



# **Non Statutory Public Consultation on 2014 Bus Public Service Contracts**

## **Public Consultation Submissions Submission 50 to 62**

National Transport Authority  
Dun Scéine  
Iveagh Court  
Dublin 2

Amended October 2012



# **SUBMISSION 50**





**CHAMBERS  
IRELAND**  
IN BUSINESS FOR BUSINESS

## **Submission to the Public Consultation on 2014 Public Bus Service Contracts**

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### **Foreword**

Chambers Ireland believes an efficient and reliable public transport system is essential for businesses, their staff and their customers. We see a more competitive system as the best means to achieve this end. The National Transport Authority recognises that the bus is the most important form of public transport in Ireland today with 220 million passenger trips every year. Currently, these services are provided by Bus Éireann and Dublin Bus, along with licensed commercial operators who have been awarded contracts.

The Department of Transport, Tourism and Sport's Smarter Travel Policy<sup>1</sup> makes it clear that a sustainable and integrated transport system remains one of its high level goals.

Investment in transport is essential to ensure an efficient and successful economy and continued economic and social development.

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<sup>1</sup> <http://www.transport.ie/transport/Sustainable/index.asp?lang=ENG&loc=1913>

This policy makes it clear that societal demands for evermore private car travel are simply not sustainable. It would result in a number of negative consequences: further congestion; increased air pollution; a rise in sedentary lifestyles; and advances in global warming.

In this context, the Government makes a number of key recommendations:

1. Improve quality of life and accessibility to transport for all and, in particular, for people with reduced mobility and those who may experience isolation due to lack of transport.
2. Improve economic competitiveness through maximising the efficiency of the transport system and alleviating congestion and infrastructural bottlenecks.
3. Reduce overall travel demand and commuting distances travelled by the private car.

These recommendations are significant as the current Government begins to consider the issue of public bus service contracts as we approach 2014.

Chambers Ireland is the country's largest business organisation, with 50 member chambers representing businesses throughout Ireland. Our national remit is to support and develop the economic and social environment of Ireland's communities in order to make it them a better place in which to live, work and do business. We believe that the principle of increased competition as a means to deliver this is good for businesses and communities. This should be the strategic direction of the NTA as it would lead to sustainable development and support economic growth.

Any decision taken by the Government on public bus service contracts must consider a number of stakeholders: businesses who rely on public transport for their customers; the users of public transport; the members of society who benefit from an improved transport system and a cleaner, greener society; and the companies competing for tender.

Any process of competitive tendering must be done in a way that maximises the potential for competition while also ensuring the existence of a core network of bus routes needed to facilitate business, staff and customers.

## Competitive Tendering

Following the Road Transport Act (1985) in the UK, there was a move from public to private monopolies of public transport services. These failed to produce the desired cost savings: monopolies inherently lead to increased costs, whether they are public or private.

The benefits of an integrated ticketing system are often used to justify a monopoly system. Policy makers suggest it is important that ticketing and fares are standardised and coordinated to increase user numbers. However, competitive tendering allows for these advantages without the need for public ownership:

- Control over systems and structures remains in the hands of a strong transport agency;
- Fares can be decided by this agency;
- Contracts are awarded to companies for fixed time periods, which can be rescinded if the companies fail to facilitate integrated systems; and
- Contracts are awarded to companies, public or private, that best demonstrate the ability to provide this type of service.<sup>2</sup>

The creation of Transport for Ireland and the introduction of the 'Leap' card show that this is possible in Ireland. The structures that could lead to such a system are already in place to some degree.

These ideas are supported by examples from London, Copenhagen and Stockholm.

## Competitive Tendering in Ireland

Any process of competitive tendering must be done in a way that maximises the potential for competition while also ensuring the existence of a core network of bus routes needed to facilitate business, workers and commuters. Many private providers of bus services in Ireland are not large enough, and do not have an adequate fleet, to tender for large contracts. For this reason competitive tendering must be done in a phased manner and should be focused initially on clearly defined service areas.

Therefore, Chambers Ireland recommends that the objective of the tendering process should be to build private sector capacity through the private sector delivering where the current transport provision is poor. For example within Dublin, this would allow for much greater competition on orbital routes before identifying the most appropriate radial routes. This would facilitate the phasing necessary to ensure the process remains fair and competitive.

This would be supervised and regulated by the NTA through existing powers, which would guarantee minimum standards and fares for travellers. This could benefit particularly as it could leverage off integrated ticketing.

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<sup>2</sup> [www.publicpurpose.com/ut-ct-mon2004.pdf](http://www.publicpurpose.com/ut-ct-mon2004.pdf)

However, for such a system to succeed the public must be aware of it, and be encouraged to take advantage of it. Currently the 'Leap' card has had a relatively low take up rate compared to similar schemes such as the oyster card in London. Much more must be done by Transport for Ireland to make the Leap card more attractive, with increased savings and increased flexibility being two options. It is important that the Leap card becomes the norm for travellers and commuters in Dublin and ultimately around Ireland.

## **The Advantages of a Modern and Integrated Bus Service**

The bus is a mode of transport that many people take for granted. People rarely think about the service being provided unless it goes wrong. However, there are many clear advantages of an efficient bus service, and reasons to ensure Dublin and Ireland have a service fit for the 21<sup>st</sup> Century.

1. Buses ought to be an essential means of travel for all social groups.
2. Staff rely on an efficient bus service for travel to work.
3. Employers would struggle to recruit and retain staff without a reliable bus service.
4. The tourism sector relies on a quality bus service. Rural routes are as important as the major intercity network.
5. After walking, bus travel is the most common form of transport to and from school.
6. Bus providers are a major source of employment.

## **Conclusion**

Ireland needs a modern bus service that will meet the needs of travellers, commuters, employers, the business community and the taxpayer. It is important that bus travel becomes a norm for all members of society. This will only be achieved with an efficient, reliable and integrated service. When the National Transport Authority comes to award new contracts in 2014 they must consider whether a new system moves towards full deregulation as was the case in many metropolitan areas in the UK, or a regulated system of franchises and private companies as was the case in London. It would appear that the latter option produces the greater efficiencies and the better service.



## Recommendations

1. A system based on competitive tendering would lead to increased efficiencies, better performance and higher levels of customer satisfaction. Any process of competitive tendering must be done in a way that maximises the potential for competition while also ensuring the existence of a core network of bus routes needed to facilitate business, workers and commuters.
2. The Leap card should overtime and in accordance with current plans be developed to include both travel beyond the Dublin metropolitan area and to be fully interoperable. This would create convenience for all travellers and could have knock on benefits for business, especially the tourism sector. As we move towards a more integrated bus service it will be important that the NTA and Transport for Ireland have clearly defined roles and functions. This will be especially important as integration begins to take place across road, rail and tram services.
3. As an organisation that represents the interests of SMEs in rural areas, we urge the NTA to award licenses to companies who promise to fulfil their public service obligations. Rural dwellers must have access to public transport in order to support local businesses. Furthermore, the provision of services in non-mainstream routes is essential to maintain healthy communities and reduce levels of social exclusion.
4. The process by which licenses are distributed must be open and transparent. The public must have full confidence that the NTA is acting objectively to produce the best possible bus services throughout Ireland.



# **SUBMISSION 51**



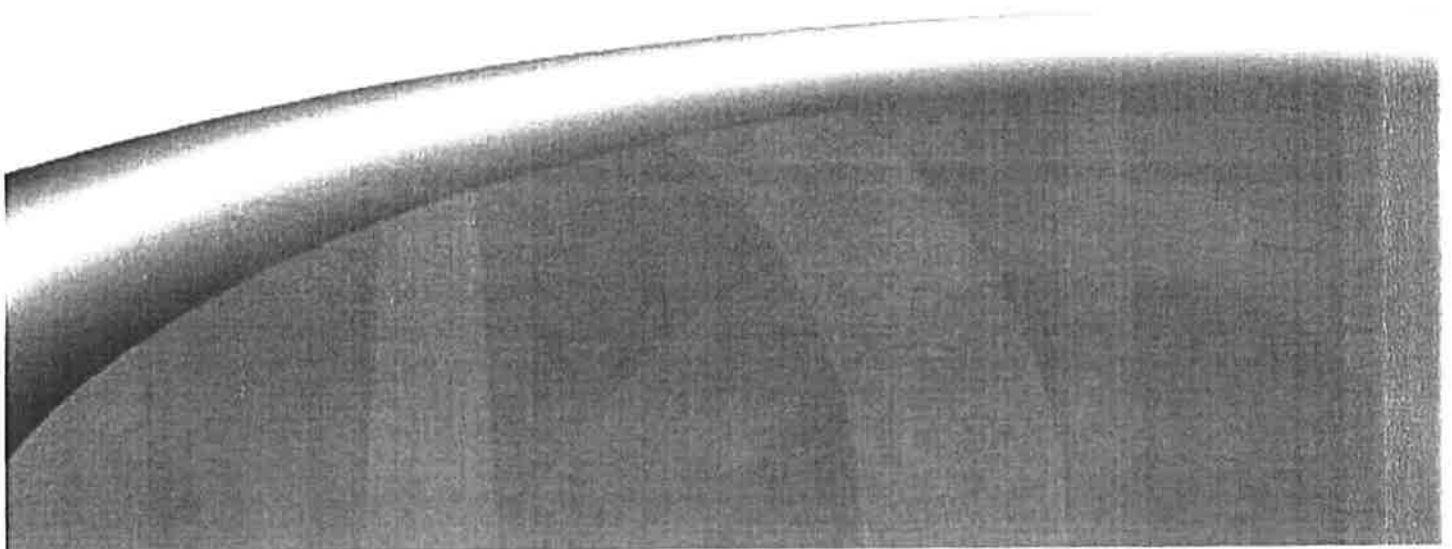
**Engineers Ireland West Region**

**Submission on**

**National Transport Authority's**

**Public Consultation on 2014 Bus Public Service  
Contracts**

**July 2012**



**Engineers Ireland West Region**  
**Submission on National Transport Authority's**  
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## **1. Introduction to Engineers Ireland**

Engineers Ireland is the operating name of the Institution of Engineers of Ireland which was founded in 1835. It is the largest professional body in Ireland with a membership of over 24,000 members from all engineering disciplines who are employed in both the private and the public sector. Its primary role is to be the representative voice of the engineering profession in Ireland.

It is organised on both a divisional and regional basis. Engineers Ireland West Region represents 2,300 members located in the counties of Galway, Mayo and Roscommon.

As engineers our work impacts on the quality of life of every individual in such diverse ways as:

- generation and distribution of electrical power,
- design of renewable energy generators
- exploration for and production of oil and gas
- design and construction of motorways,
- design and construction of piers and harbours
- design of public transport facilities,
- design and construction of hospitals and schools,
- provision of potable drinking water,
- design and manufacture of stents, artificial joints, prostheses, advanced surgical robotics, diagnostic and life support equipment,
- design of software solutions,
- design of Information and Communication Technologies
- production of pharmaceuticals,
- providing third level education, research and innovation.

Engineers also play an important role in mitigating the negative anthropogenic impacts on the environment by:

- the design of waste water treatment plants,
- the design of systems for the treatment of emissions to air which have the potential to cause air pollution,
- the design of recycling equipment and facilities,
- the development of renewable energy technologies.

Engineers are playing their part in the development of technologies to enable us to harness the tremendous ocean resources identified in the Our Ocean Wealth document, whether that is piers and harbours to service sea transport, tourism and leisure activities or sea fisheries and mariculture, offshore wind turbines and ocean energy devices in the hostile marine environment of the North Atlantic or communications technologies to facilitate wireless connection of monitoring buoys to enable real-time monitoring of water quality in Ireland's bays and estuaries.

## 2. Engineering the West Region to 2020 – Reinventing our Region

For a considerable period of time, Engineers Ireland West Region has had a strong focus on its contribution to the development and sustained growth of the West of Ireland. Motivated by this ambition, a body of work was commissioned in which there was a critical assessment of the Region in terms of its resources and the enormous potential that exists. This work has led to the publication of a Report in May, 2011 entitled “Engineering the West to 2020 – Reinventing our Region”.

Our vision is to foster the growth of

***An agile and sustainable West Region, benefiting from world class industrial clusters, a vibrant economy and our rich natural and cultural heritage.***

The Report, through a series of key recommendations, spells out how this vision can be achieved. This will enable Engineers Ireland West Region to identify, promote and support all those activities necessary to realise that vision and advise and support local and central government and the development agencies in their work towards achieving the potential of the West Region. Given the current pressure on public finances it is more important than ever that the scarce resources are invested in the right projects at the right time so as to have the maximum positive impact on the sustainable development of the West Region.

The report recommends the adoption of a sustainability framework based on the ten **One Planet Living**<sup>®</sup> principles<sup>1</sup>. One Planet Living is a sustainability framework that was developed by BioRegional and the World Wide Fund for Nature (WWF) to enable people and organisations to live and work within a fair share of our planet's resources.



The basic concept behind One Planet Living is to encourage people to live within an ecological footprint that can be supported by the planet. At present if everybody in the world had the same ecological footprint as the inhabitants of Europe, three planets would be needed to support the global population.

The core of the framework is the use of ten guiding principles to help individuals and organisations to examine the sustainability challenges that they face, and to develop appropriate solutions. The ten guiding principles which One Planet Living uses are outlined and briefly explained below:

- **Zero Carbon:** Making buildings more energy efficient and delivering all energy with renewable technologies.
- **Zero Waste:** Reducing waste, reusing where possible, and ultimately sending zero waste to landfill.
- **Sustainable Transport:** Encouraging low carbon modes of transport to reduce emissions, reducing the need to travel.
- **Sustainable Materials:** Using sustainable healthy products, with low embodied energy, sourced locally, made from renewable or waste resources



- **Local and Sustainable Food:** Choosing low impact, local, seasonal and organic diets and reducing food waste.
- **Sustainable Water:** Using water more efficiently in buildings and in the products we buy; tackling local flooding and water course pollution.
- **Land Use and Wildlife:** Protecting and restoring biodiversity and natural habitats through appropriate land use and integration into the built environment.
- **Culture and Heritage:** Reviving local identity and wisdom; supporting and participating in the arts.
- **Equity and Local Economy:** Creating bioregional economies that support fair employment, inclusive communities and international fair trade.
- **Health and Happiness:** Encouraging active, sociable, meaningful lives to promote good health and well-being.

Our comments in the following sections are informed by the “Engineering the West to 2020 – Reinventing our Region” report and the key recommendations therein. The full report and a summary of the report, the Executive Report, is available from [www.irelandwest2020.org](http://www.irelandwest2020.org) under the Reinventing our Region tab.

The relevant key recommendations in the **Sustainable Transport** section of our report are;

Continue to pursue with urgency and determination, within the West Region, the 5 key goals on which the “Smarter Travel” policy is based.

All new developments, industrial, commercial and housing, must be located and designed so as to facilitate public transport services.

Develop a state-of-the-art integrated transport hub at Ceannt Station including both a rail terminus and a Bus Éireann terminus.

The relevant key recommendations in the **Equity and Local Economy** section of our report are;

Invest in health, education, transport and communication infrastructure, to enable the development of a world-class environment for local residents and industry.

Promote a culture of agility, preparedness and innovation for new opportunities so that the Region can respond rapidly when required.

The relevant key recommendations in the **Health and Happiness** section of our report are;

Support healthy lifestyles through design of our built environment, promotion of sport and recreation activities.

Happiness for the inhabitants in our Region is the ultimate objective and desired outcome from the implementation of the recommendations of this Report.

### **3. Submission from Engineers Ireland West Region**

Recently Engineers Ireland West Region participated in an Advisory Group that worked with the Mayor of Galway to look at some of the key traffic issues in Galway. In the period November 2011 to February 2012, the Advisory Group engaged the citizens of Galway through a series of surveys that included online and direct face to face surveys. The key objective was to identify a range of implementable short term measures that would help alleviate the traffic problems in the city. A significant feature of the survey process was the use of the international best practice in online surveying and website technologies. This contributed to the very good engagement from the public and in total 1,300 responses were received.

There were a number of separate elements to the public consultation phase and this process was greatly enabled through an interactive website. The different elements were:

- Completed online surveys
- Comments posted to the website
- Participation in an online discussion forum
- Direct e-mail of comments and suggestions
- On street surveys of the public
- School transport survey.

Following a detailed assessment of the inputs, the submissions were categorised under a number of key themes. Probably the most significant of these was public transport and it was good to see that there is a strong desire for an enhanced public transport system in Galway. This attracted a considerable amount of attention. There was a strong demand for a much better public transport system and there were many considered comments in relation to the existing system. It was particularly interesting that the suggestions in the surveys were not car dominated. This indicated the readiness among the public to consider a modal shift away from cars and towards more sustainable forms of transport and it indicated that the public are willing to use public transport (the bus in particular) if they are guaranteed a reliable service with appropriate frequency. For example in Galway, the fact that 1,000,000 passengers were carried on Route 409 (Eyre Square to Parkmore) in 2010 proves that a reliable, frequent service is attractive to the public. The use of bus lanes along part of its route helps to ensure predictability, reliability and short journey times and the 15 minute frequency means that even if one misses one particular departure the most one will have to wait for the next bus is 15 minutes. The number of passengers carried on this route was twice what was carried on the next busiest route, Route 405 and five times what was carried on the least used routes, Route 404 and 407.

The Advisory Group were pleased to note the plans to implement Real Time Passenger Information later in 2012. This will make the service more attractive to the public as predictability and reliability are key factors in a successful public transport system. Many people do not use the buses, as due to their own experiences, they have found the service to be unpredictable and unreliable. The lack of certainty about bus arrivals at bus stops and the lack of Real Time Passenger Information is a major deterrent to potential users of the service who want reasonable certainty when making their travel plans. Dublin Bus has developed apps for iPhones and Android smart phones which were launched in July and December 2011 respectively. The iPhone app won the Best Travel and Tourism App at the second annual Appy awards ceremony in November 2011. The apps are free and include Real Time Passenger Information for all 5,000 bus stops in the Dublin Bus network, a Route Planner, Route Timetables and News Items. Users can check the actual arrival time of the next bus at any of the 5,000 stops or plan their journey from a choice of bus stops near them to a bus stop near their destination.

Another significant finding related to the important role of consultation with the public such as in the development of bus routes. It is clear that the public would welcome involvement in this process. This greater engagement enhances the likelihood that there will be greater take-up of a particular route. There is also the likelihood that better routes will be identified as a result of the consultation.

In summary, the Advisory Group made three key recommendations in relation to public transport and these were:

1. The success of Route 409, serving Parkmore with a 15 minute frequency, is indicative of the type of service that the public want and will use in increasing numbers. Use this as a model for other routes.
2. Develop apps for iPhones and Android smartphones to provide Real Time Information, Route Planning, Timetables and Service News for bus services in the city and serving the city similar to those developed by Dublin Bus.
3. Engage in public consultation on each bus route, using eParticipation, to give the public the opportunity to design routes that best suit their needs.

## **Appendix A – Engineering the West Team**

**The following are the members of the Engineering the West Team, a sub-committee of Engineers Ireland West Region, which prepared this submission;**

Dr Finbar Dolan, Chartered Engineer, Technical Director, Lake Region Medical Ltd

Padraic Fogarty, Chartered Engineer, Director, TOBIN Consulting Engineers

Dr Annette Harte, Chartered Engineer, Department of Civil Engineering, NUI Galway

Dr Michael Madden, Chartered Engineer, Department of Information Technology, NUI Galway

Brendan Mulligan, Chartered Engineer, Director of Property & Engineering (WR), Údarás na Gaeltachta

Brian Mulry, Chartered Engineer, Director, PMS Pavement Management Services Ltd

Professor Padraic O'Donoghue, Chartered Engineer, Department of Civil Engineering, NUI Galway

Justin Tuohy, Chartered Engineer, Director, Integrated Project Management

Niamh Ward, Chartered Engineer, School of Engineering, Galway-Mayo Institute of Technology

**Queries or comments in relation to the submission may be addressed to the Engineering the West Team by contacting;**

**Engineers Ireland West Region,  
West Region Focal Centre,  
c/o College Office,  
College of Engineering & Informatics,  
New Engineering Building,  
NUI Galway  
University Road,  
Galway.  
Tel. No. (091) 586600  
Fax No. (091) 586601  
Email: [west@engineersireland.ie](mailto:west@engineersireland.ie)**

## References

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One Planet Living® is an initiative based on 10 guiding principles of sustainability developed by BioRegional and WWF  
<http://www.oneplanetvision.org/one-planet-living/opl-framework/>



# **SUBMISSION 52**





RECEIVED BY HAND. AT NTA OFFICE

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

04 JUL 2012

**Questionnaire**

BL 11349.

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?**

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

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

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

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

I am writing to you concerning the bus route to Our Lady of Lourdes Hospital Drogheda from Dundalk. As you should know all most all A+E services from Dundalk have been moved to Drogheda, my point is that the only drop-off point is about 1 mile from the hospital, so I would like for you to consider a route change to allow people to be dropped off at the hospital. It is only a small the-tour so I can't see much problem

Yours  
Gerard Jeff

Please complete the questionnaire and

- submit by email to [2014busconsult@nationaltransport.ie](mailto:2014busconsult@nationaltransport.ie) or 58 Backdoor Walk
- submit by post to Dundalk

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<sup>th</sup> July 2012.

# **SUBMISSION 53**



Dublin City Centre  
Business Association Ltd.  
21 Dawson Street  
Dublin 2  
Tel: 01 - 662 2895  
Fax: 01 - 662 2284  
Email: info@dcba.ie  
Website: www.doba.ie



*Jeremy*

July 6, 2012

09 JUL 2012

Mr Gerry Murphy  
CEO  
National Transport Authority  
35 Fitzwilliam Square  
Dublin 2

**NTA Public Consultation on 2014 Bus Public Service Contracts**

Dear Mr Murphy

You have invited submissions on the above.

I enclose a response from DCBA.

Should you wish clarification on matters I shall be happy to do so.

Yours sincerely

Tom Coffey  
Chief Executive

Chairman:  
Paul McElearney  
Vice-Chairmen:  
Seán Duffy  
Conor Keoghan  
Hon. Treasurer:  
David Brennan  
Chief Executive:  
Tom Coffey

Directors:  
D Brennan  
B Goff  
C Keoghan  
P Lenehan  
P McElearney  
(Company Secretary)  
D McCormick

Cc Mr L Varadkar TD, Minister for Transport Tourism and Sport



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**PUBLIC BUS SERVICE CONTRACTS 2014 –  
NON STATUTORY PUBLIC CONSULTATION  
DCBA RESPONSE - JULY 2012**

**NATIONAL TRANSPORT AUTHORITY (NTA)**

The NTA is considering whether it should enter into new direct award contracts with the current contracted parties or undertake competitive tenders.

**DCBA POLICY POSITION**

DCBA supports decisions and policies that benefit enterprise, jobs and the common good. Particularly policies that recognise the importance and reality of the Dublin Metropolitan Region as the engine of the economy of Ireland and the main if not only attractor of foreign direct investment. DCBA supports decisions that increase competition, reduce state sector costs to taxpayers and is proactive in the structural changes set out in the EU/IMF Memorandum of Understanding Dec 2010 signed by Mr B Lenihan TD and Mr P Honohan, Central Bank.

**DUBLINER'S OPINIONS**

Dublin City Council survey of Dubliner's opinions --YOUR CITY YOUR VOICE SURVEY--- revealed that when asked about the factors which influenced where they shopped most respondents indicated that *Good Choice of Shops* and *Value for Money* were the most important factors.

The bus was the most popular transport modal choice with 34% preferring its use to access the city centre. 20% of respondents favoured gaining access to the city centre by car.

Over 18% indicated a need for cheaper/free parking while 11% stated that better/cheaper public transport would be important.

Mobility into and around Dublin was important to people.

13% of respondents suggested improvements in safety. 11% of respondents wanted to see a better range of smaller/local/Irish shops in Dublin. The survey also indicated that more could be done (better opening hours) to increase the popularity of cultural facilities and events such as museums and theatres.

When asked their favourite thing to do in the city centre respondents indicated that eating out and shopping (15% and 14%, respectively) were the favoured activities. Walking/jogging and going to the park were the favoured activities in the suburbs (31%).





## **DUBLIN TODAY**

- Population in the GDA has been growing steadily during the last 20 years; between 1996 and 2006, it rose by 18%, from 1.4 to 1.7 million.
- According to the most recent estimates, population in the GDA will increase to 2.3 million by 2020 and 2.8 million by 2030, respectively a 37% and a 68% increase over the 2006 total. A mix of natural growth, in-migration and returning emigrants will account for the increase.
- Dublin has a young diverse population. Half of the population of Dublin County is aged between 10 and 39.
- The Dublin Region has the highest percentage of non-Irish nationals, 14.5%, in the country. At county level, Dublin City (17.2%) and Fingal (15.6%) have the highest rates.
- 28% of Ireland's population lives in Dublin County which covers only 1.3% of the surface area of the country.
- Nearly 40% of the total population live in the Dublin City region.
- In 2006, the Dublin County had by far the highest population density, at 1,295 people per square kilometre.
- The Dublin City region had the highest proportion of people with a third-level qualification, among those who had completed their full-time education. In 2006 a total of 35.9% in Dublin County had a third-level education, compared to 33.4% in the Dublin City region and 29% nationally.
- Dublin County is home to 615,000 workers. Over 200,000 work within the area bounded by the canals, such as the IFSC, the growing legal district south of the Liffey, the retail and tourism sectors, and in 'new economy' companies.

## **DUBLIN STRENGTHS, WEAKNESS, CHALLENGES FROM THE PERSPECTIVE OF THE BUSINESS COMMUNITY (RATEPAYERS)**

Dublin City has many strengths, the Georgian and Medieval Historic city centre and the fact that the city centre can be walked easily. The cosmopolitan mix of many nationalities and ethnic groups side by side with Dubliner's wit and charm.

However, a number of factors such as weak transport infrastructure, the sprawling nature of the city, poor planning enforcement and inadequate footpaths for pedestrians detract from Dublin's strengths.

Dublin has a number of potential threats.

Its island location on the edge of the EU.

The need to have continued cheap air access.

The need to attract overseas visitors in sufficient numbers to be comparable with its competitor cities in the EU.



The lack of National Government political commitment to our capital city and their penchant for micro management and secrecy leading to a weak and poor performance in meeting citizen's needs and international competition.

It is a challenge to retain and further intensify the population in the Capital City Centre. A particular challenge is to attract families to live in city centre and create the same vibrancy and ambience and feeling of safety in the evening as is the norm during daylight hours. This has a consequence for FDI.

### **ACCESS, MOBILITY AND THE ECONOMY**

Dublin to remain viable and grow jobs and taxes needs good access and good mobility to and within the Capital City Centre, as well as the Dublin City Region.

- Maintaining access to all 22 CBD car parks for shoppers (presently accommodating 30 million pa) is a vital element of access to and the economy of CBD.
- Reliable Quality Bus Corridors to CBD is an essential access infrastructure.
- Existing and underused rail is an essential access infrastructure and should be fully used before any further expenditure of taxpayer money on new big budget transport projects are undertaken.
- Linking two LRT (Luas) lines is an essential mobility infrastructure and needs to be put in place as soon as possible. (Without overhead wires in the Historic Core to maintain competitiveness of CBD).

### **PUBLIC TRANSPORT FOR DUBLIN CITY**

Improved public transport for Dublin and for the city centre is essential. A coherent, integrated strategy is needed which delivers a world class transportation system for Dublin.

It is important not to lose sight of the fact that a world class system is defined on the provision of universal, effective mobility and not by any specific technical system. Public transport that is frequent, on time and clean is what is required and valued by the public.

Dublin needs a rapid implementation of good transit which is frequent and reliable to achieve modal shift and effective mobility. Bus, car and taxi are the only modes by which almost every part of Dublin has direct access to City Centre.

Male life expectancy has risen to just over 75 years and female life to a little over 80. By 2030, they are expected to rise to about 83 and 87 respectively.

The Irish population is getting older. The average age is currently over 35. It is expected to rise to over 40 by 2030.

Since the mid-1990s, non-indigenous immigration has become a crucial factor contributing to accelerated growth. It is estimated that immigrants will account for half of the total population growth between now and 2030.



Ireland has become the fifth most oil-dependent country in the EU, and the ninth most dependent in the world, at a time when oil is becoming an ever scarcer and more expensive resource.

The main street of Dublin has moved from O'Connell Street to the M50 and that development needs to be addressed in deciding on any public transport system for the Dublin City Region.

All of these trends point to the need for more public transport.

The principles of network design, service levels and service quality needs to be set by the sponsors of the public transport and not by the transport operators themselves.

It is unlikely that the state sector will have the necessary funds to invest in greater capacity to deliver more frequent bus public transport in the foreseeable future and so credible bus transport operators will need to be invited to tender for and deliver additional service to consumers. Increased competition and increased frequency will deliver better mobility and modal change in consumer habits.

In tandem with such development the government needs to grasp the nettle of free car parking for public servants. Surveys by DCBA illustrate that over 60% of car commuting in the morning peak into Dublin 2 are public servants. This is creating an artificial distortion in the market and undermining the revenue of current public transport operators.

It is also adding to avoidable morning peak traffic congestion. Furthermore the EU/IMF MOU signed by Lenihan and Honohan on 3 Dec 2010 requires not only increased taxation but liberalisation of services and competition in Ireland. Public servants in a caste system of entitlements and privileged exemptions cannot be allowed to continue creating this artificial distortion in the market, which is damaging public transport operators' financial performance.

Should a large public transport operator emerge as the successful entry to a competitive market here then the position of the existing largest public transport operator (Dublin Bus) needs to be taken into account to ensure they have a level playing field, stability and are not burdened with un-necessary costs and structures which would damage their competitiveness and ability to grow their business. Central HQ costs for CIE in Heuston station need to be removed from the balance sheet in Dublin Bus. Consideration needs to be given to transfer Dublin Bus to Dublin City Council to create a seamless working structure vis QBC traffic management and public service provision accountable to Dubliners who vote.

## **NTA CONSULTATION FURTHER SUGGESTIONS**

- There are 290,000 homes vacant in Ireland. It is estimated that it will take 43 years to fill vacant homes outside Dublin, Cork and Galway. On the other hand demand for residential homes will continue in Dublin and a shortage in supply is likely to develop in about 10- 15 years as the knowledge management economy and FDI continues to grow. This has implications for NTA which must deliver mobility in these Dublin metro centres of population and expansion.



- Bus Éireann should be wound down and the market opened up to private operators who wish to deliver a service for their local area within the standards set down by national government. This will create a basis for two large bus companies. Dublin Bus and a large new overseas investor to develop in the Dublin Metropolitan Region and increase competition culture in the sector. Dublin Bus should retain contracts for the existing QBCs until after the next round of contracts in 2019. It should be recognised that Dublin during extreme weather conditions was kept economically ticking over by the car and Dublin Bus who were able to deliver flexible transport, albeit with difficulty. Dublin Bus record of consistent improvement should be built on.
- All other bus routes and new routes in Dublin Metropolitan Region should be put out to competitive tender.
- All public transport companies should be required to publish a full audited profit and loss set of accounts, so that the public can be fully informed.
- All Dublin Metropolitan Region public transport companies should report to a Greater Dublin Council chaired by an elected Governor to ensure democratic accountability. Electronic voting for GDR needs to be introduced to deliver a system of Citizen's democracy, including public transport users' views.
- A comprehensive effective Freedom of Information Act needs to be delivered by national legislators.
- The function of National government is to legislate, set standards, and targets. The function of Local Government is to deliver locally on the ground for citizens.
- The NTA consultation paper is strangely silent on rail transport, but rail needs to be seen as part of the integration debate. Despite substantial investment in rail infrastructure the trains are too slow to compete with car travel between main centres of population, especially for business travel. Each rail service between main stations to/from Dublin should be put out for competitive tender. Tourist arrivals from overseas need to be brought up to 13 million pa and the rail service needs to service this market so that provincial tourism can benefit. Local bus operators and rail need to work to create integrated public service locally.

# **SUBMISSION 54**



## 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?

- . passengers at the centre of data, contracts & KPI's.
- . lack of bus stops & location.
- . Security affects passengers to ex & potential. \*
- . have economic KPI need social indicators
- \* — . Reliability & punctuality. → THE MOST IMPORTANT.
- . information access
- . actual backup system .. with real capacity.
- . integrated

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?

- . NTA should own the ticketing system.
- . integrated timetables between modes.
- . Transport hubs & on street linkage information
- . put data out there to facilitate apps. development.

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

- Contracts ... plus contracts <sup>gross +</sup> net +.
- minimum number of operators.
- Contract Transparency
- Non fixed fares? v<sub>E</sub> cross subsidisation.
- flexibility for expansion.

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?

- Express corridors, to be opened.
- Peak Times -- possible additional private at peak.
- local services & feeder to prime routes.



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?

- hub & spoke
- interchange in outlying towns.
- local routes & local linkages
- should be based on a town hinterland to maintain rural communities. not admin areas.

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?

- Race to the bottom. vs build<sup>in</sup> quality criteria.
- Need to build in motorway + priv. car into costs &
- facilitates innovation
- Cost & Quality comparison
- Contracts can be terminated

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

- Maintain or improve safety standards.
- Needs monitoring etc.
- Cross boundary design consistency consistency.
- NTA to set standard for service.
- Finance
- Service depends on many controlling authorities  
Lee Ruth. Gardai etc.  
the network is more than a <sup>list of</sup> transport routes.
- Huge implications for change. if too fast.
- buses, coaches taxis and cyclists all in one lane.
- Value of service to economy - congestion, fuel, health etc.

Please complete the questionnaire and

- submit by email to [2014busconsult@nationaltransport.ie](mailto: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<sup>th</sup> July 2012.

ref/areas Wickham.

- social exclusion. customer vs citizen.
- public vs private does not mean "one or the other"
- what sort of city do we want to live in?

# **SUBMISSION 55**



## 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?

~~\*\*\*~~ Specify outputs - outcomes  
Good design  
Examine experience in UK re 1980s privatisation  
    re undercutting "race to bottom"  
    re what works (what didn't)  
    re competition for routes (go & find out)  
How maintain good SLA. re specifications  
    re environment (fuel used (diesel))  
Is it best to be authority-led (?)

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?

~~\*\*\*~~ Depots / stations use of!  
Use of / sharing of facilities  
Good network design  
Define what the wider world is: taxi, cycling  
    storage for bikes  
less incentive routes (subsidised)  
    La orbital routes  
complement one another / agreement on Model

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

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

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

tendering :  $\left. \begin{array}{l} \text{set level} \\ \text{set budget} \end{array} \right\} \text{competition on price}$

Defining factors : economic value  
quality / price

Who decides on TOR ? (feeds into it)  
Length of contracts ? Review & monitoring (KPIs)  
Hydarchology

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?

Depot

Area

Route

— geography no specific local routes (nature of pockets)

Route

— loss-making routes

↳ route blocks

bundles

design  
of net-  
work

↳ parameters  
hard to be agreed

↳ arterial

↳ orbital

net >> gross  
- cost  
- base  
comp tender

## **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?**



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?

- bigger variety → interurban  
→ less services in towns  
→ rural transport network  
(chronically loss making)
- Yes. Contracts not to Dublin but in

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?

You could possibly reduce size of subsidies  
Conditions for employees of private operators  
Contracting of DB / Bus Éireann → issues for  
companies / Redundancies → risk to bottom  
= marginal (2) by ; lower <sup>direct</sup> costs  
↳ tendering will clarify

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](mailto: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<sup>th</sup> July 2012.**

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

Fall out / Redundancies  
Transfer of Undertaking

TL

low income

Minimum standard  
will be set!

new jobs  
new rates  
more users (?)

Please complete the questionnaire and

- submit by email to [2014busconsult@nationaltransport.ie](mailto:2014busconsult@nationaltransport.ie) or
- submit by post to

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National Transport Authority  
Dun Scéine  
Iveagh Court  
Dublin 2.

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

**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?**

# **SUBMISSION 56**



## 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?

- CLARITY OF OBJECTIVES, CONCISE, MEASURABLE
- WHAT GOOD PERFORMANCE
- BIDDING ISSUE - MANAGE EXPECTATIONS
- COST WHAT YOU PAY FOR
- VEHICLES PROVISION
- HOW PRESCRIPTIVE SHOULD CONTRACT BE?
- UNDERSTANDING NEEDS

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?

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?

- ~~PROPOSAL~~ / SERV.
- SERVICE TYPE
  - TRUNK ARTERIAL
  - LOCAL PERIPHERAL
  - FEEDER
  - RAILWAY

• AREA

• SERVICE TYPE

• CUSTOMER TYPE

• PROFITABILITY



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?

• ACCOUNTABILITY

•

**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**

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**- submit by post to**

**2014 Bus Public Consultation**

**National Transport Authority**

**Dun Scéine**

**Iveagh Court**

**Dublin 2.**

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# **SUBMISSION 57**



## 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?

- \* Authority need to be clear on KPIs (simple and clear) ~~priority~~.
- Authority
  - clarity.
  - concise
  - measurable.
  - managing expectation.
  - ~~not~~ actual vehicle to be use.
  - ~~effort~~.
- How prescriptive the contract be?
- understand the need of people
- Quality of service (who decide on what's the most important "matrix")

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?

- \* Authority > Responsibility.
- Contributions:
  - "feeder services"
  - ~~unprofitable~~
- desig of the networks.
- cross substitution. (which part of the contract,
- fair integration willing of political
- "profitability of the contract"

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

\* lost salary?  
paper money. (Transparency)

\* Trade off  $\rightarrow$  Value vs money

\* inherent value | improved efficiency

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?

segment

Authority

\* Central

\* suburban

\* Geographic area

\* —

\* same type

Brink

**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?**

Men of Comber

1. In the

already segment

segment  $\rightarrow$  under one constraint

**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?**

*(Signature)*

~~Q~~ accordingly

Q New operators

⑧ ~~PSR~~ ~~Prokaryot~~ can be amendat. Unless

⑥ Synergy

**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**

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- submit by post to**

**2014 Bus Public Consultation**

**National Transport Authority**

**Dun Scéine**

**Iveagh Court**

**Dublin 2.**

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# **SUBMISSION 58**



## 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 should be structured so that there is a significant benefit to the provider for providing good quality of service.  
The KPIs should be qualitative and quantitative.  
For example if independent surveys show passenger satisfaction rises, then there should be a bonus for the operator.

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 central operator → the NTA → is responsible for integration. Fares need to be 'integrated'.  
Dublin Bikes also need to be 'integrated'.  
And the Leap Card should ~~integrate~~  
~~with~~ give automatic membership on Dublin Bikes

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

How do we measure value? What is the value of reducing reliance on private cars, and so reduce oil imports? The value of how an efficient transport system allows the rest of the economy function.

Dublin is consistently ranked poorly for its transport system. Improving transport could attract more FDI

What are social values of people who can't drive being able to use an efficient public transport provider

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 may be different types of service that may require different contracts. For example - feeder buses ~~might~~<sup>should</sup> be frequent and require small buses. They are often unprofitable. There may be a case that feeder buses should be part of the contract for the Luas or Dart

There could also be geographical segments

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?

- Competitive tendering can encourage improvements in price + quality of service
- Can encourage new operators with international experience + knowledge into market

On other sides

- There are synergies + economies of scale for keeping service with one operator.
- Customer knows who they are dealing with ~~and on~~ which may make it easier to air grievances.

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](mailto: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<sup>th</sup> July 2012.

Clk Andrew Montague  
44 Shangan Green  
Ballyman  
Dublin 9

# **SUBMISSION 59**





• James Wickham TD

• Mary Walsby DI

## Non-statutory public consultation on 2014 Public Bus Service Contracts

• John Platts MP

• Canon O'Leary DE

• Frances Wren

• MATTHEWS

• Louise Shorton, B

### Questionnaire

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

- Customer wants reliability  
punctuality  
information

Timeliness

Penalties

Is existing network a given?

Are customers wishes fixed?

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?

Double of reliability reduction?

New skills reduction in network

Political issue

Capacity of local government

Is this an NTA decision? Yes?

Is this correct?

Can't be not on the list - passengers needs at stake

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

Level of submission

Scope for efficiencies

Can quality be improved ?

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?

Benefits of a network

↳ orbital / feeder services

Transfers between lines + links to bus

Different operations exist already

S62 (sharing of facilities) already in place but not

scale in issue

Trial something

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?

Ex. city centres  $\left( \begin{array}{l} \text{commuter} \\ \text{public services} \end{array} \right)$   $\left( \begin{array}{l} \text{rural} \\ \text{services} \end{array} \right)$

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

Not broken don't fix it!

Difficulties with contracts + routes

Operations very efficient in benchmarking

Or, benefits of trialling something

Private operators may be more innovative  
could do more

**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](mailto: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<sup>th</sup> July 2012.**

# **SUBMISSION 60**



## 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?

- ① AUTHORITY DECIDE CLEAR MEASURABLE OBJECTIVES - HANDFUL OF KPIs - E.G. PUNCTUALITY.  $\Rightarrow$  SUPPLEMENTED BY CUSTOMER SATISFACTION OR MYSTERY SHOP?
- ② ALSO REWARDED FOR ACHIEVING GOOD PERF  $\rightarrow$  GETTING INCENTIVES RIGHT.
- ⑤ FUNDING - REALISTIC EXPECTATIONS WITHIN THAT
- ④ WHO IS PROVIDING VEHICLES? EG. QUALITY DEPENDENT ON THAT.
- ③ HOW PRESCRIPTIVE SHOULD CONTRACT BE? CREATIVITY/INNOVATION -

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?

① AUTHORITY'S RESPONSIBILITY

② INTEGRATED FARES

" NETWORK

" CUSTOMER INNOVATION

DESIGN OF NETWORK - ALLOW INNOVATION/ALTERNATIVE PROPOSALS

$\rightarrow$  MAY IMPACT ON MODE CHOSEN/BUNDLING - FEEDER/LOCAL SERVICES

WILLINGNESS TO "TAKE HIT" - GOVERNMENT LEVEL

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

- ④ AGAIN COMES BACK TO INCENTIVES - AMBITIOUS TARGETS
- ③ DUE DILIGENCE ON STARTING PRICE - TRANSPARENCY IN BID COSTS...
- ① COMPETITION
- ② DON'T MAKE THINGS TOO COMPLEX (CONTRACTS)
- ⑤ EFFICIENT TRANSPORT SYSTEM IMPROVES OVERALL ECONOMY - VALUE!  
→ SOCIAL COST OF MAKING SAVINGS - WHERE DID IT COME FROM.

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?

- DEFINE SEGMENTS - COMMUTER/FEEDER/LOCAL/ETC - DIFFICULT  
OR AREA OR ROUTES
- TRADE OFF BETWEEN SEGMENTATION AND INTEGRATION
- DESIGN NETWORK CORRECTLY... BACK TO BASICS
- PRAGMATIC APPROACH - PIECEMEAL BY DEPOT AND ROUTE
- COMM/NON COMM  
GEOGRAPHIC  
SERVICE TYPE  
CUSTOMER TYPE



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?

- INTERCITY    - SCHOOLS    - CITY SERVICES    - RURAL NETWORKS

↳ NATURALLY SEGMENTED

↳ EXPRESSWAY EXCLUDED

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?

#### DIRECT AWARD

- AUTHORITY FULL CONTROL NOW
  - CONTRACT CAN BE AMENDED UNILATERALLY
- SYNERGY - ECONOMY OF SCALE
- KNOW WHO DEALING WITH
  - "STABILITY + CONTINUITY"

#### CONSTRAINT

- LACK OF INCENTIVES
  - ↳ RELUCTANCE TO CHANGE
- AUTHORITY IN WEAK POSITION

#### COMP. TENDER

- IMPROVED EFFICIENCY
  - FINANCIAL (PRICE)
  - QUALITY
- INNOVATION
- NEW OPERATORS / IDEAS FROM INTL EXP.

#### CONSTRAINT

- TIMESCALE FRAME
- COST OF MOBILISATION

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

LABOUR RELATIONS

**Please complete the questionnaire and**

- submit by email to [2014busconsult@nationaltransport.ie](mailto: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<sup>th</sup> July 2012.**

# **SUBMISSION 61**



## 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?

Good design Specify best practice  
Race to the bottom  
SLIs Key Indicators  
Engine efficiency Euro 5  
Examine best contract type  
Get expected outcome at best price

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?

Sharing of facilities  
Network design: Centrally by NTA  
Subsidies are inescapable  
Define wider public transport network  
: Cycles (folding) on buses  
: Cycle parking  
: Walking Bunkers etc.  
: Car

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

Service level agreement.

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?

Group of routes.  
Net cost contract

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. Many different services.

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

Issues: Trade Union benefits of Dublin Bus.  
What happens if it goes to private operators  
Transition period.  $\Rightarrow$  severance package.

2500 drivers

If Dublin Bus lose 10% = 250 drivers  
On this basis benefits to state  
are reduced accordingly

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

Industrial relations matters.  
Net benefit to state due to  
social implications. Need to  
balance with potential new  
employment.

Please complete the questionnaire and

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- submit by post to

**2014 Bus Public Consultation**

**National Transport Authority**

**Dun Scéine**

**Iveagh Court**

**Dublin 2.**

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# **SUBMISSION 62**





## Comhairle Contae Mhaigh Eo

Áras an Chontae, Caisleán an Bharraigh, Contae Mhaigh Eo.

Teileafón: (094) 9024444 Facs: (094) 9023937

Do Thag. / Your Ref.

Ár dTag. / Our Ref.

R.81

3<sup>rd</sup> July 2012

05 JUL 2012

RECEIVED

National Transport Authority  
Dún Scéine  
Iveagh Court  
Harcourt Lane  
Dublin 2

05 JUL 2012

NATIONAL TRANSPORT AUTHORITY

**Re: Public Consultation on 2014 Bus Public Services Contracts**

Dear Sir

Your letter of the 14<sup>th</sup> June 2012 in the above matter was considered at a recent meeting of the Strategic Policy Committee on Roads and Transportation.

The committee wish to put forward the following views:-

- That school bus transport be utilized to a greater extent to cater for members of the public and the wider community.
- That transport initiatives be linked in with cycle route/walking routes where feasible.
- That an optimum bus service in terms of frequency and location be provided for rural isolated areas.

Yours faithfully

G Groarke  
Capital Section

pp

