



Non Statutory Public Consultation on 2014 Bus Public Service Contracts

Public Consultation Submissions

Submission 1 to 21

National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2

Amended October 2012

SUBMISSION 1

Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

Commitment to safety of passengers, enforcement of non-smoking rules (i.e. Not just playing an audio warning) and zero-tolerance attitude to anti-social behaviour through staff training and employment of undercover security.

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

Integration of transportation services is one area that needs to be improved. The existing prepaid yearly/monthly tickets, for example, seem to assume the passenger can travel on Luas, Buses and DART simultaneously and therefore a premium is charged when in fact only one journey can be completed at a time. Why the premium for convenience? It doesn't make sense and is archaic when compared to similar services abroad. All tickets should work on all forms of metropolitan transport – without exception.

Q3. How can the new contracts best ensure value for taxpayer money?

The tax saver scheme should be continued and more widely publicised. Free wifi should be available on all forms of transport. Prices should not be raised again as they have every year in the past. There is a recession so less of the Celtic Tiger greed wouldn't go astray.

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

If it saves money, yes, but not if it is a detriment to integrating all transport services.

Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

Same as above -

Possibly if it saves money but not if it is a detriment to integrating all services.

Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

Realistic pricing. The more competition, the better the deal for everyone. Just be sure to pass on the savings to the public – don't increase prices. Instead improve services – better security, wifi and integration of transport services.

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

Contracts should be up for renewal every 1-2 years rather than every 5. Otherwise, after year 1, contractors may become complacent and lower their standards.

Please complete the questionnaire and

- submit by email to 2014busconsult@nationaltransport.ie or

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SUBMISSION 2

Non-statutory public consultation on 2014 Public Bus Service Contracts

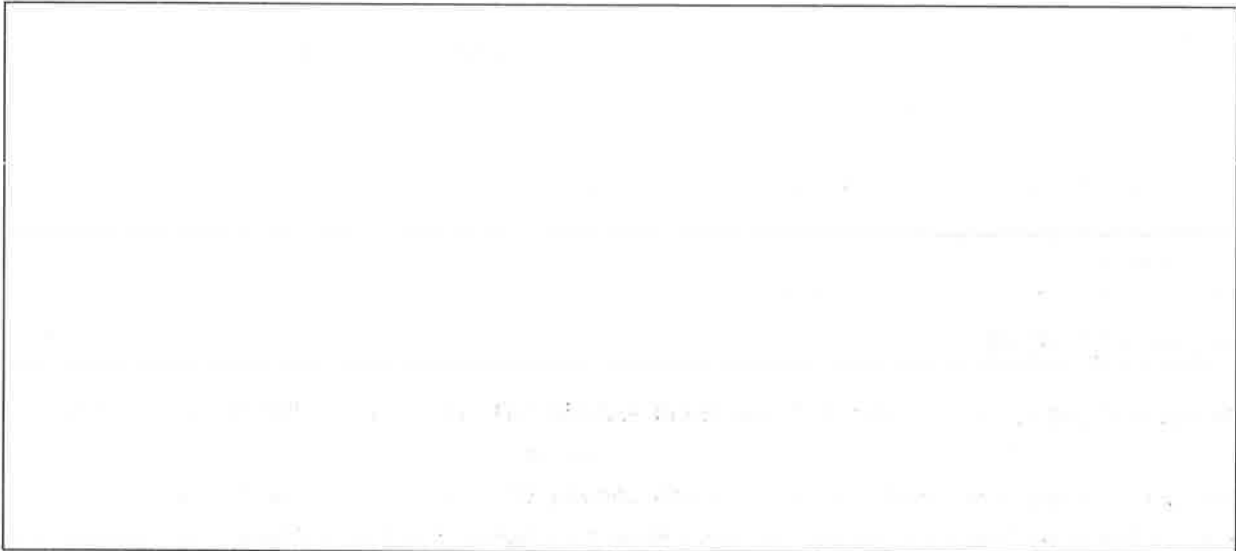
Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

They can make sure that buses are not only regular but on time and that all bus drivers have the authority to use their own discretion once its in the best interest of a member of the publics health or safety when allowing people on buses if they are a few cents short. After the case in England where a young woman was refused to be let on a bus at 3 in the morning and was raped on the way home, that could happen to anyone at any time of the day and I don't think for the sake of a few cent someone should be refused service. That is obviously once someone isn't doing it the whole time and if they are the drivers can refuse them permission to travel.

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

I think that in the future it would be a good idea if you could buy a ticket (or use your leapcard) for your whole journey, no matter if you have to use a train/bus/LUAS or anything else. I realise this would take alot of time to implement but I feel it would be alot handier for people and help the public out alot instead of having to have one ticket for each mode of transport you use.



Q3. How can the new contracts best ensure value for taxpayer money?

I think that smaller buses should be sent at times when there is proven to be less people travelling. For example a few weeks ago myself and my boyfriend where going to Belfast and got an express bus, there was only 5 other people on the bus with us and I feel using a bus that seats 61 people and only having 6 people on it is a waste of money.

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

Personally I don't think there are enough benefits to consider doing it.

Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

Same as the last question.

Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

If you competitively tender for the award of new bus service contracts you will not only get better value for money, but the service might also be improved and this would be of great benefit not only to the bus company but also to the passenger.

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

I think not only should you try and approach the big bus companies and main competitors but also the smaller bus companies to at least give them a chance.

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SUBMISSION 3

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Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

A Public Service Contract needs to consider all members of the Public regardless of their physical location. Currently in Dublin Routes seem to use the major Roads into the city leaving people between these routes somewhat disadvantaged. E.G: The Bus Corridor down the Malahide Road and the Swords Road leaves large portions of Griffith Ave at a disadvantage

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

More buses should stop terminating in the City Centres and carry on out to further destinations. An integrated Ticketing for ALL Public Transports need to be implemented Nationwide

Q3. How can the new contracts best ensure value for taxpayer money?

A better planned , scheduled and operated service will ultimately lure people from their cars. The more passengers using a service should reduce cost and have a positive effect in already congested urban area.

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

Who runs what 'segment' under what conditions should be an Academic requirement for the travelling public. All we want is to get from A to B in the most efficient ,timely and cost effective way available

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Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

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Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

Not sure there are obvious benefits particularly when one observes the roll out of waste collect in Dublin. Missing a bin collection is an inconvenience but a breakdown in public transport has widespread national implications. At the moment "C.I.E." Group appear to be the only company that have dealt with the scale of the requirement that is currently being used. That is not to say that there is not room for improvement

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Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

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SUBMISSION 4

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Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

They can run according to their timetables and show up on time. Due to the changing of routes to cross city centre a number of timetabled buses are simply no shows. They can also complete routes and not disappear from the real time screens for no apparent reason.

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

They can provide better link ups to train/Dart/Luas and bus stations.

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Q3. How can the new contracts best ensure value for taxpayer money?

By providing a reliable service that is worth paying for.

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

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Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

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Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

Dublin bus are notoriously unreliable and I feel competition would ensure they improve their service. Their customer service when you ring to report a problem is atrocious.

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Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

Dublin like every other European capital city should have a bus service that is reliable.

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SUBMISSION 5

Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

The new cross city bus routes are much better, more regular busses and focussed on real needs of the relevant populations groups. There is an arguement to ensure complimentarity with Luas and Dart (there are many many wide gaps in newer residential areas in Dublin – why run the 145 and the Dart for instance?) services. Secondly rude and aggressive bus drivers exist, and I don't use my Leap card on Dublin Bus as I always seem to be overcharged and cannot get a refund. This is a reality for those of us who use public transport – comapre the Luas (I have used both red and green lines for years now and cannot compliment the service enough).

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

Quite simply this is a political and bureaucratic issue – Dublin Bus, Dart and Luas need to be subsumed into a single organization – Central leinster Transport Authority – Irish government have been unable to do this. Cities live and die by their public transport. I don't drive, and I cycle and use public transport and the Leap Card is quite simply not fully integrated. Inchicore to

Donnybrook requires nearly 6 euros on Bus and Luas – taxi is not much more than that.

So political will is required to merge these and the relevant facets of CIE/Suburban rail (where Leap functionality is limited – I keep cash in my bag reserved for rail journeys) to achieve real integration of real services. This will require central and local government reform.

Q3. How can the new contracts best ensure value for taxpayer money?

Surely a mix of governance, competition and regulatory issues – I would imagine international best practice can inform here? Service provision should be on an owner-agnostic basis – this is value for money and robust functionality should be sought over meeting public or private vested interests. Also, greater incentives for non-car transport need to be implemented – carbon and oil costs will likely increase on an ongoing basis – thus intra-urban journeys cycling (with huge health benefits) and public transport must be promoted so as to complement urban transport services in a really meaningful way. This all goes back to planning, public health, and the ability of the structures of governance to address these issues properly and coherently.

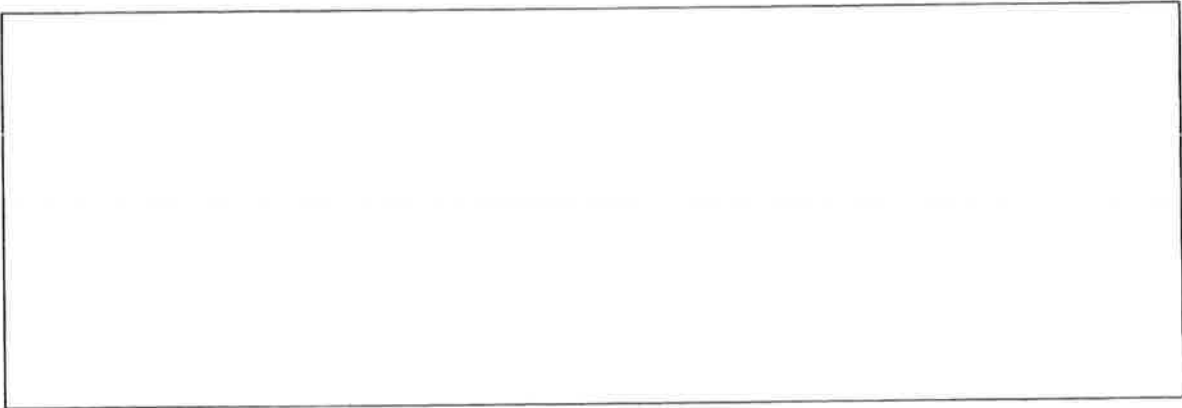
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Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

There is always going to be a 'public good' issue in the provision of certain routes – so service provision must be balanced against incentivising provision of routes, addressing variable population needs. International best practice can surely advise here.

Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

No opinion



Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

Take the Luas – a really super service. Regular, reliable (admittedly due to near exclusive corridors), excellent provision of information (via web, twitter etc) and well kept infrastructure.

Compare that to Dublin bus – often rude staff, poor information (although the new app for bus times is a great step forward) and unreliable services. Latter understandably linked to traffic – thus enforce and expand bus lanes (again car-centric issues need to be addressed)

Lesson: contract requirements with service providers must be closely considered and robustly enforced. Furthermore, coherent strategy and overall implementation require ending of present mismatch.

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

Leap card is both a success and a failure; on paper it is a success – in reality I use it on Luas and occasionally DART – so it isn't really integrated ticketing at all – through gloss and PR claim it to be.

Secondly, look at the Dublin Bike scheme – has it taken cars off the road? Certainly not in my view. It has taken pedestrians onto bikes, and raised bike awareness. So the more people who cycle the less who drive.... This affords great opportunity and potential to reform the urban transport landscape. Temperate weather and a relatively flat landscape allow real and widespread use of bikes like our northern European neighbours.

My suggestion is that provision/infrastructure issues are important but cannot be addressed without an integrated transport authority and a coherent transport policy addressing near-inevitable rise in carbon and oil costs.

Simple immediate solution: allow national bus services to transport push-bikes at the front of the bus on a grill (commonly found internationally); allow DART and rail to easily carry push bikes (not easily accessed at present) and moving beyond serving vested interests above citizens.

I wish you every best wish in your important task

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SUBMISSION 6

**Non-statutory public consultation on 2014 Public Bus Service Contracts
Questionnaire**

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

- that there are enough buses on busy routes during rush hour

-that all vehicles comply with disability access standards and that additional space for mother and child are added to the services (even if its better/more space for folding buggies and additional seats downstairs allocated as elderly/mother and child). There are too many instances where parents with buggies have to miss a bus due to lack of space/improper access.

-that a better ticketing system is implemented with the leap card so passengers can quickly tag on and off like DART and LUAS service. Having to queue with your leap card defeats one of the advantages of it.

more shelters over busstops. Too many busy stops uncovered making waiting for buses for most of the year a turnoff.

park and ride facilities beside bus routes/terminus. Better/safe Bicycle lock up facilities also (similar to carpark lock ups in Jervis/Drury st carparks in dublin)

More dedicated buslanes

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

a better ticketing system with the leap card so passengers can quickly tag on and off like DART and LUAS service. Having to queue with your leap card defeats one of the advantages of it.

Move more route stops closer to DART and LUAS stops and stations. Better scheduling integration so buses arrive at stations/stops and depart after DART/LUAS has departed.

Q3. How can the new contracts best ensure value for taxpayer money?

that money is more regularly reinvested in increasing/updating the fleet.

That routes are regularly checked to see if changes in passenger patterns may mean adjusting timetabling and number of buses to different routes that need it.

That bus repair depots are moved from expensive locations to cheaper sites outside the city centre and the existing property sold off.

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

Yes. It drives competition not only in service quality but price.

Bus services could be defined by and opened up to different providers along the following categories;

- regular city routes within the postcodes zones (excluding county dublin)**
- regular outer county and suburban commuter routes that link up with city routes or stations/stops/terminus for dart/luas**
- regular airport/ferry service timed with schedule of planes/boats**
- express routes between major terminus/stations within city**

Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

Yes. Increased competition improves service frequency, price and quality. The contract should be regularly revised and the public should be able to give proper feedback on how the service is running/complaints/suggestions that affect the following tender for the routes.

- inter town/city routes
- provincial connector routes (travelling between all major towns/cities in each county within a province)
- major city express routes similar to those made by aircoach that only stop within those cities and airports/ports.

Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

Bus Eireann have continually shown they are incapable of meeting the demands of the public for increased service. During recent times where an increase in service was needed, several routes were cut, reduced and a complete change of route numbers was implemented.

By bringing in new contracts you allow each company to focus on smaller routes and can find specialists within that field, thus increasing quality of service and allowing for greater investment in that route to meet future capacity. Experienced contractors who run public transport have shown how an efficient and high quality service can work in dublin (LUAS) and once there is accountability for these contracts in regular reviews and tendering there is no reason why we shouldnt have a first class public transport system in Dublin and in ireland.

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

That there needs to be terms whereby the dept transport can monitor how money is spent on investment in the service and any instances of price increase to the passenger would come under stricter regulation (ie allowing for increased cost of fuel/extra investment in the fleet, not because the company has overspent/mismanaged its budget or shareholders are demanding increase profit)

that no contractor can have a conflict of interest or monopolise one or several route systems that connect within the city or to other cities thereby dictating an unnaturally high price and their own terms of service rather than meeting public demand.

That no company will attempt to push another provider out of the market in the way dublin bus was allowed to push out private services operating along its route. There must be scope to allow increased competition on a route if public demand/service requires it.

That dept transport can on public demand, require that a company overhauls, improves or increases its service or face penalties either losing the tender or having an alternate provider share the route.

Price fixing must not exist between service providers.

SUBMISSION 7

Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

Use smaller capacity buses at a more frequent service

Use smaller capacity buses outside of rush hour and on less used routes

Digital display on all bus stops

Free wifi on buses, Luas and Dart, so commuters can access smart phone travel apps.

On suburban routes, lots of separate routes converge on one route at the same time. These should be staggered with this in mind, or use routes with currently no bus service. For example my local buses are the 49 and 65B they normally come down the Ballycullen Road one after the other, and as the 49 runs every half an hour and the 65B every hour, there is a long wait if you miss them. They both also serve only traditional routes into the city centre, and yet there is no bus that currently links Firhouse to Crumlin. I end up driving to Templeogue every morning to get the 150 service that runs every 10 minutes.

More orbital routes around Dublin rather than where practically all buses now head to or through the city centre.

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

Transferrable tickets between buses, dart and Luas. Something similar to the Oyster card in London.

Live information boards at bus stops, tram stops and dart stations for other transport services.

Q3. How can the new contracts best ensure value for taxpayer money?

Use a green energy fleet

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

Only if the other services were to introduce routes not currently provided by Dublin Bus. I prefer all services being under one company with a consistent bus colour scheme and ticketing service.

Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

No comment as I don't use any other route outside of Dublin.

Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

None, that process itself costs money and what would happen to all the staff and drivers of Dublin Bus and Bus Éireann if they didn't get the contract.

Also is there another provider in the State that could provide as big a fleet? I don't think so.

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

No

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SUBMISSION 8

Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

-punctuality: Real-time electronic timetables for main routes.

Paper timetables for other routes.

Format of timetables must indicate distance and minutes between bus stops and arrival time at each bus stop.

The Lothian bus company in Edinburgh only give bonuses to drivers who are punctual.

-Rates for morning users and a daily rate for a ticket that runs until night time say 9pm (within each zone.).

-Clean interior, room for wheelchairs and pushchairs/prams.

-All prices clearly posted at bus stops.

-A lo-call number to call to find out additional information for different routes.

-Drivers must be able to deal with mis-behaving and rude customers; unacceptable behaviour towards drivers is not in the interest of the customers or the drivers.

I have travelled on both buses and trains in the UK where police were waiting at stops/stations for troublesome customers.

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

A simple card that allows the public to “top-up” as required. Perhaps a discount to frequent travellers as a means to reward for using public transport.

Perhaps a tax deduction element for travellers to encourage annual subscriptions as an added incentive.

Full integration with other modes of public transport such as LUAS and DART also city to city public transport (Cork-Dublin routes, Cork/Dublin to Galway routes and so on). Further integration to include rail network and county side bus services (for example, Cork-Dublin rail/bus route followed by connection for bus to Wicklow.).

There is no reason why this can't be achieved in a country as small as Ireland. Each point of changing mode of transport could charge for that leg of the journey via an on-site charger; maybe similar to the LUAS system.

More efficiently, car parking could also be used with this card system for long and short-termed parking.

Also, accommodating bicycles is needed. Plus for people with disabilities etc.

Q3. How can the new contracts best ensure value for taxpayer money?

**The very opposite of normal appointment practices in Ireland:
Transparency,
Accountability,
Responsibility,**

Fairness,

Value-for-money.

Throughout the entire process. The public should not have to go through FoI, any media forums to find any piece of information.

Costs attached to up-grading routes need to be discussed, again following the above.

Appointment of boards of directors, staff and costs attached must also follow the same system throughout the process.

Care must be taken to ensure that the new operators have sufficient public liability insurance and so on, must be tax compliant and a good record of providing decent public transport service.

The contract should also ensure the new operator has sufficient funds that if their company fails that the public purse will not be liable.

The same applies should the numbers of public not meet estimations using the bus service. The public purse should not be used as a back-up for lower than expected profit margins.

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

Yes, ensures value-for-money and a decent reliable system.

More competition on main routes. Dublin bus, should not, for example, be able to use it's leverage as a semi-state body to monopolise a route and set an artificial lower rate should a competing service start to operate on the same route.

Also, new companies entering the market should also contribute to maintaining routes; ideally this should form part of the contract.

New segments could include a zoning system for the city centre routes, suburban routes to x miles from the city centre within y miles from the same point.

Night-time routes/weekend routes could form another segment.

Airport and rail connections are ideal routes to open due to the volumes of people using those services. Glasgow, for example, has a courier bus service that runs both directions from Queen street train station to the Central train station even though the distance is about a 15minute walk.

Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

Yes, as before, Taking into consideration all my previous points, also apply here.

The same zoning system could easily operate within the cities and towns gradually zoning to include rural regions.

Night-time routes/weekend routes could form another segment.

Again, bus routes from nearest city/town to major airports should be opened to the market to ensure efficient punctual services. Plus bus routes from outside those regions for example bus from Cork city to Shannon airport, both directions. Or, Cork city to Dublin airport, both directions.

Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

A chance for a new operating service to start the bus service in Ireland.

Improve the service as a private operator will have to run a safe, clean punctual service to stay in the market, plus increase competition to ensure positive changes are permanent.

More efficient and streamlined system, especially for further integration with other modes of transport.

Encourage new users and retain current travellers.

Less waste drain on public purse as contribution to maintaining routes should form part of the contract. Plus private companies tend to focus on less wasteful practices.

Encourage staff and director responsibility.

Less government interference post contract and set-up so the private operator can get on with the job.

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

That the public purse is protected, that new operators know what the market is like and have experience of operating a successful service either in Ireland or abroad.

Whilst opening the market to competition trails starts in Dublin, there should be a focus on moving this other parts of the country after x month/year. This should be decided at the outset and not at a later date.

Codes of conduct for all operators plus a customer charter and customer service also must form part of the contracts.

Acceptable behaviour by bus users, prosecution for bad behaviour, driver protection must also be discussed.

Fare costs and right to raise and/or lower fares must be discussed.

Perhaps the government should look at ways to incentive new bus companies into the market.

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SUBMISSION 9

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Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

- Cheaper fares
- Bus services arriving on time when expected

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

Ensure buses arrive at major train stations 10 mins before trains are due to depart

Q3. How can the new contracts best ensure value for taxpayer money?

Reduced fares

Bring back the bus tickets for reduced fares for two trips

More varieties of bus tickets

Integrated tickets that allow tag on tag off functionality

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

There are different buses that run in different areas e.g. bus routes so I don't think it will be an issue

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Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

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Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

<p>More variety of options they can offer and then ensure the company that gets the position offers the best services everyone provided at the best rate.</p>
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Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

Put penalties in place so if basic services aren't met e.g. bus on route a has not shown up on time 5 times therefore x will now occur

Have a back-up plan so if the company doesn't work out another company can be used instead basically so it doesn't end up like Greyhound waste where the company has the lowest possible service of care yet and people can't get bins picked up but they still have the job of waste collection.

Possibly reduce the 5 year term and do it on a probationary period of 1 year to ensure good service is maintained

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SUBMISSION 10

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Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

Q3. How can the new contracts best ensure value for taxpayer money?

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Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

Can the new contract require that all buses used for longer distance journeys, ie greater than 1 hour have onboard toilets or else stop at a suitable place for a toilet break.

Can the contracts also include some mechanism to ensure that infrastructure such as bus stops and signage is controlled so as not to detract from the street or environment. Lets not clutter the country with yet more poles and signs!

Please complete the questionnaire and

- submit by email to 2014busconsult@nationaltransport.ie or

- submit by post to

2014 Bus Public Consultation

National Transport Authority

Dun Scéine

Iveagh Court

Dublin 2.

Any submissions must be received by the NTA by 5pm on Wednesday 11th July 2012.

SUBMISSION 11

Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

I have been told the current contract will not allow extra busses to be used to deal with a sudden increase of passengers for whatever reason. There is nothing more frustrating than standing at a bus stop two or three days in a row at the same time and the bus drives past full. If a company is given the job of providing a service in a particular area then they should be left to do that job. The advertised timetable should be the minimum service not the maximum.

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

The same company must provide all the bus routes in order to have a simple straight forward service.

Q3. How can the new contracts best ensure value for taxpayer money?

1)By awarding one contract to one company I only need to buy one ticket.

2) The company that gets the contract should provide evidence of a zero tolerance policy regarding revenue protection on their services.By doing this they would be less reliant on public subvention. (Dart services are a good example of this.)

3) The poor financial situation in public transport is very similar to the health system. No matter how much money is thrown at it very little funding gets to the front line services as much of the money is picked way at by the vast amount of higher and middle management grades.

4) As a tax payer and a bus user I think all passengers should pay "A" fare.

There has been a huge increase in people in possession of a social welfare pass I do not believe the current amount of money provided by the dept. covers the cost of these passengers.

I as a tax payer I subvent the bus service and I as a tax payer also pay for all of this free travel. In the current financial situation this cannot continue all passengers should pay "A" fare even if it is only 50 cent.

A 50cent fare is not an unreasonable amount of money to cover what should be up to e2.65 each way.

If these issues where dealt with it I believe it would have a huge effect on the overall running costs of public transport.

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Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

I see no benefits in fragmenting the bus services you cannot have an integrated transport system by breaking up the market

Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

No, as with Bus atha claithe Buseireann has a government appointed MD which allows for a certain level of public accountability not bound by the remit of the NTA. The numerous other privately run bus companies are accountable to nobody but themselves.

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Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

I could see short term savings but that would not last very long.

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

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SUBMISSION 12

Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

Q3. How can the new contracts best ensure value for taxpayer money?

As A Cllr in the Tallaght South area it has been brought to my attention that there are a number of 24hr bus lanes in place that have no bus route at all and im informed from Dublin bus that there is no intention of placing a bus route on these roads going forward. I feel these bus lanes should either be used or removed to best ensure value for tax payers money. Not only has tax payers money been wasted on these bus lanes they are also a danger to drives and cyclists alike as people are afraid to use them with fear of being fined resulting in un-necessary traffic congestion in the area.

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

As a Cllr. In Tallaght South I can confirm that Dublin bus promised the introduction of the 175 bus route in the autumn 2011 and again in Spring 2012. I have now been informed by Dublin Bus that this route is on hold indefinitely due to economic reasons. As a result the people of Ballycullen have no direct bus to the Tallaght area including the square or to Dun Loaire. I feel if Dublin Bus cannot provide this then perhaps a contract should be provided to another company although it would be preferable for Dublin Bus to provide this as promised.

Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

Unless the free travel for over 70s are accepted by private contractors on the given route it would not be sustainable to give contracts to private services.

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National Transport Authority

Dun Scéine

Iveagh Court

Dublin 2.

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SUBMISSION 13

Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

The contracts must include a commitment from service providers to a guaranteed minimum frequency of service so as to ensure (1) a service which will be attractive to passengers and (2) optimum use of the bus-lanes and other infrastructure. They should also include certain minimum standards relating to punctuality and reliability [e.g. minimum of 95% of services to arrive within 2 minutes of schedule] with penalty clauses [i.e. withholding part of the subsidy] for failure to meet these standards.

If the services are frequent, reliable, and value for money, people will use them.

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

This depends on the location of the services –it would be a much bigger matter in Dublin for example, its multiple services, than in a smaller urban area. Nonetheless, each service should be required to ensure, as a minimum, that there is clear connectivity between local and inter-city or expressway services, and also with rail services.

Q3. How can the new contracts best ensure value for taxpayer money?

This can probably only be done through competitive tendering.

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

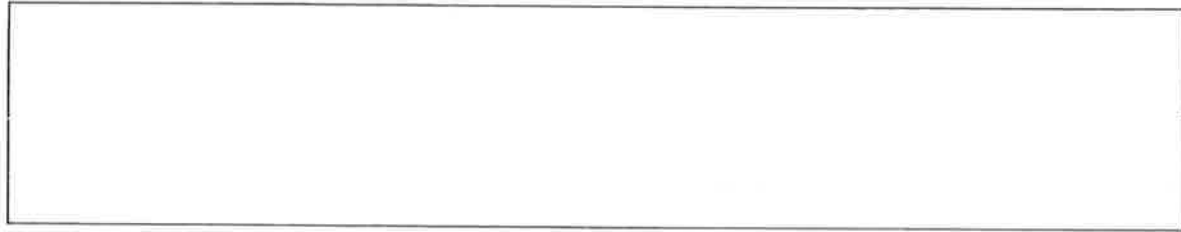
In Galway city, there are two licenced providers at present and they compete in the Western part of the city. The main benefit of competition is in raising the quality of the service and ensuring competitive pricing and better value for money. If the market is to be segmented, there is no competition, and the only control is by specifying minimum service standards in the contract. However, there may be merit in segmenting the market between areas and routes which are commercially viable [and would therefore require no subsidy] and those which are not.

Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

As outlined above, competitive tendering can ensure better value for money, for the State and for the user.

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

In urban centres like Galway, there is no reason why more than one operator should not be licenced on a particular route. This works very well on the Galway –Dublin non-stop route, for instance, where two operators provide hourly services, meaning that the user can get a service every 30 minutes. The same could apply on the new Quirke Road bus-lanes, where two operators providing 30 minute frequency services could mean a bus every 15 minutes for the user.



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Iveagh Court

Dublin 2.

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SUBMISSION 14

Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

I have been told the current contract will not allow extra busses to be used to deal with a sudden increase of passengers for whatever reason. There is nothing more frustrating than standing at a bus stop two or three days in a row at the same time and the bus drives past full. If a company is given the job of providing a service in a particular area then they should be left to do that job. The advertised timetable should be the minimum service not the maximum.

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

The same company must provide all the bus routes in order to have a simple straight forward service.

Q3. How can the new contracts best ensure value for taxpayer money?

1)By awarding one contract to one company I only need to buy one ticket.

2) The company that gets the contract should provide evidence of a zero tolerance policy regarding revenue protection on their services.By doing this they would be less reliant on public subvention. (Dart services are a good example of this.)

3) The poor financial situation in public transport is very similar to the health system. No matter how much money is thrown at it very little funding gets to the front line services as much of the money is picked way at by the vast amount of higher and middle management grades.

4) As a tax payer and a bus user I think all passengers should pay "A" fare.

There has been a huge increase in people in possession of a social welfare pass I do not believe the current amount of money provided by the dept. covers the cost of these passengers.

I as a tax payer I subvent the bus service and I as a tax payer also pay for all of this free travel. In the current financial situation this cannot continue all passengers should pay "A" fare even if it is only 50 cent.

A 50cent fare is not an unreasonable amount of money to cover what should be up to e2.65 each way.

If these issues where dealt with it I believe it would have a huge effect on the overall running costs of public transport.

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Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

I see no benefits in fragmenting the bus services you cannot have an integrated transport system by breaking up the market

Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

No, as with Bus atha claithe Buseireann has a government appointed MD which allows for a certain level of public accountability not bound by the remit of the NTA. The numerous other privately run bus companies are accountable to nobody but themselves.

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Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

I could see short term savings but that would not last very long.

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

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SUBMISSION 15

Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

The public bus service needs to provide more route options, there needs to be more orbital routes, more frequent bus routes connecting suburbs, the majority of bus journeys between areas of Dublin are made via the city centre example Tallaght to airport or tallaght to blanchardstown or swords.

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

It should be possible to use multiple modes of public transport with one fare, there needs to be zonal faring, also more links between public transport providers Example link between Luas red line and Maynooth commuter rail.

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Q3. How can the new contracts best ensure value for taxpayer money?

We are kidding ourselves if we think we can have a world class public transport service if we are unwilling to pay for it.

All good public transport providers require subsidies, there needs to be quick and direct connections between popular destinations in order to encourage people to give up their car use for the bus. Even in the united states where state intervention is looked down upon, virtually all big city public transport services are publicly owned and subsidised by the local authority.

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

Allowing private operators to operate is fine, but not at the expense of public operators

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Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

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Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

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Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

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Please complete the questionnaire and

- submit by email to 2014busconsult@nationaltransport.ie or

- submit by post to

2014 Bus Public Consultation

SUBMISSION 16

Alexandra Henry

From: Creegan Jack <jcreegan@laoiscoco.ie>
Sent: 21 June 2012 14:44
To: 2014busconsult

Sir,
I wish to protest at the reduction in bus service to Abbeyleix co laois.

Regards

Jack Creegan.

SUBMISSION 17

Alexandra Henry

From: Karl Paul <Paul.Karl@dublinbus.ie>
Sent: 26 June 2012 05:05
To: 2014busconsult
Subject: Non-statutory-public-consultation-questionnaire-on-2014-Bus
Attachments: ATT00001.txt

Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

Stricter penalties to bus companies who don't meet their commitments under normal operating conditions. Only award contract to companies where the workforce is flexible in their work ethic.

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

Simpler fare structures and timetables that are clockface or flexible to meet changing conditions.

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Q3. How can the new contracts best ensure value for taxpayer money?
Only use companies with a modern fleet that is cheaper to maintain and more reliable. Don't use companies who are wasteful or over bureaucratic.

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?
It may be a problem, because Dublin is a small city and if there are too many operators, passengers will have difficulty knowing who to contact where

difficulties arise. No more than two companies should operate in the Greater Dublin area, but in the townlands and suburbs, there could be privately operated services like UR Bus, Swords Express and Finnegans of Bray.

Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

As Above

Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

Cost savings through cheaper labour costs. More flexibility with the labour force as they would not be as unionised as CIE. Possible better and more reliable service than CIE for the initial 18 months of the contract.

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

Private bus operators are there for the profit only. This means that cheaper, lower quality vehicles may be put into operation as in the UK (except London). This means that they have targets and that is where the problem lies. Bus fares are likely to increase to higher levels or as in the UK they will threaten to cut services.

Journeys may be dropped on non-profitable routes to cater for profit making routes.

SUBMISSION 18

Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

A minimum standard of service should be codified and included in PS contracts. This code should include things like cleanliness, maintenance of the busses internally (at present, Bus Eireann has an excellent fleet of busses which are very poorly maintained. A little repair work would do a lot to improve passenger comfort), punctuality and reliability. Personally, I would like to see the size of seats included in this.

Also, the standard of service provided to customers on a particular route should be reviewed each time the contract is renewed. Bidders should have to present ways in which their service exceeds the minimum codified standards. In this way, a virtuous competition will arise between operators to provide a better service –instead of just a cheaper one.

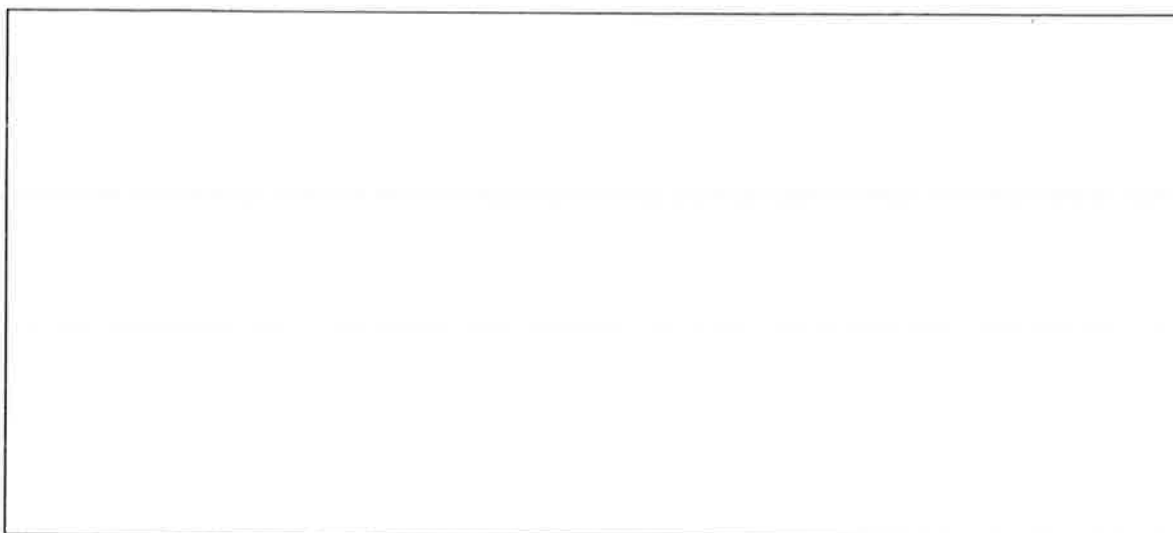
Some method of customer feedback could be part of this –although I fear it would be wide open for abuse. Ideally, spot checks and inspections should be undertaken –this function is currently performed by Bus Eireann and Dublin bus themselves, but ideally it should be done by the NTA.

The NTA should reserve the power to revoke a contract where standards are not being met.

The frequency of service should not be part of the bidding process. Rather, that should be set by the NTA with regard to available resources and local demands.

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

The NTA could commission a review of national bus routes. But I find it hard to imagine that anything more than tweaks would arise as a result of this.



Q3. How can the new contracts best ensure value for taxpayer money?

The NTA should set out its own minimum standards and service requirements for each route or group of routes in a contract. Bidders should then be invited to make their bids for individual contracts, bidding down the subsidy they will require to run the route, and bidding up the improved quality of service they will provide. Tenders should be evaluated on cost and quality, and crucially, should also assess the previous service history of the bidder, whether in PS contracts or not. It must be clear to everyone in the process, that failure to live up to promised service levels will be detrimental to the renewal of a contract.

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

Definitely.

Some of the busier routes could be auctioned to licencees, the money then dispersed by the NTA to contract routes. I am not in favour of bundling commercial and non-commercial routes to make an attractive package as I believe that cross-subsidisation should be a transparent process.

I am in favour of having many small licences and contracts to operate small bus concessions. This will allow smaller operators to bid for contracts and licences, encouraging a competitive bus market.

The awarding of one single contract for the Dublin area has always been disastrous, as such a contract can only be met by the dominant player in the market –Dublin Bus. An effective monopoly over contract routes is the result. Public contracts should be open to competition to keep service standards up and cost to the taxpayer down.

Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

Yes. I believe that long distance routes should be separated from regional

routes. Furthermore, regional routes should be tendered together in smallish groups, so that complimentary services can be arranged by the operator.

Like the Dublin market, I believe that commercial and non-commercial routes should not be bundled together. Rather, they should be separated, with licences for commercial routes being auctioned to cross-subsidise the non-commercial routes in a transparent way.

Also like the Dublin market, the creation of a very large national contract meant that only one company –the dominant market player was able to fulfil the existing contract. This must not happen again, and many small contracts should be created so that all bidders –small and large can bid to provide the service.

Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

I do not actually believe that competitive tendering will reduce prices much. The truth is that Bus Éireann and Dublin Bus are both quite cost effective organisations and I believe they will be able to compete well for the contracts.

However, I do expect that the standard of service will be improved. Though Bus Éireann provides a good service –it does fall down in some areas. Dublin Bus has a lamentable customer service record –particularly their correct change only approach to ticketing.

There is scope for both companies to improve their standard of service, and I feel that a competitive process will encourage this. It will also create space for smaller outfits to expand and create opportunities that our current near monopoly system does not provide.

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

Though it is not part of this consultation. I believe that the state providers should be integrated into the bus licencing system along with all private operators to make sure everyone is competing on a level playing field.

I believe that the state operators are already quite competitive and will be well able to thrive in a liberalised system. Instead of undermining them, I believe we will spur them to improve their services and improve the bus market overall.

I am sure that the initial contracts will have teething troubles, but we need to start the process of tendering for routes to drive a long term improvement in the service and cost of contract routes. A few hiccups in the initial few years will be worth it for an improved bus network overall.

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National Transport Authority

Dun Scéine

Iveagh Court

Dublin 2.

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SUBMISSION 19

Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

By providing a service that meets the requirements of the user not the provider

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

Smart ticketing and co-ordinating time tables

Q3. How can the new contracts best ensure value for taxpayer money?

Improve efficiency and have a customer based service

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

No opinion

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Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

It may not be possible for one server to provide an efficient service on all routes . Routes should be tendered separately and there should not be several services on some attractive routes and none on others

Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

Competition always improves services and prices

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

One specific issue the bus service from Tralee to Ballyheigue only Collects and drops people at the entrance to the town the Bus does not come into the town itself this is totally unacceptable to the people of Ballyheigue especially the elderly and this practice should be stopped immediately and the drop off and collection point should be in the town itself

Please complete the questionnaire and

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National Transport Authority

Dun Scéine

Iveagh Court

Dublin 2.

SUBMISSION 20

Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

- **Timetables at each stop in large print**
- **Extension of regular services to after 7pm, most services reduced to one an hour after 7pm**
- **Buses should use more than one route to destination if quicker at peak times or have additional services that use alternative routes at certain times - for example - On all Galway city service routes the buses pass through Eyre Square and stop there until time stated on timetable before continuing on to destination – some services especially at peak times should use the Quincentennial bridge to travel from West to East of the city instead of routing through the city centre. This would save time, ease traffic in the city centre and encourage wider use of the bus service**
- **Bus companies should consult with the public on services / routes**

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

- **Provide express services at certain times to facilitate onwards travel**
- **Timetables/details of public transport network options available at stops or on buses**

Q3. How can the new contracts best ensure value for taxpayer money?

- **Discounted travel cards to be used in conjunction with other transport i.e. city service + train or + city service + rural service etc**
- **Timely services**

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

- **Value for money**
- **Better service**
- **Competing companies will take public consultation into consideration to offer best service and therefore win the contract**

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Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

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SUBMISSION 21

Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?

The needs of passengers should be assessed, through the use of surveys and effective market research. To me there is too much of a dictatorial approach by Bus Éireann in particular. An example of this occurred last year when route 109 going to Cavan ceased using the Port Tunnel and returned to the North Circular Road and Phibsborough etc. This was contrary to the wishes of the vast majority of passengers and angered us greatly. Despite protests, the only reaction there seemed to be was bus drivers handing out a notice to passengers as they got on the bus. I would summarise what the notice said as follows: "If you don't like it – tough!" Somebody who complained to a Bus Éireann inspector was told "use the competition" - but of course, there is not competition.

Which brings me to my second point: Competition should be encouraged. Competition inevitably encourages value and quality for the consumer, regardless of the business a company or individual is involved in. The de facto CIE monopoly (and this arrogance that goes with it) must be broken

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

The contracts should control the times buses arrive at destinations where other transport connections are made. These arrival times should be timetabled to get a passenger to the destination of their connection in good time to make the connection (i.e. 15 minutes) and not whatever time suits the bus company.

Q3. How can the new contracts best ensure value for taxpayer money?

I think that at least some of the so called "unprofitable" routes could become profitable. Some Bus Éireann routes in particular appear to have been declared unprofitable many years ago – before the advent of long distance commuting, the migration of people out of Dublin, and the recent population

increase. Because such routes have been written off, the service provided is minimal and usually runs at times that are not convenient for most people. Because of their infrequency, and unsuitable times, people don't (or can't) use these services, and consequently buses run empty.

I feel that buses running at times that suit people going to work etc, and with a higher frequency would entice more people to use services, and if more people use the services, more income is generated which in turn reduces the need for state subvention.

The population of rural areas and towns has increased over the last decade so it is plausible that there is a market for services.

Clauses should be put into new contracts which commits the service providers to frequent and useful schedules, and not just a token bus twice a day just to say they're fulfilling their obligations.

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

The only market segments that I can think of with the Dublin area would be long distance segments such as people travelling from places like Maynooth/Dunboyne/Dun Laoghaire/Bray/Balbriggan, and those travelling from places closer to the city centre.

There should be separate services for these two groups. Routes serving areas such as those mentioned above should make their way to their destinations by the fastest routes possible. This would involve the utilisation of motorways where available.

Other routes should continue to run as they are at present.

Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

Yes. As with the question above, market segments should be defined along the lines of distance from Dublin.

To illustrate the benefits of this definition I will give the example of Bus Éireann route 109 which serves Cavan to Dublin. Travelling from Dublin to Virginia or Cavan with this service you have to travel through the North Circular Road, Phibsborough, Blanchardstown (including the shopping centre

there on some occasions), Navan, Kells and Carnaross. Some buses go through Dunshaughlin and Clonee too. Buses at the weekend serve all the above mentioned places. Going this route to Virginia takes at least 1 hour 45 minutes depending on traffic. A bus starting out at Busáras, going down the Port Tunnel, the M50 and the M3 can be in Virginia in as quick as and 1 hour 15 minutes.

A long distance commuter market segment would be better served if there were buses utilising the Port Tunnel and motorways to take passengers to their destinations as quickly as possible. Such buses would also circumvent the traffic jams of Dublin City Centre.

Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

I surely do not need to explain the benefits of competition.

There are several instances where the introduction of services competing with Bus Éireann and Dublin Bus on bus routes has led to major improvements to services provided by those companies. Competition has led to Dublin Bus routes 747/748/16A serving Dublin Airport where before there was only route 41. With Bus Éireann competition has seen the introduction of the "X" buses to places such as Galway. By comparison the routes to places such as Cavan, where there is no competition, still take the longest, most circuitous routes possible.

Let me be emphatic: DIRECTLY AWARDING CONTRACTS TO BUS ÉIREANN AND DUBLIN BUS IS BAD.

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

Frequency of services and pricing should be included in contracts.

I understand that what I am advocating is control of the bus service being taken away from bus companies, but I feel that this is what is needed to provide a satisfactory service. This is particularly the case with Bus Éireann (as I have illustrated above).

Please complete the questionnaire and

- submit by email to 2014busconsult@nationaltransport.ie or

- submit by post to

2014 Bus Public Consultation

National Transport Authority

Dun Scéine

Iveagh Court

Dublin 2.

Any submissions must be received by the NTA by 5pm on Wednesday 11th July 2012.