (Wicklow)
Local Area Plans, Masterplans, Planning Schemes (Greater Dublin Area)	
>>	Grafton Street Quarter Draft Public Realm Plan (Dublin City)
>>	Ashtown / Pelletstown Draft Local Area Plan (Dublin City)
>>	Draft Blackrock Local Area Plan (Dún Laoghaire -Rathdown)
>>	Draft Kiltiernan / Glenamuck Local Area Plan (Dún Laoghaire-Rathdown)
>>	Cherrywood Special Development Zone Planning Scheme (observations on appeal)
>>	Maynooth Draft Local Area Plan (Kildare)
>>	Local Area Plan (Pre-Draft Issues Papers) – Clane, Monasterevin, Sallins, Kilcock and Kilcullen (Kildare)
>>	Newbridge Draft Local Area Plan 2013-2019 (Kildare)
>>	Greystones / Delgany / Kilcoole Local Area Plan (Wicklow)
>>	Material Alterations to the Greystones / Delgany / Kilcoole Local Area Plan (Wicklow)
>>	Rivermede Draft Local Area Plan (Fingal)
>>	Portmarnock (South) Draft Local Area Plan (Fingal)

>>	Draft Local Area Plan for Rowlestown (Fingal)
>>	Baldoyle / Stapolin Draft Local Area Plan (Fingal)
>>	Kilmartin Draft Local Area Plan (Fingal)
>>	Pre-Draft Consultation on the Review of the Adamstown Special Development Zone Planning Scheme (South Dublin)
>>	Ballycullen / Oldcourt Local Area Plan Pre-Draft Consultation (South Dublin)
>>	Draft Local Area Plan for Ballycullen / Oldcourt (South Dublin)
>>	Adamstown Special Development Zone Amended Planning Scheme (South Dublin)

#### Outside of the Greater Dublin Area

>>	Shannon Estuary Integrated Framework Plan
>>	Cork County Development Plan Review (Section 11 Consultation Document)
>>	Cork City Development Plan Review (Section 11 Consultation Document)
>>	Draft Mahon Local Area Plan (Cork City)

## Key Residential Development Areas in Dublin

During 2013 the Authority jointly published a report with the Department of the Environment, Community and Local Government entitled *Planning and Development of Large Scale Rail Focussed Residential Areas in Dublin*.

The report, which was prepared with the assistance of the Dublin local authorities and other agencies, assesses the future delivery of rail-based large and medium scale residential development areas in Dublin.

The report proposes how best, given current economic circumstances, to deliver residential development in rail-based large and medium scale residential development areas without compromising the longer term population densities that are necessary to sustain viable public transport provision. There are challenges in delivering new residential development of any scale in the light of the existing economic and funding conditions prevailing in Ireland.

The key conclusions of the report are:

- Government policy in relation to sustainable residential development in urban areas remains applicable, notwithstanding the current economic and financial climate;
- for Dublin to continue to grow, improve its economic status and function as an economic driver for the country, a co-ordinated and integrated approach to land use and transport planning must continue to be implemented through national policy;
- the significant level of public investment in the strategic residential locations warrants a continued and consistent approach to securing higher density housing delivery at these locations and ensuring optimisation of valuable land banks and public investment in infrastructure;
- in order to promote and catalyse residential development in locations where public investment has been most intense, certain flexibility in the density range of development needs to be introduced in the early stages of delivery. It is critical that this flexibility be conditional on securing higher densities over the entire development area over time, ultimately achieving density targets under the planning framework in place;

- a “kick-start” incremental development approach, progressed within an overall delivery plan, would allow lower density development initially, while at the same time optimising the use of existing infrastructure (social and physical) and minimising up-front investment costs.

Local authorities in Dublin have been requested by the Department of the Environment, Community and Local Government to review the strategic development sites in their area having regard to the report’s recommendations.

## Transport Models

2013 saw the commencement of work on the development of mutually consistent and state-of-the-art transport models for each of the regional cities and the Greater Dublin Area. This work involves a major update and expansion of existing models in the Dublin, Cork, Galway and Limerick and the development of a similar regional model for Waterford. At the end of 2013, the work of updating the Dublin, Cork and Galway models was well underway, while work on developing the Limerick and Waterford models was about to commence.

A key early stage of the development of the regional modelling system is the development of a National Trip End Model that will provide a consistent set of travel demand forecasts for each regional model. This model will use travel data from the National Household Travel Survey undertaken by the Authority in 2012 and from the 2011 Census. When fully completed, the National Trip End Model will take national forecasts of population, employment and education places as inputs and will output a set of daily trip generations and attractions for all areas of the country.

As part of the model development work, a nationwide collection and collation of traffic count and public transport passenger count data was undertaken. This data will be used in the development process for the models and, more importantly, to calibrate and validate the functioning of the completed transport models.

# Supporting people in making sustainable travel choices

Many people who use the car want to walk, cycle and take public transport; we just need to help them with the change





## Smarter Travel Workplaces and Smarter Travel Campus Programmes

The *Smarter Travel Workplaces* Programme has been running for over 4 years, and now involves more than 100 engaged Partner workplaces with an employee base of almost 250,000 people. The Partners include many major private and public organisations including Accenture, Apple, Dell, Deloitte, ESB, Eirgrid, IBM, KPMG, the Mater Hospital, Microsoft, Pfizer, Symantec, Takeda, Telefonica, and Vodafone. A number of third level institutions are also involved in the Programme in relation to staff travel.

Partners joining the Programme sign a Charter at the most senior level within the organisation agreeing to:

- Survey employees on their commuting habits;
- Encourage employees to use more sustainable transport;
- Develop and implement an action plan of sustainable travel initiatives and monitor performance;
- Dedicate financial and non-financial resources to supporting initiatives.

Partners are supported by a dedicated facilitator from the Authority, who assists with the employee/ student travel survey, development of an action plan, implementation of actions and monitoring of progress.

Other resources available through the Programme include comprehensive guidance across all aspects of workplace travel planning and participation in the popular inter-Partner walking and cycling challenges.

A *Smarter Travel Campus* Programme was developed and launched in April specifically tailored for third level institutions. It is based on the success of the Workplaces programme but adds new features to serve the student base. A typical example of an active third level institution is *NUI Maynooth* who were one of the original Smarter Travel Workplaces Partners and are now one of the Smarter Travel Campus Partners. Activities on their campus include:

- providing covered cycle parking close to entrances;
- schemes to facilitate student and staff cyclists to buy discounted bikes for their commute;
- a cycle repair station;
- a car sharing group with allocated parking spaces for students and staff car sharing to campus;
- electric car charging point; and
- regular participation in student and staff walking and cycling promotions.

## Motivational Challenges

Companies and campuses participating in the Smarter Travel Workplaces and Smarter Travel Campus programme are offered the chance each year to participate in challenges to encourage walking and cycling. These challenges are low cost activities for the Authority which are facilitated through a dedicated website [www.smartertravelworkplaces.ie](http://www.smartertravelworkplaces.ie). Their key benefit is the raising of awareness not only for the participants but more importantly across the large organisations. Those individuals who don't take part may also be incentivised to re-look at their travel choices.

The annual Pedometer Challenge is an initiative which acts as a stimulus to promote walking on the commute. It is a workplace team walking event, with groups of three to six members recording their step counts on pedometers, and aiming to increase this amount over the course of the Challenge. The 2013 Challenge took place over September and October and was organised in conjunction with the Irish Heart Foundation.

Similarly the 10 Minute Cycle Challenge is a workplace team cycling event, with groups of three to six members logging cycle journeys of 10 minutes or more. The 2013 Challenge took place in June.

Participation rates in the Challenges are outlined in Tables 20 and 21.

**Table 20 – Participation in Pedometer Challenge**

Year	2008	2009	2010	2011	2012	2013
Partners	16	30	43	41	52	56
Participants	1,700	3,400	2,800	3,313	4,163	4,250

**Table 21 – Participation in 10 Minute Cycle Challenge**

Year	2010	2011	2012	2013
Partners	19	42	59 <sup>13</sup>	55 <sup>14</sup>
Participants	300	484	770	1,028

Both Challenges draw from methodologies of behavioural change, social marketing and health promotion interventions, and deliver mode shifts in favour of more active travel in both instances.

Prior to the 2013 Pedometer Challenge 12% of participants walked to work and 51% drove. During the Challenge 28% of participants walked to work. Following the Challenge 26% plan to walk to work on a regular basis, which represents a 133% increase in the number of people regularly walking to work. A further 19% plan to walk to work on an occasional basis.

Prior to the 2013 Cycle Challenge 43% of participants indicated that they mainly commuted by bike. However, after the Challenge 73% of respondents were intending to cycle to work on a regular basis. A further 16% of survey respondents were intending to cycle to work on an occasional basis.

<sup>13</sup> includes 13 Travelwise Northern Ireland Partners

<sup>14</sup> includes 17 Travelwise Northern Ireland Partners

## Green-Schools Travel Programme

The Green-Schools Travel Programme works with schools to promote more sustainable modes of transport for the school-run for pupils, teachers and parents. The Programme is operated by An Taisce on behalf of the Authority. Besides the short-term goal of reducing car use the aim is to develop awareness of sustainable travel in schoolchildren, which will inform their choices later in adulthood.

In 2013, over 500 schools participated in the Travel Programme. An additional 188 schools were awarded the Green Flag for Travel bringing the total since 2008 to 724 schools nationwide.

Green-Schools Officers made more than 2,600 visits to schools. Funding was provided for 470 bicycle parking spaces in 26 schools while over 4,400 students in 92 schools received subsidised cycle training. Schools also continued to promote initiatives such as Cycle on Wednesday, Walk on Wednesday, Walking Buses and Park 'n Stride.



# Upgrading infrastructure

Each year a very significant capital programme is targeted at the improvement of vital infrastructure, with a wide range of delivery agencies involved





## Capital Investment

The Authority invests in projects to improve the infrastructure for rail, bus, traffic management, cycling and walking in the Greater Dublin Area and the regional cities of Cork, Galway, Limerick and Waterford. Technology projects that make it easier and more convenient for people to use public transport are a key focus of investment. Additionally, funds are granted for measures throughout the country that improve the accessibility of public transport for those with disabilities.

In 2013 the Authority's capital expenditure was in the order of €159 million, of which €146 million was spent in the Greater Dublin Area. The total capital grant paid to each implementing agency is shown in Table 22.

**Table 22 – Distribution of capital payments (2013)**

Implementing Agency	Greater Dublin Area Capital Programme (€ million)	Regional Cities Investment Programme (€ million)	Accessibility Programme (€ million)	Total (€ million)
Bus Éireann	3.344	0.398	0.068	3.810
Cork City Council		4.864		4.864
Cork County Council		1.030	0.005	1.035
Drogheda Borough Council			0.044	0.044
Dublin Bus	36.855		0.558	37.413
Dublin City Council	20.103			20.103
Dún Laoghaire-Rathdown County Council	3.218			3.218
Fingal County Council	2.920			2.920
Galway City Council	0.061	1.711		1.772
Galway County Council		-0.116 <sup>15</sup>		-0.116
Iarnród Éireann	34.115	0.509	0.772	35.396
Kildare County Council	0.560			0.560
Laois County Council	0.005			0.005
Limerick City Council	0.004	1.763		1.767
Limerick County Council		0.043		0.043
Meath County Council	2.352			2.352
National Transport Authority	13.538		0.020	13.558
Railway Procurement Agency	23.922			23.922
South Dublin County Council	3.275			3.275
Waterford City Council	0.009	1.113		1.122
Wicklow County Council	2.102			2.102
<b>Totals</b>	<b>146.383</b>	<b>11.315</b>	<b>1.467</b>	<b>159.165</b>

<sup>15</sup> Balancing refund by Galway County Council

## Greater Dublin Area Capital Programme

Capital expenditure of €146 million was delivered in the Greater Dublin Area under four sub-programmes:

- Heavy Rail;
- Light Rail;
- Bus and Bus Rapid Transit; and
- Sustainable and Integrated Transport.

**Table 23 – Greater Dublin Area Capital Programme (2013)**

Sub-programme	Expenditure (€ million)	% of total expenditure
Heavy Rail	33.86	23.1
Light Rail	27.71	18.9
Bus and Bus Rapid Transit	40.61	27.7
Sustainable and Integrated Transport	44.20	30.2
<b>Total</b>	<b>146.38</b>	<b>100</b>

These are each described in more detail in the following paragraphs.

### Heavy Rail Investment

The Dublin City Centre Re-signalling project is a central element of the upgrading of commuter rail services, replacing the existing system in the city centre area with more modern technologies that are capable of providing increased train frequencies.

In 2013 significant progress was made on progressing the third phase of the project, between Tara Street and Sandymount. The detailed design for this phase was largely completed with the preparation of tender packages for the civil engineering elements of the project finalised by year end.

Much of the Iarnród Éireann network is controlled and managed from a central traffic control centre located at Connolly Station in Dublin. The existing facility is approaching the limit of its capacity, with systems and equipment nearing the end of their useful lives. Work commenced in 2013 on identifying and developing the optimal staged plan for the upgrading of the existing facility.

Under the current configuration of the Iarnród Éireann network rail, services on the Kildare line terminate in Heuston Station. The Authority carried out a feasibility study on whether the Phoenix Park Tunnel, which is adjacent to Heuston Station, could be utilised to facilitate the provision of services to Connolly, Tara, Pearse and Grand Canal Dock stations in the commercial core of the city centre. Based on the outcome of this feasibility study it was concluded that the Tunnel should be re-opened for passenger services.

The Authority provided the funding required to build an access road to Hansfield Station in Dublin 15. As a result Iarnród Éireann was finally able to bring the Station into service three years after its construction by developers as part of the M3 Parkway Rail Commuter project development which opened in 2010. The Authority also funded a major upgrading of Pearse

Station in Dublin 2, which handles 7 million passenger journeys annually. The upgraded station incorporates new lifts and escalators, a second entrance directly into the Trinity Bio Sciences Building, new ticket validation gates and ticket vending machines. The Station is now fully accessible for persons with reduced mobility.

A programme of installing ticket validating machines continued, with additional ticket gates installed at a number of stations throughout the Greater Dublin Area. Construction of a new over-bridge at Reilly's Crossing in Cabra, Dublin 7 to facilitate the future level crossing closure was started. In addition, hardware and software was fully installed on the InterCity rail fleet to allow remote monitoring for reliability and service recovery.

During 2013 all of the remaining new rail rolling stock went into revenue generating service.

### **Light Rail Investment**

The Luas Cross City project achieved a number of key milestones in 2013 with the award of the first enabling works contracts and the commencement of construction.

The project is being delivered through a series of construction contracts. Work on the first of these contracts, the infilling of cellars along the route, commenced in June. These works were finished by December, 3 months ahead of programme.

Separate contracts were awarded for the removal and storage of statutes and other heritage items along the project route and the relocation of utilities away from the path of the new tram tracks. In recognition of the vital importance of keeping Dublin's City Centre moving and open for business the Authority worked closely throughout the year with the Railway Procurement Agency, Dublin City Council, other transport operators and the business community to carefully plan the works and minimise disruption. A strong emphasis was placed on public communication and consultation, with the appointment jointly by the Authority and Dublin City Council of a Communications Director for the project. In addition, a dedicated website as well as a Twitter account and Facebook page were created. A Luas Cross City public information office was opened in the city centre and local liaison officers were deployed to actively engage with residents, businesses and retailers across the full length of the project.

A Traffic Forum with senior representatives from the Authority, Dublin City Council, the Railway Procurement Agency, Dublin Bus, Bus Éireann, Railway Procurement Agency, contractors and An Garda Síochána was established to oversee the management of traffic during construction.

The Authority engaged with representatives of the European Investment Bank and in October, the Bank approved a €150 million loan to the State for the Luas Cross City project.

### **Bus and Bus Rapid Transit Investment**

The Authority continued with its programme to maintain the quality of the bus fleet in Dublin by grant-aiding the purchase of 80 new double-deck buses by Dublin Bus. The majority of these buses were delivered towards the end of 2013. The new buses incorporate a number of improved features such as a more spacious interior with better width and head heights in the upper and lower saloons, improved heating and ventilation systems, improved seating, next stop information, Wi-Fi capability and centre doors to facilitate faster boarding and alighting. All buses acquired meet the Euro VI standard which offers significant reductions in emissions over those buses being replaced.

A programme for the refurbishment of the existing Dublin Bus fleet to reduce future maintenance costs, improve vehicle reliability and enhance vehicle appearance was carried out throughout 2013. The existing fleet was also fitted with Wi-Fi.

Bus Rapid Transit has emerged internationally in recent years as an effective, cost efficient and high quality public transport system. During 2013 the Authority made significant progress on the development of a potential Bus Rapid Transit network for Dublin, progressing feasibility studies on three route corridors - Swords/Airport to City Centre, Blanchardstown to University College Dublin and Clongriffin to Tallaght.

### Sustainable and Integrated Transport Investment

The purpose of this Sub-programme is to enhance the infrastructure for sustainable transport in the Greater Dublin Area and to develop measures that advance integration of the various modes of public transport.

The integration measures mainly comprise technology projects such as passenger information systems, integrated ticketing and journey planning which are described in more detail in Chapter 2. The spend on those measures amounted to about €8.5 million.

Sustainable Transport relates to investment in projects and schemes for:

- cycling and walking;
- traffic management and safety; and
- bus services;
- other projects including signage schemes, traffic studies, and intelligent transport systems.

Funding of just under €33 million was provided in 2013 to 279 projects. Table 24 shows the breakdown in expenditure while Table 25 quantifies the additional infrastructure delivered under this Sub-programme.

Major bus priority projects at Clanbrassil Street, New Street South, Bride Street, North Wall Quay and Chapelizod were completed during the year. Construction work continued on Marlborough Street Bridge with the bridge abutments and bridge deck well advanced during the year.

**Table 24 – Expenditure on Sustainable Transport Measures in the Greater Dublin Area (2013)**

	Walking & Cycling	Traffic Management	Bus Network	Other Projects	Total
Expenditure (€ million)	17.49	8.79	5.04	1.30	32.72
% of total expenditure	53.5	26.9	15.40	4.0	100



**Table 25 – Sustainable transport measures implemented in the Greater Dublin Area (2013)**

Local Authority Area	Dublin City	South Dublin	Fingal	Dún Laoghaire-Rathdown	Meath	Kildare	Wicklow	Total
Number of projects	85	37	25	31	37	33	31	279
New bus lanes (metres)	2,310	0	2,880	0	0	0	0	5,190
New cycle lanes (metres)	6,830	0	5,470	540	4,644	0	880	18,364
New footpaths (metres)	0	352	5,270	501	6,014	1,100	920	14,157
Traffic junction improvements (no.)	0	0	9	13	2	1	1	26
Bus stop improvements (no.)	1	2	7	3	8	2	0	23
Toucan crossings provided (no.)	0	0	1	1	0	0	0	2
Pedestrian crossings provided (no.)	1	5	6	1	10	0	1	24

## Regional Cities Sustainable Transport Investment Programme

The Authority manages this Programme on behalf of the Department of Transport, Tourism and Sport. During 2013 capital expenditure of €11.3 million was incurred on 59 projects in Cork, Galway, Limerick and Waterford. As Table 26 shows, the types of projects funded under this Programme are similar to those funded under the sustainable transport investment programme in the Greater Dublin Area.

**Table 26 – Regional cities sustainable transport programme: breakdown by scheme type (2013)**

	Bus Network	Walking & Cycling	Traffic Management	Other Projects	Total
Expenditure (€ million)	4.31	3.29	2.69	1.02	11.31
% of total expenditure	38.1	29.1	23.8	9.0	100

## Public Bike Schemes

Major advances were made in developing public bike schemes in Cork, Galway and Limerick. Following a call for marketing support, a sponsorship contract was entered into with *Coca-Cola Ireland*, who will invest €3 million over five years in the schemes. As part of this partnership arrangement, the schemes will be named *Coca-Cola Zero Bikes* with this branding appearing on bikes and associated infrastructure. In November a shortlist of consortia were invited to tender for the supply, installation and operation of these schemes.

In addition to the public bike schemes in the regional cities, the Authority supported a major expansion of the successful *dublinbikes* scheme to provide an additional 58 bike stations and 950 bikes. Construction of the expansion commenced in October with funding of €4.6 million provided by the Authority. On completion the scheme will have a total of 102 bike stations and 1,500 bikes.

## Accessibility Programme

Funding from the Accessibility programme supports a range of measures to assist those with mobility impairments. Progress in that area is set out in Chapter 2. Over half of the accessibility funding in 2013 was allocated to Iarnród Éireann for the implementation of access improvements at rail stations and the completion of an audit of existing rail stations. The majority of the remaining funding was allocated to Bus Éireann and Dublin Bus to improve bus and bus stop accessibility. Certain residual payments were also made in relation to the 2012 grant scheme for purchasing or modifying vehicles for use as wheelchair accessible taxis and hackneys.

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# Taxis and Regulation

Major advances have been made over the last two years in raising standards in the taxi industry, a big employment sector with over 30,000 drivers providing a valuable public transport service

## Strengthened Regulation

The Authority continued with its programme of implementing the recommendations of the Government's 2012 Taxi Regulation Review report.

The following regulatory changes were introduced in 2013:

- › Revised vehicle age limits;
- › Enhanced vehicle standards which set additional requirements for vehicles entering the fleet for the first time;
- › A one year reactivation period for expired vehicle licences;
- › Real time links between drivers and vehicles so that the Authority always knows who is driving a vehicle at any time, which is particularly necessary for vehicle rental arrangements;
- › A graduated system of Fixed Charge Penalties, replacing the previous single penalty of €250 for all offences;
- › A new taxi livery, which was supported by the licensing of 65 companies offering branding services and the development of a central database and self-service IT management system;
- › Rules for the issue of a new local area hackney licence.

To support the development of greater consumer confidence and also to develop higher standards within the industry the following supports were implemented:

- › Launch of a smartphone app and text solution for operators to support them to notify the Authority in advance of operating a licensed vehicle;
- › Launch of the Driver Check smartphone app allowing passengers to verify the licensing status of a driver and vehicle;
- › An on-line complaints process for consumers;
- › Design and delivery of customer service and hospitality training to over 150 operators in conjunction with Failte Ireland;
- › Completion of a three month pilot programme trialling a booking service for wheelchair accessible vehicles in the Cork urban area;
- › Introduction of an information campaign for operators to generate awareness and supply details of appropriate solution providers for cashless payment systems, in partnership with the Central Bank and Dublin Airport Authority.

## Legislation

In October the Taxi Regulation Act 2013 was signed into law. The Act provides for the repeal of the Taxi Regulation Act 2003 which provided the legal framework for the taxi industry over the last decade. The Act came into effect in April 2014.



The most significant provisions of the new Act include:

- The automatic disqualification of driver licence holders convicted of serious offences for specified periods extending up to lifetime disqualification;
- A prohibition on vehicle licence transfers;
- Arrangement for the nomination of a representative to whom a vehicle licence can be transferred, in the event of the death of the licence holder;
- A declaration by driver licence applicants in relation to other employments;
- A demerits system whereby drivers accumulating eight or more demerit points will have their licence automatically suspended for three months;
- A prohibition on offering or advertising a vehicle for passenger hire without the vehicle being licensed;
- The right of the Authority to appoint compliance support personnel under a service agreement arrangement.

Following enactment of the new Act, the Authority finalised the preparation of a new set of regulations to consolidate and replace over fifty years of existing regulations and align them with the provisions of the new Act. A public consultation process on the draft regulations commenced in December.

## Statistics

There was a continued decline in the number of driver and vehicle licences in 2013. The number of driver licences fell by 10% from 34,678 at the end of 2012 to 31,186 at the end of 2013, while the number of active vehicle licences fell by nearly 5% from 22,964 to 21,900 over the same period.

This represents an overall decline of 20% in vehicle licences from a peak of 27,429 in December 2008 and a decline of 34% in driver licences from a peak of 47,529 in May 2009.

**Table 27 – Type of vehicle licences in small public service vehicle fleet on 31 December 2013**

Standard Taxis	Wheelchair Accessible Taxis	Standard Hackneys	Wheelchair Accessible Hackneys	Limousines	Total
17,136	898	2,532	18	1,316	21,900

## Driver Check App

Following its launch in January, the Driver Check App was made available through the Google and Apple stores for download. A total of 34,924 downloads of the Driver Check App and 1.49 million unique licence searches had been made by the end of 2013.

## Skills Development

During 2013, a total of 2,516 entry tests was taken by 1,670 candidates wishing to become licensed taxi, hackney and limousine drivers.

The fourth edition of the Skills Manual for Small Public Service Vehicle Operators, the key resource for those seeking entry to the industry, was issued to reflect various changes in regulations.

## Licensing Activity

The Authority operates a centralised vehicle licensing system complete with a network of licensing centres to support a number of key vehicle licensing activities including annual renewal, change of vehicle and transfers. 2013 was another busy year for the licensing team, with 24,662 individual vehicle inspections conducted by the end of 2013.

The Authority and the National Standards Authority of Ireland, who are responsible for taximeter verification, issued a joint tender in September 2013 to procure an integrated suite of regional testing services to run from 2014 to 2018 inclusive.

## Enforcement Activity

The licensing system is the first link in ensuring compliance with statutory regulations. As part of the annual vehicle licensing mandatory requirements, vehicles are inspected for suitability, National Car Test certification is checked and current tax clearance certificates are verified.

Enforcement afterwards involves roadside checks for driver and vehicle licence compliance as well as the issue of fixed charge penalty notices and initiation of prosecutions in the Courts, where necessary.

Enforcement operations are carried out nationally on a regular basis. Authorised members of the Authority's staff travel throughout the country to investigate complaints. The Authority works closely with An Garda Síochána and other bodies, such as the Revenue Commissioners and the Department of Social Protection, to ensure full compliance with the regulations and to share data.

Using a specially developed smartphone app, the Authority's authorised officers can check at the roadside on licensing status. Also the officers check a range of items including valid driver identification cards, that the taximeter is operating, and that receipts are provided.

A total of 18,103 inspections were made by the Authority's compliance team, substantially up from previous years as shown in Table 28, resulting in the issue of 836 Fixed Charge Penalty Notices and 35 court convictions.

Table 29 sets out the main statistics relating to complaints.

**Table 28 - Roadside vehicle checks undertaken**

Year	No. of checks	% change on previous year
2011	9,477	n/a
2012	15,142	+59.8%
2013	18,103	+19.6%

**Table 29 – Complaints about taxi services**

	2011	2012	2013
Conduct and behaviour of SPSV operator/driver	103	141	369
Overcharging or other matters relating to fares	132	110	221
Matters relating to the hiring of a SPSV	90	104	122
Condition and cleanliness of vehicle	21	22	30
<b>Total</b>	<b>346</b>	<b>377</b>	<b>742</b>

## Taxi Call Centre

The Authority's customer service centre, which is available to assist customers and operators with queries or complaints, handled a total of 126,659 calls.

More than 283,000 calls have been taken by this service over the past 3 years, the bulk of them from industry members, illustrating the important role the centre plays in disseminating information to operators, particularly at a time of rapid regulatory change.

2013 also saw an expansion in our email handling service, with around 3,500 email contacts handled.

**Table 30 - Taxi call centre statistics**

Year	Calls from Consumers	Calls from Industry members	Call totals
2011	6,066	77,186	83,252
2012	1,767	71,760	73,527
2013	3,319	123,340	126,659
<b>Totals</b>	<b>11,152</b>	<b>272,286</b>	<b>283,438</b>

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# General Corporate Matters

## Transport Statistics

The Authority's statutory functions include the collection and analysis of statistics for public transport.

During 2013 the Authority published the following statistical bulletins or reports on public transport topics:-

- Bus Statistics for Ireland which concerns State funded bus services provided by Dublin Bus, Bus Éireann and the Rural Transport Programme;
- Rail Statistics for Ireland, which concerns State funded rail services provided by Iarnród Éireann and Luas;
- Summary of National Household Travel Survey 2012, which outlines the principal findings of the national survey of people's travel patterns. The full Survey was also published;
- Summary of Heavy Rail Census, which provides a brief synopsis of the rail census and of changes in rail usage. This bulletin accompanied a comprehensive report on the rail census.
- Report on trends in mode share of people crossing the canal cordon in Dublin.

These are available on [www.nationaltransport.ie](http://www.nationaltransport.ie) and are a useful resource for those with an interest in public transport.

## Staffing

Twenty-four employees of the Department of Transport, Tourism and Sport were assigned to the Authority on a temporary basis following its establishment in 2009. Almost all had returned to the Department by the end of 2013. The Authority is grateful to the Department's staff for their important contribution and wishes them well in their future careers.

The public service redeployment pool was used to fill the assignee positions and to build up the required specialist expertise within the Authority. People have deployed or seconded into the Authority from the Railway Procurement Agency, the Dublin Docklands Development Authority, the National Roads Authority and local authorities in Cork, Dublin City, Dún Laoghaire-Rathdown, Meath and South Dublin.

## Premises

In July the Authority successfully completed the sub-letting of its Fitzwilliam Square premises, previously the headquarters of the Commission for Taxi Regulation before it was subsumed into the Authority, to the National Council for Curriculum and Assessment. As a result the Council took over the rental resulting in a substantial financial saving for the Authority. The small number of Authority staff remaining in those premises moved to the Authority's offices in Harcourt Lane.

In October the Authority identified a suitable short-term rental premises within the Royal Hibernian Way adjacent to Dawson Street, Dublin 2 in which to locate the Luas Cross City communications team.



The new premises is required to facilitate effective communication with city centre businesses and the general public during construction of the new Luas line. The new premises opened during December.

## Corporate Publications

The Authority's principal publications during 2013 are listed in Table 31. These include draft documents produced for public consultation purposes prior to their finalisation.

**Table 31 – Principal Documents published by the Authority (2013)**

Annual Report 2012
Financial Statements 2012
Planning and Development of Large-Scale, Rail Focussed Residential Areas in Dublin
Strengthening the Connections in Rural Ireland - Plans for Restructuring the Rural Transport Programme
Consultation on draft consolidated Small Public Service Vehicle Regulations
Statutory Consultation Documents on Dublin Bus Direct Award Contract
Statutory Consultation Documents on Bus Éireann Direct Award Contract
Draft Integrated Implementation Plan 2013-2018 (Greater Dublin Area)
Draft Cycle Network Plan (Greater Dublin Area)
National Household Travel Survey 2012
Heavy Rail Census 2012
Various Statistical Bulletins
Dublin City Canal Cordon Count 2012
Report on Regional Cities Programme and Accessibility Programme 2012
Sustainable Transport Measures Grants Final Outturn Report 2012
Fares Determinations (13)

## Board Information

The Board met on 12 occasions during 2013. Minutes of Board meetings are published on the Authority's website. The membership of the Board and attendance at Board meetings are shown in Table 32.

Mr John Tierney ceased to be a member of the Board in April following his resignation as Dublin City Manager. Mr Philip Maguire was appointed to the Board on a temporary basis following his appointment as interim Dublin City Manager. Mr Owen Keegan replaced Mr Maguire on the Board following Mr Keegan's appointment as Dublin City Manager.

The members of the Board's Audit Committee in 2013 were Mr John Tierney, Ms Linda Saunders, Mr Damian Usher and Mr Frank King. Mr Tierney ceased to be a member of the Audit Committee in April and Mr King was appointed to the Audit Committee in December.

**Table 32 – Board membership during 2013**

Board member	Position	Appointed	Meetings eligible to attend (Meetings attended)	Comments
Mr John Fitzgerald	Chairperson	December 2009	12 (12)	-
Mr Gerry Murphy (Chief Executive)	Ordinary Member (ex officio)	December 2009	12 (11)	
Mr Frank King	Ordinary Member	December 2009	12 (12)	Appointed to Audit Committee in December 2013.
Dr Berna Grist	Ordinary Member	December 2009	12 (11)	-
Ms Linda Saunders	Ordinary Member	December 2009	12 (11)	Member of Audit Committee.
Mr Damian Usher	Ordinary Member	December 2009	12 (8)	Member of Audit Committee.
Mr John Tierney (Dublin City Manager)	Ordinary Member (ex officio)	December 2009	4 (1)	Mr Tierney ceased to be a member of the Board and its Audit Committee in April 2013.
Mr Philip Maguire (Interim Dublin City Manager)	Ordinary Member (ex officio)	June 2013	2 (2)	Mr Maguire ceased to be a member of the Board in September 2013.
Mr Owen Keegan (Dublin City Manager)	Ordinary Member (ex officio)	September 2013	4 (4)	-
Ms Valerie O'Reilly	Ordinary Member	March 2010	12 (10)	-
Ms Margaret O'Shaughnessy	Ordinary Member	March 2010	12 (8)	-
Mr James Deegan	Ordinary Member	June 2010	12 (11)	-
Mr Hugh Creegan (Director of Transport Planning & Investment)	Ordinary Member (ex officio)	November 2010	12 (12)	-
Mr Daithí Alcorn	Ordinary Member	January 2011	12 (9)	-

## Oireachtas Liaison

The Authority provided responses to 376 Parliamentary Questions and written enquiries from public representatives.

The Authority appeared before two Oireachtas committees. In January officials attended a meeting of the Public Accounts Committee concerning the Authority's 2011 Financial Statements. In July officials attended a meeting of the Joint Committee on Transport and Communications concerning the Rural Transport Programme.

## Freedom of Information

The Authority processed eight requests under the Freedom of Information Acts and two requests under the European Communities (Access to Information on the Environment) Regulations.

The Authority provides a wide amount of information on its websites and on request from members of the public.

## Information and Communications Technology

The Authority developed a Business Intelligence System across a number of functional areas including taxi licensing and grant administration. The objective is to “mine” more effectively the wide amount of data held by the Authority in order to further improve service delivery and strategic planning.

The first phase of a new Customer Relationship Management system was successfully implemented.

There was a considerable focus during the year on improving the resilience of Information and Communications Technology platforms. Among the improvements implemented were:

- Disaster Recovery site built.
- Improved Disaster Recovery solution for a number of the Authority's systems including taxi licensing.
- Improved hosting environment for the Authority's websites providing increased resilience and the ability to quickly provision more computer resources to handle demand peaks.
- Acquisition and development of an online application that facilitates rural transport requests and bookings.
- Upgrade of operating system of the Leap card platform.

The Authority's systems for handling credit card transactions were checked for Payment Card Industry (PCI) compliance in 2013 and were found to be fully compliant.

The Authority successfully converted its financial systems in preparation for the commencement of the Single European Payments Area, which will standardise euro electronic payments across Europe.

## Compliance

During 2013 the Authority observed the staffing and remuneration requirements of the Department of Public Expenditure and Reform and, as a non-commercial State Body, carried out its affairs generally in accordance with the Code of Practice for the Governance of State Bodies.



# Role of National Transport Authority

## Role of National Transport Authority

The National Transport Authority is a statutory non-commercial body, which operates under the aegis of the Department of Transport, Tourism and Sport. It was established on foot of the Dublin Transport Authority Act 2008.

While it was originally conceived as a transport authority for the Greater Dublin Area under the 2008 Act, it was renamed the National Transport Authority in the Public Transport Regulation Act 2009. The 2009 Act, the Taxi Regulation Act 2013, and various Statutory Instruments have greatly extended the Authority's functions and geographic remit. There remain some specific additional functions in respect of infrastructure and the integration of transport and land use planning in the Greater Dublin Area, reflecting the particular public transport and traffic management needs of the Eastern region of the country comprising approximately 40% of the State's population and economic activity.

During 2013 the Authority's taxi regulation functions continued to be governed by the Taxi Regulation Act 2003 pending the making of a Ministerial Order under the Taxi Regulation Act 2013 providing for the repeal of the 2003 Act and the commencement of the provisions of the 2013 Act.

## Statutory Functions

In broad terms, the Authority's statutory functions can be summarised as follows:

### National (including the Greater Dublin Area)

- › Procure public transport services by means of public service contracts;
- › Provide integrated ticketing, fares and public transport information;
- › Develop an integrated, accessible public transport network;
- › License public bus passenger services that are not subject to a public service contract;
- › Manage the Rural Transport Programme and the successor structure of Transport Co-ordination Units;
- › Provide bus infrastructure and fleet and cycling facilities and schemes;
- › Develop and implement a single public transport brand;
- › Develop and maintain a regulatory framework for the control and operation of small public service vehicles (taxis, hackneys and limousines) and their drivers;
- › Prepare statutory submissions on Regional Planning Guidelines;
- › Collect statistical data and information on transport;
- › Enforce EU passenger rights in rail, maritime and bus and coach transport;
- › Validate EU authorisations and journey forms in relation to bus and coach travel in accordance with EU Regulation No. 1073/2009; and
- › Operate as the national conciliation body for electronic toll service providers.



## Greater Dublin Area alone

- › Undertake strategic planning of transport;
- › Invest in all public transport infrastructure;
- › Develop the effective management of traffic and transport demand.

## Other functions

In addition to its statutory functions the Authority also undertakes a number of functions on behalf of the Department of Transport, Tourism and Sport on a non-statutory basis. The non-statutory functions include:

- › Planning and funding of sustainable transport projects in the regional cities of Cork, Galway, Limerick and Waterford;
- › Administration of the Smarter Travel Workplaces programme;
- › Management of the Green Schools Travel programme; and
- › Provision of accessibility funding to transport operators and other relevant bodies.

## Governance

### Board

The Authority is governed by a Board of up to twelve members appointed by the Minister for Transport, Tourism and Sport. Three positions on the Board are *ex officio* positions reserved for the Chief Executive, another senior manager of the Authority, and the Dublin City Manager.

Board members may be appointed for a period of up to five years and may be re-appointed. However, Board members may serve a maximum of ten years. This restriction does not apply to the *ex officio* members who stand appointed for as long as they occupy the relevant position.

### Advisory body


The role of the Advisory Committee on Small Public Service Vehicles is to provide advice to the Authority or the Minister for Transport, Tourism and Sport, as appropriate, in relation to issues relevant to small public service vehicles and their drivers.

Members of the Advisory Committee are appointed by the Minister for Transport, Tourism and Sport.

# Board Membership on 31 December 2013

<b>John Fitzgerald</b>	John Fitzgerald has been Chairperson of the National Transport Authority since it was established in December 2009. An accountant by profession, he was Dublin City Manager from mid-1996 to 2006. In recent years he has served as Chair of An Post and of the Grangegorman Development Agency. He also chaired the two Regeneration Agencies set up in Limerick following his report to Government on problems of social exclusion in that city.
<b>Daithí Alcorn</b>	Councillor Daithí Alcorn is a full-time public representative and community advocate. He is a former Chair of Donegal County Council and the former Chair of the County Donegal Vocational Education Committee. He is a native Irish speaker and has been a Board member of Údarás na Gaeltachta for 18 years.
<b>Hugh Creegan</b>	Hugh Creegan is Director of Transport Investment and Taxi Regulation at the Authority and is the Deputy CEO. He previously worked with the National Roads Authority as Section Head with responsibility for Public-Private Partnerships, Commercial Operations and Strategic Planning. He is a civil engineer with wide experience on major projects in the public and private sectors, including the Dublin Port Tunnel, and the M50 widening and associated free-flow toll collection.
<b>Jim Deegan</b>	Jim Deegan is Managing Director of Railtours Ireland First Class – one of Ireland's leading incoming tour operators and Ireland's only rail tourism provider – for the past 15 years. Formerly with Bord Fáilte Éireann and B&I Line in Britain, he also worked in estate agency and property development in the UK at managerial and director level. He now lives in Co. Laois and commutes to Dublin daily using public transport.
<b>Dr Berna Grist</b>	Dr Berna Grist is a Senior Lecturer in the School of Planning and Environmental Policy at University College Dublin. A barrister and chartered town planner, she holds a PhD from the University of Ulster on The Legislative and Regulatory Framework for Development in the Republic of Ireland and has published widely in the fields of planning and environmental law, public policy and governance. Her previous appointments include membership of An Bord Pleanála (2001-2006).
<b>Owen Keegan</b>	<p>Owen P. Keegan was appointed Dublin City Manager in September 2013 having served as County Manager of Dún Laoghaire-Rathdown County Council from February 2006. Before joining the Council he worked for Dublin City Council, where he was Assistant City Manager and the Director of Traffic.</p> <p>Prior to October 1993 he worked as an economist for DKM Economic Consultants/Davy Stockbrokers. He has also worked in the Department of Finance and the Economic and Social Research Institute and for two periods in the Department of the Environment, Community and Local Government.</p> <p>Mr Keegan is from Dublin. He holds degrees in public administration, economics and civil engineering.</p>

<b>Frank King</b>	Frank King joined CIÉ in 1965 and resigned from the Company in 1992 having reached the position of Bus Éireann Area Manager (South East Region). He subsequently established his own management and consultancy company which provided services to clients in the transport and tourism sectors. He has served on a number of statutory and non-statutory transport bodies and rural transport groups. He is a chartered member of the Institute of Logistics and Transport.
<b>Gerry Murphy</b>	Gerry Murphy has been Chief Executive of the National Transport Authority since it was established in December 2009. Previously he was CEO of the Grangegorman Development Agency, the State body established to develop a major health/education campus in Dublin city. Prior to that he worked for the National Roads Authority where he established the Public Private Partnership Unit and delivered many PPP schemes, incorporating tolling, on the national network. He is a chartered civil engineer with experience of project management across many projects including the role of Dublin Port Tunnel Project Manager.
<b>Valerie O'Reilly</b>	Valerie O'Reilly is Managing Director of Unicorn PR & Communications Limited, which she set up in 2003. She holds a Degree in Marketing and a Masters in Public & Political Communication. She was elected President of the Clonmel Chamber of Commerce in June 2012.
<b>Margaret O'Shaughnessy</b>	Margaret O'Shaughnessy has been very involved in community development for many years. She developed an Aviation & Maritime Museum in Foynes, which she now heads up as CEO with 18 employees. Former Director of West Limerick Resources (Leader Company) and Member of County Limerick Tourism Forum, she holds a Diploma in Social Studies and a Certificate of Competence in Passenger Transport.
<b>Linda Saunders</b>	Linda Saunders' experience ranges from Senior Executive Planner in the Dublin Transportation Office and CEO of Wicklow Chamber of Commerce to CSO Census manager, hotelier and Director of Co. Wicklow Tourism. She worked in London on strategic modelling of freight transport and has a keen interest in sustainable transportation. She has an M.Sc. in Urban & Regional Planning and an MBA. She sits on the NTA Audit Committee and is a Member of the Institute of Directors.
<b>Damian Usher</b>	Damian Usher retired as a career banker in 2007. Living in Meath, he has extensive experience in people management and industrial relations. He is a member of the Authority's Audit Committee.



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