



Annual Report 2015

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From the Chairperson

The Board returned to its full complement in September following the appointment to the Board of Frank Gleeson, Ann Fitzgerald, Pat Mangan, Frank O'Connor, Fiona Ross and Sinéad Walsh. The new members possess a wide range of skills and backgrounds which will greatly benefit the Authority.

The development of a Transport Strategy for the Greater Dublin Area is one of the most significant functions of the Authority and its Board. Its purpose is to provide an integrated long-term strategic framework to support and maintain sustainable transport development across the most densely populated part of the State.

The Authority deemed that 2015 was an appropriate time to prepare a Draft Transport Strategy for the Greater Dublin Area as it coincided with the preparation of the Government's new capital investment programme and with the return to growth of the economy and the consequential growth in demand for transport.

I wish to acknowledge the considerable effort made by the members who joined the Board in September to quickly acquaint themselves with the detailed issues involved. As a result the Board was able to arrive at a decision to adopt a Draft Transport Strategy by the end of the year.

The Board greatly welcomes the decision by the Minister for Transport, Tourism and Sport to approve the Draft Transport Strategy early in 2016. This is the first time that transport strategy in the Greater Dublin Area has been fully aligned with Regional Planning Guidelines. The approved Strategy will guide decisions on transport and will contribute to economic, social and cultural progress by providing for the efficient, effective and sustainable movement of people and goods.

The Board strongly believes that the new Transport Strategy provides a good framework for the delivery by the Authority on its remit to provide a "well-functioning, attractive, integrated and safe public transport system of services and networks for all users". The Board recognises the commitment from the Government to the funding of major infrastructural projects as set out in the capital investment plan *Building on Recovery: Infrastructure and Capital Investment 2016-2021*. Inevitably, effective and timely implementation of the Authority's objectives will depend on securing further adequate capital and current investment in our public transport services.

The Board also welcomes the growth in public transport passenger numbers in 2015 and the promised increase in subvention for public transport services in 2016. These developments suggest that the financial pressure on the operation of public transport services is easing and that a return to a realistic and sustainable level of funding is emerging.

I wish to acknowledge the constructive working relationship which has developed between the Authority and the Department of Transport, Tourism and Sport in the six years since the Authority's establishment in late 2009. In that time the Authority has been fortunate to enjoy the confidence of a number of Ministers and Ministers of State and to be entrusted with additional functions and responsibilities. We look forward to continuing this positive engagement with Ministers and their officials.

Finally, on behalf of the Board I thank the Authority's management and staff for their continued efforts to improve the public transport system for the benefit of the travelling public and to support other environmentally friendly transport options.

A handwritten signature in black ink, appearing to read 'John Fitzgerald', with a stylized flourish at the end.

John Fitzgerald, Chairperson

June 2016



Chief Executive's Overview

The continuation and strengthening of Ireland's economic recovery is having a positive impact on the provision of public transport services.

In 2015 the number of journeys made on bus and rail services provided under contract to the Authority increased for the second year in a row. The overall level of increase, at 3.7% or almost 8 million extra journeys, was on a par with 2014. While these increases are of course good news they do place additional pressure on contracted services. Accordingly, the Authority was pleased to learn that Budget 2016 included an additional allocation of €28 million for the delivery of those services.

The benefits of the return to growth in passenger numbers and the additional subvention to be provided were reflected in the outcome of the Authority's process to set fares for 2016. Most customers will not experience any increase in their fares in 2016. Where increases have been granted they are modest. Of course Leap Card customers will continue to benefit from lower fares than cash customers.

Public bus services operated by commercial bus operators licensed by the Authority are an important part of the overall public transport offering nationally. While we have only recently started gathering statistical information from these commercial operators, an upward trend in passenger journeys has also been evident on those services. However, a significant issue for the Authority during the first half of 2015 was the decision by Bus Éireann to withdraw a number of its commercial *Expressway* bus services from some areas in order to provide faster end-to-end journey times. The Authority responded quickly to ensure that customers in the affected areas would not be left without any means of getting to and from work or social activities. The Authority met with local interests to ensure that their needs were understood and taken into account in the provision of alternative bus services.

Leap Card is now firmly established as the most convenient, secure and cost-effective way to pay for public transport regardless of whether one is a regular or occasional user of public transport. Leap Card is also enabling the Authority to rationalise and simplify fares structures and to offer special fares for certain target audiences such as schoolchildren and visitors to Ireland.

During 2015 Leap Card reached a significant milestone with the issue of the one millionth card. This remarkable milestone was reached less than four years after its launch. Leap Card was also introduced to Limerick and Waterford meaning that it is now available in the five largest urban areas within the State. The Leap Card website was redesigned to make it more customer-friendly. Work was also started on a project to enable Leap Card customers to top-up their Leap Card using a smartphone.

Downloads of the Authority's various customer apps also continue to grow and had exceeded the 500,000 mark by the end of 2015. A major redesign of the Real Time Ireland App was completed.

The brand name for integrated bus and rail services - Transport for Ireland - was first introduced in 2010. The Transport for Ireland website was established at the same time to provide an authoritative source of integrated public transport information. During 2015 it was decided to refresh the brand and a new Transport for Ireland logo was established for use across all contracted public transport infrastructure and information.

One of the key developments over the last few years was the decision to proceed with Luas Cross City. By linking the existing Luas lines and extending the system on Dublin's north side, Luas Cross City will, when complete, ensure the continuation of the record of strong passenger growth on Luas services. Luas Cross City works continued during 2015. A major milestone was the completion of utility diversion works which enabled the commencement of track-laying works. An order for new trams was placed to meet the expected increase in demand for Luas services.

The introduction of Luas Cross City will necessitate permanent changes to traffic management arrangements in Dublin City Centre. Accordingly, the Authority and Dublin City Council jointly published proposals for changes which will ensure that transport can continue to function efficiently in the city centre in tandem with retail and commercial activity.

Bus fleet continues to be a major area of investment by the Authority given the vital role of the bus mode nationally. During the year Dublin Bus took delivery of ninety double-deck buses funded by the Authority. In the case of Bus Éireann, 57 new buses went into service during 2015 with a further 63 vehicles due for delivery in early 2016.

During 2015 the Authority completed its work to identify the appropriate long-term public transport option to serve north Dublin. In September the Government accepted the Authority's recommendation for the development of new Metro North at a cost of €2.43 billion. The new service is expected to commence construction in 2021 and become operational in 2026.

During 2015 the Authority finalised new standards for the design of bus stop poles and the information to be provided at bus stops. The roll-out of this national programme started in Cork. We also developed a policy on the provision of bus shelters. However, a sustained programme of investment in bus stops and bus shelters is required at a higher level of investment than current funding which could deliver significant benefits for public transport customers.

A key function of the Authority is the preparation of a long-term transport strategy for the Greater Dublin Area. Its purpose is to determine in broad terms the transport measures required to support the planning and development process over a 20-year horizon. The negative consequences of a disconnection between transport and land use planning are well understood at this stage. They include greater urban sprawl which is difficult to serve by public transport resulting in increased car commuting over longer distances. The development of a long-term transport strategy can better enable us to counteract these effects and is common practice internationally.

A significant amount of work was undertaken on the preparation of a Draft Transport Strategy in 2015. This effort culminated in December with the adoption of the Draft Strategy by the Board of the Authority and its formal submission to the Minister for Transport, Tourism and Sport. The Authority is grateful to the many organisations and individuals who took the time to contribute to the public consultation processes.

In 2015 the Authority again provided funding to assist in the provision of wheelchair accessible vehicles for the taxi sector. The Authority is targeting that 10% of the taxi fleet will be wheelchair accessible by 2020.

The public bike schemes in Cork, Galway and Limerick had their first full year of operation in 2015. Overall, the number of subscribers exceeded forecasts. While the Cork scheme performed well, the Galway and Limerick schemes were weaker with lower levels of usage. The Authority will use the experience gained to devise and implement improvements.

The restructuring of rural transport services continued during 2015. The objective of the restructuring process is to provide enhanced services which are integrated into the wider public transport network. The reconfiguration of the organisations engaged in the planning and delivery of rural bus services was successfully completed and a tendering process for the operation of some rural bus services got underway.

The Vehicle Clamping Act 2015, which gives the Authority responsibility for the regulation of vehicle clamping nationally, was enacted during 2015. The Authority looks forward to undertaking this new function during 2016.

Finally, I wish to acknowledge the positive and constructive working relationship that the Authority has with its many stakeholders, which is clearly important to the delivery of a truly integrated transport system.



Anne Graham, Chief Executive

June 2016

The year at a glance

January

- › Start of competitive tendering process for some contracted bus routes
- › €17.5 million allocated to sustainable transport projects in regional cities



February

- › Launch of Leap 90 fare discount
- › €26 million allocated to sustainable transport projects in the Greater Dublin Area
- › Leap Card becomes available in Limerick



May

- › Tenders invited for new contracted bus services in Kildare and Kilkenny
- › Construction starts on cycleway and pedestrian promenade between Clontarf and Sutton



June

- › Safety cameras are introduced to tackle "red-light running" at major Luas junction
- › Launch of improved Real Time Ireland App
- › Dublin City Centre Transport Study developed jointly with Dublin City Council



September

- › Government approves new Metro North
- › Work to remove longstanding 'pinch point' for public transport on Dublin's north-side is completed



October

- › First welding of Luas Cross City rail tracks
- › Publication of public transport fares determinations for 2016
- › Public consultation on Draft Transport Strategy for the Greater Dublin Area 2016-2035





2015

March

- › Restructuring of contracted bus services in Wexford & Waterford announced
- › Awards made to companies and colleges which are supporting sustainable travel



April

- › One millionth Leap Card is issued
- › Increase in maximum taxi fares takes effect
- › Anti-Racism campaign on public transport services is launched



July

- › Launch of grant scheme for wheelchair accessible taxis
- › Children using Leap Card given two weeks free travel



August

- › Start of main Luas Cross City track laying works
- › Construction contracts awarded for Phoenix Park Tunnel refurbishment works



November

- › New trams ordered for Luas Cross City
- › Leap Card becomes available in Waterford



December

- › National Transport Authority wins award at National Procurement and Supply Chain Awards 2015



01

Delivering bus and rail services

For the second year in succession almost 8 million additional passenger journeys were made across the principal bus and rail operators.

Contracted Services

The Authority has entered into public transport services contracts with a range of public transport operators, both State-owned and private companies, for the provision of bus and rail services that are socially necessary but not always commercially viable. Accordingly, these contracts generally include payments to operators to meet the real cost of providing services. These services are often referred to as Public Service Obligation or "PSO" services.

There are two types of public transport services contract. They are:-

1. Net cost contracts under which the operator retains the passenger fare revenue. The Authority's contracts with Dublin Bus, Bus Éireann and Iarnród Éireann fall into this category;
2. Gross cost contracts under which the Authority retains the fare revenue. All competitively tendered contracts fall into this category including the Luas light rail contract¹.

Some contracts are awarded without a competitive tendering process. They are known as Direct Award Contracts. These are the 5-year contracts with Dublin Bus and Bus Éireann and 10-year contract with Iarnród Éireann. However, all contracts meet the requirements set down in EU Regulation 1370/2007 on public passenger transport services by rail and by road.

Table 1 provides details of contracted services and the payments made to the operators of those services. Table 2 sets out the financial performance of Luas.

Table 1 – Contractual payments to public transport operators (€m)

Operator	Type of Contract	2014 Contractual Payments	2015 Contractual Payments	2015 Increase / (Reduction)
Dublin Bus	Net Cost Contract	60.04	57.70	(2.34)
Iarnród Éireann	Net Cost Contract	117.37	98.16	(19.21)
Bus Éireann	Net Cost Contract	34.39	33.71	(0.68)
M&A Coaches Limited	Gross Cost Contract	0.15	0.15	0
Whartons Travel	Gross Cost Contract	0.03	0.07	0.04
Bernard Kavanagh and Sons	Gross Cost Contract	-	0.05	0.05
Bus Éireann (Route 817)	Gross Cost Contract	-	0.02	0.02
Total		211.98	189.86	(22.12)

Table 2 – Luas Operations Financial Performance

Operator	2014 Operating Surplus (€m)	2015 Operating Surplus (€m)
Transdev Ireland	1.94	4.28

¹ The Luas operating contract was awarded jointly by the Authority and Transport Infrastructure Ireland. The Authority has assigned the day-to-day management of the Luas operating contract to Transport Infrastructure Ireland.

Tendering of Contracted Services

In 2015 the following new public transport services contracts were awarded following competitive tendering processes:-

- Bus Éireann, for the provision of bus services between Castlecomer and Naas; and
- Bernard Kavanagh and Sons Limited, for the provision of bus services between Kilkenny and Dublin.

The background to the award of these contracts was the decision by Bus Éireann to withdraw their commercial *Expressway* bus services from some intermediate towns effectively leaving them without an adequate level of public transport. Following a detailed review, which included consultation with local interests, the Authority decided that there was a social need for a bus service for these towns. The replacement services (designated as Route 817), which are wheelchair accessible, entered into operation in August.

In January, the Authority formally commenced the public tendering process for approximately 10% of bus services currently provided by Dublin Bus and Bus Éireann. Tender pre-qualification notices were published in the EU Official Journal for the operation of the relevant routes in Dublin, Kildare and Waterford. However, the Authority subsequently decided to amend the bus routes to be tendered in Waterford. Accordingly, a revised tender pre-qualification notice for the routes in Waterford was published in July.

By the end of the year:-

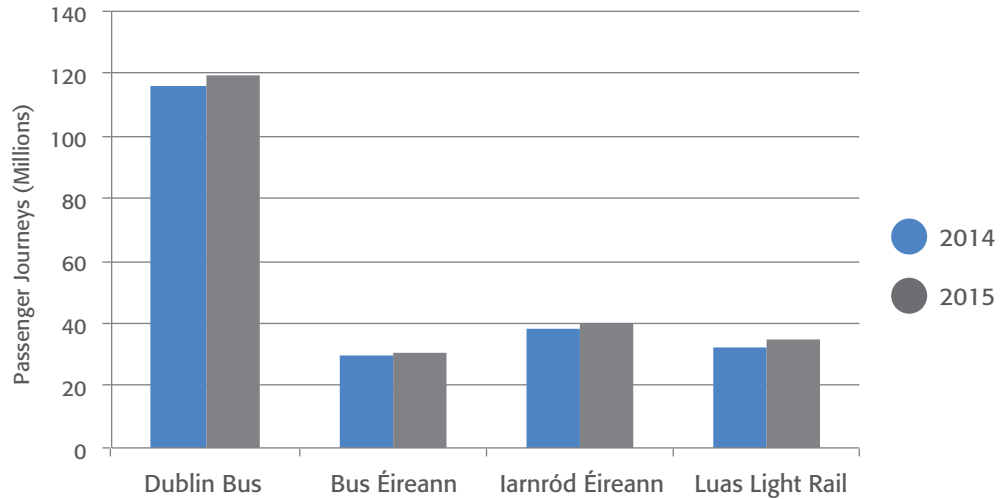
- A pre-qualification process for services in Dublin had been completed and six candidates had been shortlisted;
- The evaluation of pre-qualification submissions for routes in Kildare was substantially completed;
- An evaluation of pre-qualification submissions for routes in Waterford was continuing; and
- Work on the preparation of the necessary tender documentation was underway.

Passenger Growth on Contracted Services

Services provided under the main public transport services contracts continued to recover from the decline in passenger journeys experienced during the economic downturn. For the second year in succession almost 8 million additional passenger journeys were made across the principal operators (see Table 3). However, this is still about 40 million passenger journeys less than in 2007.

Table 3 – Annual passenger journeys on contracted services (millions)

Year	Dublin Bus	Bus Éireann	Iarnród Éireann	Luas Light Rail	Totals
2014	116.26	29.69	37.80	32.61	216.36
2015	119.82	30.23	39.66	34.60	224.31
Percentage change	+3.1	+1.8	+4.9	+6.1	+3.7

Figure 1 – Passenger Journeys by Operator (2014 and 2015)

Performance of Contracted Operators

Table 4 shows the trend in vehicle kilometres operated by the main operators providing bus and rail services under public transport services contracts.

Industrial action resulted in the cancellation of some Iarnród Éireann and Dublin Bus services during the year. Bus services were not provided for two days in May while rail services were not provided during one morning in October. In both cases an appropriate deduction was taken from the payment due to the operators under the terms of their contracts with the Authority.

The reliability and punctuality of services reported by operators generally met the performance targets set out in their contracts with the Authority. Tables 5 to 9 set out the annual average results for service performance levels in 2015.

The Authority continued work on enhanced operator performance monitoring and reporting, which will be incorporated into existing and new contracts from 2016 onwards.

Table 4 – Annual operated vehicle kilometres (millions)

Year	Dublin Bus	Bus Éireann	Iarnród Éireann	Transdev Ireland - Luas
2014	48.71	32.94	15.97	3.67
2015	49.04	33.76	15.97	3.66
Percentage change	+1.1	+2.5	0.0	-0.3

Table 5 – Iarnród Éireann performance against targets (2015)

Category	Measurement	Target (percentage)	Result (percentage)
Reliability	Percentage of scheduled services operated	99	99.9
Punctuality	Percentage of trains operating within punctuality targets:-		
	› InterCity services (arriving within 10 minutes)	90	96.9
	› Commuter and DART peak services (arriving within 10 minutes)	92	98.3
	› Commuter and DART off-peak (arriving within 5 minutes)	87	97.0

Table 6 – Dublin Bus performance against targets (2015)

Category	Measurement	Target (percentage)	Result (percentage)
Reliability	Percentage of vehicles in service	98	98.9
Reliability	Percentage of driver duties operated	98	99.3
Punctuality	Percentage of services leaving terminus within 5 minutes of timetabled departure time	95	96.2

Table 7 – Bus Éireann performance against targets (2015)

Category	Measurement	Target (percentage)	Result (percentage)
Reliability	Percentage of vehicles in service	98	99.7
Reliability	Percentage of driver duties operated	98	100
Punctuality	Percentage of services leaving terminus within target margin of timetabled departure time:-		
	› Stage Carriage Services (10 minutes)	95	97.0
	› Cork City Services (5 minutes)	90	95.8
	› Limerick / Galway / Waterford City Services (5 minutes)	87	95.3
	› Dublin Commuter Services (10 minutes)	95	95.8



Table 8 – Luas performance (2015)

Category	Measurement	Target	Result
Reliability	Percentage of timetabled services delivered	100%	99.14%
Punctuality	Minutes lost due to delays	0 minutes	2,081 minutes

Table 9 – Performance by other contracted operators (2015)

Operator (Route)	Period	Category	Measurement	Target (percentage)	Result (percentage)
M&A Coaches Limited (828/828X)	January to December	Reliability	Percentage of scheduled services operated over full route	98	100
		Punctuality	Percentage of vehicles leaving terminus within target margin of timetabled departure time	95	100
Whartons Travel Limited (975)	September to December only	Reliability	Percentage of scheduled services operated over full route	98	100
		Punctuality	Percentage of vehicles leaving terminus within target margin of timetabled departure time	95	100
Bernard Kavanagh and Sons Limited (817)	August to December only	Reliability	Percentage of scheduled services operated over full route	99	100
		Punctuality	Percentage of vehicles leaving terminus within target margin of timetabled departure time	98	100
Bus Éireann (817)	August to December only	Reliability	Percentage of scheduled services operated over full route	99	100
		Punctuality	Percentage of vehicles leaving terminus within target margin of timetabled departure time	98	79.5 ²

² An appropriate deduction was taken from the payment due to Bus Éireann under the terms of their contract with the Authority due to the Company's failure to meet its performance target.

Fares on Contracted Services

The Authority is responsible for determining the fares to be charged by:-

- operators providing services under Direct Award Contracts (Dublin Bus, Bus Éireann and Iarnród Éireann); and
- Transport Infrastructure Ireland in respect of Luas.

Fares are set annually with the aim of maintaining customer support and passenger numbers while ensuring financial stability for the operators. In October the Authority approved a range of fare adjustments which came into effect on 1 December 2015 - see Table 10.

Fares in respect of other contracted services are generally determined during the tendering process for those services.

Table 10 – Approved Changes in Fares (2015)

Service	Fare Type	Change
Dublin Bus	Dublin Bus monthly and annual tickets	0.0%
	Adult Leap single	0.0%
	Cash fares	-3.6 to 5.9%
	Pre-paid and Nitelink tickets	0.0% to 4.0%
	Child Leap Card fares	0.0%
	Schoolchild Leap and cash	2.7% to 5.3%
	Multi-operator monthly and annual tickets	2.6% to 2.9%
Bus Éireann	Bus Éireann monthly and annual tickets	-2.9% to 5.0%
	Stage Carriage Child cash & Leap	-4.5% to 0.0%
	Stage Carriage Student cash & Leap	-4.9% to 2.0%
	Stage Carriage Adult cash & Leap	0.8% to 5.0%
	City cash fares	3.4% to 5.3%
	City Leap fares	-1.7% to 0.0%
	Pre-paid tickets	-5.0% to 5.0%
	Cork region multi-operator monthly and annual fares	-10.7% to 0.0%
	Other multi-operator monthly and annual fares	2.9% to 3.0%
	Town services fares	-13.0% to 6.2%
Iarnród Éireann	Monthly and annual tickets including multi-operator tickets excluding Cork region	0.0% to 3.0%
	Cork region multi-operator monthly and annual fares	-10.7% to 0.0%
	Adult Short Hop Zone (Dublin) cash tickets	1.9% to 4.2%
	Leap Card fares	1.7% to 2.7%
	Pre-paid tickets Short Hop Zone (Dublin)	1.8% to 4.0%
	Intercity fares	0.0% to 3.0%
Luas	Monthly and annual tickets including multi-operator tickets	0.0% to 7.1%
	Cash fares	0.0% to 5.6%
	Leap Card fares	0.0% to 3.5%
	Pre-paid fares	0.0% to 4.0%

Changes to Contracted Services

Bus and rail services provided under public transport services contracts are regularly revised to respond to changes in demand and all changes must be approved by the Authority in advance of their implementation.

In 2015 the Authority considered 111 proposals for changes to bus and rail services of which 108 were approved and 1 was not approved. Consideration of the remaining 2 proposals had not been completed by the end of the year. Table 11 provides a breakdown by operator.

Table 11 – Changes to contracted services (2015)

Operator	Dublin Bus	Bus Éireann	Iarnród Éireann
Approved	21	85	2
Part Approved	0	0	0
Not Approved	0	1	0
Deferred	2	0	0

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

Dublin Bus

- Summer schedules were operated on certain corridors between June and August in order to bring supply into line with the reduced demand for transport during college and school holidays;
- Additional peak hour services were introduced on Routes 66X and 67X to meet increased demand;
- Additional morning peak services were introduced on Route 25B to operate a more direct alignment to the City Centre for customers from west Lucan; and
- Further service and routing changes were introduced to facilitate the construction of Luas Cross City.

Bus Éireann (Regional Cities)

- Table 12 shows the recent performance of the bus networks in the regional cities;
- Patronage and revenue growth in Cork continued strongly during 2015, but effectively plateaued in Limerick, Galway and Waterford. Work started on reviewing the performance of urban networks and planning to build on successes and revisit those revisions that have been less successful;
- In Cork, some departures on Route 203 and all departures on Route 209A in Cork were extended to the recently developed suburb of Lehenaghmore; and
- In Galway, some improvements to services were made in response to increased usage. The frequency of Sunday services on Route 401 between the city and Salthill during the summer was increased.

Table 12 - Impact of reorganisation of Bus Éireann services in regional cities³

City	Cork		Galway		Limerick		Waterford	
Year	2014	2015	2014	2015	2014	2015	2014	2015
Passengers (m)	10.86	11.75 (+8.2%)	4.09	4.0 (-2.0%)	2.84	2.82 (-0.7%)	0.85	0.83 (-2.5%)
Farebox revenue ⁴ (€m)	15.35	17.66 (+15.0%)	4.84	5.26 (+8.7%)	3.06	3.35 (+9.5%)	0.68	0.70 (+2.9%)



Bus Éireann (Excluding Regional Cities)

- Following the withdrawal of all services on Bus Éireann commercial Expressway Route 7 between Clonmel and Cork, Route 245 was extended from Mitchelstown to Clonmel;
- Following the cancellation of Bus Éireann commercial Expressway Route 5, Route 132 was extended from Tullow to Bunclody with on-going connections to Enniscorthy provided by Wexford Local Link;
- Following the withdrawal of all services on Bus Éireann commercial Expressway Route 7 between Clonmel and Cork, a new connecting service (Route 245C) was introduced by Cork Local Link between Fermoy and Mitchelstown via Kildorrery and Glanworth;
- Following the withdrawal of all services on Bus Éireann commercial Route 7 from Carrick-on-Suir, a new connecting service (Route 817C) was introduced by Carlow-Kilkenny Local Link between Carrick-on-Suir and Grangemockler providing connections with revised Bus Éireann commercial Expressway Route X7 and JJ Kavanagh commercial Route 717 for onward travel towards Dublin; and
- Following the cancellation of Bus Éireann commercial Route 5, new connecting services (Routes 368 and 369) were introduced by Wexford Local Link between Enniscorthy and New Ross and Enniscorthy, Bunclody and Tullow.

Iarnród Éireann

- A revised summer service was introduced on the Dublin to Rosslare service providing a connection from the 18.00 hrs. ferry arrival from Fishguard; and
- A new early morning non-stop service was introduced between Cork and Dublin.

³ Data obtained from Bus Éireann

⁴ Excludes Department of Social Protection payments under the Free Travel Scheme

Licensing of Commercial Bus Services

The latest statistics, for 2014, show that commercial public bus services, which are licensed by the Authority account for about 12% of all passenger journeys made by bus within the State. Overall, the number of passenger journeys on commercial public bus services was up 2.7% on 2013. However, while passenger journeys within the Greater Dublin Area grew by 8%, passenger journeys in the rest of the State fell by 7%.

Licensing Activity

The growth in passenger journeys as well as the work being done by the Authority to inform bus operators about bus licensing requirements and, where appropriate, to take enforcement action against non-compliant operators, is having a significant impact on bus licensing activity.

In 2015 the Authority experienced an increase of over 60% in licensing decisions compared to 2014. The growth in the number and complexity of cases led to an increase in the time taken by the Authority to make decisions. This is outlined in Table 13.

Engagement with Operators

In March the Authority published an information leaflet to explain the bus licensing process in plain English. *Public Bus Passenger Services – A Brief Guide for Operators* was sent to more than 1,800 bus operators and other stakeholders. It was also published on the Authority's website.

The Authority also commenced sending regular bulletins to all licensed bus operators with the aim of providing up-to-date information on licensing developments as well as addressing emerging issues of concern to operators.

The Authority engaged directly with many individual bus operators regarding their current or planned operations during the year. The Authority believes that face-to-face meetings are a key part of developing the Authority's relationship with licensed bus operators.

By the end of the year a major redesign of the bus licensing area on the Authority's website was nearing completion.

Compliance Activity

The Authority's objective is to implement and resource a robust, fair and responsive compliance regime for the licensed bus sector.

An additional compliance officer and a compliance coordinator were recruited during 2015.

The Authority has adopted a risk-based approach to compliance which focuses enforcement operations on activities by operators which pose a threat to the integrity of the bus licensing system or the safety of bus passengers and other road users.

Checks on 165 vehicles were carried out during the course of more than 30 monitoring operations undertaken by the Authority either alone or in conjunction with other agencies such as the Road Safety Authority and An Garda Síochána. Follow-up actions included formal interviews with bus operators and the revocation of licences held by operators. In all 14 licences were revoked.

The Authority issued 16 summonses for a variety of offences under the Public Transport Regulation Act 2009. During the year, 7 cases were heard and all were successful.

There was particular focus in 2015 on securing compliance by the operators of hop-on, hop-off tours in Dublin with safe arrangements for boarding and alighting of passengers in the busy city centre area. Comprehensive compliance monitoring was undertaken in conjunction with An Garda Síochána and Dublin City Council, which resulted in the issue of 7 summonses.

The Authority established a dedicated email address to facilitate bus operators and the general public wishing to make complaints or comments about the operation of public bus services. All correspondence received is treated in confidence.

Bus Licensing Review

The Authority commenced a review of the operation of the legislation relating to bus licensing as required by section 25 of the Public Transport Regulation Act 2009. The Authority is required to submit a report of the findings of the review to the Minister for Transport, Tourism and Sport.

Table 13 – Bus licensing activity (2015)

Type	Received	Offered	Issued	Cancelled	Refused	Applications processed within indicative timescale (%) ⁵
New Applications	223	200	186	43	11	59%
Amendments	186	93	181	17	7	55%
Transfers	11	0	12	0	0	n/a
Renewals	44	0	45	1	0	n/a

International Bus Services

The Authority is the competent authority in Ireland for the purposes of EU Regulation 1073 of 2009 on common rules for access to the international market for coach and bus services. This involves the issue of authorisations to Irish bus operators to operate bus services outside the State and monitoring and securing compliance by bus operators from other countries when operating in the State. Details of authorisations processed are shown in Table 14.

Table 14 – International bus licensing activity (2015)

Type	Received	Offered	Issued	Cancelled	Refused
New Applications	12	2	14	2	0
Amendments	8	0	11	0	0
Renewals	9	0	9	0	0

⁵ As set out in the Authority's Guidelines for the Licensing of Public Bus Passenger Services (November 2010)

Rural Transport Services

During 2015, more than 242,000 services were operated under the Rural Transport Programme and funding of over €10 million was allocated to the Programme.

The last remaining piece of the major restructuring of the delivery of rural transport services was completed during 2015 when rural transport services in Dún Laoghaire-Rathdown and Wicklow were successfully subsumed into the Carlow Kilkenny Transport Co-ordination Unit. This brought the final number of Transport Co-ordination Units to 17 rather than 18 as originally planned. Agreements between the Authority and the newly established Transport Co-ordination Units were finalised during the year. Completion of the restructuring process provides a more effective and efficient basis for the provision of rural transport services.

The Authority worked closely with Transport Co-ordination Units in supporting good governance generally and ensuring the implementation of the necessary procedures and controls.

Transport Co-ordination Units reviewed their existing services to determine if they were meeting the needs of passengers. Following that exercise changes were made to some services. However, towards the end of 2015 the Authority initiated a major review of rural transport services to consider the scope for implementing new or revised services generally and establish the likely costs.

A working group representing Transport Co-ordination Units worked with the Authority in the development of an Integrated Transport Management System to provide a centralised system for the scheduling of routes and booking of passengers on services. The system was subsequently rolled out to Transport Co-ordination Units. Work continued on the development of a driver app and on planning for appropriate ticketing of passengers.

By the end of 2015 the Authority, with the assistance of the Office of Government Procurement, had initiated a pre-qualification process to identify bus operators who would be eligible to tender for the operation of rural transport services.



The Authority participated in discussions on rural transport needs with the Expert Advisory Group established by Government to monitor progress and provide advice in respect of the implementation of the recommendations in the report of the Commission on Economic Development in Rural Areas.

Table 15 – Rural Transport Programme: Annual passenger journeys and revenues

Year	Passengers (millions)	Percentage change on previous year	Revenue (€ million)	Percentage change on previous year
2014	1.76	+1.1	5.19	+11.4
2015	1.76	0	5.96	+14.8

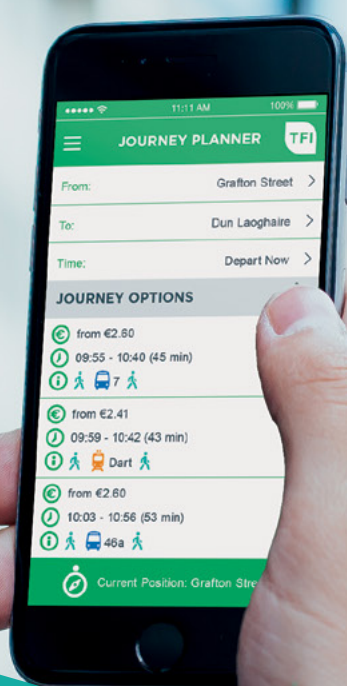
Free Travel Scheme Payments

The free travel scheme administered by the Department of Social Protection is currently available to all people living in the State aged 66 years or over. Some people under 66 also qualify. The Department of Social Protection reimburses bus and rail operators for the cost of travel undertaken by passengers bearing valid free travel passes issued by the Department. However, as a result of a freeze on funding for the scheme implemented in 2010, no bus and rail services introduced subsequently were eligible to participate in the scheme.

In 2015, the Department of Social Protection agreed to extend the free travel scheme to a number of services (Routes 817, 828 and 975) provided by commercial bus operators under public transport services contracts with the Authority. The Department also allocated €1.5 million to the Rural Transport Programme in 2015.



02



Enhancing the travel experience

The Authority has developed a suite of online and mobile services to assist public transport users and cyclists in planning and undertaking their journeys.



Leap Card

The Leap Card integrated ticketing scheme continued to experience significant growth during 2015. Almost 566,000 cards were sold and by the end of the year the number of issued cards stood at 1.43 million. The auto top-up facility grew rapidly and had more than 13,000 active users by the end of 2015.

Leap Card is now firmly established as the most convenient way to pay for public transport whilst also providing discounts of nearly 20% compared to cash fares.

A number of initiatives were implemented in 2015 including:-

- Extension of the Leap Card scheme to Bus Éireann services in Limerick and Waterford;
- Completion of enhancements required to ensure the interoperability of electronic Public Service Cards issued by the Department of Social Protection with the Leap Card scheme across both State-owned and privately-owned bus operators;
- An expanded range of Leap Visitor Cards was introduced for sale at Dublin Airport;
- Over 20,000 free Child Leap Cards were issued to online applicants and two weeks of free travel was provided to cardholders during the summer;
- A pilot of a new android ticketing platform commenced with Wexford Bus;
- The first beta pilot of a Near Field Communications (NFC) top-up app to enable a Leap Card user to purchase a top-up or ticket via an NFC-enabled smartphone and have the top-up applied to the card immediately; and
- The Leap Card product range in Cork was extended when the use of travel credit (in addition to the range of period passes already available) became available on commuter rail services.

Leap Card usage was expanded across a range of private bus operators throughout the country. During the year St. Kevin's Bus Service, Ashbourne Connect, Express Bus and Citylink joined Matthews Coaches, Wexford Bus, Collins Coaches, Swords Express and City Direct.

Table 16 – Leap Card statistics

Item	2014	2015	Totals since launch in December 2011
Cards sold	469,000	565,659	1,433,751
Journeys using Leap Cards ⁶	39 million	98 million	193 million
Pay-As-You-Go revenue	€74 million	€113 million	€251 million
Leap product revenue	€63 million	€87 million	€164 million

⁶ Excludes journeys taken using Free Travel Passes issued by the Department of Social Protection.

Real Time Passenger Information (RTPI)

Information about bus and train arrival and departure times is currently provided to customers in a variety of ways including on-street electronic displays, smartphone apps and by text message.

During the year, the Authority and transport operators were strongly focused on ensuring data stability and data quality presented to the on-street displays.

A new cloud-based RTPI hosting solution was implemented, which incorporates the live system, a test system and a disaster recovery environment.

The Authority continued to survey the accuracy of RTPI through independent monitoring at quarterly intervals.

In 2015 Dublin Bus services achieved an arrival accuracy rate of 96%. Surveys of Bus Éireann services in the Greater Dublin Area as well as Cork, Galway, Limerick and Waterford showed average departure accuracy rates of between 75% and 80%. A number of system issues were identified which are impacting on data quality. The need to restore data stability across the Bus Éireann network was also recognised.

During 2015 the Authority completed the roll-out of 63 additional RTPI displays at bus stops and other public places. By year end 659 on street displays were operational.

In addition, flat-screen displays incorporating RTPI and other information about local public transport services continue to be provided in busy public areas such as train stations, hospitals and universities. In 2015 an additional 11 flat-screen displays were installed at third level institutions in Cork, Galway, Maynooth, Limerick, Sligo, Tallaght and Waterford as well as in Cork University Hospital.

Table 17 – Real time passenger information displays in operation at bus stops

Area	No. of displays in operation on 31 December 2015
Dublin City	380
Dún Laoghaire-Rathdown	51
Fingal	46
South Dublin	45
Meath	14
Kildare	13
Wicklow	11
<i>Greater Dublin Area sub-total</i>	<i>560</i>
Cork	46
Galway	19
Limerick	16
Waterford	7
<i>Regional Cities sub-total</i>	<i>88</i>
<i>Other (e.g. UCD, Dublin Airport)</i>	<i>11</i>
Total	659

Public Transport Infrastructure Management System

Preparatory work was undertaken on the implementation of a public transport asset management database for identifying and recording information about fixed assets such as bus stops and rail stations.

Planning Journeys

The Authority has developed a suite of online and mobile services to assist public transport users and cyclists in planning and undertaking their journeys. These services can be accessed on the Transport for Ireland website and are also available as apps for smartphones.

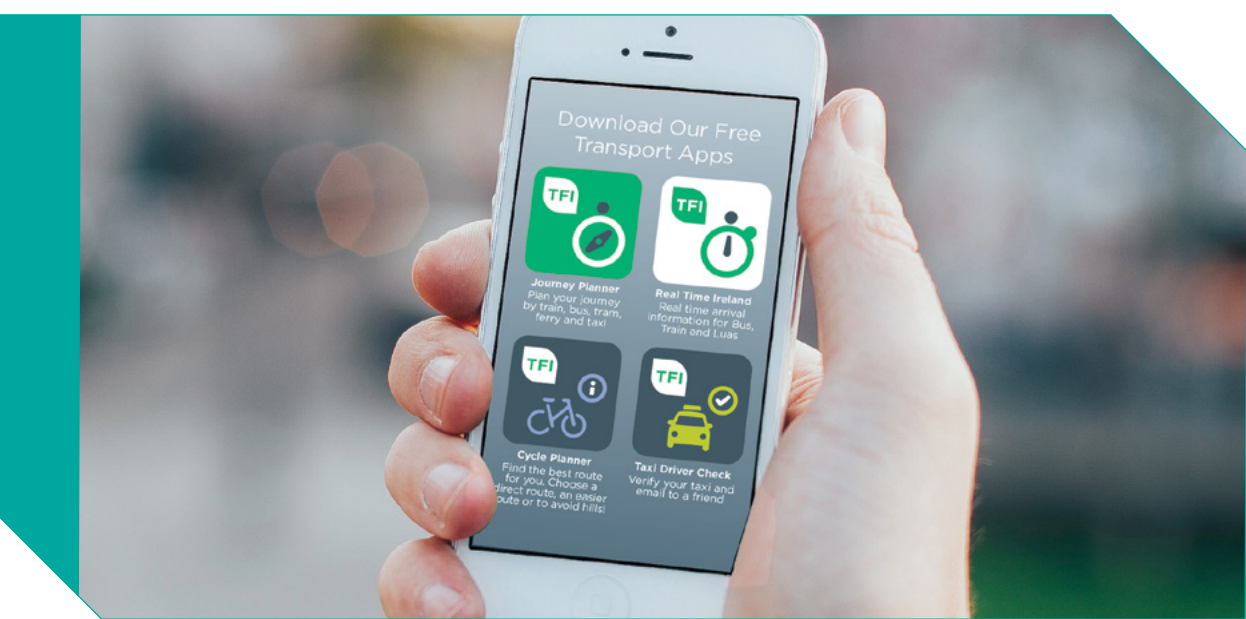
The Real Time Ireland app was completely renewed and is now provided on a modern user interface for the most commonly available platforms (iPhone, Android and Windows).

During 2015 real-time bike and parking availability of Dublin Bikes was added to the Transport for Ireland Cycle Planner. This allows customers to plan bike hire and public transport trips with the benefit of up-to-the-minute information.

The resulting activity in 2015 was pleasing with the Journey Planner calculating over 15 million journey plans during 2015 and handling over 75 million general requests for information. By the end of 2015 the Real Time Ireland App had processed in excess of 17 million requests for information.

Table 18 – Apps Downloads (2015)

App description	Journey Planner	Real Time Ireland	Taxi Driver Check ⁷	Cycle Planner
2015 Total	80,747	36,863	17,058	2,945
Total since launch	326,000	150,000	30,547	9,186



⁷ Apple data only available since mid-2015

Marketing and Other Customer Engagement Activities

The Authority delivered a number of significant campaigns and supporting information services during the year. The focus of this activity reflected the increasing range of integrated services, supporting information and other tools becoming available to public transport users across the country. Activities included:-

- National awareness campaigns for both Transport for Ireland and Leap Card which achieved significant audience reach and impact across a growing number of channels including social media;
- A comprehensive review and redesign of the Transport for Ireland brand and its application to reflect the on-going integration of public transport within Ireland and to better enable the brand to work across both traditional and digital environments;
- A number of joint initiatives with key partners including the GAA and RTÉ to promote the use of public transport to get to and from major public events (e.g. All-Ireland Finals);
- A re-run of an anti-racism campaign in conjunction with the Immigrant Council of Ireland, Dublin City Council and key transport operators;
- Provision of information about public transport options at major public events including the St. Patrick's Day Festival, Marlay Park concerts and the Web Summit;
- Regional publicity campaigns in Limerick and Waterford to highlight the roll-out of Leap Card to those areas;
- Promotion of the expanded range of Leap Visitor Cards offering 24 hour, 72 hour and 1 week unlimited travel in Dublin;
- Promotion of the Leap 90 discount to Leap Card customers in Dublin;
- A major *Kids Go Free* promotion during July, which generated over 230,000 extra trips during the promotion as well as a sustained increase in child card usage throughout the summer and beyond;
- Publicity to mark the one millionth Leap Card and promotions to highlight the savings customers can make by switching from cash to Leap Card;
- Launch and promotion of Leap Card auto top-up facility;
- Collaboration with a number of externally contracted service providers, including Student Leap Card and *Coca-Cola Zero Bikes*, to support promotional and engagement activities; and
- Planning of public transport service and information needs for the main 1916 commemoration events. This involved close engagement with the Department of the Taoiseach as well as RTÉ as principal media partner for the event.



Passenger Rights

The Authority is the designated enforcement body in Ireland for EU Regulations concerning the rights of passengers when travelling by rail, sea and bus/coach. Those rights include non-discrimination and assistance for disabled persons and persons with reduced mobility, provision of information to all passengers before and during their journey, assistance to all passengers in the event of delays and, in certain circumstances, compensation for delays and cancellation of journeys.

The Authority processed a number of enquiries from passengers concerning their rights and two complaints were formally registered for investigation.

Websites

The Leap Card customer service website is the Authority's busiest online presence. In November the Authority launched an updated, mobile-friendly Leap Card website. The content management component of the website was improved by modifying it to use the Word Press content management system that supports the other Authority websites. This simplifies the process for making content updates.

Table 19 – Consumer-facing websites (2015)

Website	Purpose	Visits 2014	Visits 2015	Percentage change
leapcard.ie	Dedicated website for integrated ticketing customers	1,666,507	1,673,746	+ 0.4
transportforireland.ie	Provision of a range of information and technologies to help consumers plan and make journeys by public transport, including by taxi or hackney and by bicycle	700,282	966,466	+ 38
nationaltransport.ie	Corporate website for the Authority	298,476	349,232	+ 17
smartertravelworkplaces.ie	Provision of information about sustainable transport and travel initiatives for employers and employees	68,646	67,339	1.9
luascrosscity.ie	Information and updates on the construction of Luas Cross City	81,262	121,686	+ 50
carsharing.ie	Promotion and facilitation of car sharing and car-pooling by motorists	13,337	20,171	+ 51
studentleapcard.ie	Dedicated website for Student Leap Card	117,603	334,621	+185
childleapcard.ie	Dedicated website for Child Leap Card	88,562	108,939	+ 23
locallink.ie	Dedicated website for rural transport services	4,803	7,502	+ 56

03



Putting strategic plans in place for the future

2015 was an appropriate time to prepare a Draft Transport Strategy for the Greater Dublin Area as it coincided with the return to growth of the economy and the consequential growth in demand for transport.

Draft Transport Strategy for the Greater Dublin Area

In accordance with its statutory remit, the Authority initiated the preparation of a Draft Transport Strategy for the Greater Dublin Area in order to provide:-

- a framework for the planning and delivery of transport infrastructure and services and the management of the expected increase in the demand for transport over the period until 2035; and
- a transport planning policy around which other agencies can align their investment priorities.

During the course of the year, the Authority consulted with a broad range of key stakeholders and the general public.

The Draft Strategy was finalised in December and formally submitted to the Minister for Transport, Tourism and Sport for approval.

North Dublin Transport Study

A public consultation process on a shortlist of six public transport options to meet the future transport needs of north Dublin was concluded in January. Following consideration of the responses received and further analysis, the Authority identified a metro line from St. Stephen's Green to Dublin Airport and Swords (new Metro North) as the preferred option to address the transport needs of this corridor over the longer term.

The new Metro North scheme is a reduced cost version of the original Metro North proposal with the main cost reduction elements being:-

- Reduced sections of tunnelled metro;
- Reduction of one city centre station (by amalgamating adjacent stations);
- Shorter vehicles due to lower passenger forecasts; and
- Smaller stations with shorter platforms, matching the reduced vehicle lengths.

The Authority recommended to the Minister for Transport, Tourism and Sport that the design and planning stages of new Metro North be advanced now in order that the project would be available for the commencement of construction after 2020 at an overall project capital cost of €2.432 billion (excluding VAT).

In September the Minister for Transport, Tourism and Sport announced the inclusion of new Metro North in the Government's capital investment plan⁸ with construction to commence in 2021 and services to commence operation in 2026/2027.

Subsequently the Authority commenced initial work on the design and planning stages of new Metro North in collaboration with Transport Infrastructure Ireland and in line with the Authority's Project Management Guidelines.

8 Building on Recovery: Infrastructure and Capital Investment 2016-2021

DART Expansion

Although the DART Underground project received planning consent (railway order) in 2011, the project was postponed by the Government at that time due to the economic downturn.

During 2015 Iarnród Éireann completed an updated detailed business case for the DART Underground project. That business case concluded that while there was a strong economic case for the full DART Expansion Programme, proceeding with the approved DART Underground Project on its own would not be economically justified.

Having reviewed the matter, the Authority recommended to the Minister for Transport, Tourism and Sport that:-

- The DART Underground Project be redesigned to provide a lower cost technical solution for the project, whilst retaining the required rail connectivity;
- A new railway order be sought for the revised, lower-cost DART Underground Project, together with any remaining elements of the overall DART Expansion Programme which have not already been approved under separate approval processes;
- The design and planning work of the revised DART Underground Project be advanced in order to be available for commencement of construction after 2020; and
- The non-tunnelled elements of the DART Expansion Programme be progressed in line with available funding.

The Government's capital investment plan Building on Recovery: Infrastructure and Capital Investment 2016-2021 published in September provides for the first phase of the DART Expansion Programme comprising the extension of the DART line to Balbriggan and design and planning for expansion of DART services to Maynooth in the west and Hazelhatch in the southwest.

Transport Models

During 2015 work continued on the development of the five major regional transport models covering the State. These are:-

- Eastern Regional Model, covering the Greater Dublin Area and adjoining parts of Leinster;
- Southwest Regional Model, covering Cork and Kerry;
- West and Northwest Regional Model, covering counties from Donegal to Galway;
- Southeast Regional Model, covering Carlow, Kilkenny, Tipperary (part), Waterford and Wexford; and
- Midwest Regional Model, covering Clare, Limerick and Tipperary (part).

Dublin City Centre Transport Study

In June the Authority and Dublin City Council jointly published the Dublin City Centre Transport Study, which examines transport related issues in the core city centre area in light of the implementation of Luas Cross City and the need to provide for increased travel demand to and from the City Centre. The Study covered all modes of transport (walking, cycling, public transport and car) and also considered how opportunities to improve the appearance of the city could be provided by reconfiguration of street space on certain streets.

Almost 8,000 submissions were received during the public consultation phase, which concluded in August. The submissions showed a high level of support for many of the proposals but also raised a significant number of issues in relation to retail impact, car park access and taxi restrictions. Accordingly, the Authority and Dublin City Council commenced a process of engagement with key interest groups to gain a better understanding of the issues and concerns and to seek to address the identified issues.

Land Use Plans and Policies

The Authority's statutory remit in respect of the integration between land use and transport planning has a strong focus on the five largest urban centres in the State comprising the Greater Dublin Area, Cork, Galway, Limerick and Waterford. Accordingly, there is an on-going high level of engagement with local authorities and other agencies in those centres in the preparation or review of city and county development plans, local area plans and Strategic Development Zone planning schemes.

Tables 20 and 21 provide details of the main submissions made by the Authority to local authorities and An Bord Pleanála on planning applications and appeals.

In relation to policy formulation by local authorities under the new National Planning Framework structure, the Authority made submissions to a number of local authorities on their draft Local Economic and Community Plans.

Submissions were also made to the Local Government Review Committees tasked with the review of local authority arrangements in Cork and Galway.

Published Guidance, Guidelines and Studies

It is a priority for the Authority to prepare and issue guidance and guidelines on a range of transport design and transport demand management issues.

During 2015 this included the publication of a Guidance Note on Permeability in Urban Areas in collaboration with South Dublin County Council.

Table 20 – Authority's principal planning submissions within Greater Dublin Area (2015)

Development Plans	
>>	Wicklow County Development Plan 2016-2021, Pre-Draft Issues Paper
>>	Dublin City Development Plan 2016-2021, Pre-Draft Issues Paper
>>	Draft Dún Laoghaire-Rathdown Development Plan 2016-2022
>>	Fingal County Development Plan 2017-2023, Pre-Draft Issues Paper
>>	Kildare County Development Plan 2017-2023, Pre-Draft Issues Paper
>>	Draft Dublin City Council Development Plan 2016-2022
>>	Draft Dún Laoghaire-Rathdown County Development Plan 2016-2022, Proposed Amendments

Local Area Plans, Masterplans, Planning Schemes	
>>	Celbridge Local Area Plan 2016-2021, Pre-Draft Issues Paper (Kildare County Council)
>>	Leixlip Local Area Plan 2016-2021, Pre-Draft Issues Paper (Kildare County Council)
>>	Draft Phibsboro Local Area Plan (Dublin City Council)
>>	Draft Kilcock Local Area Plan, Proposed Material Alterations (Kildare County Council).
>>	Draft Sallins Local Area Plan 2015-2021 (Kildare County Council)
>>	Draft Monasterevin Local Area Plan 2016-2022, Proposed Amendments (Kildare County Council)

Submissions to An Bord Pleanála	
>>	Redevelopment of Alexandra Basin, Dublin Port, Additional Information (Strategic Infrastructure Development)
>>	Cruise Berth Facility at Dún Laoghaire Harbour (Strategic Infrastructure Development)
>>	Bray Schools Access Road, Further Information (Appeal)
>>	National Children's Hospital, Dublin 8 (Strategic Infrastructure Development)

Table 21 – Authority's principal planning submissions outside the Greater Dublin Area (2015)

Development Plans	
>>	Draft Cork City Development Plan 2015-2021, Proposed Amendments
>>	Galway City Development Plan 2017-2022, Pre-Draft Issues Paper

Local Area Plans, Masterplans, Planning Schemes	
>>	Monard Draft Planning Scheme 2015 (Cork County Council)
>>	Midleton Electoral Area Local Area Plan 2011, Proposed Amendments
>>	Carrigaline Electoral Area Local Area Plan 2011, Proposed Amendment (Framework Master Plan)

04



Supporting people in making sustainable travel choices

Almost 52,000 schoolchildren participated in events to promote walking, cycling and scooting to and from school.

Smarter Travel Programmes

The Authority continues to manage the national Smarter Travel Workplaces and Smarter Travel Campus Programmes on behalf of the Department of Transport, Tourism and Sport.

Both programmes are voluntary initiatives through which the Authority supports large employers (250+ employees) and third level institutions across the State in the development and implementation of plans and actions to support employees and students to commute on foot, bicycle, public transport or by car-sharing.



Programme Partners sign a charter at the most senior level within the organisation which commits them to take measures and dedicate resources towards the implementation of their workplace travel plan. In return, Partners receive support to deliver their plans.

By the end of the year, a total of 99 workplaces and 23 campuses with a reach of 135,000 employees and 209,000 students were engaged with the Programmes.

The Authority organises a number of events and promotions for Partner organisations each year to encourage and reward their efforts. Details of these are outlined in the following paragraphs.

Smarter Travel Awards

The inaugural Smarter Travel Awards took place in March. The Awards acknowledge the achievements of Partners in promoting smarter travel and generate high-quality case studies from active workplaces and campuses with a view to spurring similar action among Partners, as well as feeding into knowledge and best practice in the area.

Partners from across the country submitted entries, with awards being presented in 14 categories. In total 77 entries were received which were almost evenly split between both Programmes.

The Authority congratulates all of the Partners who submitted entries and in particular the winners of the various categories. Special mention goes to the overall winners, Galway University Hospitals who were awarded Smarter Travel Workplace of the Year and University of Limerick who were awarded Smarter Travel Campus of the Year.

Student Media Competition

A student media competition was developed in 2015 to reach out to creative students in Partner campuses in an effort to find fresh ways of communicating the benefits of Smarter Travel through posters and videos.

The winning entries were announced at the Smarter Travel Awards. The video competition winners came from Limerick Institute of Technology and University of Limerick while the poster competition winners were from Dublin City University.

Walking and Cycling Challenges

The challenges, which are run annually, are key events for Partners due to their popularity with employees and students.

The Pedometer Challenge for Smarter Travel Workplaces has now been running for eight years and the 2015 event attracted a record entry of 5,000 participants drawn from 55 Partners. The Cycle Challenge drew over 800 participants from 52 organisations.

The walking and cycling challenges for Smarter Travel Campuses were also well supported. A total of 137 teams from 16 campuses completed the *Marchathon* walking challenge while 120 students from 15 campuses completed the cycle challenge.

Promotions

During 2015 the Authority organised promotions to encourage cyclists to light up and secure their bikes against theft. During the *Light Up Your Life* and *Hey Good Locking* promotions, the Authority provided Partners with promotional materials for distribution to employees and students.

Green-Schools Travel Programme

The Authority administers and oversees the Green-Schools Travel Programme, on behalf of the Department of Transport Tourism and Sport, as part of Smarter Travel Schools funding.

The aim of the Programme is to enable primary and secondary schoolchildren to learn about and experience the benefits of sustainable transport modes for journeys to and from school so that they will be positively disposed to these modes when they are making transport choices in later life. The Programme is delivered by An Taisce on behalf of the Authority.



During the 2014-2015 school-year, the Programme engaged with 465 schools to support various activities and initiatives under the Programme. Schools undertake a series of steps to identify and deliver voluntary action plans, with a view to achieving a Green Flag for Travel. The activities of the individual schools are supported by activities organised by An Taisce at a national level.

In February the Big Travel Challenge encouraged schools to take on the challenge of achieving a measurable increase in walking, cycling, scooting, carpooling, park 'n' stride or bus use. Prizes were awarded to schools with the highest levels of modal change. The winning entry came from St. Vincent de Paul Girls National School in Marino, Dublin. Their entry concentrated on their Walking Bus, whereby students and parents meet and walk to school in a group. Before the Challenge the school had 15 students using the Walking Bus for travel to school. However, on the final day of the Challenge they recorded 219 out of a possible 298 students walking to school on the Walking Bus. They were deserving winners of the title of Ireland's Travel School of the Year 2015.

Each year participating schools get the chance to take part in a number of popular national events. The main events are the Scoot to School Week (March), Walk to School Week (May) and Bike Week (June). Almost 52,000 schoolchildren participated in these events in 2015.

Funding is also provided under the Green-Schools Travel Programme to support safe cycling. Pupils are taught the skills they need to cycle safely and bike parking facilities are provided at schools. In 2015, more than 4,000 students in 95 schools received cycle training.

During 2015 the Authority and the Department of Transport, Tourism and Sport concluded an agreement for the next Green-Schools Travel Programme 2015-2018, including specific elements on monitoring and evaluation. A specialist evaluation panel met in late 2015 to clarify the methodology for such an evaluation.



05

Upgrading infrastructure

In 2015 the Authority oversaw a capital investment programme of €212 million in support of the Authority's strategic plans for sustainable transport modes.

Capital Investment

The Authority has statutory responsibility for securing the provision of public transport infrastructure in the Greater Dublin Area.

In addition, the Authority is charged by the Department of Transport, Tourism and Sport with managing the following capital funding programmes on its behalf:-

- Regional cities sustainable transport programme; and
- Public transport accessibility programme.

While the Authority is responsible for determining the projects to be funded and managing expenditure, the necessary works are normally implemented by State agencies, transport operators and local authorities on behalf of the Authority.

Table 22 sets out the distribution of funding across the various programmes.

During the year, the Authority upgraded its project reporting system, which manages the approval of grants and funds to external parties, to provide better integration with other internal systems, improved business intelligence and reporting as well as a more secure and functionally rich system.



Table 22 – Distribution of capital payments in 2015 (€million)

Implementing Agency	Greater Dublin Area Capital Programme	Regional Cities Capital Programme & Stimulus Funding Programme	Accessibility Capital Programme	Heavy Rail Maintenance	Total
Bus Éireann	10.7	2.0	-	-	12.7
Cork City Council	-	3.6	-	-	3.6
Cork County Council	-	1.4	-	-	1.4
Dublin Bus	38.2	-	0.6	-	38.8
Dublin City Council	11.9	-	-	-	11.9
Dublin City University	0.1	-	-	-	0.1
Dublin Institute of Technology	-	-	-	-	0.0
Dún Laoghaire-Rathdown County Council	4.6	-	-	-	4.6
Fingal County Council	0.9	-	-	-	0.9
Galway City Council	-	1.5	-	-	1.5
Galway County Council	-	-	-	-	0.0
Iarnród Éireann	29.0	2.6	0.8	29.0	32.3
Kildare County Council	1.1	-	-	-	1.1
Laois County Council	-	-	-	-	0.0
Limerick City & County Council	-	0.5	-	-	0.5
Louth County Council	-	-	-	-	0.0
Meath County Council	2.7	-	-	-	2.7
National Transport Authority	19.5	0.7	0.6	-	20.8
Transport Infrastructure Ireland ⁹	44.1 ¹⁰	-	-	-	44.1
South Dublin County Council	3.8	-	-	-	3.8
University College Dublin	-	-	-	-	0.0
Waterford City Council	-	0.4	-	-	0.4
Wicklow County Council	1.6	-	-	-	1.6
Totals	168.2	12.7	2.0	29.0	211.9

⁹ Transport Infrastructure Ireland was established through a merger of the National Roads Authority and the Railway Procurement Agency, with effect from 1 August 2015

¹⁰ Includes EU Grant Refund Income of €0.561 million

Greater Dublin Area Capital Programme

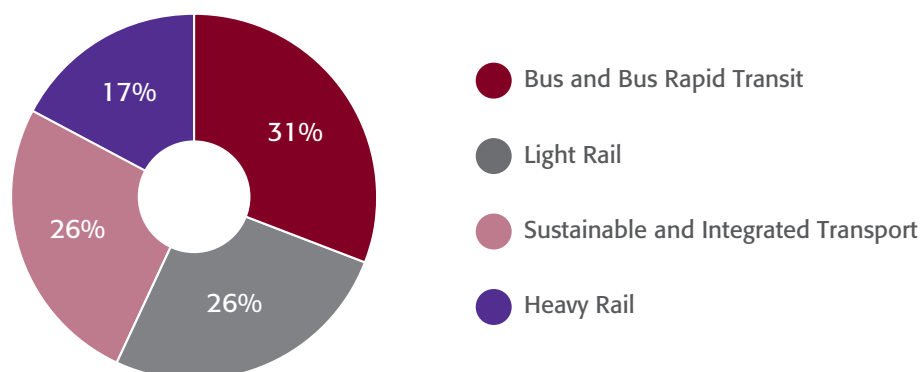
The Authority's statutory Integrated Implementation Plan for the Greater Dublin Area 2013-2018 sets out the infrastructure investment programme to be pursued over the lifetime of the Plan under the following four sub-programmes:

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

Table 23 – Greater Dublin Area Expenditure by Sub-Programme (2015)¹¹

Sub-programme	Expenditure (€ million)	Percentage of total expenditure
Bus and Bus Rapid Transit	51.8	30.8
Light Rail	44.4	26.4
Sustainable and Integrated Transport	43.9	26.1
Heavy Rail	28.1	16.7
Total	168.2	100

Figure 2 – Distribution of Capital Funding in Greater Dublin Area (2015)



¹¹ The figures in Table 23 are shown on a cash receipts basis whereas figures in the Authority's Financial Statements are shown on an accruals basis and certain costs are also capitalised.

Bus and Bus Rapid Transit

Bus Fleet

The Authority is responsible for funding the purchase of buses required by Dublin Bus and Bus Éireann for the operation of bus services in accordance with the terms of their public transport services contracts with the Authority. The buses are operated and maintained by the operators on behalf of the Authority.

A total of 90 new double deck vehicles were delivered and entered into service on Dublin Bus routes during 2015. In addition an order for 110 double-deck buses was awarded in December with the vehicles due for delivery during 2016.

In the case of Bus Éireann, a total of 69 vehicles were delivered during 2015, funded by the Authority. These comprised 20 single-deck coaches, 12 double-deck coaches and 37 double-deck buses.

Table 24 - Delivery of new buses for Dublin Bus and Bus Éireann (2011 – 2015)

Operator	2011	2012	2013	2014	2015	Totals
Dublin Bus	0	80	80	70	90	320
Bus Éireann	60	0	0	0	69	129
Totals	60	80	80	70	159	449

Bus Rapid Transit (BRT)

The planned introduction of BRT to the Greater Dublin Area will deliver a new form of frequent, high capacity and high quality bus service. The proposed BRT network comprises three routes:-

- Swords / Airport to City Centre;
- Blanchardstown to UCD; and
- Clongriffin to Tallaght.

During 2015 work on the Swords / Airport to City Centre route was focused on the preparation of an Environmental Impact Statement and Compulsory Purchase Order. In addition a detailed Business Case for the proposed scheme was prepared.

Following the Government's decision in September to proceed with the new Metro North project, the Authority commenced a process to review this project and determine the appropriate approach in the light of that decision.

Work also continued during 2015 on the assessment of options and the identification of a preferred route for the Blanchardstown to UCD route. A preliminary design report and book of drawings for a possible preferred option had been substantially developed by the end of the year.

Bus Stops Enhancement Programme

The Authority finalised plans for the implementation of a national programme to install information poles at bus stops, which will provide bus passengers with clear and consistent information about bus services. The new bus poles will carry the Transport for Ireland brand to reflect the fact that the bus stops will be shared by bus operators rather than being reserved for the use of one operator.

The Authority estimates that there are approximately 10,000 bus stops in the State which will need to be fitted with the new bus poles. Cork City was selected as the first area in which the new poles will be installed.

During 2015 contracts were awarded for the manufacture and installation of the bus poles and the printing and application of vinyls providing the relevant stop information details. In addition, construction of the pole foundations and pole retention sockets was well advanced across Cork City in preparation for the installation of new bus poles.

Coach Parking

The Authority is supporting the development of a dedicated off-street coach parking facility adjacent to the city centre in an effort to alleviate the problems caused by on-street coach parking in Dublin. The growth in coach services for tourism and commuter purposes has resulted in an increasing number of coaches competing for kerbside space in the city centre, leading to congestion, noise and air pollution. Coach parking tends to be of longer duration and drivers do not have access to adequate rest facilities.

During 2015 the Authority identified and acquired a suitable site in the Docklands area capable of accommodating up to 50 coaches. In September the Authority sought the necessary planning permission, which was granted by Dublin City Council in November. However, the decision of the Council was subsequently appealed to An Bord Pleanála by third parties.

Bus Shelters

The provision of adequate shelter for customers waiting at bus stops is an important objective in the development of bus services. However, bus shelters are expensive to install and maintain and the provision of shelters has not kept pace with the growth in bus services and stopping places.

The Authority provides a limited amount of funding to bus operators and local authorities to facilitate the provision of bus shelters along contracted bus routes nationwide. In 2015, this funding enabled the provision of 20 bus shelters across the Dublin Bus network and 33 bus shelters across the Bus Éireann network. Most of these were new shelters with a few replacement shelters.

During the year the Authority devised guidelines to assist in the prioritisation of bus shelter locations in urban and rural areas on the basis of population and number of bus services.



Light Rail (Luas)

Progress continued to be made on the Luas Cross City project, which will extend the Green line northwards to Broombridge and facilitate passenger interchange between the Green and Red lines. By the end of the year works to divert and replace electricity, gas, water, wastewater, traffic signal and communications services along the Luas Cross City alignment were substantially completed and the main infrastructure works were underway.

A key aspect of the Luas Cross City project is maintaining access to the city centre during construction. This necessitates regular changes to traffic management arrangements as the works progress. The year began with the successful implementation in January of a major traffic management scheme to facilitate works on Nassau Street. The scheme involved the diversion of bus services using the Dawson Street - Suffolk Street - Westmoreland Street corridor to a new alignment along Westland Row - Pearse Street.

The main infrastructure works began in July necessitating an extension of the hours of operation of the public transport corridor at College Green in order to provide space for track laying works. The first section of track was completed on Westmoreland Street at the Fleet Street Junction in October.

Measures to protect important structures and monuments continued as the works progressed. In June the statue of Father Mathew was removed from O'Connell Street and placed into secure storage. In December flagstones, kerbs and other protected items were removed from St. Stephen's Green for safekeeping.



When completed, Luas Cross City will be served by new, longer (55 metre) trams. In November an order was placed for seven trams for delivery in advance of the opening of Luas Cross City. While the new line currently under construction is designed to accommodate these longer trams, some modifications need to be made to the existing Luas Green Line to accommodate the longer trams. These include changes to platforms, stabling and maintenance facilities, power supply and the provision of a turnaround facility in the vicinity of St. Stephen's Green. Accordingly, the Authority gave approval in principle to Transport Infrastructure Ireland to proceed with the preparation and submission of the necessary planning application as well as the preparation of tender documents for consultancy services for the extension of Sandyford depot.

Sustainable and Integrated Transport

This Sub-programme supports a wide range of projects in the Greater Dublin Area, with a particular focus on developing:-

- Sustainable transport infrastructure in urban areas; and
- Integration Measures such as Leap Card, Real Time Passenger Information and the National Journey Planner which facilitate seamless travel by public transport.

In the case of the former, funding is allocated to local authorities and other agencies through the Authority's Sustainable Transport Measures Grant Programme. In 2015, a number of key projects were delivered through the Programme, including:

- Bus and cycle facilities at the Cat & Cage on the Swords Road, which removed a very significant pinch point on this key arterial route resulting in journey time savings and a safer road environment for all users;
- Major improvements to Dorset Street, Dublin, where the deterioration in the condition of the roadway had created unsafe conditions for all road users, particularly cyclists;
- Provision of high-quality cycle and pedestrian facilities at Frascati Road / Temple Hill in Blackrock, Co. Dublin;
- New bus hub at Market Square in Naas incorporating set-down facilities, cycle parking and taxi bays;
- Provision of cycle and pedestrian facilities and traffic calming measures along Main Street, Ashbourne, County Meath; and
- Completion of the final section (Chapelizod to Palmerstown) of the N4 cycle route between Lucan and Dublin City Centre.

Table 25 – Expenditure under the Sustainable Transport Measures Programme (2015)

	Walking & Cycling	Bus Network	Traffic Management	Other Projects	Safety	Total
Expenditure (€m)	17.70	3.76	3.12	0.77	0.67	26.1
Share of total expenditure (%)	68.0	14.5	12.0	3.0	2.6	100.0

Figure 3 – Distribution of Funding for Sustainable Transport Measures in the Greater Dublin Area (2015)

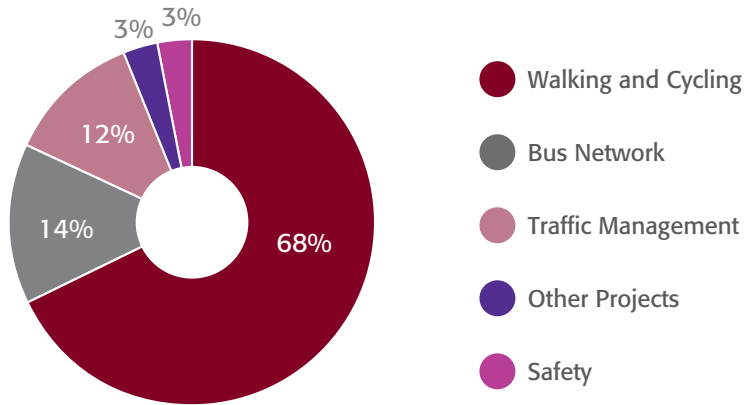


Table 26 – Sustainable transport measures implemented in the Greater Dublin Area (2015)

Implementation Body ¹²	Dublin City Council	South Dublin County Council	Dún Laoghaire-Rathdown County Council	Meath County Council	Kildare County Council	DCU ¹³	DIT ¹⁴	Wicklow County Council	Total
New bus lanes (metres)	800	200	0	-	-	-	-	-	1,000
New cycle lanes / tracks (metres)	610	-	2,800	1,300	-	-	-	-	4,710
New footpaths (metres)	480	100	2,800	2,030	845	-	-	988	7,243
Shared footpath / cycle track	10	1,670	240	-	-	-	-	150	2,070
Traffic junction improvements (no.)	1	6	7	4	6	-	-	2	26
Roundabouts (no.)	-	1	-	-	-	-	-	2	3
Cycle Parking Racks (no.)	5	-	20	-	15	95	40	5	180
Bus stop improvements (no.)	2	-	5	1	3	2	-	-	13
Pedestrian / Toucan crossings provided (no.)	4	7	5	4	4	-	-	5	29
Bridges (no.)	-	-	-	-	-	-	-	1	1

¹² No schemes were brought to completion in Fingal County or University College Dublin in 2015

¹³ Dublin City University

¹⁴ Dublin Institute of Technology

Heavy Rail

Under this sub-programme funding is provided to Iarnród Éireann for the maintenance and development of rail infrastructure in the Greater Dublin Area. The main projects supported in 2015 are described below.

Dublin City Centre Re-signalling Project (CCRP)

The CCRP project is a central element of the upgrading of commuter rail services for the Greater Dublin Area. Its purpose is to increase the line capacity (number of trains per hour) between Connolly and Pearse Stations and extend DART and commuter train services that currently terminate at Connolly Station southwards to Grand Canal Dock Station.

The project includes the following key elements:-

- Replacement of the existing relay-based signalling system at Connolly and Pearse Stations with modern solid state interlocking systems;
- Replacement of existing track circuits with axle counters;
- Replacement of existing life-expired signals with LED signals;
- Provision of a wayside system that is suitable for both automatic train protection technology and continuous automatic warning systems;
- Provision of enhanced telecommunications infrastructure; and
- Provision of turn-back facilities at Grand Canal Dock Station.

Significant progress was achieved. All civil and building works were substantially completed and almost all of the new signalling equipment was installed.



Phoenix Park Tunnel

This project involves the re-introduction of scheduled rail passenger services through the Phoenix Park Tunnel, which was originally constructed in the late 19th Century. The project will facilitate the extension of commuter rail services between Kildare and Dublin, which currently terminate at Heuston Station, to rail stations in Dublin's city centre and south city business district.

Following approval of the detailed business case in April, the detailed design phase for the project was completed in May. The main civil works contracts were tendered in June and July, construction contracts awarded in August and work started in September.

National Train Control Centre (NTCC)

The Authority is supporting the development of NTCC to replace the existing Centralised Traffic Control Centre due to capacity constraints and the need to update the existing IT systems. A modern NTCC will integrate signalling and communications control across the entire Iarnród Éireann network, thereby optimising rail traffic management. A significant customer benefit will be increased train performance and the availability of accurate real-time travel information for journey planning.

As part of the overall migration to a new NTCC, General Electric was appointed in March to split the existing suburban workstation control area within the existing Centralised Traffic Control Centre, located at Connolly Station, into two separate workstations. Work also continued on identifying and developing the optimal staged plan for the upgrading of the Control Centre in order to maximise the efficient use of existing facilities and assets.

The preparation of a business case for the project was initiated.



Regional Cities Sustainable Transport Investment Programme

The Authority manages this Programme on behalf of the Department of Transport, Tourism and Sport. Capital expenditure of €12.7 million was incurred on 65 projects in Cork, Galway, Limerick and Waterford during 2015. Project implementation is primarily undertaken by the relevant local authorities and public transport operators. A break-down of the expenditure is provided in Table 27 while details of the measures implemented are set out in Table 28.

Table 27 – Regional cities sustainable transport programme: breakdown by scheme type (2015)

	Bus Network	Walking & Cycling	Traffic Management	Integration / Support	Safety	Other Projects	Total
Expenditure (€ million)	3.4	2.6	2.2	1.8	0.1	2.6	12.7
Share of total expenditure (%)	26.8	20.5	17.3	14.2	0.8	20.5	100.0

Table 28 – Regional cities sustainable transport programme: breakdown by scheme type (2014)

Local Authority	Cork City Council	Cork County Council	Galway City Council	Limerick City and County Council ¹⁵	Waterford City and County Council	Total
New Bus Lanes (metres)	1,054	0	1,200	0	0	2,254
New Cycle Lanes (metres)	4,895	1,554	1,200	0	1,000	8,649
New Footpaths (metres)	3,734	1,554	0	0	0	5,288
Traffic Junction Improvements (no.)	16	0	0	0	3	19
Bus Stop Improvements (no.)	5	1	2	0	0	8
Toucan Crossings Provided (no.)	6	0	0	0	0	6
Pedestrian Crossings Provided (no.)	34	1	2	0	1	38

¹⁵ No schemes in Limerick were brought to completion in 2015

Public Transport Accessibility Programme

The Authority has been tasked by the Department of Transport, Tourism and Sport with the planning and allocation of Exchequer funding for public transport accessibility measures. Implementation of measures is generally undertaken by public transport operators and local authorities on behalf of the Authority.

The main developments in 2015 are described below.

Taxis and Hackneys

The availability of wheelchair accessible vehicles in the national taxi fleet compares poorly with the situation in other countries, at just less than 5%. For example in the UK, London has a 100% wheelchair accessible taxi fleet while 47% of the Scottish taxi fleet is wheelchair accessible.

In 2015, for the second consecutive year, the Authority offered grants to taxi operators to assist with the purchase of wheelchair accessible vehicles or the conversion of standard vehicles to carry wheelchair passengers. The grant scheme again proved very successful and resulted in the addition of 134 wheelchair accessible vehicles to the taxi and hackney fleet.

At the end of 2015 the number of wheelchair accessible vehicles in the fleet had reached 1,020 and the Authority is targeting to increase the percentage of wheelchair accessible vehicles in the taxi/hackney fleet to 10% by 2020.

Public Transport

The following projects were undertaken in 2015:-

- Work on the installation of a fully accessible lift to serve Platforms 6 and 7 at Connolly Rail Station in Dublin was started in September;
- Continuation of works to improve accessibility across the rail network. Accessibility works were started at Maynooth, Kilcock, Enfield, Kilcoole and Wicklow rail stations;
- Travel Assistance Scheme, managed by Dublin Bus, which aims to give people with disabilities the confidence to use public transport. A trained travel assistant meets with people on an individual basis to advise and assist them in the use of public transport. This includes accompaniment on an initial journey;
- Design work for accessibility improvement works at Letterkenny Bus Station; and
- Preliminary work on the development of a programme for the provision of a wheelchair accessible bus stop at various towns in the State.

Following the conclusion of a public consultation process, the Authority finalised a report on the transition to wheelchair accessible buses and coaches in the licensed bus sector. The report was provided to the Department of Transport, Tourism and Sport.

Public Bike Schemes

2015 was the first full year of operation of the public bike schemes in Cork, Galway and Limerick.

During the year almost 8,000 new members subscribed to the schemes.

Cork significantly outperformed the other two cities in terms of both membership and usage. Membership in Cork grew by an average of 500 per month compared to 100 per month in Galway and Limerick combined.

Users in Cork, Galway and Limerick made almost 350,000 journeys during 2015. Cork accounted for 83% of trip share while Limerick's share was 11% and Galway's share was just 6%. The number of trips across the three cities grew consistently for most of the year peaking in October. However, there was a drop-off in trips in November and December, mainly due to some very poor weather and college holidays. Over 98% of all trips were under 30 minutes and incurred no usage charge. Weekdays are generally more than twice as busy as weekend days.

Table 29 – Regional cities bike scheme statistics (2015)

City or Combination of Cities	Membership on 31.12.2015	Total Trips 2015
Cork only	7,270 (63.7%)	289,426 (82.8%)
Limerick only	2,240 (19.6%)	40,118 (11.5%)
Galway only	1,721 (15.1%)	19,934 (5.7%)
Combination of cities	188 (1.6%)	-
Total	11,419	349,478





Small Public Service Vehicles

In 2015 the Authority continued to focus on education, deterrence and enforcement measures to maintain high levels of compliance by operators with the regulatory framework.

Legislation

The Taxi Regulation (Small Public Service Vehicle) Regulations 2015 came into operation on 31 January 2015, with the Taxi Regulation Act 2013 (Maximum Fares) Order 2015 following on 30 April 2015.

Together with the Taxi Regulation Act 2013, these constitute the legislative framework for the Small Public Service Vehicle or SPSV sector, which comprises taxis, hackneys and limousines.



Driver Licensing

An Garda Síochána has statutory responsibility for the licencing of SPSV drivers, including the vetting of all applicants. However, the processing of driver licence applications and renewals is undertaken by the Authority on behalf of An Garda Síochána. This includes the SPSV Driver Entry Test for new entrants.

During 2015, a total of 3,086 Driver Entry Tests was undertaken by 1,458 candidates. This was a 24% increase on 2014. Almost 40% (563) of the candidates were successful. On average, these candidates required 2.33 attempts to achieve a pass mark; however, 47% of successful candidates passed on their first attempt.

During 2015, the number of active SPSV driver licences fell by 6.8% from 29,457 in 2014 to 27,440 in 2015, equating to a reduction of 42% since the all-time peak in May 2009.

Vehicle Licencing

The number of active SPSV vehicle licences fell by 1.8% from 21,547 in 2014 to 21,146 in 2015, which is its lowest level in the last decade.

Table 30 – Categories of vehicle licence in the SPSV fleet at the end of 2015

Type	Standard Taxis	Standard Hackneys	Limousines	Wheelchair Accessible Taxis	Wheelchair Accessible Hackneys	Local Area Hackneys	Total
Number	16,460	2,081	1,571	969	51	14	21,146
Share of total number	77.8%	9.8%	7.4%	4.6%	0.2%	0.1%	100.0%

Compliance Activity

In 2015, the Authority continued to focus on education, deterrence and enforcement measures to maintain high levels of compliance by SPSV operators with the regulatory framework.

During 2015, the Authority's compliance team comprised 23 authorised officers who could engage in compliance activities across the country. This team consisted of 8 employees of the Authority and 15 authorised officers employed under an external outsourcing contract with Applus Car Testing Services Limited.

Compliance activities included vehicle and driver licencing checks, roadside vehicle and driver audits, investigating consumer complaints and participation in multi-agency compliance operations (e.g. with An Garda Síochána, the Revenue Commissioners and the Department of Social Protection). Where these checks and audits detect non-compliance a fixed payment notice can issue on-the-spot (see Table 32). The highest volume of fixed payment notices issued (approximately 40%) related to drivers failing to notify details of the vehicle being operated. This offence arises in connection with the legal requirement for a licenced driver to register the licenced vehicle being driven with the central database system managed by the Authority. This database supports the Driver Check App, which allows passengers or intending passengers to assess the licenced status of their chosen vehicle and driver and to email a chosen third party with those details. Fixed Payment Notices issued by the Authority have 76% payment conformity; the remainder proceed to court for prosecution.

In 2015, 99 court cases brought were by way of direct prosecution for a breach of the legislation outside of Fixed Payment Offences/on the spot fines, following specific operations and detection by compliance officers. Of those, 34 cases were prosecuted for not holding a valid SPSV Driver's Licence and 27 for not having either a SPSV Driver's Licence or a SPSV Vehicle Licence. 154 further cases were brought for the non-payment of Fixed Payment Notices. In total, less than 8% of cases presented by the Authority were unsuccessful.

Table 31 - Roadside vehicle checks and audits undertaken

Year	No. of checks and audits	Percentage change on previous year
2014	28,291	+56.3%
2015	40,888	+44.5%

Table 32 - Fixed Payment Notices Issued by Offence (2015)

Description of Offence	Penalty (€)	No. of Fines
Failure to notify details of SPSV being operated	40	273
Standing for hire in taxi otherwise than at an appointed stand	40	182
Failure to comply with the vehicle standards and requirements applicable to the licence category	60	116
Failure to comply with the requirements in relation to the fitting and operation of a taximeter	60	23
Failure to comply with taxi roof sign requirements	60	22
Failure to operate taximeter while taxi on hire	60	20
Failure to comply with the requirements in relation to the calibration of taximeters	250	14
Unreasonable refusal to carry passenger where the journey is not more than 30 kilometres	80	10
Failure to display required in-vehicle information	40	9
Failure to print and offer a receipt in the prescribed form to a passenger upon completion of a journey in a taxi	40	8
Failure to display required driver identification	60	6
Standing at appointed stand while vehicle is not available for hire	40	4
Failure to have prescribed signage affixed to the front doors of taxi / wheelchair accessible taxi	250	3
Failure of the driver of a hackney or limousine to carry the required booking record in respect of a hire	60	1
Standing or plying for hire in a county without a licence to stand or ply for hire in that county	40	1
Total	-	692

Vehicle Suitability Inspections

All SPSV vehicle licences must be renewed at least annually. The roadworthiness of a vehicle is initially established through the National Car Test and subsequently a vehicle must be inspected to determine its suitability for use as a small public service vehicle.

During 2015, 27,932 individual vehicle suitability inspections were conducted, of which 23,462 related to licence renewal inspections and 4,470 related to new vehicle licences or changes of vehicle on an active licence. 93% of inspections were successful on first presentation of the vehicle.

During 2015, Applus Car Testing Ireland Limited continued to provide a nationwide network of twelve dedicated centres for vehicle suitability inspections under a contract with the Authority. Under that contract the Company also provides some related services such as facilitating the SPSV Entry Test at five main inspection centres in Dublin North, Dublin South, Cork, Galway and Sligo.

Service Centre

The Authority provides a dedicated service centre to assist customers and operators with industry information and bookings, queries and complaints. This service is outsourced to a specialist provider. SGS Ireland Limited took over the operation of this service in March.

In 2015 the number of calls handled returned to more normal levels following an increase in 2014 due to changes to the legislative framework for the SPSV sector.

Table 33 - Service centre statistics

Year	Calls from Consumers	Calls from Industry members	Call totals
2014	8,904	123,657	132,561
2015	2,348	115,053	117,401

Consumer Complaints

Under section 64 of the Taxi Regulation Act 2013, the Authority is obliged to investigate all valid complaints made in relation to the operation of small public service vehicles. The legislation specifies five categories of complaint which shall be considered from members of the public and users of small public service vehicles. In 2015 the number of complaints received fell by 2.5%.

Of the complaints received in 2015, 56% could not be processed for a variety of reasons such as insufficient evidence, complainant not contactable or anonymous, driver or vehicle not identified, complainant unwilling to participate on contact or no offence detected. In 35% of cases, operators were advised of their duties and responsibilities at law or received formal warnings or fixed payment notices. Investigations into the remaining 9% of cases had not been concluded by the end of the year.

Table 34 – Complaints about small public service vehicle (SPSV) services

Nature of Complaint	2014	2015
Conduct, behaviour and identification of a driver	465	491
Condition, roadworthiness and cleanliness of vehicles	327	53
Matters relating to the hiring and booking of vehicles	113	83
Overcharging or other matters relating to fares (failure to issue receipt)	47	297
Identification and the general appearance of vehicles, including advertisements	0	4
Total	952	928

07

General Corporate Matters

The Authority has significant and growing ICT requirements and is committed to ensuring that all projects undertaken are compliant with security, data protection and other non-functional requirements.

Audit and Audit Committee

The NTA Board has an Audit Committee which oversees the internal audit function, and makes recommendations to and supports the Board in meeting its obligation to provide reasonable assurance over the Authority's financial systems and internal financial controls. There were four Audit Committee meetings during 2015.

The Audit Committee is supported by its independent Internal Auditor, RSM McClure Watters. The Authority is also subject to annual audit by the Comptroller & Auditor General.

The Internal Audit Plan 2015, which was approved by the Audit Committee, sets out the work of Internal Audit for the year and progress is monitored on a regular basis. The scope of the Internal Audit Plan for 2015 was very broad and included reviews of:

- The Authority's system of internal financial control;
- The Leap Card Integrated Ticketing Scheme;
- Payments for contracted public transport services;
- Capital grants to third parties for public transport infrastructure and associated initiatives;
- Payments and administration in respect of the Rural Transport Programme;
- The Green-Schools Travel Programme; and
- ICT, cyber security and data protection.

The Audit Committee also monitors risk management activities within the Authority. Risk assessments are conducted twice annually and are reviewed by the Audit Committee and subsequently by the Board.

In November 2015, the annual review of effectiveness of the Audit Committee was carried out using the best-practice checklist provided by the Office of the Comptroller & Auditor General. The Audit Committee subsequently reported to the Board that there is substantial compliance with the Comptroller & Auditor General's best practice guidance.

Information and Communications Technology (ICT)

The Authority has significant and growing ICT requirements and is committed to ensuring that all projects undertaken are compliant with security, data protection and other non-functional requirements.

Cyber Security

A key focus in 2015 was the protection of the Authority's ICT systems from the increasing threat of cyber security. The following initiatives were taken:-

- Appointment of a full-time security officer;
- Procurement of a security information and event management system to enable the Authority to monitor in real-time any events or incidents on the network that may be indicative of a cyber-attack, and to take immediate action to protect the systems;

- Implementation of a solution to mitigate against Distributed Denial of Service attacks to protect the Authority's websites;
- Testing of security of the various systems. In excess of 50 security penetration tests were undertaken;
- Introduction and practice of security incident and data breach procedures;
- Training of staff in data protection and information security;
- Introduction of secure printing to allow confidential documents to be printed only on entry of a personal identification number; and
- Introduction of data protection into the core project management methodology. In particular, privacy by design principles and privacy impact assessments were introduced for all new projects.

Operating Systems

The Authority took the following initiatives to make its systems more stable and resilient:

- Introduced a separate storage and processing system for transport modelling purposes;
- Moved critical corporate systems to a data centre to improve their resilience and recoverability;
- Rolled out Virtual Desktop Infrastructure to all staff to provide greater security and remote system access as well as greater protection against data leakage;
- Introduced resilient firewalls and load balancers and a content distributed network for sharing content between web servers to improve the resilience of our websites;
- Moved the Real Time Passenger Information system from Dublin City Council premises to a data centre and introduced disaster recovery and test environments ;
- Implemented asynchronous replication between the primary site and the disaster recovery site in the taxi regulation area; and

Initiated a refresh of the Leap Card back office. This entailed replacing the infrastructure of the core back office components, upgrading to the latest version of the middleware and applications, introducing virtualisation and a Disaster Recovery environment with a considerably improved recovery time. Most of the components were built during 2015 and testing of the refreshed components commenced in late 2015.

Statement of Strategy

In January the Authority finalised its Statement of Strategy for the 3-year period from 2015 to 2017. The document was subsequently published on the Authority's website.

Board Information

The Board met on 11 occasions during 2015. Minutes of Board meetings are published on the Authority's website.

In March Ms Valerie O'Reilly concluded her term of appointment. In September the Minister for Transport, Tourism and Sport appointed six new members to the Board. Ms Linda Saunders chaired the Audit Committee during 2015. Mr John Fitzgerald served on the Audit Committee until November when he was replaced by Mr Frank O'Connor. Ms Fiona Ross was appointed to the Audit Committee in December.

Table 35 – Board membership during 2015

Board member	Position	Date of appointment	Meetings eligible to attend (Meetings attended)	Notes
Mr John Fitzgerald	Chairperson	1 December 2009 (Re-appointed December 2014)	11 (11)	Mr Fitzgerald ceased to be a member of the Audit Committee in November 2015
Dr Berna Grist	Ordinary Member	1 December 2009 (Re-appointed December 2014)	11 (11)	-
Ms Linda Saunders	Ordinary Member	1 December 2009 (Re-appointed December 2014)	11 (11)	Ms Saunders is Chairperson of the Audit Committee
Ms Valerie O'Reilly	Ordinary Member	15 March 2010	2 (2)	Ms O'Reilly completed her term of office on 14 March 2015
Mr Hugh Creegan (Director of Transport Planning & Investment)	Ordinary Member (<i>ex officio</i>)	29 November 2010	11 (11)	-
Mr Owen Keegan (Chief Executive, Dublin City Council)	Ordinary Member (<i>ex officio</i>)	3 September 2013	11 (11)	-
Ms Anne Graham (Chief Executive)	Ordinary Member (<i>ex officio</i>)	7 January 2015	11 (11)	-
Ms Ann Fitzgerald	Ordinary Member	24 September 2015	3 (2)	-
Mr Frank Gleeson	Ordinary Member	24 September 2015	3 (2)	-
Mr Pat Mangan	Ordinary Member	24 September 2015	3 (3)	-
Mr Frank O'Connor	Ordinary Member	24 September 2015	3 (3)	Mr O'Connor was appointed to the Audit Committee in November 2015
Ms Fiona Ross	Ordinary Member	24 September 2015	3 (3)	Ms Ross was appointed to the Audit Committee in December 2015
Ms Sinéad Walsh	Ordinary Member	24 September 2015	3 (3)	-

Protected Disclosures Act 2014

In accordance with section 22 of the Protected Disclosure Act 2014 every public body must publish a report by 30 June each year detailing the number of protected disclosures received during the preceding year and the action taken in response. The report must not enable the identification of the persons involved.

In 2015 the Authority did not receive any protected disclosures.

Transport Statistics

Each year the Authority publishes statistical bulletins in relation to public transport on its corporate website. The following bulletins were published in 2015.

- › Bus Statistics for Ireland – State Funded Services (2014 statistics);
- › Rail Statistics for Ireland (2014 statistics);
- › Taxi Statistics for Ireland (2014 statistics);
- › Commercial Bus Services in Ireland (2014 statistics);
- › Heavy Rail Census (2014 results).

Oireachtas Liaison

The Authority attended meetings of the Oireachtas Joint Committee on Transport and Communications in March, May and November. The March meeting was convened to consider the decision of Bus Éireann to discontinue certain Expressway bus services. The May meeting considered the draft Public Transport Bill 2015 while the November meeting was convened to discuss proposed rail investment in the Greater Dublin Area and the funding of a rural transport operator in Kerry.

The Authority also provided written responses to requests for information from the Joint Committee on Transport and Communications, the Committee of Public Accounts and the Joint Committee on Public Service Oversight and Petitions.

During the course of 2015 the Authority responded to 534 Parliamentary Questions and written enquiries from public representatives.

Freedom of Information

The Authority processed 58 requests under the Freedom of Information Act 2014.

Irish Language

At the request of the Department of Arts, Heritage and the Gaeltacht, the Authority commenced the preparation of a statutory scheme, as provided for under the Official Languages Act 2003, detailing the services which the NTA will provide through the medium of Irish. By the end of the year a draft scheme had been prepared and forwarded to the Department for consideration.

Functions

The Vehicle Clamping Act 2015 was enacted by the Oireachtas during 2015. The Act provides for the extension of the Authority's functions to include the regulation of vehicle clamping. However, the Act had not come into operation before the end of the year.



08

Role of National Transport Authority

The Authority is a statutory non-commercial State body, which operates under the aegis of the Department of Transport, Tourism and Sport.

Introduction

The Authority is a statutory non-commercial State 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, which extended the Authority's functions to include the licensing of buses and taxis nationally.

However, the Authority retains some specific 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 comprising 39% of the population of the State (in 2011) and 43% of employment in the State (at end 2014).

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 transport services contracts;
- › Provide integrated ticketing, fares and public transport information;
- › Develop an integrated, accessible public transport network;
- › Licence public bus passenger services that are not subject to a public transport services contract;
- › Manage the Rural Transport Programme;
- › 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 and Smarter Travel Campus Programmes;
- › 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 and another senior manager of the Authority and the Chief Executive, Dublin City Council.

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.

Information about Board Members

Hugh Creegan



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.

Ann Fitzgerald



Ann Fitzgerald is an independent Non-Executive Director and is currently Vice Chair of the Irish Takeover Panel and Chair, Beaumont Hospital Board. She chaired the Consumer Strategy Group which led to the Government's decision to set up the National Consumer Agency and served as CEO of the Agency for five years until October 2012. Prior to that, she was the Secretary General of the Irish Association of Investment Managers, having joined the Association from the Department of Industry & Commerce in 1989. Ann has over 20 years' experience as a Non-Executive Director, primarily in commercial and non-commercial bodies in the public sector.

John Fitzgerald



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.

Frank Gleeson



Frank Gleeson is the managing director of Aramark Food services. Aramark Ireland has more than 5,000 employees across 985 locations. Its world-class experience and expertise in workplace solutions, food service, convenience retailing, environmental services and property enables it to provide a fully integrated solution to Irish and EMEA companies.

Gleeson began his career in retail as an operations director for O'Brien's Fine Wines. He later served as vice president of retail for Statoil Ireland. More recently he was retail director for Topaz Energy Group since 2005, where he led the rebranding of the company in 2008 and was responsible for the retail business of more than 340 sites. Gleeson is chairman of Irish employers group IBEC's energy policy committee, former chairman and current board member of Retail Ireland and also a council member of IBEC. He is Vice Chairman of international for NACS and directs its global engagement in transport fuels and convenience retailing. He is a member of the Irish Directors Institute and the Labour market council. He graduated in business management from the Irish Management Institute.

Anne Graham

Anne Graham was appointed Chief Executive Officer of the National Transport Authority in January 2015. Prior to that she served as the Authority's Director of Public Transport Services. Anne is a Chartered Engineer and holds a Masters of Engineering Science in Transportation from UCD and an MBA from DCU. She has worked with the Dublin Local Authorities as a Civil Engineer, as Project Manager on many projects and as an Area Manager in the South West area of Dublin City, bringing local authority services closer to consumers in four local offices.

Dr Berna Grist

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).

Owen Keegan

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. 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. Mr Keegan is from Dublin. He holds degrees in public administration, economics and civil engineering.

Pat Mangan

Pat Mangan served as an Assistant Secretary in the Department of Transport from 1995 to 2010 where his responsibilities included public transport, transport investment and finance. Prior to that, he was head of road policy in the Department of the Environment and chaired the Dublin Transportation Initiative. He is currently a member of the Council of the Chartered Institute of Logistics and Transport in Ireland.

Frank O'Connor

Frank O'Connor is Chief Executive Officer of Airtel ATN Limited, a supplier of data communication solutions for the aviation industry. He co-founded the company in 1998. Prior to co-founding Airtel, he worked in several software development companies including US multi-nationals Retix and CACI. He started his career in 1976 at Systems Dynamics, where he spent eight years including two in Germany and the Netherlands. He was a non-executive director at Aer Lingus in 2014/15.

Fiona Ross

Fiona Ross is an experienced Director and Non-Executive Director. She was appointed the Director of the National Library in 2010 after a 25 year career in international financial services. Following two terms as Director/CEO of the National Library of Ireland Fiona expanded her portfolio of non-executive directorships and also co-founded MyndServ a digital health care company.

Fiona brings expertise in governance and financial services to her roles on UK and Irish Boards including as founding Museum Director of EPIC Ireland at CHQ, The Driver and Vehicle Safety Agency UK, The National Archives UK, The Registers of Scotland and JK Funds. Fiona served as Chair of the Council of National Cultural Institutions and on the Board of the Association of Chief Executives of State Agencies in Ireland. Fiona is also a qualified lawyer with expertise in the area of leadership and governance and combines extensive international experience with contemporary public/private sector knowledge. Fiona recently completed a governance fellowship at George Washington University in Washington DC and is currently undertaking a Master's degree in Cyber Psychology.

Linda Saunders

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 chairs the NTA Audit Committee and is a Member of the Institute of Directors.

Sinéad Walsh

Sinéad Walsh is a Producer who has worked in the area of social access awareness in the Dublin area. Sinéad worked directly with Dublin Bus and Iarnród Éireann on the development of disability awareness programmes for staff and drivers across the road, rail and infrastructure networks with her media company Outcam Limited.

A Trinity College Dublin graduate with a Masters in Digital Media Management Sinéad also teaches in the area of special education. Sinéad joins the National Transport Authority with the commitment to access for all.



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