



Minutes of Board Meeting

Held on Friday 11 April 2014

At 10.30am in NTA Offices on Harcourt Lane

Present: Mr John Fitzgerald (Chairperson), Mr Gerry Murphy (CEO), Mr Hugh Creegan (Director of Transport Investment and Taxi Regulation), Mr Owen Keegan (Dublin City Manager), Ms Linda Saunders, Mr James Deegan, Dr Berna Grist, Mr Daithí Alcorn, Mr Damian Usher, Ms Margaret O'Shaughnessy, Ms Valerie O'Reilly, Mr Frank King.

Apologies: None.

Staff in attendance: Mr Philip L'Estrange (Items 3 & 4), Mr Gerry Culligan, Irish Rail (Item 5), Ms Anne Graham & Mr Tim Gaston (Items 5, 6 & 7) and Mr Karl Seeber (Minutes).

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1. Minutes of previous meeting

The draft minutes of the meeting held on 21 March 2014 were agreed subject to the insertion of the following sentence at the end of Item 5 (Public Transport Growth):–

“Ms Graham confirmed that the Authority is monitoring the operation of shorter DART trains with a view to ensuring that sufficient capacity is available to cope with passenger demand”.

2. CEO report

The Chief Executive updated the Board on recent developments on a range of issues including the Authority's engagement with unions at Dublin Bus concerning the tendering of bus services, the possibility of industrial action at Irish Rail, the commencement of the Taxi Regulation Act 2013 and the Authority's consolidated taxi regulations and recent changes to taxi vehicle licensing. The Chief Executive noted that total bus and rail passenger journeys in Q1 2014 were 2% higher than the same period in 2013, which is in line with the growth target for 2014 set by the Minister for Transport, Tourism and Sport.

During the discussion that followed Board members raised a number of issues concerning the Authority's review of rail timetables, the operation of certain rural transport services, the Authority's proposals for Bus Rapid Transit, the review of the Green Schools programme, the need for investment in bus stop shelters and the efforts being made to secure improvements in the operation of real time passenger information on Bus Éireann services. The Chief Executive responded to these issues and undertook to provide further information on some of the issues.

3. Financial report incl. Audit Committee report

Mr L'Estrange outlined the Management Accounts for February 2013 which are in line with projections and responded to questions from Board members.

Ms Saunders updated the Board on the work of the Audit Committee, including the outcome of audits undertaken by the Authority's internal auditors and planned follow-up action. She explained that a representative of the Office of the Comptroller & Auditor General attended the April Audit Committee meeting in order to provide an update on that Office's audit of the Authority's 2013 Financial Statements, which has started and is due to be completed by June.

4. Extension to certain major advisory/professional services contracts

The Chief Executive noted that the Authority's contracts for technical consultancy services, ICT Support & System Development, Legal Support Services and Internal Audit Services are due to expire at various dates between June 2014 and January 2015. He requested the Board's approval to exercise the option provided for in all contracts (excluding Legal services) to extend the contract period and he explained the rationale for the proposed contract extensions.

After a brief discussion the Board approved the extension of the contracts in question for a further period of one year. In the case of the Legal Support Services contract the Board noted EU and national requirements and approved an extension until further notice from the NTA.

5. Customer First project in Irish Rail

Gerry Culligan, Commercial Director, Irish Rail gave a detailed presentation on the *Customer First* project. Mr Culligan explained that the Company's current capability level across a number of key areas for customers was unsatisfactory. Accordingly, the overall objective of the project is to enable the Company to provide competitive customer focussed services which are easy to buy, easy to use and offer a quality and value for money experience. This is to be achieved through a major overhaul of the systems through which services are provided to customers. The necessary procurement process has started and is expected to be completed before the end of the year.

Mr Culligan responded to questions from Board members, who thanked him for his informative presentation and noted the importance of the successful implementation of the project for the future of the rail service.

6. Leap in Cork and general update

Mr Gaston provided an update on Leap card developments. At this stage 460,000 cards have been issued and 40 million journeys undertaken. The total value of top-ups is €75 million. An auto top-up facility will become available later in April.

Leap card became available in Cork on 9 April and will be extended to Galway, Limerick and Waterford later this year subject to the availability of funding and ticket machines.

The Department of Social Protection is issuing public service cards incorporating Leap card technology to those people entitled to free travel.

7. Contractual issues with CIÉ companies

The Chief Executive updated the Board on correspondence from the CIÉ companies concerning the operation of the Authority's public service contracts with the companies and responded to questions from Board members. He undertook to circulate the most recent correspondence to the Board.

8. Any other business

An issue concerning the National Journey Planner was raised and will be examined.

Next Meeting: Friday 16 May 2014 @ 10.30am in NTA Offices.

Signed: _____
John Fitzgerald, Chairperson

Dated: _____