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1330 Dublin Airport

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Bus Eireann

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Foreword

from the Chairperson



I am delighted to introduce the National Transport Authority's third Annual Report. 2012 was the busiest and most demanding year yet for the Authority, as we undertook a range of new work responsibilities.

The Board welcomed the decision of the Minister for Transport, Tourism & Sport early in 2012 to assign responsibility for the Rural Transport Programme to the Authority. The addition of rural transport to the Authority's remit will help us to develop an integrated public transport network across the State.

The Authority was also given responsibility for the enforcement of EU Regulation 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway. This complemented the Authority's role in rail passenger rights and continues the trend of greater consumer focus throughout the EU.

To the fore in 2012 was the challenge of maintaining comprehensive public transport services against a background of constrained Exchequer funding, a challenge compounded by continuing weak passenger demand arising from the economic recession.

The need for major investment to maintain and improve public transport infrastructure in the Greater Dublin Area is inescapable. In that regard, the decision of the Minister for Transport, Tourism & Sport to approve arrangements for the construction of Luas Cross City (formerly Luas BXD) was most welcome. The successful implementation of this project will be a key focus for the Authority.

A key new work area for the Authority arose from the implementation of the actions contained in the Government review of the taxi industry. This comprehensive overhaul of the regulatory controls will lead to a higher quality taxi service for the public.

In 2012, the Board continued to place a strong emphasis on prudent management by the Authority of its significant financial operations.

As Chairperson I am satisfied that the Board continues to carry out its responsibilities in a diligent and effective manner and I thank my colleagues on the Board for their contribution during 2012.

In conclusion, the members of the Board and I are pleased to acknowledge the considerable progress made during 2012 by the Authority's senior management team and their staff as outlined in this Annual Report.

A handwritten signature in black ink, which appears to be 'John Fitzgerald'.

John Fitzgerald, *Chairperson*
June 2013



Overview of the year from the Chief Executive

Throughout 2012, the Authority continued to focus on creating better information and integrated services for the public transport customer.



The rollout of the real-time passenger information system for buses was substantially advanced. A National Journey Planner was launched in June, covering public transport journeys on bus, rail and ferry services across all operators in Ireland. The Transport for Ireland website was expanded to serve as a 'one-stop shop' for users of public transport in Ireland, including overseas visitors.

The Authority pressed ahead with the roll-out of the Leap card in the Greater Dublin Area. The results have been impressive. By end 2012, more than 12 million journeys had been made using Leap cards. Feedback from the travelling public has been overwhelmingly positive.

At the end of the year, the Authority published the first in a series of integrated transport maps for the Greater Dublin Area, which can be downloaded by bus and rail users. This rectified a major gap in the mapping of services in the Greater Dublin Area. During 2013, these maps will appear in display panels on the streets and at rail stations.

Maintaining the widest possible coverage of rail and bus services throughout the State was a continuing challenge in 2012. The State-owned companies – Dublin Bus, Bus Éireann and Irish Rail – continued to incur deficits to such an extent that emergency Exchequer funding of €36 million was provided to the Authority for subsidising services. The bulk of this emergency funding was provided to Irish Rail.

Very significant bus network changes were implemented in Dublin through the ongoing roll-out of Network Direct, and in Cork, Galway and Limerick through implementation of the Authority's service reviews. These greatly helped to reduce costs while improving the service to the public.

Of course for the customer, the cost of public transport is a key concern. Regrettably, due to the continued reduction in the amount of subvention available for public transport services, the Authority had to approve increases in fares on subsidised bus and rail services in order to maintain the existing level of services.

In the Greater Dublin Area, the Authority moderated the fares increases for Leap card customers, which helped to provide commuters with a cheaper alternative to cash fares. As always, the challenge for

the Authority is to set the fare increase at a level that will ensure a better match between the costs of operating public transport and the revenues accruing from it, while also protecting the services themselves.

Commercial bus operators also suffered from the continued weak passenger demand and licensed operators withdrew from certain services. It fell to the Authority to find a way of mitigating the effect on the public. We reconfigured certain rural transport services and entered into a public transport services contract with a commercial bus operator in November for the provision of bus services between Urlingford and Portlaoise. This was the first public service contract awarded to a bus operator other than Dublin Bus or Bus Éireann.

In this context, it was timely that the Government assigned responsibility for the management of the Rural Transport Programme to the Authority in mid-year. The task given to the Authority is to develop more efficient and cost-effective rural transport services which are better integrated with regional and national bus and rail services. We also need to review the structures for the delivery of rural transport and find savings so as to secure the future of these vital services against the backdrop of the reduced financial resources available. In creating viable long-term structures, the Authority is keen to retain and build on the many successful elements of the existing rural transport services.

The Authority's current public transport services contracts with Dublin Bus and Bus Éireann for the provision of bus and rail services will expire by the end of 2014. The Authority is entitled to enter into subsequent direct award contracts with Dublin Bus and Bus Éireann or may invite competitive tenders for some or all of these services. In June the Authority invited submissions from the travelling public and bus operators to inform its deliberations on which approach to take.

The Government has maintained a valuable capital investment programme for public transport. In October, the first of 80 new accessible and environmentally friendly double-deck buses were delivered to Dublin Bus under its public transport services contract with the Authority. The new buses include a host of new safety and security features, as well as free Wi-Fi and other facilities for passengers. The inclusion of centre doors will speed up boarding and alighting times at bus stops.

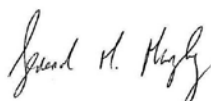
Looking to the future, the Authority published a detailed report on the scope for upgrading high capacity bus routes in the Greater Dublin Area to Bus Rapid Transit standard. The report identified two feasible cross-city corridors meriting further more detailed work.

The Authority funded a wide range of smaller transport projects in the Greater Dublin Area and in the main regional cities. These projects included bus priority, cycling and walking measures, and programmes for making our services more accessible to the public.

In 2012 the biggest reorganisation of taxi regulation was undertaken since the establishment of a national independent regulator for the sector in 2003. Also, a review of the national maximum taxi fare was completed.

As the Authority's income and expenditure amounts to more than €500 million annually, there is a clear need for strong financial controls. In 2012 we successfully introduced a new financial management system which will better enable us to meet our accounting and reporting requirements. We also introduced a web-based project reporting system for capital grants to local authorities and other funded agencies.

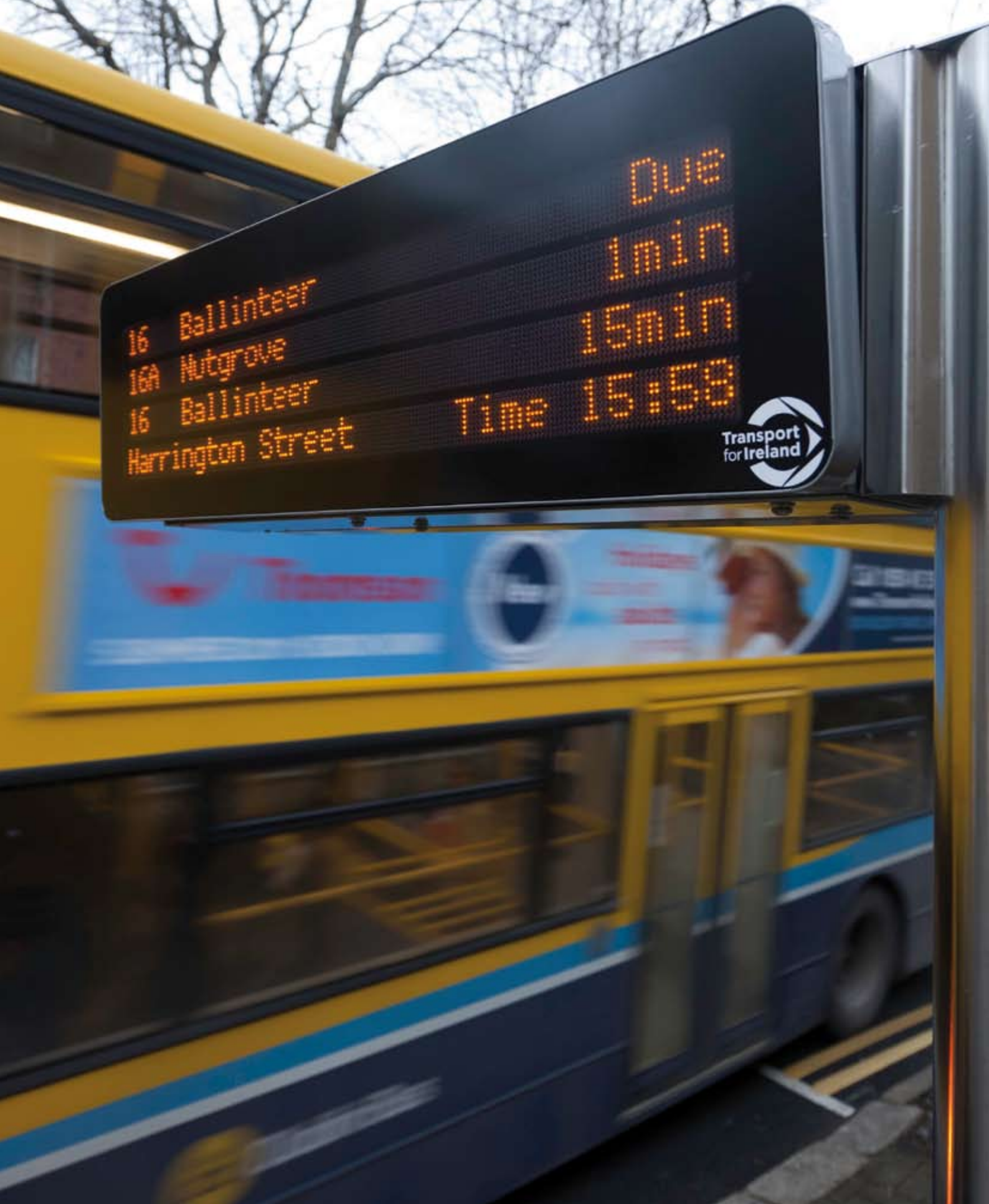
I hope readers of this Annual Report will find it informative. While it does not cover all aspects of our activities, it gives a broad overview of progress achieved in 2012.

A handwritten signature in black ink, appearing to read 'Gerry M. Murphy'.

Gerry Murphy, *Chief Executive*
June 2013

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Harrington Street

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Making it easier to use public transport

Smart technology offers new opportunities to serve public transport users better

Leap card

The Authority developed and launched additional features to extend the initial Leap card offering of an electronic purse. The ticket vending machines of Irish Rail were enabled to top-up and dispense Leap cards – this greatly extended the options for Leap card customers. A daily and weekly cap was introduced on Leap card charges for Luas services.

This ensures that a maximum amount of €6.40 daily and €23.50 weekly will be charged to adult Leap card users for unlimited use of Luas services.



The Authority launched a student variant of the Leap card in September for those in full time studies. This added Leap card functionality to the traditional student travel card and proved very popular.

By the end of 2012, almost 200,000 Leap cards had been issued, and approximately 1.4 million journeys were being taken each month using Leap cards.



Real-time passenger information

The roll out of the real-time passenger information signs was for the most part completed in Dublin and Cork during 2012. In Cork, live information commenced in February 2012 on Bus Éireann services. By the end of the year, 409 signs were operational in Dublin and 35 in Cork.

The system is also being extended to Limerick, Waterford and Galway. The local authorities in those cities completed the civil engineering and electrical works for the signs during 2012, and installation of the signs had commenced in Galway and Limerick by year end.

The Authority continued to monitor the accuracy of the Dublin Bus real-time information, using regular surveys and ongoing public feedback. The fifth round of the surveys was completed in October/November 2012 covering longitudinal surveys of 15 sites and 1,000 buses. This found that 93% of buses arrived within two minutes either side of the predicted arrival time, which is in line with international norms.

National Journey Planner

In June the Authority launched the National Journey Planner – an online ‘one-stop shop’ providing service information on all public transport operating in and from the State. It features a fully intermodal, door-to-door journey planner that provides the customer with several options for making a trip on public transport.

The National Journey Planner is available as a web service and as a smartphone app on Android and iOS Apple phones.

By the end of 2012 the National Journey Planner had handled 6.5 million requests, over 80% of which were received from the smartphone app.

Underpinning the National Journey Planner is the National Public Transport Database. This database, which was newly created by the Authority, holds information on:

- » 120 public transport operators;
- » 9,600 bus, rail and tram stops;
- » 750 public transport routes; and
- » Approximately 2,000 rural transport services.

The screenshot shows the National Journey Planner web interface. At the top, there is a green header with the Transport for Ireland logo on the left and navigation links (Home, News, FAQ, Feedback, Privacy Statement) on the right. The main content area is divided into several sections:

- Search Fields:** Two input boxes labeled 'From' and 'To' with placeholder text. A 'Submit' button is located below the 'To' field.
- Departure Time:** A section labeled 'I'd like to depart at' with dropdown menus for time (13:45) and date (18.06.2013).
- my journey preferences:** A section with a blue header containing:
 - Means of transport:** Checkboxes for Train, Tram, Bus, Regional Bus, Ferry, and Taxi.
 - Walking speed:** Radio buttons for normal 4km/h, fast 5km/h, and slow (with heavy luggage) 3km/h.
 - Other options:** A checkbox for 'take neighbouring stops into account for origin and destination maximum 20 min walk'.
 - Route options:** Radio buttons for 'Fastest routes', 'Routes with the fewest changes', and 'Routes with the least walking between stops'.
 - Via:** An input field labeled 'Enter a via location here...'.
- Map:** A map of Ireland showing major cities and transport routes. Labels include NAVAN, TRIM, MULLINGAR, DUBLIN, NAAS, and others.
- transport updates:** A section with a blue header showing 'Messages filtered by: Date: 18.6.2013'.
- Buttons:** '+ find a timetable' and '- fares' buttons with question mark icons.

At the bottom of the page, there is a green footer with navigation links: Home, Feedback, Textversion.

To ensure that the National Journey Planner is as comprehensive as possible, the Authority conducted a major exercise to incorporate up-to-date information on services provided by licensed bus operators and rural transport operators.

Transport for Ireland

The Transport for Ireland website (www.transportforireland.ie) provides a range of information and technologies to help consumers to plan and make journeys by public transport, including by taxi or hackney. A number of significant enhancements were made to the website during the year.

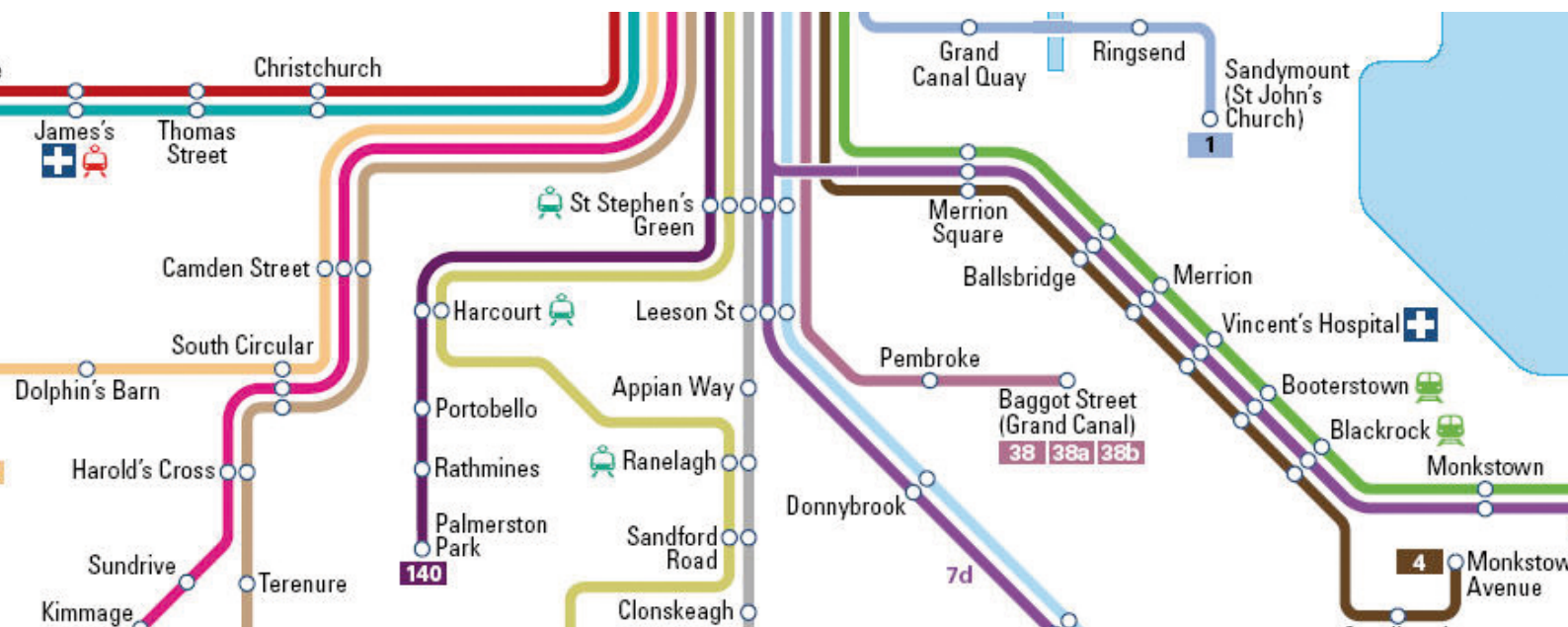
Passenger rights

Under EU Regulation 1177/2010, passengers travelling by sea and inland waterways are protected by a set of minimum rights. In 2012, the Minister for Transport, Tourism & Sport designated the Authority as the body responsible for enforcing this Regulation in Ireland. The Regulation came into effect on 18 December 2012.

The Authority already undertakes a similar role in respect of EU Regulation 1371/2007, which deals with the rights of rail passengers.

Public transport maps

The Authority developed a new public transport map for the Dublin area, showing all frequent public transport services on a single map. We also developed a series of 14 local public transport maps showing public transport services from Dublin city centre and larger town centres and transport interchanges in the Dublin area. The maps were published on the Transport for Ireland website.





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Annual Taxsa... ticket €19.34/week
Saving... over €1,000

Photograph by Ros Kavanagh

Improving the quality of bus and rail services

We must continually manage our public transport services to respond to customers' needs and we must seek efficiencies in doing so

Public service contracts with State-owned operators

As shown in Tables 1 to 3, the service performance in 2012 by Irish Rail, Dublin Bus and Bus Éireann was good and generally met the performance parameters specified in our contracts. These parameters have been made increasingly stringent each year since 2010. In 2012 the contracts were amended to require operators to report bus performance by city and/or route corridor and train performance by individual rail line. This disaggregation will help us to identify how individual sectors are performing and thereby improve performance.

The Authority also revised the contracts to facilitate improved oversight of the integration of promotional fare policies with general fares, and, on the cost front, to approve marketing campaigns and budgets. The obligations on operators in relation to integration initiatives, such as real-time passenger information and the National Journey Planner, have also been clarified.

Table 1: Irish Rail – performance against targets

Category	Measurement	Target (%)	Result (%)
Reliability	Percentage of scheduled services operated	99	99
Punctuality	Percentage of trains operating within punctuality targets		
	▶▶ Intercity (within 10 minutes)	90	97
	▶▶ Commuter Peak (within 10 minutes)	92	98
	▶▶ Commuter Off-Peak (within 5 minutes)	87	97

Table 2: Dublin Bus – performance against targets

Category	Measurement	Target (%)	Result (%)
Reliability	Percentage of vehicles in service	98	99.1
	Percentage of driver duties operated	98	99.2
Punctuality	Percentage of services leaving terminus within 5 minutes of timetabled departure time	95	96.8

Table 3: Bus Éireann – performance against targets

Category	Measurement	Target (%)	Result (%)
Reliability	Percentage of vehicles in service	98	99.9
	Percentage of driver duties operated	98	99.9
Punctuality	Percentage of of services leaving terminus within target margin of timetabled departure time		
	▶▶ State carriage services (10 minutes)	95	97
	▶▶ Cork City services (10 minutes)	90	96
	▶▶ Limerick / Galway / Waterford city services (5 minutes)	87	92
	▶▶ Dublin commuter services (10 minutes)	95	97

Light rail services

The Authority revised the conditions under which it has assigned responsibility for the provision of light rail services (Luas) to the Railway Procurement Agency. The revisions mirrored the changes to the public service contracts. Table 4 shows details of the performance of Luas services in 2012.

Table 4: Luas performance

Category	Measurement	Performance Target	Result (%)
Reliability	Percentage of timetabled kilometres delivered	100%	99.69
Punctuality	Minutes lost due to delays	0 minutes	4,032 minutes lost (A financial penalty is paid by the operator per minute of delay.)

Luas operated the first full calendar year of its extended network in 2012. The Luas network (which includes Luas Docklands, Luas Cherrywood and Luas Citywest) now covers 37 km, compared with the original 24 km when the system first opened. The infrastructural capacity of the network is approximately 19,760 peak hour public transport trips.

In 2012, Luas trams ran 4 million kilometres, compared with 2.1 million in 2005, the first full year of operation.

From a financial perspective, Luas operations remained in deficit in 2012. Despite positive progress with cost restructuring and growth in passenger numbers, operating deficits are expected to continue for several more years.

Significant efforts were made by the Railway Procurement Agency and Veolia Transdev (the Luas operator) to bring costs and revenues into line. A revised timetable tailored more precisely to passenger demand commenced operation in April, and this saw a reduction in some off-peak services. This is expected to realise savings of €1.4 million in a full year.

Subsidies paid to State-owned operators

Subsidies are paid by the Authority to Irish Rail, Dublin Bus and Bus Éireann for the services provided under Public Service Contracts. These subsidies enable the delivery of services that are socially necessary but commercially unviable. The subsidies provided in 2012 are detailed in Table 5.

In 2012 emergency funding of €36 million was provided over and above the planned subsidy. This funding was necessary due to a cash crisis in the companies.

Table 5: Subsidy payments

Operator	2012 Subvention	2011 Subvention	Increase / (reduction) in 2012
Dublin Bus	€74.80 million (includes €5.333 million in emergency funding)	€73.04 million	€1.76 million
Irish Rail	€166.40 million (includes €30.667 million in emergency funding)	€148.69 million	€17.71 million
Bus Éireann	€36.90 million	€43.41 million	(€6.51 million)
Total	€278.10 million (includes €36 million in emergency funding)	€265.14 million	€12.96 million

Financial challenges and fare increases

The amount of subsidy funding allocated in 2012 to Irish Rail, Dublin Bus and Bus Éireann (before the emergency funding) was 8.7% less than in 2011, a trend that has continued since 2009. At the same time, the operators experienced reduced patronage and revenues, and had to bear increasing fuel costs.

Likewise for the Railway Procurement Agency (RPA), the current economic environment had a detrimental impact on passenger demand and ancillary revenue, and affected financial performance.

During 2012, the Authority approved requests for fare increases from Dublin Bus, Bus Éireann and Irish Rail in respect of all contracted bus and rail services, and from the RPA in respect of Luas services.

Details of the approved fare changes are set out in Table 6 (next page).

Table 6: Fare changes

Operator	When approved/ implemented	Description of fare change
Irish Rail	Approved in 2011, implemented in February 2012	<ul style="list-style-type: none"> ▶ Implementation of Intercity Rail Fare Structure Review recommendations. Continued the Authority's plan to remove fare anomalies, extend consistent distance pricing and smooth the differences at the boundary of the intercity and commuter zones.
Dublin Bus	Winter 2012	<ul style="list-style-type: none"> ▶ Monthly and annual ticket fare increased between 4.21% and 7.58% ▶ Bus/Luas Add-on increased by 10.34% ▶ Cash fares increased between 5.7% and 17.9% ▶ Leap card fares increased up to 12.0% ▶ Prepaid ticket fares increased between 2.74% and 16.28%.
Bus Éireann	Winter 2012	<ul style="list-style-type: none"> ▶ Monthly and annual ticket fares increased between 5.08% and 6.67% ▶ Cash fares increased between 4.76% and 7.69% ▶ Prepaid tickets fares increased between 5.08% and 6.67%.
Irish Rail	Winter 2012	<ul style="list-style-type: none"> ▶ Monthly and annual ticket fare changes between -6.9% and +9.9% ▶ Adult Short Hop Zone (Dublin) cash fares increased between 9.1% and 14.0% ▶ Leap card fares increased between 8% and 10% ▶ Average intercity cash fare increases kept below 3%.
RPA (Luas)	Winter 2012	<ul style="list-style-type: none"> ▶ Monthly and annual ticket fare increased between 2.8% and 6.4% ▶ Bus/Luas Add-increased by 10.34% ▶ Average fare increase of slightly below 2.1% for cash, Leap card and prepaid tickets.

Changes to subsidised services

Bus and rail services provided under Public Service Contracts are subject to frequent change, but any such changes must be approved by the Authority before they are implemented.

In 2012 the Authority considered 191 proposals for changes from operators, ranging from minor timetable adjustments to major reviews of corridor and rail line networks. They included significant changes to the bus networks in regional cities, and new national rail timetables. Of the proposed changes, 184 were fully approved and one approved in part – see Table 7.

Table 7: Changes to subsidised services

	Dublin Bus	Bus Éireann	Irish Rail
Approved	77	83	24
Part approved	0	1	0
Not approved	0	6	0

Dublin Bus services

In 2012, in the latest phase of the Network Direct programme, major changes were introduced in a number of areas:

- » North East Dublin: routes serving Howth, Malahide and intermediate destinations;
- » Ballinteer/Terenure: amalgamation of Routes 16 and 16A and extension of services to Dublin Airport;
- » North Wicklow: routes linking Bray, Blackrock, UCD and the city centre;
- » Sandymount/Ringsend: services linking cross-city to Drumcondra and Santry;
- » Enniskerry/Dundrum: services linking cross-city to Drumcondra and Larkhill; and
- » Ballyfermot, Clondalkin and Tallaght: orbital services linking these areas.

Table 8 shows a selection of performance indicators tracking the effects of the change programme.

Table 8: Effects of the Network Direct programme in Dublin Bus

Indicator	2010	2011	2012
Passengers per bus per year	125,000	128,763	133,768
Passengers per staff member per year	34,694	35,429	36,569
Kilometres per bus per year	64,916	66,890	66,303
Fleet (peak vehicle requirement*)	936	821	774

* Peak Vehicle Requirement (PVR) is the maximum number of buses required to operate the network of services

Bus Éireann services in regional cities

The following network changes were introduced in 2012:

- » Galway: revised network of city services introduced in March;
- » Limerick: revised network of city services introduced in September; and
- » Cork: incremental introduction of revised city services throughout the year.

These regional city bus networks have been redesigned to deliver services that are more closely aligned with passenger demand. Frequencies have been improved and there is more direct routing to key destinations, including additional cross-city services.

The revised city networks are supported by integration measures (such as the roll-out of real-time passenger information displays at key locations and the National Journey Planner), and also by capital funding for new city buses and for the infrastructural measures needed for delivering services reliably and punctually.

Table 9 shows how the network changes that the Authority developed for Cork, Galway and Limerick city services improved their performance from Quarter 3 of 2011 to Quarter 3 of 2012.

Table 9: Impact of reorganisation of Bus Éireann services in regional cities

	Cork		Galway		Limerick*	
	Q3 2011	Q3 2012	Q3 2011	Q3 2012	Q3 2011	Q3 2012
Passengers carried (000)	2,139	2,180 (+1.92%)	791	859 (+8.60%)	662	664 (+0.30%)
Fare revenue (€000)	2,543	2,871 (+12.90%)	803	959 (+19.43%)	630	655 (+3.97%)

* Note: the reorganisation of services in Limerick was in place only for part of Q3 2012.

Irish Rail services

The Authority and Irish Rail developed proposals for changes to rail services including the reduction of services on some lines and changes to the stopping patterns on intercity services in order to significantly improve journey times. These proposals led to a public consultation exercise undertaken by Irish Rail via their website, which set out draft timetables for the network of services operating out of both Connolly and Heuston Stations and also nationally.

Following the receipt of submissions and detailed consideration by the Authority, approval was given to make very significant changes for implementation in early January 2013.

New public service contract for Portlaoise to Urlingford

During 2012 both Bus Éireann and Aircoach amended their commercial Dublin-Cork licensed bus services so that they no longer operated on the old Dublin-Cork Road between Urlingford and Portlaoise. This left a significant gap in service provision for those wishing to travel between Portlaoise and towns on the old route, including Abbeyleix and Durrow. To fill this gap, the Authority issued a call for tenders for the provision of a local bus service between Urlingford and Portlaoise.

This is the first time since the establishment of the Authority that a public bus service contract has been put out to competitive tender. The contract was awarded to M&A Coaches, and services commenced in November 2012.

Consultation on opening up the bus market

In summer 2012 the Authority undertook a public consultation exercise seeking views on the possible opening up of public bus services to competitive tendering in 2014, when the current, directly awarded public service contracts between the Authority and Dublin Bus and Bus Éireann expire.

In parallel with the public consultation, the Authority consulted with international and domestic bus operators, to ascertain the level of potential interest in the operation of public bus services in Ireland, and to hear market views on the size and content of such possible contracts.

A report on the public consultation process is available on the Authority's website (www.nationaltransport.ie).

New Luas operations contract

Luas is currently operated by Veolia Transdev under contract to the RPA. This contract, which includes responsibility for the maintenance of the Luas infrastructure and rolling stock through a number of maintenance contracts, is due to expire in September 2014. The infrastructure maintenance contract and two vehicle maintenance contracts are due to expire in 2019.

The Authority advertised in the Official Journal of the European Union, seeking parties interested in tendering for the contract to operate Luas light rail services in Dublin from September 2014 to September 2019. The Authority will be the contracting client and the Railway Procurement Agency (RPA) will manage the new Luas contract on the Authority's behalf.

Management of Luas Park-and-Ride sites will be included in the new operating contract, and the vehicle and infrastructure maintenance contracts will be transferred to the operator. In addition, when the Luas Cross City extension is brought into commission, it will be included within the operating contract.

Bus licensing

In 2012, there were a number of amendments to Bus Éireann's commercial Expressway services. Some Expressway services were curtailed and others were revised to make the end-to-end journey times more competitive. As a result, a number of towns and communities had services either withdrawn or reduced. The Authority examined each situation to see what steps could be taken to mitigate the local impact of the changes to services.

Table 10 shows the replacement services that had been put in place by the end of the year.

The level of bus licensing activity during 2012 is shown in Table 11.

The Authority continued to monitor the activity of licensees to verify that they complied with their licence conditions. This included on-site inspections and examination of licensees' websites and published information.

Table 10: Commercial bus services withdrawn and action taken in response

Service	Route No.	Areas affected	Action
Dublin – Limerick	12 / X12 multi-stop	Roscrea, Nenagh, Birdhill	Alternative services provided by new licence issued to JJ Kavanagh.
Dublin – Galway	20 / X20 multi-stop	Kinnegad, Enfield	Alternative services provided by new licence issued to Citylink. Alternative services provided by a reorganisation of subsidised bus and rail.
Dublin – Cork	8 multi-stop	Abbeyleix, Durrow	New service contracted with M&A Coaches between Portlaoise and Johnstown via Abbeyleix and Durrow.
Dublin – Rosslare	2	Rosslare to Wexford	Connections provided by Expressway route 40 and rail
Tralee – Limerick	13	None	None – minor reduction in services
Killarney – Limerick	14	None	None – minor reduction in services
Dublin – Sligo	23	Rooskey, Dromod	Alternative services provided by rail
Dublin – Ballina	22	Elphin	New local service licence issued to Bus Éireann.
Dublin – Donegal	30	Swanlinbar, Bawnboy, Ballyconnell	New licence issued to private operator

Table 11: Bus licensing activity

Description	Received	Refused	Granted
Applications for new licences to operate a public bus service within the State	142	18	95
Applications for amendments to existing licences	145	4	125
Applications for international authorisations in accordance with EU regulations	29	–	2
Applications for transfer of an existing licence	0	–	35
Renewal of existing licences	14	–	10
Appeals against licensing decisions taken by the Authority	14	3	11



Rural transport services

The Authority was assigned responsibility for the management of the Rural Transport Programme in April. In response, the Authority undertook a detailed review of the mechanisms for delivering rural transport services.

The challenge facing the Authority in delivering a restructured Rural Transport Programme is to enhance efficiencies and effectiveness in a very difficult financial climate, while retaining the enormous goodwill and volunteerism that currently supports the delivery of the services across the State.

By the year end, a new structure had been broadly devised, which was to be announced in 2013.

The Minister of State for Public and Commuter Transport established the National Integrated Rural Transport Committee and requested the Authority to chair it. He charged the new Committee with bringing forward proposals for further integrating local and rural transport services around the country.

The Committee produced a comprehensive review of all the current impediments to integration, and started on a programme to remove them to the extent possible. The Authority identified the extent and nature of integration-oriented activity currently being undertaken by rural transport groups across the country.

One of the benefits of assigning responsibility for the Rural Transport Programme to the Authority was that the Authority was able to re-arrange some rural transport services in order to alleviate the deficits caused by changes and rationalisations in bus services provided by both subsidised and commercial operators.





Planning better for the future

Aligning land use and transport provision is crucial for the country's development

Statutory plans and policies

The Authority has a wide range of roles and functions relating to the integration of land use and transport planning. In particular, the Authority is deeply involved in the planning process, both within the Greater Dublin Area and nationally. This both complements and informs the Authority's exercise of its functions relating to transport investment and public transport services.

In 2012, the Authority continued to promote and facilitate integrated planning for land use and transport with a particular focus on the gateway cities of Cork, Limerick, Galway and Waterford. This involved making submissions on development plans and planning applications, and liaising closely with local authorities in their preparation of local area plans, development plans, Special Development Zone planning schemes and transport investment programmes. A list of the principal submissions is given in Table 12; copies of the submissions are available on www.nationaltransport.ie.

The Authority continued its involvement with the various Regional Planning Guidelines Implementation Groups throughout the country. We also worked closely with local authorities in the cities of Cork, Galway and Waterford in the preparation of their Five-Year Transport Investment Frameworks.

Guidelines

The Authority has treated as a priority the preparation and issuing of guidelines on a range of transport design and transport demand-management issues. During 2012, we published *Workplace Travel Plans – A Guide for Implementers* and *Achieving Effective Workplace Travel Plans – Guidance for Local Authorities*.

Table 12: Principal planning submissions 2012

Development Plans (Greater Dublin Area)
▶▶ Proposed Variation No. 8 to the Dún Laoghaire-Rathdown Development Plan
▶▶ Kildare Development Plan Variation No. 1 to incorporate small town plans for Prosperous, Derrinturn, Rathangan, Castledermot
▶▶ Draft Wicklow-Rathnew Development Plan
▶▶ Draft Meath County Development Plan 2013-2019
▶▶ Draft Meath County Development Plan 2013-2019, Material Alterations
Local Area Plans, Masterplans, Planning Schemes (Greater Dublin Area)
▶▶ Portmarnock Local Area Plan – Issues Paper (Fingal)
▶▶ Baldoyle Local Area Plan – Issues Paper (Fingal)
▶▶ Kilmartin Local Area Plan – Issues Paper (Fingal)
▶▶ Rowlestown proposed Local Area Plan – Issues Paper (Fingal)
▶▶ Draft Ballyboghil Local Area Plan (Fingal)
▶▶ Dardistown Draft Local Area Plan (Fingal)
▶▶ Amendments to Draft Fortunestown Local Area Plan (South Dublin)
▶▶ Draft Newcastle Local Area Plan (South Dublin)
▶▶ George’s Quay Draft Local Area Plan (Dublin City)
▶▶ Pelletstown Local Area Plan Pre-Draft Issues Paper (Dublin City)
▶▶ Clongriffin-Belmayne Local Area Plan (Dublin City)
▶▶ Naas Road Lands Draft Local Area Plan (Dublin City)
▶▶ Clongriffin-Belmayne Draft Local Area Plan, Material Alterations, Oct 2012 (Dublin City)
▶▶ Naas Road Draft Local Area Plan, Material Alterations (Dublin City)
▶▶ George’s Quay Draft Local Area Plan, Material Alterations (Dublin City)
▶▶ Greystones Local Area Plan – Issues Paper (Wicklow)
▶▶ Draft Newcastle Local Area Plan (Wicklow)
▶▶ Draft Blessington Local Area Plan (Wicklow)
▶▶ Draft Oldtown Local Area Plan (Meath)
▶▶ Draft Kildare Town Local Area Plan (Kildare)
▶▶ Kildare Town Draft Local Area Plan, Material Alterations
▶▶ Draft Cherrywood Special Development Zone Planning Scheme (Dún Laoghaire-Rathdown)
▶▶ Cherrywood Special Development Zone, Material Alterations (Dún Laoghaire-Rathdown)
▶▶ Response to An Bord Pleanála regarding submissions made by Fingal County Council and Iarnród Éireann on proposed Amendment No. 1 to the Hansfield Special Development Zone (to allow for a Park-and-Ride facility at Hansfield Station)
Outside of the Greater Dublin Area
▶▶ Monard Special Development Zone Draft Planning Scheme (Cork County Council)
▶▶ Monard Special Development Zone Planning Scheme appeal – observations to An Bord Pleanála

National household travel survey

Successful transport planning depends on having the best available data on people's travel patterns. In 2012 the Authority commissioned a major national household travel survey. The survey was conducted by Millward Brown between April and December, using a representative sample of just over 6,000 households throughout the country. Over 14,000 self-completion travel diaries were placed in households, and by Christmas some 10,000 fully completed travel diaries had been returned.

Initial findings from the survey showed:

- » The car is still the dominant mode of travel for most journeys;
- » People who regularly use bus and rail services perceive these services as representing good value for money;
- » Cycling is growing in popularity, particularly in urban areas, and for many journey purposes cyclists perceive the bicycle to be the fastest way to travel;
- » Almost 66% of all daily trips are for purposes other than work and education – these include shopping, sports and leisure, visiting friends and other personal business;
- » Over 20% of all trips are less than 1 km; 40% of these short trips are currently made by car.

The information obtained from the survey, when added to the travel data from Census 2011, presents a comprehensive picture of current levels of travel demand.



Transport modelling

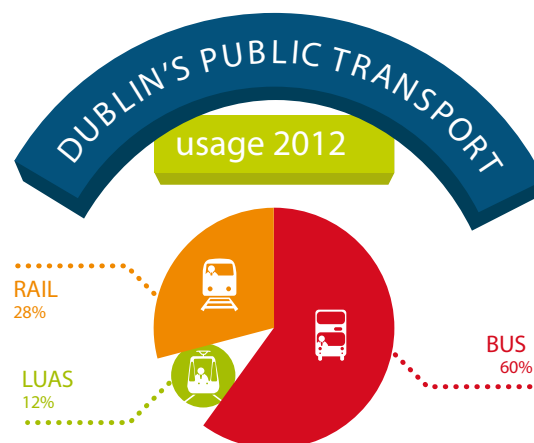
The Greater Dublin Area transport model is the main tool used for transport analysis and assessment for the Area. It was developed in 1995 and has been continually refined and updated since then.

In 2012, the model was used in the assessment of a number of transport projects and integrated transport and land use plans. During the year, the Central Statistics Office made two important datasets from the Census available to the Authority for the model:

- » The Small Area Population Statistics dataset provides information about Ireland's population aggregated into geographic sub-regions, including by county and by electoral division; and
- » The Place of Work and School Census dataset gives individual anonymised records of the travel to work and education information. Each individual record also includes demographic and other information relevant to travel (including economic status, socio-economic group and car ownership). The specific travel information in the dataset includes mode and duration of travel, and time of departure for work or education.

Headline findings from the Authority's initial analysis of this information include:

- » The negative effects of the economic downturn and the sharp rise in unemployment have been offset to a large extent by the significant increase in population. This has resulted in the number of trips to work dropping by only a modest 6% between 2006 and 2011, both nationally and in the Greater Dublin Area.
- » In the same period, the number of trips to education rose significantly, both nationally (13%) and in the Greater Dublin Area (14%).
- » In the case of trips to both work and education, the mode shares for walking and for travel by bus shrank, while the mode shares for car and for cycling grew.
- » For trips to work, cycling was the only mode to show an increase in absolute terms. This increase has occurred nationwide, but is particularly significant (40% increase) in Dublin city centre.



In addition to the data from the Census and the National Household Travel Survey, the Authority collected the following datasets that will be used for updating its own model in the Greater Dublin Area and those models developed for the regional cities of Cork, Galway, Limerick and Waterford:

- » National Rail Census – providing details of boardings and alightings at all rail stations in the national rail network on a single day;
- » Luas Census – providing details of boardings and alightings at all Luas stops on the Red and Green lines on a single day;
- » Bus Occupancy Survey – undertaken at some 60 locations within Dublin city and covering two major cordons (the Canal Cordon and an outer Cordon just inside the M50). The survey details the number of buses passing each cordon point and the average passenger occupancy of each bus;
- » Journey Time Surveys on some 20 corridors within the Dublin metropolitan area;
- » Canal cordon count data made available by Dublin City Council, containing counts of all cars, buses, taxis, lorries, motorbikes, pedestrians and cyclists crossing the canal cordon between 7 and 10 on a single morning; and
- » A large collection of traffic count data for over 1,000 junctions within the Greater Dublin Area.

Also, in 2012 the Authority produced an analysis of passenger transport to and from Dublin Airport. A key finding from this analysis is that one-third of all air passengers use bus transport to access Dublin Airport.





Tourist d'Éireann
Transport for Ireland



Bus Átha Cliath
Dublin Bus



QT49

QT48

Dublin Bus

Dublin Bus

Dublin Bus

Helping to change people's travel patterns

Many people are willing to try alternatives to the car for short journeys; but they need information on the available options, and they need some encouragement.

Smarter Travel Workplaces programme

The Smarter Travel Workplaces programme works with employers to develop and implement workplace travel plans. The aim is to encourage employees to walk, cycle, car-share or use public transport on their commute to work.

At the end of 2012 the programme was engaged with 106 partner organisations, accounting for over 249,300 employees and students in both the public and the private sectors.

Results from 25 employers that had workplace travel plans in place for at least a year showed that:

- » Nineteen of the organisations (76%) achieved a reduction in car driver trips;
- » The average reduction in car driver trips was 18%;
- » Seven organisations achieved more than a 20% reduction in car driver trips;
- » Trips by bicycle increased in 20 organisations, with an average increase of 156%.



These positive results, along with the increased profile of the programme, helped secure funding for a second phase of the programme. Some of the organisations participating in the Smarter Travel Workplaces programme are shown on page 29.

Fun challenges

The 10-Minute Cycle Challenge was run in partnership with Travelwise Northern Ireland. 770 participants from 60 workplaces on the island of Ireland made over 13,700 trips by bicycle in three weeks in June. Modal shift as a result of the challenge was positive, with 74% of participants stating their intention to cycle to work on a regular basis.



The annual Pedometer Challenge, organised by the Authority in partnership with the Irish Heart Foundation, took place over four weeks from 12 September to 9 October, with 4,163 people from 52 of Ireland's largest workplaces taking part. Following the challenge, 27% of participants stated their intention to walk to work on a regular basis, and a further 20% planned to walk to work on an occasional or one-off basis.

Green Schools Travel programme

The Green Schools Travel programme works with schools to promote more sustainable modes of transport on the school run for pupils, teachers and parents. The programme is operated by An Taisce on behalf of the Authority.

In 2012, over 500 schools were working on the travel theme. 192 schools were awarded the Green Flag for travel in 2012, bringing the total since 2008 to 615 schools.

Programme activity in 2012 was high, with over 2,150 visits by Green Schools officers to schools over the year. 400 bicycle parking spaces were funded in 24 participating schools and almost 4,000 students in 81 schools received subsidised cycle training in the 2011/2012 academic year.

Schools also continued to promote a range of activities such as cycle on Wednesday (COW) and walk on Wednesday (WOW), walking buses and park-and-stride.





Investing for the future

The right mix of capital investment is crucial, particularly at a time of major financial constraint.

Capital investment

The Authority invests in rail, bus, traffic management, cycling, walking and technology projects in the Greater Dublin Area and in the regional cities of Cork, Galway, Limerick and Waterford. It also invests in measures across the country that improve the accessibility of the public transport system for those with disabilities.

The Authority's capital expenditure in 2012 was in the order of €145 million, of which €130 million was spent in the Greater Dublin Area. The total capital grant paid to each implementing agency is shown in Table 13.

Greater Dublin Area capital programme

Capital expenditure in the Greater Dublin Area was in four main areas:

- » Sustainable transport measures;
- » Light rail capital programme;
- » Heavy rail programme;
- » Bus fleet investment programme.

These are each described in more detail below.

Sustainable transport measures

This programme was divided into five broad sub-programmes:

- » Cycling/walking;
- » Bus network;
- » Traffic management;
- » Safety; and
- » Ancillary projects (such as signage schemes, traffic studies and Intelligent Transport Systems)

Almost €39 million was spent on 219 schemes. Table 14 shows the breakdown in expenditure across the sub-programmes, and Table 15 records new infrastructure delivered under the programme during 2012. More than one-third of the total programme expenditure was used to deliver walking and cycling improvements.

Major bus priority projects at Clanbrassil Street/New Street South/Bride Street, North Wall Quay and Chapelizod were completed during the year. Construction work continued on Marlborough Street Bridge, which is the largest value project in the 2012 capital programme.

Table 13: Distribution of capital payments

Implementing Agency	Greater Dublin Area Capital and Real-time Programmes (€million)*	Regional Cities Capital Programme (€million)	Accessibility Capital Programme (€million)†	Total (€million)
Bus Éireann	3.632			3.632
Carlow County Council			0.002	0.002
Cork City Council	0.055	5.762		5.817
Cork County Council		1.208		1.208
Dublin Bus	23.106		0.045	23.151
Dublin City Council	21.310			21.310
Dún Laoghaire-Rathdown County Council	5.418			5.418
Fingal County Council	4.014			4.014
Galway City Council	0.026	3.832		3.858
Galway County Council		0.290		0.290
Irish Rail	32.224	0.134	1.462	33.820
Kildare County Council	1.578			1.578
Limerick City Council	0.090	0.030		0.120
Limerick County Council		0.296		0.296
Meath County Council	2.133			2.133
National Transport Authority	3.610		0.268	3.878
Railway Procurement Agency	27.397			27.397
South Dublin County Council	4.081			4.081
Waterford City Council	0.020	0.641		0.661
Wicklow County Council	2.162			2.162
Total	130.856	12.193	1.777	144.826

* Payments to Cork, Galway, Limerick and Waterford City Councils relate to the Real Time Passenger Information project

† Payments to the National Transport Authority under the Accessibility Capital Programme relate to the Wheelchair Accessible Vehicle Grant Scheme for taxis and hackneys.

Table 14: Sustainable transport measures expenditure in the Greater Dublin Area by sub-programme

	Bus Network	Walking / Cycling	Ancillary Projects	Safety	Traffic Management	Totals
Expenditure (€m)	11.08	13.39	5.49	0.96	7.87	38.79
% of total expenditure	29	35	14	2	20	100

Table 15: Sustainable transport measures implemented in the Greater Dublin Area

Local Authority Area	Dublin City	South Dublin	Fingal	Dún Laoghaire-Rathdown	Meath	Kildare	Wicklow	Totals
Number of projects	59	28	27	17	30	30	28	219
New bus lanes (metres)	5,367 new or improved	0	0	0	0	0	0	5,367
New cycle lanes (metres)	3,260 new or improved	0	0	5,100	150	0	5,073	13,583
New footpaths (metres)	2,950	1,493	981	880	3,767	3,650	2,663	16,384
Traffic junction improvements (no.)	10	5	0	18	7	3	34	77
Bus stop improvements (no.)	31	4	1	7	16	1	10	70
Toucan crossings provided (no.)	3	2	2	3	0	0	4	14
Pedestrian crossings provided (no.)	36	8	1	8	11	8	2	74

Light rail capital programme

2012 was a year of significant progress on the Luas Cross-City project. The project involves the construction of a 5.6 km light rail line from the terminus of the existing Luas Green Line at St Stephen's Green, through the city centre and intersecting with the existing Red Line at Abbey Street Lower, to connect with the Maynooth railway line at Broombridge.

Design work continued on the scheme, and tender notices for the advance enabling contracts were published. The business case for the project was approved by the Authority and the final project budget was established.

Heavy rail programme

The city centre re-signalling project is a prerequisite for upgrading rail services within the Greater Dublin Area. When complete, it will replace the existing system with more modern technologies and provide for increased train frequencies.

The project is being delivered over a number of years. In 2012, construction works on phases 1 and 2, covering Howth Station to Killester Station, were completed.

Other projects progressed in the year included the completion of Pearse Street Station improvement works to improve access and other facilities, and completion of turnback facilities at Clonsilla to facilitate greater integration between the Maynooth and the Pace to Dunboyne lines.

The programme of installing ticket validating machines also continued in 2012, with additional ticket gates installed at a number of stations throughout the Greater Dublin Area.

Bus fleet investment programme

The Authority grant-aided Dublin Bus for the purchase of 80 new double-deck buses in 2012. The majority of these buses were delivered towards the end of 2012.

The new buses are equipped with a second set of doors at the centre of the bus, which allow faster boarding and alighting. They have individual semi-coach seating rather than bench seating, straight stairs, next stop announcements (both audio and visual enabled), Wi-Fi, CCTV at bottom of stairs to see upstairs availability and more legroom than earlier models.

In addition, a number of older buses were refurbished by Dublin Bus. This extends the life of the buses and enhances their quality and appearance.

Regional cities capital programme

The investment projects in Cork, Galway, Limerick and Waterford were broadly similar in type to those in the Greater Dublin Area and included bus priority and cycling/walking improvements. A total of 52 projects were undertaken in 2012.

Public bike schemes

The Authority examined the potential for public bike-sharing schemes in Cork, Galway, Limerick and Waterford.



We determined the extent of the deployment area in each of the cities, the number of docking stations and the number of bikes required.

In order to defray the operational costs of the bike schemes, the Authority launched a competition to find suitable commercial or sponsorship partners for the project. It is envisaged that, for an appropriate sponsor, the sponsorship contract would allow naming rights to the bike scheme and advertising/branding on the bicycles and at the bike docking stations. Expressions of interest were received from four companies prior to year end.

In addition, the Authority worked closely with Dublin City Council in scoping out an extension of the Dublin Bikes Scheme westwards to Heuston and eastwards to the Docklands area.

Accessibility programme

Table 16 sets out the funding allocations for the year. The bulk of the accessibility funding was allocated to Irish Rail for the implementation of access improvements at rail stations. Most of the remaining funding was allocated to a grant scheme for purchasing or modifying vehicles for use as wheelchair accessible taxis and hackneys.

Table 16: Accessibility funding

Agency / Funding Item	Funding (€million)
Irish Rail	1.46
Wheelchair Accessible Vehicle Grant Scheme for taxis and hackneys	0.27
Dublin Bus	0.05
Total	1.78





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TAXI



Regulating the taxi industry

A major Government review triggered the biggest change in the regulation of the Small Public Service Vehicle (SPSV) industry in a decade.

Implementing the Government review

Immediately after the Government's Taxi Review report was published in January, the Authority started to develop its IT systems, its procedures and its regulations to implement the report's recommendations.

The following changes were implemented in 2012:

- » SPSV licence data is now shared with the Department of Social Protection and the Revenue Commissioners.
- » The Personal Public Service (PPS) Number is now established as a key data reference in line with data protection guidelines.
- » The tamper-proof discs on SPSVs were updated to include Quick Response (QR) codes; these are now issued on licence renewal.
- » Vehicle Licensing Centres now offer a same-day option for both taximeter verification and vehicle suitability tests. This will help integrate and streamline vehicle and taximeter inspection processes.
- » Collaboration was strengthened between An Garda Síochána and the Authority by creating a liaison group to help progress related actions.
- » New regulations were made to require taxi branding and to raise vehicle standards.
- » A graded suite of Fixed Charge Offences was developed.
- » New licensing regulations imposed restrictions on the rental of taxi plates and introduced the requirement to link every vehicle with a driver in real time.
- » A sub-committee of the Advisory Committee on Small Public Service Vehicles was established to act as a forum for the taxi sector when considering issues of particular concern to the industry.

Statistics

There was a continued decline in the number of driver and vehicle licences. The number of vehicle licences fell by 3.4%, from 23,777 in 2011 to 22,964 in 2012, while the number of driver licences fell by 9.9%, from 38,499 in 2011 to 34,678 in 2012.



Compliance activity

One of the key functions of the Authority is to monitor and enforce compliance with SPSV regulations, and to investigate consumer complaints about SPSV services.

A total of 14,741 vehicle checks were made by the Authority's compliance team, resulting in the issue of 165 Fixed-Charge Penalty Notices and 52 court convictions.

The compliance team undertook 38 joint operations with An Garda Síochána and 9 joint operations with the Revenue Commissioners and the Department of Social Protection. Some operations were at night, while others were at large events, such as race meetings.

Skills Development Test

The Skills Development Test for entrants to the industry was revised to take account of the new regulations.

Fares review

The Authority undertook a review of national maximum taxi fares, which were last increased in 2008.

The Authority identified that there had been an increase of approximately 4% in the cost of taxi operation since 2010, mainly due to fuel costs. This is broadly equivalent to the increase in the consumer price index over the same period.

In a public consultation process, the Authority proposed a fare increase of approximately 4%, coupled with a simplified fare structure. Of the 195 submissions received, mainly from the taxi industry, over 90% were opposed to the fare increase proposal. The Advisory Committee on Small Public Service Vehicles also supported the retention of the current national maximum taxi fare.

Following consideration, the Authority decided not to proceed with the proposed increase.

Information service

The Authority's telephone support line, which is available to assist consumers and industry members with queries or complaints, handled a total of 34,099 calls, of which 32,420 were calls from industry members and 1,679 were calls from consumers.

Wheelchair accessible grant scheme

In February the Authority re-introduced a grant scheme to assist taxi and hackney operators to either upgrade an existing wheelchair accessible vehicle or purchase a suitable new vehicle.

Although 58 applications for grant assistance were received, only 15 applicants met all of the requirements. Securing matching bank financing proved a problem for many. The successful applications were all for the purchase of new vehicles. A total of €0.27 million was drawn down.





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Corporate information

Premises

The Authority has premises in Harcourt Lane (which it leased via the OPW in 2010 following its establishment) and Fitzwilliam Square (lease acquired in 2011 as a result of the dissolution of the Commission for Taxi Regulation).

The Authority, with the assistance of the Office of Public Works, was active during the year in seeking to sub-let the Fitzwilliam Square premises, and successfully identified a public body that is expected to take over the rental in mid-2013.

Corporate publications

The Authority's principal publications during 2012 are listed in Table 17.

Table 17: Corporate publications

Publication title
Report on trends in mode share of people crossing the Canal Cordon 2006 to 2011
Regional Cities: Jobs Initiative Schemes, Bus Priority and Park & Ride Projects – 2011 Report
NTA Sustainable Transport Measures Grants – Final Outturn Report 2011
Bus Rapid Transit (BRT) Core Dublin Network
Annual Report & Financial Statements 2011
Achieving Effective Workplace Travel Plans – Guidance for Local Authorities
Workplace Travel Plans – A Guide for Implementers
Toolkit for School Travel
Non-statutory public consultation on 2014 Public Bus Service Contracts
Non-statutory Public Consultation on 2014 Bus Public Service Contracts – Public Consultation Submissions Report

Freedom of information

In 2012, the Authority processed 21 requests under the Freedom of Information Acts 1998 and 2003 and one request under the European Communities (Access to Information on the Environment) Regulations 2007 to 2011. In May the Authority commenced the publication on its website of records released under Freedom of Information.

Websites

The Authority's consumer-facing websites in 2012 are listed in Table 18. These websites support those planning and making public transport journeys, as well as those choosing to cycle or walk.

In March the Authority launched its redesigned corporate website (www.nationaltransport.ie), which was simplified and streamlined to enable the public and taxi and bus operators to find the information they need quickly and easily.

Table 18: Principal consumer-facing websites

Website	Purpose
www.nationaltransport.ie	Corporate website for the National Transport Authority
www.transportforireland.ie	Provision of a range of information and technologies to help consumers plan and make journeys by public transport, including by taxi or hackney
www.smartertravelworkplaces.ie	Provision of information about sustainable transport and travel initiatives for employers and employees
www.carsharing.ie	Promotion and facilitation of car sharing and car-pooling by motorists
www.leapcard.ie	Dedicated website for integrated ticketing customers

eGovernment and Open Data

At the heart of the eGovernment Strategy 2012-2015 is the guiding principle for data management: 'Collect once – use many times'. The eGovernment Strategy also requires all public bodies to make their data open for re-use.

The Authority has published all of its national public transport data free for re-use by anyone who wants to access it or download it.

Since publishing public transport data in 2012, the data has been downloaded many times by a broad range of re-users. It has been used to build new apps and websites and also has been used in commercial and academic research.

Award

In September the Authority and artist Theresa Nanigan were presented with the Jim McNaughton Perpetual Award for Best Commissioning Practice at the 2012 Allianz Business to Arts Awards. The award was for Travelogue, a public art commission by Theresa Nanigan under the Per Cent for Art Scheme. The work celebrates the human drama played out on the public transport system in Dublin every day. It was funded by the Authority in conjunction with Dublin City Council and Dún Laoghaire-Rathdown, Fingal and South Dublin County Councils.

Board information

There were no changes in Board membership in 2012. The Board met on 12 occasions during 2012. The membership of the Board and attendance at Board meetings are shown in Table 19. Further details on the Board members are given in Appendix A.



The role and responsibilities of the Authority are outlined in Appendix B. Minutes of Board meetings are published on the Authority's website (www.nationaltransport.ie).

The Board has established an Audit Committee. In 2012 the members of the Audit Committee were Mr John Tierney, Ms Linda Saunders and Mr Damian Usher. The Audit Committee met on four occasions during the year.

Table 19: Board membership

Board member	Position	Appointed	Meetings eligible to attend in 2012	Meetings attended in 2012
Mr John Fitzgerald	Chairperson	01.12.2009	12	12
Dr Berna Grist	Ordinary Member	01.12.2009	12	12
Mr Frank King	Ordinary Member	01.12.2009	12	11
Mr Gerry Murphy (Chief Executive)	Ordinary Member (<i>ex officio</i>)	01.12.2009	12	12
Ms Linda Saunders	Ordinary Member	01.12.2009	12	11
Mr John Tierney (Dublin City Manager)	Ordinary Member (<i>ex officio</i>)	01.12.2009	12	8
Mr Damian Usher	Ordinary Member	01.12.2009	12	12
Ms Valerie O'Reilly	Ordinary Member	15.03.2010	12	10
Ms Margaret O'Shaughnessy	Ordinary Member	31.03.2010	12	10
Mr James Deegan	Ordinary Member	04.06.2010	12	11
Mr Hugh Creegan (Director of Transport Planning & Investment)	Ordinary Member (<i>ex officio</i>)	29.11.2010	12	12
Mr Daithí Alcorn	Ordinary Member	14.01.2011	12	9

Oireachtas liaison

In 2012 the Authority provided written responses to 296 Parliamentary Questions and other enquiries from public representatives.

The Authority appeared before two Oireachtas committees during the year:

- ▶ In May the Joint Committee on Environment, Transport, Culture & the Gaeltacht examined the *Report on Value for Money* and the *Policy Review of the Rural Transport Programme*.
- ▶ In October the Joint Committee on Transport & Communications considered national bus services and the issue of competitive tendering.





An Lár City Centre 41 via Airport

Appendix Board members

A

John Fitzgerald, <i>Chairperson</i>	John Fitzgerald has been Chairperson of the National Transport Authority since it was established in December 2009. An accountant by profession, he was Dublin City Manager from mid-1996 to 2006. In recent years he has served as Chair of An Post and of the Grangegorman Development Agency. He also chaired the two Regeneration Agencies set up in Limerick following his report to Government on problems of social exclusion in that city.
Daithí Alcorn	Councillor Daithí Alcorn is a full-time public representative and community advocate. He is a former Chair of Donegal County Council and the former Chair of the County Donegal Vocational Education Committee. He is a native Irish speaker and has been a Board member of Údarás na Gaeltachta for 18 years.
Hugh Creegan	Hugh Creegan is Director of Transport Investment and Taxi Regulation at the Authority and is the Deputy CEO. He previously worked with the National Roads Authority as Section Head with responsibility for Public-Private Partnerships, Commercial Operations and Strategic Planning. He is a civil engineer with wide experience on major projects in the public and private sectors, including the Dublin Port Tunnel, and the M50 widening and associated free-flow toll collection.
Jim Deegan	Jim Deegan is Managing Director of Railtours Ireland First Class – one of Ireland’s leading incoming tour operators and Ireland’s only rail tourism provider – for the past 15 years. Formerly with Bord Fáilte Éireann and B&I Line in Britain, he also worked in estate agency and property development in the UK at managerial and director level. He now lives in Co. Laois and commutes to Dublin daily using public transport.
Dr Berna Grist	Dr Berna Grist is a Senior Lecturer in the School of Planning and Environmental Policy at University College Dublin. She is a barrister and chartered town planner and has published widely in the fields of planning and environmental law, public policy and governance.
Frank King	Frank King joined CIÉ in 1965 and resigned from the Company in 1992 having reached the position of Bus Éireann Area Manager (South East Region). He subsequently established his own management and consultancy company which provided services to clients in the transport and tourism sectors. He has served on a number of statutory and non-statutory transport bodies and rural transport groups. He is a chartered member of the Institute of Logistics and Transport.
Gerry Murphy	Gerry Murphy has been Chief Executive of the National Transport Authority since it was established in December 2009. Previously he was CEO of the Grangegorman Development Agency, the State body responsible for redeveloping a 73-acre site in Dublin city as a health/education campus. Prior to that he worked for the National Roads Authority where he had established the PPP Unit and delivered PPP schemes incorporating tolling on the national network. He is a chartered civil engineer.

Valerie O'Reilly	Valerie O'Reilly is Managing Director of Unicorn PR & Communications Limited, which she set up in 2003. She holds a Degree in Marketing and a Masters in Public & Political Communication. She was elected President of the Clonmel Chamber of Commerce in June 2012.
Margaret O'Shaughnessy	Margaret O'Shaughnessy has been very involved in community development for many years. She developed an Aviation & Maritime Museum in Foynes, which she now heads up as CEO with 18 employees. Former Director of West Limerick Resources (Leader Company) and Member of County Limerick Tourism Forum, she holds a Diploma in Social Studies and a Certificate of Competence in Passenger Transport.
Linda Saunders	Linda Saunders' experience ranges from professional transport planning in London and Dublin to CEO of Wicklow Chamber of Commerce. She has held many voluntary roles including Chair of Wicklow Branch of the Irish Hotels Federation, of which she was a member as an award winning chef/hotelier. She lives in Co. Wicklow and takes a keen interest in environmental matters. Her qualifications include an MSc in Urban and Regional Planning and an MBA. She sits on the Authority's Audit Committee.
Damian Usher	Damian Usher retired as a career banker in 2007. Living in Meath, he has extensive experience in people management and industrial relations. He is a member of the Authority's Audit Committee.
John Tierney	John Tierney was appointed Dublin City Manager in 2006, following on from positions as Fingal County Manager and Galway City Manager. With wide ranging experience in local authorities and with voluntary groups, he has particular expertise in institutional governance. John holds a BA and an MA in Public Management from the Institute of Public Administration and a Doctorate in Governance from Queen's University Belfast. He chaired the Authority's Audit Committee.

Appendix The role of the National Transport Authority

The National Transport Authority is a statutory non-commercial body, which operates under the aegis of the Department of Transport, Tourism & Sport. It was established on foot of the Dublin Transport Authority Act 2008. While it was originally conceived as a transport authority for the Greater Dublin Area under the 2008 Act, it was renamed the National Transport Authority in the Public Transport Regulation Act 2009, which also extended its functions and geographic remit. With the inclusion in its brief of the role and functions of the Commission for Taxi Regulation, the Taxi Regulation Act 2003 forms the third main piece of legislation underpinning its activities.

The Authority has also been designated as the enforcement body in Ireland for the purposes of EU Regulations concerning the rights of rail and sea passengers.

Statutory functions

The statutory functions of the Authority can be summarised as follows:

National (including the Greater Dublin Area)

- » Procure public transport services by means of public transport services contracts;
- » License public bus passenger services that are not subject to a public transport services contract;
- » Provide integrated public transport information;
- » Develop and maintain a regulatory framework for the control and operation of small public service vehicles (taxis, hackneys and limousines) and their drivers;
- » Prepare statutory submissions on Regional Planning Guidelines; and
- » Enforce EU Regulations on the rights of rail and sea passengers.

Greater Dublin Area alone

- » Undertake strategic planning of transport;
- » Invest in public transport infrastructure;
- » Develop an integrated, accessible public transport network;
- » Promote cycling and walking;
- » Develop the effective management of traffic and transport demand;

- » Develop and implement a single public transport brand;
- » Collect statistical data and information on transport; and
- » Conduct research into transport.

Other functions

In addition to its statutory functions the Authority also undertakes a number of functions on behalf of the Department of Transport, Tourism & Sport on a non-statutory basis. The non-statutory functions include:

- » Plan and fund sustainable transport projects in the regional cities of Cork, Galway, Limerick and Waterford;
- » Administer the Smarter Travel Workplaces programme;
- » Manage the Green Schools Travel programme;
- » Administer the Rural Transport Programme; and
- » Provide accessibility funding to transport operators.

Governance

Board

The Authority is governed by a Board of up to twelve members appointed by the Minister for Transport, Tourism & Sport. Three positions on the Board are *ex officio* positions reserved for the CEO, another senior manager of the Authority, and the Dublin City Manager.

Board members may be appointed for a period of up to five years and may be re-appointed. However, Board members may serve a maximum of ten years. This restriction does not apply to the *ex officio* members who stand appointed for as long as they occupy the relevant position.

Advisory body

The role of the Advisory Committee on Small Public Service Vehicles is to provide advice to the Authority or the Minister for Transport, Tourism & Sport, as appropriate, in relation to issues relevant to small public service vehicles and their drivers.

Members of the Advisory Committee are appointed by the Minister for Transport, Tourism & Sport.



National Transport Authority
Dún Scéine
Harcourt Lane
Dublin 2
Ireland

Tel: +353 1 879 8300
Fax: +353 1 879 8333
Email: info@nationaltransport.ie
www.nationaltransport.ie