Non Statutory Public Consultation on 2014 Bus Public Service Contracts

Public Consultation Submissions
Submission 1 to 21
SUBMISSION 1
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

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

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

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

They can provide better link ups to train/Dart/Luas and bus stations.
Q3. How can the new contracts best ensure value for taxpayer money?

By providing a reliable service that is worth paying for.

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?
<table>
<thead>
<tr>
<th>Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?</td>
</tr>
</tbody>
</table>

Dublin bus are notoriously unreliable and I feel competition would ensure they improve their service. Their customer service when you ring to report a problem is atrocious.
Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

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

Please complete the questionnaire and
- submit by email to 2014busconsult@nationaltransport.ie or
- submit by post to

2014 Bus Public Consultation
National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2.
SUBMISSION 2
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

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

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

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

Quite simply this is a political and bureaucratic issue – Dublin Bus, Dart and Luas need to be subsumed into a single organization – Central leinster Transport Authority – Irish government have been unable to do this. Cities live and die by their public transport. I don’t drive, and I cycle and use public transport and the Leap Card is quite simply not fully integrated. Inchicore to
Donnybrook requires nearly 6 euros on Bus and Luas – taxi is not much more than that.
So political will is required to merge these and the relevant facets of CIE/Suburban rail (where Leap functionality is limited – I keen cash in my bag reserved for rail journeys) to achieve real integration of real services. This will require central and local government reform.

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

Surely a mix of governance, competition and regulatory issues – I would imagine international best practice can inform here? Service should provision should be on a owner-agnostic basis – this is value for money and robust functionality should be sought over meeting public or private vested interests. Also, greater incentives for non-car transport need to be implemented – carbon and oil costs will likely increase on an ongoing basis – thus intra-urban journeys cycling (with huge health benefits) and public transport must be promoted so as to complement urban transport services in a really meaningful way. This all goes back to planning, public health, and the ability of the structures of governance to address these issues properly and coherently.
Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

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

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

| No opinion |
Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

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

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

Lesson: contract requirements with service providers must be closely considered and robustly enforced. Furthermore, coherent strategy and overall implementation require ending of present mismatch.
Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

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

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

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

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

I wish you every best wish in your important task
Please complete the questionnaire and
- submit by email to 2014busconsult@nationaltransport.ie or
- submit by post to

2014 Bus Public Consultation
National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2.

Any submissions must be received by the NTA by 5pm on Wednesday 11th July 2012.
SUBMISSION 3
Non-statutory public consultation on 2014 Public Bus Service Contracts Questionnaire

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

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

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

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

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

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

More dedicated buslanes

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

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

Move more route stops closer to DART and LUAS stops and stations. Better scheduling integration so buses arrive at stations/stops and depart after DART/LUAS has departed.
Q3. How can the new contracts best ensure value for taxpayer money?

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

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

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

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

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

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

- regular city routes within the postcodes zones (excluding county dublin)
- regular outer county and suburban commuter routes that link up with city routes or stations/stops/terminus for dart/luas
- regular airport/ferry service timed with schedule of planes/boats
- express routes between major terminus/stations within city
Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

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

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

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

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

By bringing in new contracts you allow each company to focus on smaller routes and can find specialists within that field, thus increasing quality of service and allowing for greater investment in that route to meet future capacity. Experienced contractors who run public transport have shown how an efficient and high quality service can work in Dublin (LUAS) and once there is accountability for these contracts in regular reviews and tendering there is no reason why we shouldn't have a first class public transport system in Dublin and in Ireland.
Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

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

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

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

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

Price fixing must not exist between service providers.
SUBMISSION 4
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

<table>
<thead>
<tr>
<th>Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Use smaller capacity buses at a more frequent service</strong></td>
</tr>
<tr>
<td><strong>Use smaller capacity buses outside of rush hour and on less used routes</strong></td>
</tr>
<tr>
<td><strong>Digital display on all bus stops</strong></td>
</tr>
<tr>
<td><strong>Free wifi on buses, Luas and Dart, so commuters can access smart phone travel apps.</strong></td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Transferrable tickets between buses, dart and Luas. Something similar to the Oyster card in London.</strong></td>
</tr>
<tr>
<td><strong>Live information boards at bus stops, tram stops and dart stations for other transport services.</strong></td>
</tr>
<tr>
<td>Q3. How can the new contracts best ensure value for taxpayer money?</td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>Use a green energy fleet</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only if the other services were to introduce routes not currently provided by Dublin Bus. I prefer all services being under one company with a consistent bus colour scheme and ticketing service.</td>
</tr>
</tbody>
</table>
Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

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

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

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

Also is there another provider in the State that could provide as big a fleet? I don’t think so.
Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

No

Please complete the questionnaire and
- submit by email to 2014busconsult@nationaltransport.ie or
- submit by post to

2014 Bus Public Consultation
National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2.

Any submissions must be received by the NTA by 5pm on Wednesday 11\textsuperscript{th} July 2012.
SUBMISSION 5
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

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

- punctuality: Real-time electronic timetables for main routes.  
  Paper timetables for other routes.  
Format of timetables must indicate distance and minutes between bus stops and arrival time at each bus stop. 
The Lothian bus company in Edinburgh only give bonuses to drivers who are punctual.  
-Rates for morning users and a daily rate for a ticket that runs until night time say 9pm (within each zone.).  
-Clean interior, room for wheelchairs and pushchairs/prams.  
-All prices clearly posted at bus stops.  
-A lo-call number to call to find out additional information for different routes.  
-Drivers must be able to deal with mis-behaveing and rude customers; unacceptable behaviour towards drivers is not in the interest of the customers or the drivers.  
I have travelled on both buses and trains in the UK where police were waiting at stops/stations for troublesome customers.
Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?

A simple card that allows the public to “top-up” as required. Perhaps a discount to frequent travellers as a means to reward for using public transport.
Perhaps a tax deduction element for travellers to encourage annual subscriptions as an added incentive.
Full integration with other modes of public transport such as LUAS and DART also city to city public transport (Cork-Dublin routes, Cork/Dublin to Galway routes and so on). Further integration to include rail network and county side bus services (for example, Cork-Dublin rail/bus route followed by connection for bus to Wicklow.).
There is no reason why this can’t be achieved in a country as small as Ireland. Each point of changing mode of transport could charge for that leg of the journey via an on-site charger; maybe similar to the LUAS system.
More efficiently, car parking could also be used with this card system for long and short-termed parking.
Also, accommodating bicycles is needed. Plus for people with disabilities etc.

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

The very opposite of normal appointment practices in Ireland:
Transparency,
Accountability,
Responsibility,
Fairness,
Value-for-money.
Throughout the entire process. The public should not have to go through Fol, any media forums to find any piece of information. Costs attached to up-grading routes need to be discussed, again following the above.
Appointment of boards of directors, staff and costs attached must also follow the same system throughout the process.
Care must be taken to ensure that the new operators have sufficient public liability insurance and so on, must be tax compliant and a good record of providing decent public transport service.
The contract should also ensure the new operator has sufficient funds that if their company fails that the public purse will not be liable.
The same applies should the numbers of public not meet estimations using the bus service. The public purse should not be used as a back-up for lower than expected profit margins.

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

Yes, ensures value-for-money and a decent reliable system.
More competition on main routes. Dublin bus, should not, for example, be able to use it's leverage as a semi-state body to monopolise a route and set an artificial lower rate should a competing service start to operate on the same route.
Also, new companies entering the market should also contribute to maintaining routes; ideally this should form part of the contract.
New segments could include a zoning system for the city centre routes, suburban routes to x miles from the city centre within y miles from the same point.
Night-time routes/weekend routes could form another segment.
Airport and rail connections are ideal routes to open due to the volumes of people using those services. Glasgow, for example, has a courier bus service that runs both directions from Queen street train station to the Central train station even though the distance is about a 15minute walk.
Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

Yes, as before, Taking into consideration all my previous points, also apply here.
The same zoning system could easily operate within the cities and towns gradually zoning to include rural regions.
Night-time routes/weekend routes could form another segment.
Again, bus routes from nearest city/town to major airports should be opened to the market to ensure efficient punctual services. Plus bus routes from outside those regions for example bus from Cork city to Shannon airport, both directions. Or, Cork city to Dublin airport, both directions.

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

A chance for a new operating service to start the bus service in Ireland.
Improve the service as a private operator will have to run a safe, clean punctual service to stay in the market, plus increase competition to ensure positive changes are permanent.
More efficient and streamlined system, especially for further integration with other modes of transport.
Encourage new users and retain current travellers.
Less waste drain on public purse as contribution to maintaining routes should form part of the contract. Plus private companies tend to focus on less wasteful practices.
Encourage staff and director responsibility.
Less government interference post contract and set-up so the private operator can get on with the job.
Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

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

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

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

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

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

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

Please complete the questionnaire and
- submit by email to 2014busconsult@nationaltransport.ie or
- submit by post to

2014 Bus Public Consultation
National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2.

Any submissions must be received by the NTA by 5pm on Wednesday 11th July 2012.
SUBMISSION 6
Non-statutory public consultation on 2014 Public Bus Service Contracts

**Questionnaire**

<table>
<thead>
<tr>
<th>Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers?</th>
</tr>
</thead>
</table>
| - Cheaper fares  
- Bus services arriving on time when expected |

<table>
<thead>
<tr>
<th>Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure buses arrive at major train stations 10 mins before trains are due to depart</td>
</tr>
</tbody>
</table>
Q3. How can the new contracts best ensure value for taxpayer money?

Reduced fares
Bring back the bus tickets for reduced fares for two trips
More varieties of bus tickets
Integrated tickets that allow tag on tag off functionality

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

There are different buses that run in different areas e.g. bur r us so l don’t think it will be an issue
Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

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

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

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

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

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

Please complete the questionnaire and
- submit by email to 2014busconsult@nationaltransport.ie or
- submit by post to
SUBMISSION 7
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

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

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?
Q3. How can the new contracts best ensure value for taxpayer money?

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
</table>

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

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?</td>
</tr>
<tr>
<td>-------------------------------------------------------------</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?</th>
</tr>
</thead>
</table>
Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

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

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

Please complete the questionnaire and
- submit by email to 2014busconsult@nationaltransport.ie or
- submit by post to

2014 Bus Public Consultation
National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2.

Any submissions must be received by the NTA by 5pm on Wednesday 11th July 2012.
SUBMISSION 8
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

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

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

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

The same company must provide all the bus routes in order to have a simple straightforward service.
Q3. How can the new contracts best ensure value for taxpayer money?

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

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

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

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

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

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

A 50 cent fare is not an unreasonable amount of money to cover what should be up to €2.65 each way.

If these issues where dealt with it I believe it would have a huge effect on the overall running costs of public transport.
Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

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

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

No, as with Busatha-claith Buseireann has a government appointed MD which allows for a certain level of public accountability not bound by the remit of the NTA. The numerous other privately run bus companies are accountable to nobody but themselves.
Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

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

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?
SUBMISSION 9
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

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

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?
Q3. How can the new contracts best ensure value for taxpayer money?

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

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

As a Cllr. In Tallaght South I can confirm that Dublin bus promised the introduction of the 175 bus route in the autumn 2011 and again in Spring 2012. I have now been informed by Dublin Bus that this route is on hold indefinitely due to economic reasons. As a result the people of Ballycullen have no direct bus to the Tallaght area including the square or to Dun Loaire. I feel if Dublin Bus cannot provide this then perhaps a contract should be provided to another company although it would be preferable for Dublin Bus to provide this as promised.
Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?
Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

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

Please complete the questionnaire and
- submit by email to 2014busconsult@nationaltransport.ie or
- submit by post to

2014 Bus Public Consultation
National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2.

Any submissions must be received by the NTA by 5pm on Wednesday 11th July 2012.
SUBMISSION 10
Non-statutory public consultation on 2014 Public Bus Service Contracts

**Questionnaire**

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

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

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

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

This depends on the location of the services – it would be a much bigger matter in Dublin for example, its multiple services, than in a smaller urban area. Nonetheless, each service should be required to ensure, as a minimum, that there is clear connectivity between local and inter-city or expressway services, and also with rail services.
Q3. How can the new contracts best ensure value for taxpayer money?

This can probably only be done through competitive tendering.

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?
Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

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

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

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

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

In urban centres like Galway, there is no reason why more than one operator should not be licenced on a particular route. This works very well on the Galway – Dublin non-stop route, for instance, where two operators provide hourly services, meaning that the user can get a service every 30 minutes. The same could apply on the new Quirke Road bus-lanes, where two operators providing 30 minute frequency services could mean a bus every 15 minutes for the user.
Please complete the questionnaire and
- submit by email to 2014busconsult@nationaltransport.ie or
- submit by post to

2014 Bus Public Consultation
National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2.

Any submissions must be received by the NTA by 5pm on Wednesday 11th July 2012.
SUBMISSION 11
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

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

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

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

The same company must provide all the bus routes in order to have a simple straightforward service.
Q3. How can the new contracts best ensure value for taxpayer money?

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

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

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

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

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

I as a tax payer I subvent the bus service and I as a tax payer also pay for all of this free travel. In the current financial situation this cannot continue all passengers should pay “A” fare even if it is only 50 cent. A 50 cent fare is not an unreasonable amount of money to cover what should be up to €2.65 each way.

If these issues where dealt with it I believe it would have a huge effect on the overall running costs of public transport.
Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

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

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

No, as with Bus atha claiith Buseireann has a government appointed MD which allows for a certain level of public accountability not bound by the remit of the NTA. The numerous other privately run bus companies are accountable to nobody but themselves.
Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

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

Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?
SUBMISSION 12
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

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

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

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

It should be possible to use multiple modes of public transport with one fare, there needs to be zonal faring, also more links between public transport providers Example link between Luas red line and Maynooth commuter rail.
Q3. How can the new contracts best ensure value for taxpayer money?

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

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

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

Allowing private operators to operate is fine, but not at the expense of public operators
Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?
Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

Please complete the questionnaire and
- submit by email to 2014busconsult@nationaltransport.ie or
- submit by post to

2014 Bus Public Consultation
SUBMISSION 13
Sir,
I wish to protest at the reduction in bus service to Abbeyleix co laois.

Regards

Jack Creegan.
SUBMISSION 14
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

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

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

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

Simpler fare structures and timetables that are clockface or flexible to meet changing conditions.
Q3. How can the new contracts best ensure value for taxpayer money?

Only use companies with a modern fleet that is cheaper to maintain and more reliable. Don’t use companies who are wasteful or over bureaucratic.

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

It may be a problem, because Dublin is a small city and if there are too many operators, passengers will have difficulty knowing who to contact where
difficulties arise. No more than two companies should operate in the Greater Dublin area, but in the townlands and suburbs, there could be privately operated services like UR Bus, Swords Express and Finnegans of Bray.

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

As Above

Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?
Cost savings through cheaper labour costs. More flexibility with the labour force as they would not be as unionised as CIE. Possible better and more reliable service than CIE for the initial 18 months of the contract.

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

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

Journeys may be dropped on non-profitable routes to cater for profit making routes.
SUBMISSION 15
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

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

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

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

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

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

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

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

The NTA could commission a review of national bus routes. But I find it hard to imagine that anything more than tweaks would arise as a result of this.
Q3. How can the new contracts best ensure value for taxpayer money?

The NTA should set out its own minimum standards and service requirements for each route or group of routes in a contract. Bidders should then be invited to make their bids for individual contracts, bidding down the subsidy they will require to run the route, and bidding up the improved quality of service they will provide. Tenders should be evaluated on cost and quality, and crucially, should also assess the previous service history of the bidder, whether in PS contracts or not. It must be clear to everyone in the process, that failure to live up to promised service levels will be detrimental to the renewal of a contract.
Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

Definitely.

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

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

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

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

Yes. I believe that long distance routes should be separated from regional
routes. Furthermore, regional routes should be tendered together in smallish groups, so that complimentary services can be arranged by the operator.

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

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

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

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

However, I do expect that the standard of service will be improved. Though Bus Éireann provides a good service—it does fall down in some areas. Dublin Bus has a lamentable customer service record—particularly their correct change only approach to ticketing.
There is scope for both companies to improve their standard of service, and I feel that a competitive process will encourage this. It will also create space for smaller outfits to expand and create opportunities that our current near monopoly system does not provide.

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

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

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

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

Please complete the questionnaire and
submit by email to 2014busconsult@nationaltransport.ie or
submit by post to

2014 Bus Public Consultation
National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2.

Any submissions must be received by the NTA by 5pm on Wednesday 11th July 2012.
SUBMISSION 16
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

| Q1. How can the new public service contracts best ensure a good quality of service is provided to passengers? | By providing a service that meets the requirements of the user not the provider |

<p>| Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network? | Smart ticketing and co-ordinating time tables |</p>
<table>
<thead>
<tr>
<th>Q3. How can the new contracts best ensure value for taxpayer money?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve efficiency and have a customer based service</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?</th>
</tr>
</thead>
<tbody>
<tr>
<td>No opinion</td>
</tr>
</tbody>
</table>
Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

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

<table>
<thead>
<tr>
<th>Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competition always improves services and prices</td>
</tr>
</tbody>
</table>
Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

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

Please complete the questionnaire and
- submit by email to 2014busconsult@nationaltransport.ie or
- submit by post to

2014 Bus Public Consultation
National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2.
SUBMISSION 17
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

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

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

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

- Provide express services at certain times to facilitate onwards travel
- Timetables/details of public transport network options available at stops or on buses
Q3. How can the new contracts best ensure value for taxpayer money?

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

Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?
Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

<table>
<thead>
<tr>
<th>Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?</th>
</tr>
</thead>
</table>
| - Value for money  
- Better service  
- Competing companies will take public consultation into consideration to offer best service and therefore win the contract |
Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

Please complete the questionnaire and
- submit by email to 2014busconsult@nationaltransport.ie or
- submit by post to

2014 Bus Public Consultation
National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2.

Any submissions must be received by the NTA by 5pm on Wednesday 11\textsuperscript{th} July 2012.
SUBMISSION 18
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

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

The needs of passengers should be assessed, through the use of surveys and effective market research. To me there is too much of a dictatorial approach by Bus Éireann in particular. An example of this occurred last year when route 109 going to Cavan ceased using the Port Tunnel and returned to the North Circular Road and Phibsborough etc. This was contrary to the wishes of the vast majority of passengers and angered us greatly. Despite protests, the only reaction there seemed to be was bus drivers handing out a notice to passengers as they got on the bus. I would summarise what the notice said as follows: “If you don’t like it – tough!” Somebody who complained to a Bus Éireann inspector was told “use the competition” - but of course, there is not competition.
Which brings me to my second point: Competition should be encouraged. Competition inevitably encourages value and quality for the consumer, regardless of the business a company or individual is involved in. The de facto CIE monopoly (and this arrogance that goes with it) must be broken.

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

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

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

I think that at least some of the so-called “unprofitable” routes could become profitable. Some Bus Éireann routes in particular appear to have been declared unprofitable many years ago – before the advent of long distance commuting, the migration of people out of Dublin, and the recent population...
increase. Because such routes have been written off, the service provided is minimal and usually runs at times that are not convenient for most people. Because of their infrequency, and unsuitable times, people don't (or can't) use these services, and consequently buses run empty.

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

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

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

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

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

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

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

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

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

To illustrate the benefits of this definition I will give the example of Bus Éireann route 109 with serves Cavan to Dublin. Travelling from Dublin to Virginia or Cavan with this service you have to travel through the North Circular Road, Phibsborough, Blanchardstown (including the shopping centre...
there on some occasions), Navan, Kells and Carnaross. Some buses go through Dunshaughlin and Clonee too. Buses at the weekend serve all the above mentions places. Going this route to Virginia takes at least 1 hour 45 minutes depending on traffic. A bus starting out at Busáras, going down the Port Tunnel, the M50 and the M3 can be in Virginia in as quick as and 1 hour 15 minutes.
A long distance commuter market segment would be better served if there were buses utilising the Port Tunnel and motorways to take passengers to their destinations as quickly as possible. Such buses would also circumvent the traffic jams of Dublin City Centre.

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

I surely do not need to explain the benefits of competition. There are several instances where the introduction of services competing with Bus Éireann and Dublin Bus on bus routes has led to major improvements to services provided by those companies. Competition has led to Dublin Bus routes 747/748/16A serving Dublin Airport where before there was only route 41. With Bus Éireann competition has seen the introduction of the “X” buses to places such as Galway. By comparison the routes to places such as Cavan, where there is no competition, still take the longest, most circuitous routes possible.

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

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

Frequency of services and pricing should be included in contracts.

I understand that what I am advocating is control of the bus service being taken away from bus companies, but I feel that this is what is needed to provide a satisfactory service. This is particularly the case with Bus Éireann (as I have illustrated above).
Please complete the questionnaire and
- submit by email to 2014busconsult@nationaltransport.ie or
- submit by post to

2014 Bus Public Consultation
National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2.

Any submissions must be received by the NTA by 5pm on Wednesday 11th July 2012.
SUBMISSION 19
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

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

Create a quality competitive tendering environment in addition to more accountable service delivery at more economic cost to State and passenger alike. Customer enquiries can be better dealt with and incidence of service break-down can be improved through comprehensive service delivery contracts.

Vehicle maintenance will be more open to public scrutiny through the PSV testing regime currently not applicable to BE or DB but applied stringently to the Private Sector. Independent DOE testing will also ensure better practice and should lead to improved maintenance delivery.

Better and more efficient control on maintenance costs will enable savings to be passed on through better fare and subsidy management.

More buses at lesser capital and revenue cost to the State.

Q2. How can the new public bus contracts best ensure the integration of the public bus services and the integration of these services with the wider public transport network?
Better and more customer focussed route planning by the NTA. At present BE and DB design the network which has many anomalies and needs to be independently assessed and routes re-structured with deficits identified and taken into consideration.

Common vehicle livery requirements should be a pre-requisite.

Integrated ticketing and real-time information participation by successful tenderees and national extension of both systems should be included in any Service Contract.

Marketing initiatives by both NTA and participants to minimise any transition confusion for bus-users.

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

Competitive tendering will lead to substantial reductions in Subsidy. It will reduce or obviate the need to provide free buses and coaches for PSO routes.

Comparative metrics will become available to the NTA.

Commercial routes within the PSO system will be more easily identifiable.

Accounting anomalies which facilitate over-subsidy and referred to in 2011
Mazars Report for CTTC can be addressed.

Overstaffing and unsustainable wage levels at BE and DB can be identified and addressed to improve competitiveness in both.

Transfer of Undertaking should not be a requirement in the tendering process.

Routes should not be tendered out to potential private monoplies.

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

Yes.

Dublin market could be identified under orbital, radial, route, garage, high usage, peak or off-peak routes. The tendering process could start with orbital routes and peak-time in 2014 with some radial routes becoming available on a rolling basis initially and over the following years.
Q5. Are there benefits in introducing separate contracts for different bus market segments outside the Dublin area? If so, how should such market segments be defined?

Yes.

The markets should be segmented and identified e.g. commuter into Dublin, commuter into various provincial cities, provincial city services and rural by region.

Commuter PSO services into Dublin and provincial cities should be a priority as savings and efficiencies will be readily available from tendering these out to interested private sector operators subject to Service Level Contracts designed to produce uniformity of livery and best possible service delivery. Some of these services are probably commercial or close thereto.

Rural PSO services should be tendered out as these are not being being operated efficiently at present. There could be integration with the school bus and rural transport systems in most instances with private sector consultation.

Provincial city services could be operated at a much lower cost through private sector route design and management, better vehicle maintenance and more responsive customer care.

Provision of free buses could be dispensed with.
Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

Better and more reliable service provision.

Transparency to facilitate identification of individual routes between PSO and commercial.

Substantial reduction in revenue and capital subsidies.

De-monopolisation of service provision leading to more accountable, efficient and ultimately more secure service delivery.
Q7. Are there any other considerations you wish to identify or comment on, that are relevant to the new contracts for bus passenger services?

The tendering process should be designed to encourage improved cost efficiency, quality service delivery, uniformity, integration and security for the State in the first instance. It should enable indigenous operators to participate thus leading to local employment stimulation and stabilisation at a lower cost and dispensing with the current monopoly environment.

Please complete the questionnaire and
- submit by email to 2014busconsult@nationaltransport.ie or
- submit by post to

2014 Bus Public Consultation
National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2.

Any submissions must be received by the NTA by 5pm on Wednesday 11th July 2012.
SUBMISSION 20
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

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

By promising to deliver a reliable, frequent, efficient, affordable and easy-to-use bus service. A bus service that puts customers first and does this through action and not some empty corporate platitudes. Information on bus services, prices routes etc. (and the displaying of such information to the public) should be a priority. The existing information on bus services at bus stops is completely inadequate and in most cases, not there.

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

By allowing smart card users to transfer easily between one mode of transport and another. To allow for easy transitions, there should be one fee to allow this transfer or to allow the passenger to travel from one destination to another by paying once (regardless of method of travel) and not for each mode of transport.
Q3. How can the new contracts best ensure value for taxpayer money?

I believe by introducing a simpler fare structure, it will increase customer numbers. A flat fee is in operation on London buses and in many other cities. Presently, there are too many ways to pay and way too many fares in place. The system is overly complicated and much too difficult to understand—there is no clear logic to it.

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

One company should be overseeing all of the existing bus routes in Dublin. These routes should be contracted out to a suitable bus company that meets the strict guidelines in the operation of these routes. The overseeing company will ensure: standards are maintained, timetables are kept, prices are the same on all routes, passenger complaints or queries are actually dealt with and that all design elements (literature, vehicle livery, etc) are standardised. Less busy routes should be batched with high frequency routes
and offered as one contract, thus ensuring that all routes are maintained.

HOWEVER: Existing routes should be analysed for inefficiencies. Alternatives to all buses crossing at O'Connell bridge must be questioned. Some recently amended Dublin Bus routes have been made more inefficient with new routes adding many minutes to current journey times. An example of this is the 83 route heading to Harristown. In now takes a right onto Tolka Estate for the sake of one stop-adding several minutes to the journey.

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

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

By having private bus companies contracted to run existing routes, you will increase efficiencies, keep costs down and increase passenger traffic and make it a more pleasant passenger experience than what presently exists (see the privately run Luas). The Aircoach route in Dublin is also a good example of this. Awarding the routes to Dublin Bus is acknowledging, and rewarding, a company that doesn’t deliver the basics of a bus service to the people of Dublin and will always -most likely- fail to deliver.

As it stands, Dublin bus fails to provide: timetables at all bus stops, route maps or any information at most stops, a list of all destinations en route, automatic and clear stop announcements on all buses, well-maintained stops (currently dirty, shabby, broken for the most part), an easy to understand ticket fee structure.

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

Currently, Dublin Bus-in my opinion-run a very poor service. I use it twice a day and find the frequency of the services inadequate (15-20minutes waits is the norm.) Not only that; there is a serious lack of basic information
throughout the network. Many stops have not one piece of information. There are no route maps in existence on the vast majority of bus shelters (and where present on the very few shelters) don't show all the relevant routes for that stop! Bus shelters are generally devoid of any information (which to me is shocking) though they are always furnished with advertising posters. There exists no booklet that shows all the bus routes in diagram format (current available loose leaflets are of no use without a map or route diagram). Timetables are not available at most bus stops, and where present don't show times from that particular stop. The fare system is madeningly, overly complicated with too many payment methods. You have no way of knowing all the destinations en route from a particular stop. There is no consistency in the look and design of bus stops and most have timetables in a tattered state or dirty bus numbers. Having no middle doors on buses also increase inefficiencies at each stop. There are no automatic stop announcements in the buses so if you're not familiar with the route, you won't have a clue where you are this facility is available on all London buses. The use of the Leap card on Dublin Buses is not very efficient and needs a rethink - see the Oyster card to see how it should have been done. There is a lack of enforcement of passenger behaviour on board - drinking, intimidation even smoking are all tolerated.

No contract should be given to any company without these above issues been part of the contract or agreement to run the routes. These are the basics in the running of any capital city's public transport and I find it surprising that the National Transport Authority allows Dublin Bus to operate like this, unchallenged. Clearly the people of Dublin Bus never use the bus or have no interest in improving the service. Though the provision of real-time displays is welcome - and long overdue - it should not be allowed to paper over the current flaws and shortcomings of the service.

A test to see just how difficult or easy it is to use any bus system is to go to a random stop, without knowing your destination or current location, price of the ticket, direction of travel or frequency of buses. Than try (or better still - get some people from the National Transport Authority to try it) to get the relevant information and get to your destination without asking anyone for help.
Please complete the questionnaire and
- submit by email to 2014busconsult@nationaltransport.ie or
- submit by post to

2014 Bus Public Consultation
National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2.

Any submissions must be received by the NTA by 5pm on Wednesday 11th July 2012.
SUBMISSION 21
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

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

We believe that the best way to ensure a good quality of service is to define clear quality targets in the new public service contracts together with an appropriate incentive/penalty regime to enforce them.

Veolia Transdev’s experience shows that a performance monitoring system (PMS) is most efficient when it is structured around the following principles:
- Each quality aspect is clearly defined and has a target performance
- The KPI are easy to understand and simple to calculate
- Performance against the target is measurable in a fair and transparent way
- The number of KPI is kept to as few as possible to minimise bureaucracy and focus management attention on critical success factors
- The PMS includes penalties for underperformance but also significant bonus to incentivise the operator and its staff to maximise the quality of the service.
- Options to review the KPI and targets during the contract to adjust to the changing needs or priorities of the NTA, when the network or context evolves.

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

Veolia Transdev has significant experience of managing integrated public transport network across Europe. Most of the time Veolia Transdev is contracted by the Local Transport Authority (LTA) to operate and maintain the entire public transport network including all modes from bus, tram, metro, BRT or on-demand transport, to park and ride or car and bike sharing systems.

In all these networks Veolia Transdev has designed the network to make the light rail system the backbone of a coherent, integrated and multimodal public transport system. This includes:
- integrated fares and ticketing with multimodal pass,
- set up of transfer stations or transit centre with coordinated timetable to facilitate seamless transfer between modes,
- real time information and visual display screen at the connection points but also on board to enable hassle-free transfers for passengers.

In the Limburg province of the Netherlands, we integrated train, bus and taxi services to
expand the transportation offer by 30% without increasing public expenditure. Examples of Veolia Transdev achievements in terms of integrated networks are available as Appendix 1 to this questionnaire.

We recognise that integration of public transport is easier when all the modes are managed and operated by a single contractor. However, we believe that a fully integrated service can be achieved by the NTA while having separate contracts for trams, trains and buses.

There are different ways to achieve the integration of the wider public transport network:
- Option 1: the input specification approach, where the NTA retains the majority of the control and only outsource the operation of the service.
- Option 2: the pure output specification approach, where the NTA specify clearly its vision and objectives and transfer the management of all the transport network to a single operator.
- Option 3: a middle ground, output specification approach where the NTA leaves it to the different operators to coordinate with each other to achieve its objectives and vision.

Given the current timetable and the level of work required to implement it, option 2 is likely to be too ambitious in the short and medium term. It may however be a viable option for the longer term.

Option 3 is achievable but fairly complex to implement in that it requires all of the operators to work in an integrated way. The formulation of a global vision for transport by the NTA and buy-in from all stakeholders would be key success factors of this approach. Reflecting the integrated vision in all off the contracts through joined-up objectives will help in driving the different operators to work together. Detailed procedures would need to be established and included in the operation contracts to define:
- The establishment of the fare structure,
- The management of the ticketing clearing house,
- The consultation process to establish timetables in order to ensure ease of transfer between modes
- The contractual obligation around waiting time at the main connection stops to facilitate the transfers, etc

The input specification approach seems the most relevant to the NTA’s objectives. This would imply the following:
- The NTA controls the fares and ticketing and therefore retains the revenue risk,
- It designs the network as well as the timetable of the bus network to facilitate the creation of hubs and the ease of transfer between services and modes.
- The operation is outsourced and punctuality and reliability which will impact on integration are enforced through a performance regime.

This would give the NTA the confidence that its vision is delivered. The challenge will be to keep a streamline contract management organisation while retaining a large chunk of the
control. The downside of this approach is that it doesn’t encourage private sector innovation as revenue risk needs to remains with the NTA.

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

We believe that the best way to ensure value for taxpayer money is to procure the contracts through a tendering process. The competition is very likely to drive the prices of the service down and the financial imperatives from the private sector will force efficiencies.

Our experience shows that:
- simpler tendering processes that minimise bid costs, are more likely to attract significant competition;
- contract length will also impact both the competition level and the price. We believe that a 5 to 7 year contract period is a good balance.

The level of risk transferred to the operators plays also a key role in maximising value for money. Where the level of risk is perceived by the operator to be high, this risk will be priced into the bid. The challenge is therefore to balance the risk levels for bidders against additional cost to the client. Finding this balance given the economic difficulties of recent years will be difficult and bidders are likely to price risks more heavily than was the case a few years ago.

The main risks to be considered are:
- revenue risks: while inclusion of revenue risk should not be discounted, we believe the transfer of this risk to the operator is likely to require greater safeguards than has historically be the case and will adversely impact the value for money. Also, as mentioned in Q2, it is key from an integration of service point of view that the NTA retains control over fare and ticketing and therefore the revenue risk.
- indexation: an indexation formula accurately reflecting the cost structure of the operator will avoid operator factoring a risk premium to cover indexation risk.
- fixed assets: better value for money will be achieved if the NTA keeps the ownership of the garages and fleet and lease them to the operators. This will also encourage competition as access to the garages will be paramount to bids especially in the Dublin area.

Full transparency and disclosure of employee’s terms and conditions including pension information will also be key, as uncertainties in this domain will most likely be covered by risk premium.
Q4. Are there benefits in introducing separate contracts for different bus market segments within the Dublin area? If so, how should such market segments be defined?

Three different segmentation could be envisaged for the Dublin area:
- a London type model where each route is tendered separately
- a separate contract for each bus garage
- a single contract for the entire Dublin area

The garage assets require careful management, as this will be the most significant barrier to entry; we would recommend that these assets are retained by the NTA and leased to operators. From this point of view, the route model would not be recommended. This model will also require significant tender and contract management by the NTA and therefore is also likely to be the most expensive one in terms of management cost for the NTA.

Both the garage model and the single contract can work well. The garage model is however likely to generate a more competitive market and would also allow for comparison of efficiencies between the different operations.

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

The context is different outside the Dublin area where the integration is not the prime objective and the access to new garages is more achievable. Therefore we believe the three following models could be envisaged:
- fully deregulated market supported by contracts where no operator wants to run a service
- contracts per route
- a single contract

In the interurban the attractiveness of the service will be key to encourage use of public transport and modal shift from cars. This will be driven by a combination of quality of vehicle, schedule and fare structure.

We believe that in the area outside Dublin, the transfer of the revenue risk to the operators will encourage innovation to increase the use of public transport. This can be achieved with all three models.

The benefit of the deregulated market or the route contracts is to generate more competition and drive the prices down. If however the NTA’s objective is to achieve ticketing integration throughout the Republic of Ireland, then a single contract would be the most straightforward approach.
Q6. What are the potential benefits or otherwise of competitively tendering for the award of new bus service contracts, compared to directly awarding contracts to Dublin Bus or Bus Éireann?

We see the main benefits of competitively tendering for the awards of the new bus service contracts as the following:

- As referred to in question 3, the tendering process is likely to increase value for money by driving the prices down.
- Encourage innovation
- Give opportunity to operators to change their behaviour
- Separating the operator from the Local Transport Authority will make it much easier to control the quality and enforce a Performance Monitoring system.
- In a quickly changing environment, private companies are often more flexible and mobile than local authority controlled companies.
- Private companies often have better ability to deal with the unions to resolve social issues.

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

Please complete the questionnaire and
- submit by email to 2014busconsult@nationaltransport.ie or
- submit by post to

2014 Bus Public Consultation
National Transport Authority
Dun Scéine
Iveagh Court
Dublin 2.

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