



Minutes of Board Meeting

Held on Friday 19 January 2018

At 10.30am in NTA Offices

Present: Mr Fred Barry (Chairperson), Ms Anne Graham (CEO), Mr Hugh Creegan (Deputy CEO), Ms Fiona Ross, Mr Pat Mangan, Dr Berna Grist, Ms Sineád Walsh, Mr Owen Keegan (CEO, Dublin City Council), Ms Ann Fitzgerald, Mr Frank O'Connor.

Apologies: Mr Frank Gleeson.

Staff in attendance: Mr Tim Gaston, Director, Public Transport Services; Mr Philip L'Estrange, Director, Finance & Corporate Services / Board Secretary; Mr Stephen Gallagher, Head of Finance; Mr Noel Beecher, Head of Corporate Governance (Agenda Item 5 a/b); Ms Sara Morris, Head of Customer Engagement; Mr Dermot O'Gara, Head of Public Affairs; Ms Sonya McGuirl, Senior Client Director, Kantar Millward Brown; Ms Sarah Hargaden, Senior Client Director, Kantar Millward Brown (Agenda Item 7); Mr Karl Seeber (Minutes).

* * * * *

1. Declarations of Interest

None of the Board members present indicated any conflicts of interest with respect to matters due to be discussed at the meeting.

2. Minutes of previous meeting

The draft minutes of the Board meeting held on 19 January 2018 were agreed without amendment.

3. Matters Arising

The Chief Executive and Mr Creegan outlined developments in respect of Metro and DART Underground since the Board's December meeting. During the discussion that followed they responded to questions from Board members. There was considerable discussion about the forthcoming national 10-year capital investment programme, particularly in relation to rail investment. It was agreed that, should the DART Underground not be included in the 10-year programme, or not fully included, developments which are being undertaken must be designed so as not to preclude the future development of the DART Underground project.

4. CEO Report

The Chief Executive outlined developments since the last meeting and responded to issues raised by Board members. The principal matters covered included:-

- An Bord Pleanála oral hearing in respect of proposed College Green plaza;
- Impact of new Luas Green Line services on traffic management in city centre;
- Growth in public transport services in 2017;

- Issues affecting Bus Éireann services;
- Outcome of ballot on Labour Court recommendation at Iarnród Éireann;
- Staffing and accommodation issues;
- Invitation to NTA to attend a meeting of the Joint Oireachtas Committee on Transport, Tourism and Sport concerning accessibility of public transport services.

It was agreed that the Chief Executive should provide a quarterly report to the Board outlining progress on and prioritisation of strategic projects.

The Chief Executive undertook to circulate a report on access to social life in rural areas prepared by the NTA for the Department of Transport, Tourism and Sport.

5. Finance & Corporate Governance Update

- a. Mr Gallagher noted that the draft Financial Statements 2017 are in preparation and will be reviewed by the Audit and Risk Committee before being presented to the Board in February for approval.
- b. Mr Beecher outlined changes to the NTA's risk status to take account of recent developments.
- c. Mr O'Connor outlined the main issues considered by the Audit & Risk Committee at its meeting, which preceded the Board meeting. Those issues included the internal audit plan, rural transport and risk management. Mr O'Connor advised that the Committee plans to submit reports on these matters to the Board in due course.

6. Procurement

Mr Creegan outlined the background to the proposed extension of the contract awarded to Telfourth Limited in May 2014 for the supply, installation, maintenance and on-going operation of public bike share schemes.

Following discussion the Board approved the extension of the contract with Telfourth Limited for a further 5 years.

7. Customer Engagement Update

The Chief Executive noted that Kantar Millward Brown were commissioned to undertake research to establish the levels of

- satisfaction with public transport services among users of those services,
- awareness of Transport for Ireland and NTA among the general public;
- obtain feedback from key stakeholders about the NTA's organisation and performance.

The Kantar Millward Brown representatives noted that the results across all three surveys, which took place in Q4 2017, were very positive.

Ms McGuirl noted that over 91% of public transport users are satisfied with their service overall. Customer satisfaction is highest for users of Luas (98%) and lowest for users of Bus Éireann (85%) and DART (84%). Ms McGuirl also noted that awareness among the general public of the Transport for Ireland or TFI brand is at its highest ever (52%). Awareness of the NTA is 51%.

Ms Hargaden highlighted strong positive feedback about the NTA on the basis of the structured interviews undertaken with senior representatives across a range of stakeholders. The NTA is regarded as engaging well, proactive, responsive and communicates well. It is regarded as having

brought coherence and structure in a short space of time. However, the feedback also identified a need to bring clarity as to the NTA's ultimate vision, to deal with transparency and accountability issues and to build trust with operators.

Ms McGuirl and Ms Hargaden responded to questions from Board members. The Chairperson thanked them for their excellent presentations.

The Chief Executive indicated that the results of the surveys will be published in due course.

8. Bus Connects Update – Bus Network Design

Mr Creegan outlined progress on the BusConnects project which was launched last May.

A report published at that stage had reviewed the current bus system and set out key strategies for a possible revised system and the public had been invited to provide feedback via an online survey. The survey, which elicited more than 12,700 responses, revealed strong public support for the proposed strategies including greater interchange between services, high frequency "spines" and frequent orbital services.

Following the public consultation, detailed work had commenced on the design of a revised bus network for the Dublin region and was continuing.

Mr Creegan stated that the NTA expects to be in a position to undertake public consultations on the emerging proposed revised bus network and related infrastructure proposals during Q2 2018. The draft proposals will be brought to the Board in advance of the public consultation.

Mr Creegan explained that the NTA had undertaken a separate public consultation to obtain feedback on proposed livery designs for the bus fleet used to operate subsidised bus services. The feedback indicated a preference for one of the survey options, with comments submitted suggesting additional changes - these have been taken on board. The survey results also showed strong support for a common brand across subsidised bus services.

9. Any other business

The Chairperson reminded Board members that the deadline for submitting completed statement of interest forms to the Standards in Public Office is 31 January next. He noted that completed forms must be returned to the Standards in Public Office and the NTA Chairperson or NTA Chief Executive as appropriate. However, nil replies should only be sent to the NTA Chairperson or NTA Chief Executive as appropriate.

Next Meeting: Friday 23 March 2018 @ 10.30am in NTA Offices.

Signed: _____
Chairperson

Dated: _____