Non Statutory Public Consultation on 2014 Bus Public Service Contracts

Public Consultation Submissions
Submission 50 TO 62
SUBMISSION 50
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?

|   |
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>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>
</table>

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?

| 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 to see you consider a route change to allow people to be dropped off at the hospital. It is only a small difference, so I can't see much problem.

Sincerely,

Gerry Leed

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 51
July 6, 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

Cc Mr L Varadkar TD, Minister for Transport Tourism and Sport
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 52
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?

<table>
<thead>
<tr>
<th>Specify outputs - outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good design</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Examine experience in UK or 1980s privatisation</td>
</tr>
<tr>
<td>+ underlying “race to bottom”</td>
</tr>
<tr>
<td>+ what works (what didn’t</td>
</tr>
<tr>
<td>+ competition for routes (good</td>
</tr>
<tr>
<td>+ find out)</td>
</tr>
<tr>
<td>How maintain good SLA + specifications</td>
</tr>
<tr>
<td>+ environment (find used C (e)(e) (e))</td>
</tr>
<tr>
<td>Is it best to be</td>
</tr>
<tr>
<td>authority-led?</td>
</tr>
</tbody>
</table>

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?

<table>
<thead>
<tr>
<th>Depots (sharing use of facilities)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use of / sharing of facilities</td>
</tr>
<tr>
<td>Good network design</td>
</tr>
<tr>
<td>Define what the wider network is: taxi / cycling</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Static routes (subsidised)</td>
</tr>
<tr>
<td>LA orbital routes</td>
</tr>
<tr>
<td>complement one another / agreement on model</td>
</tr>
<tr>
<td>Q3. How can the new contracts best ensure value for taxpayer money?</td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></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></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
Q3. How can the new contracts best ensure value for taxpayer money?

- Tendering: set level, set budget, competition, on price
- Defining factors: economic value, quality, price

Who decides on Tol? Checks into I
Length of contracts? Review & monitoring (CEP16)

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?

- Depth
  - geography, no specific local routes
- Route
  - loss-making routes
  - route blocks
  - bundles

- Design of contract:
  - parameters need to be agreed
  - Lo arterial
  - Lo 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 less money)

Yes. Contracts need to deliver good on:

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 & private operators. Contracting out DB / Bus Éireann - issues for companies / redundancies, lose to bottom line - marginal low cost. Tenders 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 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.
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
To low income

Minimum standard will be set?

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.
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 53
Non-statutory public consultation on 2014 Public Bus Service Contracts

Questionnaire

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

- Clarity of objectives, concise, unambiguous
- Always good performance
- Scheduling issues, realism expectations
- Cost when you pay for
- Vehicles provision
- What passenger should contract for?
- Understandable 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?

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</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>AREA</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>LOCAL</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>TRUNK</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>CUSTOMER TYPE</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?

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
- 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 12th July 2012.
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?

- Authority need to be clear on KPIs (simple and clear)
  - Authority
  - Clarity
  - Managing expectation
  - Concise
  - Actual, usable to be used
  - Measurable

How predictable the contract be?
- Understand the needs 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
- Contracts
- Feeder services
- Deep of the networks
- Cross substitution (which part of the contract)
- Fair integration willing of political profitmaking of the contract
Q3. How can the new contracts best ensure value for taxpayer money?

- Cost saving?
- Transparency
- Trade off - Value vs Money
- Innovation -> 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
- Anthony
- Company
- Small
- Google area
- Large
- Same 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?

- Already segment

- Segment > Under one contract

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?

- Accounts
- New operator
- Contract can be amended
- Subject
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.
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?

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 an independent survey shows passenger satisfaction issues, 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 is responsible for integration. Fares need to be integrated. Dublin Bikes also need to be integrated and the Leap Card should integrate with their 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 provides.

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 should 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 bus or fleet.

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 and quality of service.
- Can encourage new operators with international experience and knowledge into market.

On the other side:
- There are synergies and economies of scale for keeping service with one operator.
- Customer knows who they are dealing with 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 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.

Cllr Andrew Halstaghue
4 & Shangan Green
Ballymena
Dublin 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?

- Customer wants
  - Reliability
  - Punctuality
  - Information

Factors

Penalties

Is existing network a given?

Is customer input 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?

How is reliability achieved?

What skills needed in maintenance?

Private issue

Consort of local government

Is this an NTA decision? Yes

Is this contract?

Contracts not on this list - Passenger needs as stake
### Q3. How can the new contracts best ensure value for taxpayer money?

- **Level of subsidy**
- **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?

- **Benefit of a network**
  - **By origin/destination services**
  - Flows between areas don't go by bus

- **Different operators exist already**

- **567 (sharing of facilities) available 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?

<table>
<thead>
<tr>
<th>Q6. List factors concern with routes for rural service.</th>
</tr>
</thead>
</table>

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?

<table>
<thead>
<tr>
<th>Not harden don't fix it!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Difficulties with brands and routes</td>
</tr>
<tr>
<td>Operators very efficient in rural areas</td>
</tr>
<tr>
<td>Or, benefits of training schemes</td>
</tr>
<tr>
<td>Private operators may be more innovative</td>
</tr>
<tr>
<td>Could be gain</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?

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 57
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 RTA) 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 desire 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 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 buses or not. 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 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?

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

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.

Cllr Andrew Montague
44 Shangan Green
Ballyman
Dublin 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?

- **Customer wants reliability**
  - **Information**

  **Taxis**

  **Penalties**

  Is existing network a given?

  Are customer 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?

- New bus service integration needed?
  - New skills needed in integration

  **Political issue**

  **Cameral or Local Government**

  Is this an area decision? Yes

  Is this controllable?

  Controllable not on the ELT -筆記無 mau smake
Q3. How can the new contracts best ensure value for taxpayer money?

Live for subsidy

Screw for efficiencies

Can validity 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?

<table>
<thead>
<tr>
<th>Benefit of a network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improved services</td>
</tr>
<tr>
<td>Transfers between Luas &amp; Dart to buses</td>
</tr>
<tr>
<td>Different operators exist</td>
</tr>
<tr>
<td>S 62 (sharing of facilities) available in fact but not</td>
</tr>
<tr>
<td>Scale an issue</td>
</tr>
<tr>
<td>Trial something</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?

<table>
<thead>
<tr>
<th>(a. list traders con)</th>
<th>Linr (b) Trains</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Public services</td>
</tr>
</tbody>
</table>

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?

<table>
<thead>
<tr>
<th>Not broken down yet!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Difficulties with prices &amp; routes</td>
</tr>
<tr>
<td>Operators very efficient in benchmarking</td>
</tr>
<tr>
<td>On, benefits of tendering system</td>
</tr>
<tr>
<td>Private operators may be more innovative</td>
</tr>
<tr>
<td>Cost &amp; price</td>
</tr>
<tr>
<td>Not broken down yet!</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?

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 59
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. => supplemented by customer satisfaction or mystery shop?
2. Also rewarded for achieving good pre-funding incentives right.
3. Funding - realistic expectations within that
4. Who is providing vehicles? Eg., quality dependent on that.
5. 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
3. Network
4. Customer innovation
5. Design of network - allow innovation/alternative proposals
6. May impact on model chosen/bundling - feeder/local services
7. Willingness to "take hit" - government level
### Q3. How can the new contracts best ensure value for taxpayer money?

1. **Competition**
2. Don't make things too complex (contracts)
3. Due diligence on starting price - transparency in bid costs...
4. Again comes back to incentives - ambitious targets
5. Efficient transport system improves overall economy - value of 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

Lp NATURALLY SEGMENTED
Lp EXPRESSLINE 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?

<table>
<thead>
<tr>
<th>DIRECT AWARD</th>
<th>COMP. TENDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Authority full control now</td>
<td>- Improved Efficiency</td>
</tr>
<tr>
<td>- Contract can be amended unilaterally</td>
<td>- Financial (price)</td>
</tr>
<tr>
<td>- Synergy - Economy of scale</td>
<td>- Quality</td>
</tr>
<tr>
<td>- Know who dealing with</td>
<td>- Innovation</td>
</tr>
<tr>
<td>&quot;Stability + Continuity&quot;</td>
<td>- New operators/ideas from</td>
</tr>
<tr>
<td>WANT TO DEAL WITH</td>
<td>INTL EXP.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CONSTRAINT</th>
<th>CONSTRAINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Lack of incentives</td>
<td>- TimescaleFRAME</td>
</tr>
</tbody>
</table>
| - Reluctance to change | |}
| - Authority in weak position | - 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 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 60
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>Good design, specify best practice, face to the bottom, SLIs, key indicators, engine efficiency, Euro 5, examine best contract type, set expected outcome at least price</td>
</tr>
</tbody>
</table>

<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>Sharing of facilities, network design: Centre, Ely, NTA, subsidies are inescapable, define wider public transport network: cycles (folding) on buses, cycle parking, walking rambles etc, car</td>
</tr>
</tbody>
</table>
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?

Seem to 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 sources.

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?


2500 drivers
If Dublin Bus lose 10% = 250 drivers
On this basis benefits to stake 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
- 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 61
Railway Procurement Agency & Hewlett Packard Ireland Limited
ITS 7014 ITS Operate Contract

ACCEPTANCE CERTIFICATE
CR0062: Joining Fee for Bus Éireann

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Amount Payable</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joining Fee for additional transport operators in accordance with Paragraph 3.7 of Schedule 4 (Charges and Payment) (revised) - Fixed one-off price for the addition of any Transport Operator subsequent to the Market Launch Date:</td>
<td>€10,000 (ex VAT)</td>
<td>Completed and fully accepted on behalf of the RPA</td>
</tr>
</tbody>
</table>

**Note:**
Invoice to RPA under PO # I000255

**APPROVALS:**

**Operations Manager:**
Barry Dorgan

**Date Approved:**
SUBMISSION 62
R.81

3rd July 2012

National Transport Authority
Dún Scéine
Iveagh Court
Harcourt Lane
Dublin 2

Re: Public Consultation on 2014 Bus Public Services Contracts

Dear Sir

Your letter of the 14th 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

[Signature]
G Groarke
Capital Section

www.mayococo.ie

Mayo County Council
Áras an Chontae, Castlebar, Co. Mayo. Tel: (094) 9024444 Fax: (094) 9023937