National Transport Authority

Customer Action Plan

Contents

[1. Introduction 2](#_Toc511834031)

[2. Providing a high quality service 2](#_Toc511834032)

[2.1 Provision of Bus and Rail services under public service contracts 2](#_Toc511834033)

[2.2 Strategic planning and customer experience development 2](#_Toc511834034)

[3. Engaging with Customers 4](#_Toc511834035)

[4. Keeping you informed 4](#_Toc511834036)

[5. Your comments and enquiries 4](#_Toc511834037)

# Introduction

The National Transport Authority oversees the provision of bus, train, tram and taxi services in Ireland. We also promote cycling, walking, and car sharing. Our Customer Charter describes our role and our commitments to our customers in more detail. This Customer Action plan describes how we will deliver the commitments and standards that are set out in the Customer Charter.

# Providing a high quality service

We will take a customer focused approach to developing services and projects that relate to our customers. We will research customer preferences through public consultations and independent third party research agencies to ensure that services and projects are being delivered in a customer centric manner.

## Provision of Bus and Rail services under public service contracts

We are responsible for managing Public Service Obligation (PSO) contracts with a number of Transport Operators that set out standards that they are obliged to meet. Operators include:

* [Dublin Bus](https://www.dublinbus.ie/About-Us/Customer-Charter/);
* [Bus Éireann;](http://www.buseireann.ie/inner.php?id=374)
* [Iarnród Éireann;](http://www.irishrail.ie/travel-information/passenger-charter-know-your-rights)
* [Luas](https://www.luas.ie/luas-passenger-charter.html);
* Go-Ahead Ireland;
* Local Link Operators; and
* Other tendered PSO contracts for Public Transport Services.

We will ensure that these contracts and the provisions within them to support customers are delivered by the transport operators. We will do this by setting strict Key Performance Indicators (KPIs) that are monitored through regular reporting. Where KPIs are not met, we will endeavour to hold the operators to account using the appropriate contractual mechanisms. We will investigate and respond to complaints that are made to us in relation to their services should an unsatisfactory response be given by the service provider in the first instance.

## Strategic planning and customer experience development

The Transport Strategy for the Greater Dublin Area, 2016-2035 has been prepared and published by the National Transport Authority in accordance with Section 12 of the Dublin Transport Authority Act, 2008. It sets out how transport will be developed across the region, covering Dublin, Meath, Wicklow and Kildare, over the period of the strategy and has been approved by the Minister for Transport, Tourism and Sport in accordance with the relevant legislation. We will work together with government agencies, transport operators, and suppliers to deliver the transport strategy which is subject to budgetary provision.

Improving Bus services is a key part of this strategy. BusConnects is a programme of projects that aims to overhaul the current bus system in Ireland’s cities by implementing:

* A network of ‘next generation’ bus corridors (including segregated cycling facilities) on the busiest bus routes to make bus journeys faster, predictable and reliable;
* A complete redesign of the bus network;
* Simpler fare structures;
* Cashless payment system and a state-of-the-art ticketing system;
* New bus branding, integrating bus vehicles of different operators and types;
* Park-and-ride facilities;
* New bus stops and shelters; and
* Transitioning to low-emission vehicles.

MetroLink is light rail system, envisaged in the Transport Strategy that runs from Swords, via Dublin Airport to Dublin’s south city centre (operating in tunnel under the city centre) and onwards to Sandyford using the existing Luas Green Line to ensure that growth along this corridor can be accommodated. This will provide Dublin with a high capacity, high-frequency cross-city rail corridor, serving critical destinations such as Swords, Dublin Airport, Dublin City University, Ballymun, the Mater Hospital and existing destinations along the Luas Green Line to Sandyford. MetroLink will provide faster reliable journey times to and from these key destinations while offering interchange with other rail, DART Expansion, light rail and bus services.

The DART Expansion Programme is a series of projects that will create a full metropolitan area DART network for Dublin with all of the lines linked and connected. The initial sequencing of investment will focus on delivery of non-underground tunnel elements of the programme using the recently opened rail link and existing connector tunnel under the Phoenix Park. This includes buying additional fleet for the DART network and measures such as re-signalling, junction and station changes to provide expanded services. The next step will be to provide fast, high-frequency electrified services to Drogheda on the Northern Line, Celbridge/Hazelhatch on the Kildare Line, Maynooth and M3 Parkway on the Maynooth/Sligo Line, while continuing to provide DART services on the South-Eastern Line as far south as Greystones. It will also include new stations to provide interchange with bus, Luas and Metro networks.

Our Sustainable Transport Measures Grant Programme supports a wide range of Sustainable transport projects – mainly projects to support walking, cycling and bus use – in Cork, Limerick, Galway and Waterford.

Our Smarter Travel programmes support people throughout Ireland to choose more sustainable travel options, including walking, cycling, public transport, car-sharing or reducing travel through the use of technology or linked trips.

We also provide public bike systems in Cork, Limerick and Galway. The scheme is currently operated by An Rothar Nua and information on how to use the system is available at www.bikeshare.ie

We are committed to continually improving the safety, security and accessibility of public transport services. We will incorporate this commitment into our capital investment plans by:

* Improving the quality of CCTV on the public transport network;
* Continuing to regulate the taxi and private bus industries;
* Maintaining the Taxi Driver Check App;
* Ensuring drivers are appropriately licenced and trained;
* Leap / next generation ticketing; and
* Continuing to develop our safety and security procedures.

# Engaging with Customers

We will run formal and informal public consultations regularly to seek public feedback on important initiatives. We will ensure that respondents’ answers are thoroughly analysed and incorporated to the development of the initiative where practicable.

We will also engage independent third party researchers to monitor the performance of transport operators with a view to implementing on-going improvements. Research will include mystery shopping, survey based customer satisfaction research and other qualitative methods.

# Keeping you informed

We will ensure that websites under our control are continually developed and kept up to date.

We will ensure that customers are kept informed of our infrastructure development plans and regulatory changes, and consulted where appropriate.

We will continue to maintain and upgrade our systems which provide multi-modal real time information and journey planning capability.

We will ensure that each PSO operator has a customer charter in place that outlines their obligations to keep customers informed of alterations, diversions and delays to their services.

# Your comments and enquiries

We value your comments and enquiries as feedback helps us make the service better for all of our customers. If you have a complaint or suggestion about how we can improve our service, we would like you to let us know through any of the following means:

* Email: info@nationaltransport.ie
* Phone: 01 879 8300
* Letter: National Transport Authority, Dún Scéine, Iveagh Court, Harcourt Lane, Dublin 2
* Twitter: @TFIupdates

All complaints will be acknowledged. We aim to issue a full response in a timely manner.

We use independent market research providers to audit and offer suggested improvements to our services. We will continue to research customers’ views on our services and use them to implement continual improvements.

Our Customer Action Plan does not affect your or our legal rights or duties.

April 2018