



Annual Report  
& Financial Statements

**2017**





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# Annual Report **2017**

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# From the Chairperson



My introduction to the Authority's 2017 Annual Report is brief as I was only formally appointed to the role of chairperson towards the end of the year.

However, I wish to mention some significant developments that took place in the period between my appointment and the end of the year.

Firstly, I was delighted to be present in my capacity as Chairperson at the launch of Luas Cross City by An Taoiseach with the Minister for Finance and Public Expenditure and Reform and also the Minister for Transport, Tourism and Sport. All those who were involved in the planning, development and delivery of the project should be very satisfied with the outcome.

Luas is emblematic of the type of high-quality public transport services that the Authority wishes to continue to develop in the years ahead. However, while the completion of Luas Cross City is an important project it is only one small element of the public transport programme set out in the Authority's Transport Strategy for the Greater Dublin Area. The growth in the population of Dublin and its hinterland is relentless and the resultant increase in travel demand can really only be met by the provision of further high-quality and highly integrated bus and rail networks. While the transition to a modern European-style public transport system will not be easy, it must be done as quickly as resources will allow if our capital city is to manage the continued growth as well as attract investment and jobs.

Secondly, I was present for the concluding part of the process leading to the finalisation of the Authority's new Statement of Strategy. I am aware that management, staff and Board members put a great deal of detailed work into the preparation of this important document during the course of the year. The Statement of Strategy will direct our activities over the next five years and provide the yardstick against which our performance can be measured.

On behalf of the Board I wish to acknowledge the contribution of Fiona Ross who chaired Board meetings for the period that the position of chairperson was vacant.

Finally, I wish to express the Board's sadness at the passing of Linda Saunders, who was a member of the Board since the Authority's establishment in late 2009. I know from my Board colleagues that she was a dedicated and hardworking member who made a major contribution to the Authority, particularly in her capacity as chair of the Audit & Risk Committee. May she rest in peace.

A handwritten signature in black ink that reads "Fred Barry".

**Fred Barry, Chairperson**

June 2018

# Chief Executive's Overview



2017 was a notable year for many reasons.

The completion of the Luas Cross City project was of course a major milestone. Luas Cross City provides the missing link between the Luas Red and Green lines and adds significantly to the integration of the public transport system particularly on Dublin's north side.

Luas Cross City is the first major public transport infrastructure project overseen by the Authority. It was successfully delivered in conjunction with Transport Infrastructure Ireland. The Authority was instrumental in developing and managing relationships with stakeholders along the route, which traverses the heart of the city's central business and shopping areas, in order to ensure that their needs and concerns were understood and appropriate solutions implemented when problems were encountered. The high standard of the reinstatement works undertaken along the route deserves special mention.

The Authority awarded new contracts for the operation of subsidised bus services in Dublin and Waterford to Go-Ahead and Bus Éireann following the outcome of competitive public tendering processes. A third tendering process in respect of commuter bus services in Kildare was also well advanced by the end of the year.

It is worth repeating that these tendering processes are not part of any move to privatise public transport services. The Authority does not have a mandate to privatise services. However, we do have a mandate to secure value for money and a competitive public tendering process is clearly the best and most transparent way to achieve that. As is the case at present, the organisation and delivery of bus services provided under the new tendered contracts will continue to be determined by the Authority on behalf of the travelling public. That includes such aspects as fares, timetables, ticketing, customer information, vehicles, equipment, etc. Payments to the new operators will be based on their performance against specified targets - as they already are for existing operators.

The Authority was again focussed on reviewing the performance of existing subsidised bus and rail services in urban and rural areas across the State and planning and implementing improvements.

In May the Authority announced a proposal to radically improve the bus system in Dublin and address the growing congestion across the city. The BusConnects programme recognises the need to achieve a step change in the quality, speed and reliability of the bus service in Dublin, which is the principal public transport mode for the great majority of the travelling public. It is important to ensure that the bus mode improves in tandem with the major improvements being planned for the capital's commuter rail and tram systems. BusConnects received a major boost in October when it was confirmed that more than €770 million will be allocated to the project over four years.

There continued to be a special focus on expanding public transport services in rural areas. The Local Link brand was officially launched at the National Ploughing Championships in September. As the Championships have become a key event for people living in rural Ireland, the Authority decided that Local Link should also be among the exhibitors at the Championships. That initiative proved worthwhile and feedback from visitors to the Local Link exhibition area was very positive.

Public transport users need and deserve a reliable public transport network. They should not have to wonder from day to day if services will be operating. We know from experience that customers whose services are disrupted will find alternative ways of making their journey and it may take a considerable period for the operators of those services to win back all of the customers they had before the disruption occurred. On the flip side we also know that where positive and worthwhile improvements to services are implemented they are embraced by customers and result in increased patronage.

Unfortunately, progress on making those improvements is frequently far too slow. More often than not, changes to services cannot be implemented until they have been through the full industrial relations process and, in many cases, only following industrial action. Bus Éireann customers had no services on 21 days during March and April. Also, there was severe disruption to bus services across Bus Éireann's eastern region in the final months of the year following changes to the organisation of certain services. As a result many Bus Éireann customers suffered significant inconvenience over a prolonged period. Iarnród Éireann customers had no services on 2 days in November and plans to introduce 10 minute frequency on DART services had to be postponed.

Notwithstanding the difficulties encountered, the results of two separate surveys carried out during 2017 showed very high levels of satisfaction with bus and rail services among public transport users.

The Vehicle Clamping Act 2015, which came into operation on 1 October 2017, gives the Authority responsibility for the regulation of vehicle clamping activities across the State. Significant preparatory work was undertaken by the Authority in advance of that date including the drafting of detailed statutory regulations, which were the subject of public consultation, as well as the development and testing of systems to support the new function.

I would like to thank everyone at the Authority who contributed to the development and preparation of our Statement of Strategy during 2017 and in particular those individuals and organisations who took the time to make submissions. This important document, which was approved by the Board just before the end of the year, will guide our work over the next few years.

The events of the year were overshadowed by the passing of Board member Linda Saunders on 1 January 2018. Linda was a passionate advocate for the Authority's work in encouraging sustainable transport usage. She was one of the hardest working Board members and will be remembered as a kind and thoughtful person. Ar dheis Dé go raibh a hanam.



**Anne Graham, Chief Executive**

June 2018

# Key Developments & Achievements 2017

## January

- › €20.7 million allocated for walking, cycling and public transport projects in Dublin, Kildare Meath and Wicklow
- › €9 million allocated for walking, cycling and public transport projects in Cork, Galway, Limerick and Waterford
- › Introduction of significant re-configuration of town services in Athlone providing higher frequencies and extended hours of operation



## February

- › Start of National Household Travel Survey 2017 to collect information on travel patterns from 6,000 households
- › Order placed for 100 new double deck buses for the Dublin region to replace older buses



## March

- › Introduction of new daily Local Link service from Kinlough to Bundoran and Ballyshannon, which allows passengers to connect with bus services to Galway, Dublin and Sligo
- › Work starts on the planning and implementation of accessibility improvements at 15 older railway stations across the national rail network.



## April

- › Commencement of grant scheme to support the wider availability of wheelchair accessible vehicles (WAVs) in the taxi fleet.
- › Launch of Leap top-up app enhancements including facility to purchase and directly load certain tickets onto Leap Cards
- › Construction starts on modifications to Sandyford Luas Depot to accommodate new high capacity trams
- › Completion of delivery of 38 new single deck buses for Bus Éireann routes to replace older buses
- › Galway bike scheme gets 8 new stations



# Key Developments & Achievements 2017

## May

- Launch of BusConnects programme which proposes to fundamentally transform Dublin's bus system so that journeys by bus will be fast, reliable, punctual, convenient and affordable
- Further phase of rail resignalling in Dublin city centre commences

## June

- Commencement of construction of new bus and coach park in Dublin Docklands
- New Local Link bus routes introduced in Donegal, Roscommon, Sligo and Tipperary
- Completion of high-quality pedestrian and cycle route between Causeway Road and Woodenbridge in Clontarf along the East Coast Cycle Trail
- Installation of 183 new "Sheffield" cycle stands in Dublin is completed
- Route 440 between Athlone and Westport is enhanced and extended

## July

- Commencement of public consultation on maximum taxi fares
- Wheelchair accessible bus stops are installed at Lifford
- Route 205 in Cork City gets new terminus at Cork Institute of Technology
- Introduction of enhanced summer service on Route 362 between Waterford and Tramore
- New Local Link bus service introduced between Bunclody and Enniscorthy including four coordinated demand responsive loops centred on Enniscorthy from surrounding areas
- Third annual *Kids Go Free* promotion on bus and rail services is biggest yet.

## August

- Launch of 2017 campaign to tackle racism on public transport services
- Go-Ahead selected as preferred bidder for contract to operate 24 bus routes in Dublin
- Order placed for 40 single deck buses for Dublin and Waterford
- New Local Link bus services introduced between Durrrow and Athlone, Ardmore and Dungarvan, Wellingtonbridge and Wexford Town



# Key Developments & Achievements 2017

## September

- › Local Link is announced as the new brand name for rural transport services at the National Ploughing Championships in Tullamore
- › Major improvements to bus services are implemented on the N3 / M3 corridor between Meath and Dublin



## October

- › Authority takes on responsibility for the regulation of vehicle clamping nationally
- › EU survey finds that Ireland's inter-urban coach services are very highly rated by customers for safety, punctuality and reliability, fares, comfort and ticketing
- › Launch of publicity campaign to encourage passengers to keep wheelchair spaces on buses free for wheelchair users



## November

- › Bus Éireann selected as preferred bidder for contract to operate 5 bus routes in Waterford City

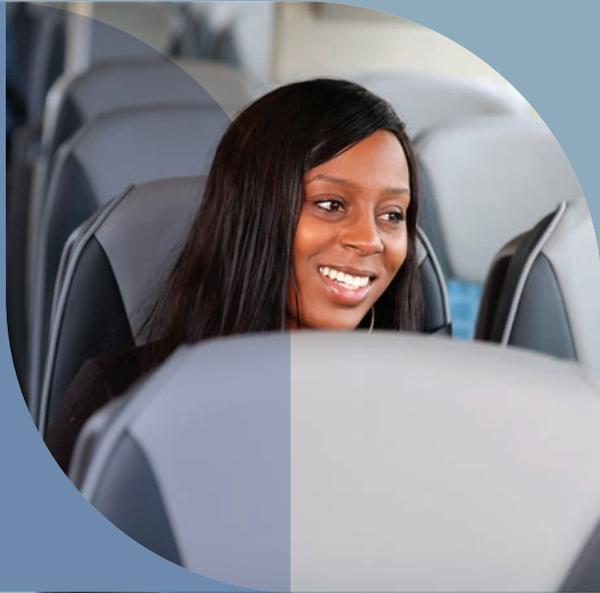


## December

- › Expansion of city fare zones in Cork, Galway, Limerick and Waterford results in fare reductions of up to 46% for passengers
- › Age limit for free travel by young children increased
- › Commencement of services on Luas Green Line extension from St. Stephen's Green to Broombridge, incorporating 13 new stations and providing integration with the Luas Red Line as well as bus and rail services
- › Additional peak time services are introduced on a number of key bus corridors in Dublin in response to increasing demand



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## Delivering bus and rail services

First ever national public transport customer satisfaction survey reveals that overall satisfaction with contracted and licensed public transport services is in excess of 90%

## Contracted Bus and Rail Services

The Authority has entered into public transport services contracts with a number of public transport operators, both State-owned and private companies, for the provision of bus and rail services that are socially necessary but not generally commercially viable. Accordingly, these contracts include payments to operators to meet the real cost of providing services. These services are often referred to as Public Service Obligation or “PSO” services.

There are two types of public transport services contract. They are:-

- Net cost contracts under which the operator retains all fare revenue. The Authority's contracts with Dublin Bus, Bus Éireann and Iarnród Éireann (Irish Rail) fall into this category;
- Gross cost contracts under which the Authority retains all fare revenue. All competitively tendered contracts currently fall into this category including the Luas light rail contract<sup>1</sup>.

Some contracts are awarded without a competitive tendering process. They are known as Direct Award Contracts. The Authority has Direct Award Contracts with Dublin Bus, Bus Éireann and Iarnród Éireann.

The Authority also contracts with a large number of operators to provide rural transport services nationally through the Local Link Programme. These are gross cost contracts which are competitively tendered. In addition the Authority has direct award contracts with a small number of fleet owning Local Link groups to provide transport services.

### Passenger Numbers

Passenger numbers on the principal contracted services increased by 16.2 million or 6.9% in 2017.

The numbers would have been even better but for the impact of industrial action at Bus Éireann and Iarnród Éireann. Bus Éireann services were unavailable for 21 days in March and April. Iarnród Éireann services were unavailable for 2 days in November.

All public transport services suffered delays and cancellations on 16 October due to Storm Ophelia and Luas services on the following day were curtailed due to storm damage.



<sup>1</sup> The Luas operating contract was awarded jointly by the Authority and Transport Infrastructure Ireland. The Authority has assigned the day-to-day management of the Luas operating contract to Transport Infrastructure Ireland.

*Table 1 – Annual passenger journeys on principal contracted services (millions)*

Year	Dublin Bus	Bus Éireann	Iarnród Éireann	Luas Light Rail	Rural Transport Programme	Totals
2016	125.4	32.1	42.8	34.0	1.8	236.1
2017	136.3	31.1	45.5	37.6	1.9	252.4
Percentage change (%)	8.7	-3.1	6.3	10.6	5.5	6.9

## Passenger Revenues

There was a continuation in the upward trend in revenues from fares across the main operators of subsidised public transport. Overall, revenues increased by €28.3 million or 5.1% mainly driven by the growth in passenger journeys.

*Table 2 – Passenger revenues for contracted services (€ millions)*

Year	Dublin Bus	Bus Éireann	Iarnród Éireann	Luas	Rural Transport Programme	Total
2016	211.7	84.1	193.7	54.8	6.9	551.2
2017	224.7	80.3	204.9	62.0	7.3	579.2
Percentage change (%)	6.1	-4.5	5.8	13.1	5.8	5.1

## Compensation Payments

Table 3 provides details of compensation payments made by the Authority to the operators of contracted bus and rail services.

In the case of Luas light rail, revenues again exceeded operating costs. Accordingly, operating costs were paid from fare and other revenues and no subsidy was required. An operating surplus of €9.2 million was generated, compared to €5.4 million in 2016. This surplus is used to part-fund the maintenance of the Luas network.

In accordance with the terms of the Authority's contract with Bus Éireann, payments totalling €2.3 million were withheld from the operator as services were not operated on 21 days due to industrial action. An amount of €0.9 million was deducted from Iarnród Éireann which was unable to operate services for 2 days due to industrial action.

Deductions in performance payments of €0.2 million and €0.16 million were applied to Bus Éireann and Dublin Bus respectively for failing to meet certain performance standards.

*Table 3 – Contractual payments to public transport operators<sup>2</sup>*

Operator / Programme	Service type	Contract type	Operational Area or Route	2016 compensation payment (€m)	2017 compensation payment (€m)
Iarnród Éireann	Rail	Direct Award	National	133.0	147.0
Dublin Bus	Bus	Direct Award	Dublin	59.6	54.0
Bus Éireann	Bus	Direct Award	National (excluding Dublin)	40.9	52.2
Rural Transport Programme	Bus / Demand Responsive Transport	Various	National	11.9	13.7
Various	Bus	Tendered	817 / 828 / 975	0.3	0.3
Transdev Ireland Limited	Light Rail (Luas)	Tendered	Dublin Metropolitan	0.0	6.7
Totals				245.8	273.9

## Competitively Tendered Contracts

In September the Authority announced that Go-Ahead had been selected as the preferred bidder for the operation of a number of orbital bus routes in Dublin. In November the Authority announced that Bus Éireann had been selected as the preferred bidder for the operation of a number of bus routes in Waterford City.

The Authority continued its evaluation of tenders received for the operation of certain bus routes in Kildare and this process was well advanced by the end of the year.

New contracts for the provision of bus passenger services between Kilkenny and Dublin (Route 817) and Naas and Blanchardstown (Route 139) were awarded to Bernard Kavanagh & Sons Limited and JJ Kavanagh & Sons Limited respectively following competitive tendering processes.

## Performance of Contracted Operators

The Authority continued to roll out new service quality performance indicators in respect of its contracts with Dublin Bus and Bus Éireann and commissioned independent monitoring of operator performance.

Service quality performance is now monitored on an on-going basis by independent mystery shopping surveys commissioned directly by the Authority. The surveys assess such items as bus cleanliness, driver performance, customer service, provision of customer information and operation of correct bus route.

Reliability and low-frequency punctuality performance are now monitored by the Authority through the assessment of automatic vehicle location data from each bus service operated compared to the scheduled timetable.

<sup>2</sup> after performance deductions

As a result of industrial action, Bus Éireann services did not operate on 21 days between March and April, and Iarnród Éireann services did not operate on 2 days during November. In both cases appropriate deductions were made from the payments due to the operators under the terms of their contracts with the Authority.

On 16 October, Storm Ophelia caused the cancellation of all public transport services nationwide while storm damage to the Luas Red Cow depot also led to cancellation of Luas services on the following day.

Table 4 shows the trend in vehicle kilometres operated by the main operators providing bus and rail services under public transport contracts.

Tables 5 to 9 show how operators performed against agreed targets for punctuality and reliability. During the year the Authority regularly met operators to review performance against targets and agree remedial actions to address variances.

*Table 4 - Annual operated vehicle kilometres (millions)*

Year	Dublin Bus	Bus Éireann	Iarnród Éireann	Luas
2016	55.3	35.7	16.0	3.5
2017	56.0	36.9	15.1	3.9
Percentage change (%)	1.3	3.3	-5.6	11.4

*Table 5 - Iarnród Éireann performance against targets*

Category	Measurement	Target	Result
Reliability	Percentage of scheduled services operated	99%	99.9%
Punctuality	Percentage of trains operating within punctuality targets:-		
	➤ InterCity services (arriving within 10 minutes)	90%	96.7%
	➤ Commuter and DART peak services (arriving within 10 minutes)	92%	97.8%
	➤ Commuter and DART off-peak (arriving within 5 minutes)	87%	97.5%

Table 6 – Dublin Bus performance against targets

Category	Measurement	Target	Result	Contract Period <sup>3</sup>
Reliability	% of vehicles in service	98%	99.2%	Periods 1 - 4
Reliability	% of driver duties operated	98%	99.5%	Periods 1 - 4
Reliability	% of scheduled kilometres operated (excludes third party causes for non-operation)	95%	Target met	Periods 5 - 13
Punctuality	% of services leaving terminus within 5 minutes of timetabled departure time	95%	95.6%	Periods 1 - 4
Punctuality	% of low frequency services departing any bus stop on route within -1 to +6 minutes of timetabled time.	Target varies seasonally from 56% to 61%	8 out of 9 in excess of target	Periods 5 - 13
Bus equipment	Operation of centre doors, next stop displays, announcements and wheelchair ramps (where present)	No performance deductions	Q1 & Q4: 50% deduction in performance payment Q2 & Q3: Target met	Q1 to Q4
Cleanliness	Bus and station cleanliness	No performance deductions	Target met	Q1 to Q4
Driver Performance	Driving style and interaction with passengers	No performance deductions	Target met	Q1 to Q4
Customer Information	Timetable and other customer information	No performance deductions	Target met	Q1 to Q4



<sup>3</sup> the public transport calendar is divided into 13 four-week periods and the commencement of the periods varies from year to year

Table 7 - Bus Éireann performance against targets

Category	Measurement	Target	Result	Contract Period <sup>4</sup>
Reliability	% of vehicles in service	98%	100%	Periods 1 - 8
Reliability	% of driver duties operated	98%	100%	Periods 1 - 8
Punctuality	% of services leaving terminus within target margin of timetabled departure time:-			
	➤ Stage Carriage Services (10 minutes)	95%	96%	Periods 1 - 4
	➤ Cork City Services (5 minutes)	90%	94%	Periods 1 - 4
	➤ Limerick / Galway / Waterford City Services (5 minutes)	87%	96%	Periods 1 - 4
	➤ Dublin Commuter Services (10 minutes)	95%	97%	Periods 1 - 4
Reliability	% of scheduled kilometres operated (excludes third party causes for non-operation)	85% (interim target)	Target met	Periods 9 - 13
Punctuality	% of low frequency services departing any bus stop on route within -1 to +6 minutes of timetabled time.	Target varies seasonally (54% to 55%)	Target met	Periods 5 - 13
Bus equipment	Operation of next stop displays, announcements and wheelchair ramps (where present)	No performance deductions	Target met	Q1 to Q4
Cleanliness	Bus and station cleanliness	No performance deductions	Target met	Q1 to Q4
Driver Performance	Driving style and interaction with passengers	No performance deductions	Target met	Q1 to Q4
Customer Information	Fares information provided on selected urban bus routes	No performance deductions	Q2 to Q4: No deduction	Q2 to Q4

Table 8 - Luas performance against targets

Category	Measurement	Target	Result
Reliability	Percentage of timetabled services delivered	100%	95%
Punctuality	Excess waiting time	0.2 minutes	0.4 minutes

<sup>4</sup> the public transport calendar is divided into 13 four-week periods and the commencement of the periods varies from year to year

*Table 9 - Performance against targets by other contracted operators*

Operator (Route)	Category	Measurement	Target	Result
M&A Coaches Limited (828/828X)	Reliability	Percentage of scheduled services operated over full route	99%	99.8%
	Punctuality	Percentage of vehicles leaving terminus within target margin of timetabled departure time	98%	100%
Andrew Wharton Limited (975)	Reliability	Percentage of scheduled services operated over full route	99%	100%
	Punctuality	Percentage of vehicles leaving terminus within target margin of timetabled departure time	98%	100%
Bernard Kavanagh and Sons Limited (817)	Reliability	Percentage of scheduled services operated over full route	99%	100%
	Punctuality	Percentage of vehicles leaving terminus within target margin of timetabled departure time	98%	100%

## Fares

In November the Authority approved a range of fare adjustments in respect of

- services provided under Direct Award Contracts by Dublin Bus, Bus Éireann and Iarnród Éireann; and
- Luas services.

The main features of the fare adjustments were:-

- Either a reduction or no change in fares for approximately 40% of Bus Éireann passengers. A further 25% of passengers had the option to avail of lower fares by transferring from payment by cash to payment by Leap Card;
- Extension to the outer suburbs of city fare zones in Cork, Galway and Limerick resulting in significantly lower bus fares for commuters living in those areas; and
- An increase in the age limit for free travel for young children from under 4 to under 5.

The approved fare adjustments came into effect on 1 December – see Table 10.

Fares in respect of other contracted services are generally determined during the tendering process for those services.



Table 10 - Approved changes in fares

Service	Fare Type	Change
Dublin Bus	Multi-operator monthly and annual tickets	0.0%
	Dublin Bus monthly and annual tickets	1.5%
	Adult Leap and cash singles	0.0% to 5.6%
	Schoolchild & Child Leap and cash singles	-3.6% to 5.6%
	Pre-paid and Nitelink tickets	1.7% to 2.1%
Bus Éireann	Stage Carriage Leap and cash singles, Adult, Child & Student	-31.6% to 9.5%
	Stage Carriage Child & Student return and 10Journey	-15.4% to 4.6%
	Stage Carriage Adult return and 10Journey	-7.7% to 5.9%
	Bus Éireann monthly and annual tickets	-10.4% to 6.7%
	City Leap fares	-0.9% to 1.3%
	City cash fares	3.2% to 4.8%
	Pre-paid Leap tickets	-1.8% to 5.1%
	Cork region multi-operator monthly and annual fares	0.0% to 3.6%
	Other multi-operator monthly and annual fares	0.0%
	Town services fares	0.0% to 5.6%
Iarnród Éireann	Dublin Short Hop Zone adult Leap, cash single, return, 3-day & 7-day	0.0% to 4.6%
	Short Hop Zone Child Leap and cash single and return	0.7% to 4.0%
	Short Hop Zone schoolchild cash	0.0%
	Short Hop Zone schoolchild Leap	3.9%
	InterCity single and return, Adult, Child & Student	-5.1% To 3.1%
	InterCity weekly	0.7% to 1.2%
	Cork region commuter	-4.1% to 5.0%
	Monthly and annual for Iarnród Éireann & multi-operator	0.0% to 1.3%
Luas	Monthly and annual multi-operator tickets	0.0%
	Child Leap and cash singles	0.0%
	Adult Leap and cash singles	0.0% to 5.0%
	Adult and Child Cash return	0.0% to 4.8%
	Adult, Child & Student Pre-paid fares	1.4% to 4.8%
	Luas monthly and annual tax saver tickets	10.0%

## Changes to Services

Bus and rail services provided under public transport services contracts are regularly revised to stimulate growth in public transport use and to respond to changing demand. The Authority approves all proposed revisions in advance of their implementation.

Where major changes to existing services are planned, public consultation is generally undertaken by the operator to take account of customers' views.

The Authority considered 125 proposals for changes to bus and rail services of which 107 were approved, and 3 were still under consideration at year-end.

The principal changes implemented or in planning are described in the following paragraphs.



*Table 11 - Changes to contracted services*

Operator	Dublin Bus	Bus Éireann	Iarnród Éireann
Approved	61	46	1
Part Approved	0	0	0
Not Approved	0	0	0
Deferred	3	0	0

### Dublin Metropolitan Area

- Timetable changes designed to improve reliability were implemented on a number of bus routes, including Routes 1 (Santry to Sandymount), 17A (Blanchardstown Centre to Kilbarrack), 15 (Clongriffin to Ballycullen Road), and 53 (Talbot Street to Dublin Ferry Port).
- In response to increased demand, additional peak hour services were introduced on some bus routes serving the City Centre including Routes 25A and 25B (Lucan), 25D (Adamstown), 46A (Dún Laoghaire), 145 (Stillorgan) and Routes 66 and 67 (Maynooth).
- Considerable planning and development work was carried out on projects to eliminate gaps in the network. The following new routes and services were designed and specified:-
  - Tyrellstown – Finglas – Broombridge Luas stop;
  - Maynooth – Celbridge – Tallaght;
  - Tallaght – Blanchardstown; and
  - Dublin City Orbital.

## Regional Cities

### Cork

- › Bus route 202 was extended to a new terminus at Mahon Point Shopping Centre, which incorporates a bus gate to provide dedicated access. A dedicated public holiday schedule was introduced to reflect shift patterns at a major employment centre.
- › A new bus terminus for Route 205 was constructed close to the main campus facility at Cork Institute of Technology.

### Galway

- › Bus routes 401 and 404 were adjusted to reflect actual traffic conditions, whilst maintaining the 20 minute core frequency.

### Other cities

- › Work continued on the planning of interventions that have been shown to be successful in generating increased use of bus services, including
  - More frequent core day-time service on established bus corridors;
  - Extended bus routes in urban areas; and
  - More frequent bus services in the evening and at weekends across each regional city network.

## Large Towns

- › Planning work continued with a view to providing appropriate levels of town bus services in large towns nationally where there is demand for regular internal commuting for a range of diverse purposes. The main outcomes were as follows:-
  - re-designed town bus services in Athlone came into operation in January. Details of the new services were circulated to all households in the Athlone area as well as students attending Athlone Institute of Technology. As a result passenger carryings increased by 54% during 2017;
  - detailed plans for town services in Kilkenny City were finalised in consultation with Kilkenny County Council and tenders were invited for the operation of the new services;
  - proposals for a town service in Carlow were considered in consultation with Carlow County Council. By the end of the year, detailed plans and costings were in preparation;
  - the Authority undertook a review of town bus services in Sligo and subsequently engaged with Sligo County Council with a view to identifying and securing improvements to bus operations and bus and passenger infrastructure within Sligo; and
  - following implementation of significant revisions to services on the Navan Road corridor, a new Navan town bus service was developed for implementation by Bus Éireann.

### Interurban

Following Bus Éireann's decision to withdraw its Expressway service between Westport and Athlone (Route 21), the Authority took action to ensure that customers were not left without any form of public transport. Route 440 was re-cast to provide new travel opportunities from Athlone, Westport, Castlebar and Claremorris to Knock and Knock Airport. As a result passengers carryings on Route 440 increased by 78%.

### Other Areas

- A major restructuring of bus services on the M3 corridor between Meath and Dublin was approved by the Authority and implemented in September. The objective of the restructuring is to provide an enhanced service offering including higher frequency, longer operating hours and quicker journey times along the M3 corridor. The changes implemented include a direct service from Navan to Dublin City Centre operating every 20 minutes (Route NX).
- The following new routes were developed:-
  - Swords / Ashbourne;
  - Naas / Blanchardstown.
- More frequent bus services were introduced on Route 360 between Waterford and Tramore during the summer holidays.

### Iarnród Éireann

- As a result of reductions in permanent speed restrictions, positive timetable adjustments were made to over 100 individual services.

## Licensed Bus Services

During the year the Authority collected and published statistics for 2016 relating to the operation of regular public passenger bus services licensed by the Authority. Those services are provided by private and public operators on a commercial basis without any subvention.

The 2016 statistics<sup>5</sup> show considerable growth in the number of passenger trips taken on licensed bus services. Nationally there was an increase of 11% in passenger journeys.

*Table 12 - Total annual passenger trips on commercial bus services (millions)*

Year	Greater Dublin Area	Rest of State	Total	Increase
2015	15.7	7.0	22.7	2.0
2016	17.6	7.6	25.2	2.5

<sup>5</sup> Statistical Bulletin Number 03/2017 (August 2017)

## Licensing Activity

2017 saw a slight increase in bus licensing activity during the year. In many cases applications were received as a direct result of communications by the Authority with operators and following compliance operations.

Of the applications for new and / or amended licences, 48% were processed within the indicative timeframe of up to 8 weeks for the consideration of such applications set out in the Authority's Guidelines for the Licensing of Public Bus Passenger Services.

*Table 13 – Bus licensing activity*

Application Type	Received	Issued	Cancelled	Refused
Application for new authorisation	264	220	45	3
Amendment of existing authorisation	186	149	36	5
Renewal of existing authorisation	61	61	0	0
Transfer of existing authorisation to another operator	6	6	0	0
Suspension of existing authorisation	5	4	1	0
Revocation of existing authorisation	14	14	0	0

## International Bus Services

The Authority is the designated competent authority in the State for the purposes of EU Regulation 1073 of 2009 on the common rules for access to the international market for coach and bus services. The role of the Authority includes the following tasks:-

- issue of authorisations to Irish bus operators to operate bus services outside of the State; and
- assessment of applications from other EU Member States; and
- monitoring and securing compliance by bus operators from other countries when operating within the State.

Authorisations for international bus services can only be issued with the agreement of all the designated competent authorities of Member States in whose territories passengers are either picked up or set down.

*Table 14 – International bus licensing activity*

Type	Received	Decisions	Issued	Cancelled	Refused
Application for new licence	19	14	6	5	0
Amendment of an existing licence	4	4	5	0	0
Renewal of an existing licence	2	2	3	0	0
Lapsed licence	1	1	0	0	0
Other jurisdictions	17	17	n/a	n/a	0
Total	43	38	14	5	0

## Compliance Activity

The Authority continued its practice of targeting compliance operations on activities by operators which pose the greatest threat to the integrity of the bus licensing system or the safety of bus passengers and other road users. Compliance operations comprise a mix of overt and covert activity.

As a result of these operations more than 3,000 buses and coaches were inspected while more than 1,500 national and international bus services were inspected.

A number of enforcement operations were conducted in conjunction with other agencies including An Garda Síochána, TISPOL (European Traffic Police Network), the Department for Infrastructure in Northern Ireland, the Road Safety Authority, and the Department of Employment Affairs and Social Protection.

## National Rail Review

The Authority received a total of 320 submissions from public representatives, members of the public, representative organisations and advocacy groups in response to the public consultation published in late 2016.

In October, the Authority forwarded a detailed report on the submissions received to the Minister for Transport, Tourism and Sport.

## Local Link

A range of activities were undertaken during the year to increase public awareness of the Local Link brand for rural transport services nationally. They included:-

- upgrading the Local Link website;
- assisting Local Link groups to increase their presence online across a variety of social media platforms; and
- integration of Local Link services into wider public transport information campaigns such as the annual *Kids Go Free* and *Say No to Racism* campaigns.

These activities culminated with the launch of the Local Link brand at the National Ploughing Championships in September. Authority and Local Link staff were on hand over the three days of the Championships to promote and showcase rural transport services within a purpose built exhibition area. This was a major undertaking for the Authority and was well received by visitors to the exhibition.

During the year, Local Link offices around the country continued their efforts to develop, implement and promote improvements to the network of rural transport services (see Table 15). The new and improved services provide much better integration with existing mainstream public transport services, year-round operation and improved links between towns and their rural catchment areas.



Progress continued to be made on the following work programmes:-

- re-tendering of contracted rural transport services. By the end of the year 60% of the existing 1,035 services had been successfully re-tendered;
- enhancing the functionality of the Integrated Transport Management System, which facilitates the scheduling of routes and booking of passengers on Local Link services;
- preparation of a new strategic plan for Local Link to cover the period 2018 to 2022; and
- research to identify suitable integrated ticketing options for rural transport services.

*Table 15 - New and improved rural transport services introduced in 2017*

Local Link Area	From	To
Cavan / Monaghan	Cavan Town Service	Ballyhaise
Cavan / Monaghan	Scotstown	Monaghan Town
Cavan / Monaghan	Ballybay	Monaghan Town
Cork	Kinsale	Clonakilty
Donegal	Ballyshannon	Donegal Town via Rossnowlagh
Donegal	Carrigans	Letterkenny
Donegal	Doochary/Leitir	Dungloe
Donegal	Falcarragh	Dungloe
Kerry	Waterville & Valentia / Ballinskelligs	Cahersiveen
Kildare / South Dublin	Athy	Newbridge
Kildare / South Dublin	Castlecomer	Kilcullen
Laois / Offaly	Mount Lucas	Portlaoise
Laois / Offaly	Mount Lucas	Tullamore
Limerick	Ballyorgan - Kilmallock - Charleville	Doneraile
Louth / Meath / Fingal	Athboy	Navan
Louth / Meath / Fingal	Ashbourne	Balbriggan
Louth / Meath / Fingal	Knocksedan Demense	Swords Pavilions
Sligo / Leitrim / Roscommon	Ballinamore - Mohill	Carrick-on-Shannon
Sligo / Leitrim / Roscommon	Kinlough	Ballyshannon
Sligo / Leitrim / Roscommon	Arigna	Carrick & Boyle
Tipperary	Ballingarry	Thurles
Tipperary	Tipperary Town	Cashel
Waterford	Tallow - Cappoquin - Lismore - Fermoy	Dungarvan
Waterford	Tramore - Dungarvan	Waterford
Wexford	Rosslare Harbour	Wexford
Wexford	Bunclody	Enniscorthy
Wexford	Wellingtonbridge	Wexford Town

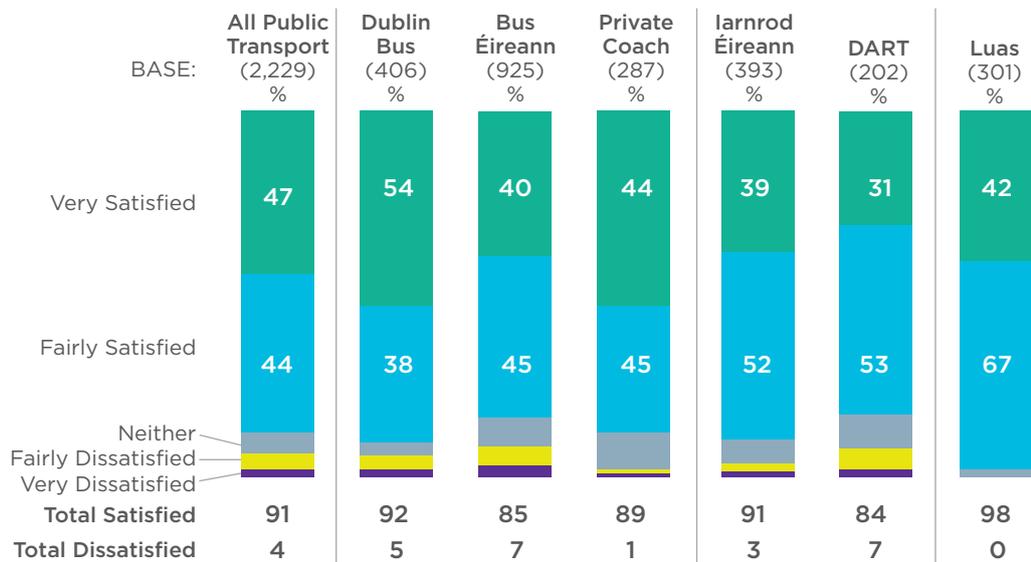
## Customer Satisfaction Research

In October and November the Authority conducted the first national public transport customer satisfaction survey, looking at contracted public transport services and licensed bus services.

The results were extremely positive showing 91% overall satisfaction across the various services – see Figure 1.

In August, the European Commission published the results of a special Eurobarometer<sup>6</sup> report on coach services, which was carried out during March in every EU Member State. The results showed high levels of satisfaction with coach services in Ireland with 84% per cent of passengers giving a ‘good’ rating. This was the highest satisfaction rating recorded among all EU Member States.

*Figure 1 – Overall customer satisfaction by public transport mode*



6 Special Eurobarometer 457

## 02



## Enhancing the travel experience

There was increased awareness of the Transport for Ireland (TFI) brand among the general public and public transport users

## Transport for Ireland (TFI)

TFI is the single brand for public transport across Ireland.

The Authority again commissioned surveys to establish the level of awareness of the TFI brand among the general public. The surveys, which were conducted in March and in October, revealed an increase in brand awareness from 29% in March to 52% in October among the general public. Among public transport users brand awareness increased from 36% in March to 60% in October.

Awareness and usage of TFI's digital information platforms and journey planning apps experienced significant growth as a result of improvements in the offering and marketing of these improvements to consumers.



## TFI Marketing and Other Customer Engagement Activities

The Authority collaborated with the organisers of many major public events during 2017 such as St. Patrick's Festival and Cruinniú na Cásca in order to highlight public transport options for people attending those events. The Authority also worked in partnership with Fáilte Ireland and Dublin Airport Authority to make similar information available to visitors to Ireland.

The following campaigns and activities were undertaken by the Authority during the course of the year:-

- The annual *Kids Go Free* Leap Card campaign took place during July. The campaign allows children and teenagers aged under 19 to travel for free over a two week period on a Child Leap Card. Its aim is to get young people and their parents using public transport. The promotion proved very successful with 648,690 trips taken, an increase of almost 50% on 2016.
- In August the Authority ran a campaign to tackle racism on public transport services in conjunction with the Immigrant Council of Ireland and public transport operators. The key message that *We are all made of the same stuff* was widely promoted on-board buses and trains and at stops and stations.
- In September the Authority promoted its suite of apps to new and returning students at third level colleges around the country.
- In October the Authority launched a digital and on-vehicle campaign in the Dublin area to create awareness of the importance of keeping the dedicated wheelchair zone on buses free for wheelchair users. The *Please don't Buggy in the Wheelchair Zone* campaign was devised and delivered in partnership with the Irish Wheelchair Association and Dublin Bus.
- During December the Authority ran an online and radio campaign to highlight public transport arrangements during the busy Christmas and New Year period.



## Apps

App downloads increased as a result of targeted promotional campaigns. There was a noticeable increase in downloads of the Authority’s suite of apps as a result of efforts to promote the apps to third level students at the start of the 2017 / 2018 academic year.

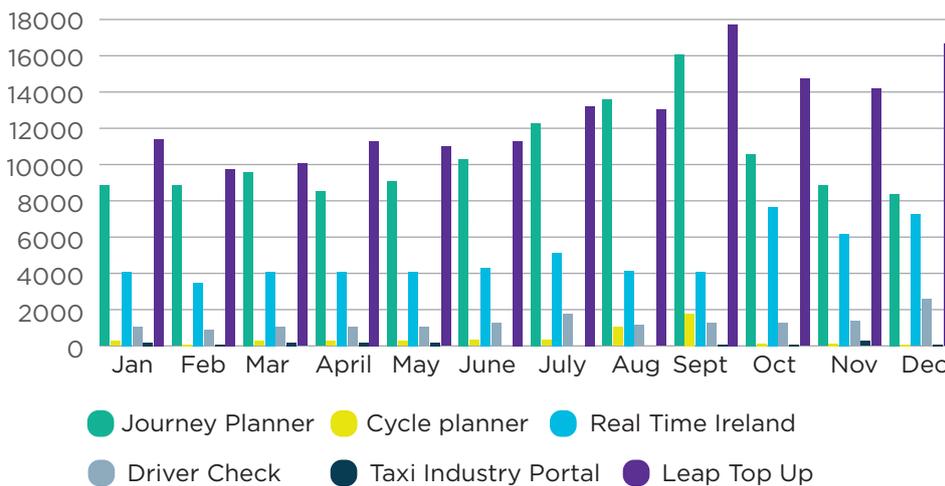
There was also an increase in downloads and usage during December due to the commencement of an “always on” Google downloads campaign and the Authority’s public transport promotion for the Christmas period.

The Authority implemented a range of “push” notifications to users of the Real Time Ireland app. The notifications provide helpful tips on key app features as well as providing timely and relevant

travel information. This resulted in a steady increase in the number of sessions for which the Real Time Ireland app is used.

The Leap Top-Up app was updated on two occasions during the year. In April new features were introduced including ticket purchase, card and ticket information screens and email receipts. In June users were given access to their “capping” information so that they can see how close they are to reaching their daily or weekly fares cap.

Figure 2 - App downloads by month



## Social Media

The Authority's TFI twitter account (@TFIupdates) continued to be an important channel to promote and highlight public transport developments. October was the busiest month with traffic largely driven by interest in public transport curtailments due to Storm Ophelia.

## Websites

Table 16 shows the extent of the use made of the Authority's websites.

The Local Link website more than doubled its traffic due to the Authority's increased promotion of rural transport services during the year and improvements made to the website.

The Luas Cross City website experienced a doubling of traffic reflecting increased interest in the Luas extension in the run up to completion of the project.

Traffic to the Leap Card website appears to have plateaued which may reflect the maturity of the Leap Card product at this stage. However, use of the Transport for Ireland website continues to grow at a significant rate.

Overall, the Authority's websites attracted 3.5 million unique users and 69 million page views.

*Table 16 - Consumer-facing websites*

Website	Purpose	Visits 2016	Visits 2017	Percentage change
leapcard.ie	Dedicated website for customers of Leap Card integrated ticket	1,494,439	1,494,082	0.0%
transportforireland.ie	Helps people plan and make journeys by public transport (including taxi, hackney, bicycle) by providing a range of information and technologies	1,224,787	1,363,428	11.3%
nationaltransport.ie	Corporate website for the Authority	313,942	379,453	20.9%
luascrosscity.ie	Information and regular updates on the construction of Luas Cross City	189,609	373,581	97.0%
locallink.ie	Dedicated website for rural transport services	8,363	29,087	247.8%
smartertravelworkplaces.ie	Provides employers and employees with information about sustainable transport and travel initiatives	36,938	24,441	-33.8%
carsharing.ie	Helps motorists car-share and car-pool	21,639	21,309	-1.5%

## Leap Card

The Leap Card scheme again experienced significant growth in almost all areas. Over 704,000 cards were sold during the year and by the end of the year the cumulative value of top-ups processed since the launch of Leap Card in December 2011 amounted to €598 million.

Usage of the Leap Top-Up app for Android mobile phones grew substantially during the year and over €27 million in top-ups were processed by app users, which amounted to 17% of the value of all top-ups during the year.

A refresh of the Leap Card back office system was completed. The refresh comprised system improvements and enhanced disaster recovery capability across the core systems.

The Authority continued to promote Leap Card to key customer segments.

The Leap Visitor Card was strongly promoted. It was advertised in the Dublin Visitor Map which has a circulation of 1.2 million, in Aer Lingus' inflight magazine as well as at various locations in Dublin Airport. In June the Visitor Card was made available for online purchase and this development was promoted to Aer Lingus and Ryanair customers.

A major advertising campaign was undertaken in Cork, Galway, Limerick and Waterford during September to promote awareness of Leap Card. It resulted in significant growth in Leap Card usage across those cities.

Just before the end of the year the process of rebranding Leap Card as TFI Leap Card was started with a view to achieving closer integration with the TFI brand.

*Table 17 - Leap Card statistics*

Performance Indicator	2017 totals	2016 totals	Totals since launch in December 2011
Cards sold	704,367	644,959	2,783,077
Journeys using Leap Cards <sup>7</sup>	132.3 million	112.7 million	438 million
Pay-As-You-Go revenue	€175 million	€144 million	€570 million
Leap product revenue <sup>8</sup>	€94 million	€95 million	€353 million

## Evolution of Leap Card Scheme

The Authority continued to develop its preparations for the next generation of ticketing equipment.

The Authority initiated a public procurement competition for a mobile ticketing solution for intercity train and longer-distance bus journeys, where the cheapest price is typically obtained by booking online in advance of the journey.

<sup>7</sup> Excludes journeys taken using free travel passes issued by the Department of Employment Affairs and Social Protection

<sup>8</sup> Leap product revenue is the total value of tickets that were sold onto Leap Cards, and includes the value of tax saver tickets, multi-journey bus tickets, etc.

## Planning Journeys

In the course of the year, Transport for Ireland's travel information services calculated almost 20 million journey plans and served 15.5 million real time departure boards.

## Real Time Passenger Information (RTPI)

The Authority commissions surveys at regular intervals each year to measure the accuracy of the predicted arrival times of buses at bus stops and take corrective actions where necessary.

Dublin Bus services continued to achieve high arrival accuracy rates averaging 97% per quarter.

Bus Éireann services in the Greater Dublin Area and in Cork, Galway, Limerick and Waterford showed average departure accuracy rates of 86%, which is still not an acceptable level. The Authority continued to work with Bus Éireann to identify where improvements can be made.

*Table 18 - Real time passenger information displays*

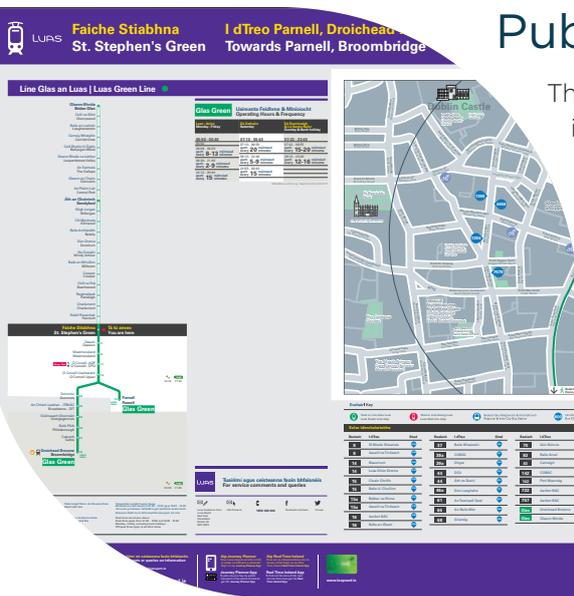
Area	No. of displays
Dublin	600
Meath	14
Kildare	15
Wicklow	12
Cork	49
Galway	19
Limerick	16
Waterford	10
Other	9
Total	744

## Public Transport Infrastructure Management System (PTIMS)

The PTIMS system is used to acquire information about the type and condition of facilities at public transport stopping places.

The Authority liaised with the National Disability Authority to identify a grading system for universal design which will be used to identify stops that are in need of improvement with a view to better meeting the needs of public transport customers.





## Public Transport Information

The Authority commenced a programme aimed at improving the information provided at public transport stops. The most recent installations are at Luas stops.

### Operation Open City

Operation Open City is the Authority's annual operation designed to make it easier for people to get around Dublin by public transport in the busy December period. The operation ran from 3 to 24 December.

Detailed plans were put in place following liaison with An Garda Síochána and consultation with key stakeholders including local authorities, transport providers and the business community. This included a co-ordinated response by agencies to

traffic issues following the entry into service of the Luas Green line extension.

Details of travel and transport arrangements, including late night services, were made available to the public on the Transport for Ireland website and on social media.

# 03



## Putting strategic plans in place for the future

The Authority actively supported the preparation  
of the National Planning Framework

## Transport Strategy for Greater Dublin Area 2016 - 2035

The Transport Strategy is the key transport document that the Authority uses in reference to land use plans being developed by local authorities in the Greater Dublin Area. The Authority also used the transport infrastructure plan to support requests for Government funding as part of the annual budget process and the review of capital expenditure plans.

## Planning at National, Regional and Local Levels

At national level, the Authority actively supported the preparation of the National Planning Framework. This included liaison with the Department of Housing, Planning and Local Government, participation in stakeholder consultation events and the making of a written submission on the Draft National Planning Framework.

At regional level, the Authority provided input into the preparation of Regional Spatial and Economic Strategies (RSES). The principal basis for this involvement related to the requirement under the provisions of the RSES for the preparation of regional transport strategies.

Consistent with the Authority's statutory remit, there continued to be a particularly strong focus on the State's largest urban centres i.e. the Greater Dublin Area, Cork, Limerick, Galway and Waterford. There was a high level of engagement with local authorities and other agencies in those centres in the preparation or review of city and county development plans, local area plans, Strategic Development Zone planning schemes and, in the case of Cork, the preparation of a transport strategy for its Metropolitan Area.

## Transport Planning - Greater Dublin Area

The Authority continued to work closely with local authorities, State agencies and other stakeholders on a range of policy issues, initiatives and proposed transport investments. This work had a particular focus on the following aspects:-

- engagement in the preparation of statutory development plans, Strategic Development Zone planning schemes, local area plans, local transport plans and non-statutory studies, including masterplans;
- continuation of transport analysis for Dublin City Centre and other urban centres;
- involvement with local authorities in various transport demand management, public transport service planning and traffic management initiatives; and
- continued involvement with Grangegorman Development Agency's Consultative Group.

There was an increased number of planning applications on which the Authority engaged. These related to commercial developments, particularly in the Dublin

City Centre and Docklands areas. There was also a substantial increase in the number of planning applications for large-scale residential developments in both city central, suburban and hinterland town locations.

The main focus of the Authority's involvement was in supporting the objectives in the Authority's long-term Transport Strategy and the delivery of associated transport infrastructure and services.

In all 68 written submissions were made by the Authority to local authorities and An Bord Pleanála. Table 19 lists the Authority's submissions on statutory development plans, local area plans, planning schemes and masterplans as well as submissions in respect of significant planning applications.



*Table 19 - Authority's principal planning submissions within Greater Dublin Area*

Development Plans	
>>	Fingal Development Plan - Supplementary Contribution Scheme
>>	Kells Development Plan (Meath County Council) Variation No. 1
>>	Kells Development Plan, Material Alteration to Variation No. 1
>>	Navan Development Plan (Meath County Council) Variation No. 2
>>	Navan Development Plan, Material Alteration to Variation No. 2
Local Area Plans, Masterplans, Planning Schemes	
>>	Clonburris Strategic Development Zone Draft Planning Scheme
>>	Poolbeg West Strategic Development Zone Draft Planning Scheme and Material Alterations
>>	Arklow Draft Local Area Plan and Material Alteration
>>	Bray Metropolitan District Draft Plan
>>	Ballycullen Draft Local Area Plan, proposed amendments
>>	Tallaght Local Area Plan, Pre-Draft Issues Paper
>>	Celbridge Draft Local Area Plan and Material Alterations
>>	Naas Local Area Plan Pre-Draft Issues Paper
>>	Clane Draft Local Area Plan Material Alterations
>>	Leixlip Draft Local Area Plan and Material Alterations
>>	Lissenhall Local Area Plan Pre-Draft Issues Paper
>>	Woodbrook - Shanganagh Draft Local Area Plan
>>	Ballymun Draft Local Area Plan

Table 19 (continued)

Significant Planning Applications	
>>	Cherrywood Town Centre - 10 year permission (DZ17A/0862, Dún Laoghaire Rathdown County Council)
>>	Red Mall Extension, Blanchardstown Town Centre (FW17A/0147, Fingal County Council)
>>	Primary School at Charlesland, Greystones (17/780, Wicklow County Council)
>>	Mixed Use Development at Fassaroe including 658 residential units (16/999, Wicklow County Council)
>>	Residential Development, Navan - 246 residential units (NA10747, Meath County Council)
>>	Care Centre, Navan - 186 bed, 40 residential units (NA170976, Meath County Council)
>>	Residential Development, Drogheda - 150 residential units (LB170075, Meath County Council)
>>	School site, Kilcock - Outline Permission (RA171024, Meath County Council)
>>	Mixed Use Development, Santry (2713/17, Dublin City Council)
>>	Office Development, Townsend Street (3637/17, Dublin City Council)
>>	Community College, Lucan (SD17A/0164, South Dublin County Council)
>>	Office Development, Sandyford (D17A/0496, Dún Laoghaire Rathdown Co Co)
>>	Naas to Kill Cycle Scheme (Part 8 Kildare County Council)
>>	Royal Canal Greenway, Cloncurry to Ferrans Lock (Part 8, Kildare County Council)
>>	Clay Farm, 927 residential units (TA0002, An Bord Pleanála)
>>	National Maternity Hospital, Elm Park - (SID DCC 2017-1, An Bord Pleanála)
>>	UCD 3,006 bed student accommodation (TA 0001 SHD 10 year permission, An Bord Pleanála)

## Transport Planning - Other Areas

The Authority continued to liaise with local authorities outside the Greater Dublin Area, in particular those in the regional cities of Cork, Limerick, Galway and Waterford, on planning and transport issues. It is envisaged that this on-going engagement will provide a stronger basis over time for the Authority's role in these cities in terms of transport investment, the organisation of public transport services and more generally in influencing the integration of land use and transport planning.

### Cork

The Authority, in conjunction with Cork City Council, Cork County Council and Transport Infrastructure Ireland, commenced the preparation of a transport strategy for the Cork Metropolitan Area. This will address all transport modes and its objective will be to provide a long-term strategic planning framework for the integrated development of transport infrastructure and services in the Cork Metropolitan Area over next two decades or so. It will be used to inform transport investment levels and investment prioritisation over the short and long term and will be able to inform sustainable integrated land use and transport policy formulation at the strategic (Metropolitan Area) level, and at the local level.

The Authority continued its participation in the Cork Area Strategic Plan Group, at both Steering Committee and Transport Sub-Committee levels. The Authority continued to work with Cork County Council on the transport assessment process pertaining to nine development locations within the Metropolitan Area, identified as urban extension areas in the County Development Plan. The Authority also engaged with both local authorities in their preparation of statutory local area plans, from attendance at pre-draft stakeholder consultations to written submissions at pre-draft and draft stages.

### Galway

Following on from the adoption of the Galway Transport Strategy, the Authority is working towards the delivery of infrastructural proposals. Central to this has been the commissioning of the Galway City Centre Traffic Management Study, which will develop the detailed design for the implementation of the Galway cross city route for public transport, as well as other walking, cycling and traffic management enhancements in the city centre.

The Authority also engaged with Galway City Council on the preparation of plans at the local level. This included the preparation of a local area plan for Ardaun as well as the preparation of a transport study for the Parkmore area. The main focus of the Authority's involvement has been on the delivery of the Galway Transport Strategy's objectives and measures.

### Waterford

The Authority engaged in early discussions with Waterford City and County Council on the City / Environs transport investment requirements, particularly in the context of the planning scheme currently being prepared for the North Quays Strategic Development Zone.

### Other Areas

The Authority engaged with local authorities in large towns on various transport demand management, public transport service planning and traffic management initiatives.

### Planning Submissions

In all 13 written submissions were made by the Authority to local authorities outside of the Greater Dublin Area relating to statutory plans, planning applications and scoping of Environmental Impact Assessments. Table 20 lists these submissions.



*Table 20 – Authority's principal planning submissions outside the Greater Dublin Area*

Development Plans	
>>	Cork County Development Plan Variation No. 1 (Cork County Council)
>>	Galway City Draft Development Plan Material Alterations (Galway City Council)
Local Area Plans, Planning Schemes	
>>	Waterford North Quays Strategic Development Zone Draft Planning Scheme (Waterford City & County Council)
>>	Ferrybank - Bellview Draft Local Area Plan (Kilkenny County Council)
>>	Metropolitan District Draft Local Area Plans (Cork County Council)
>>	Cork City Docks Pre-Draft Issues Paper (Cork City Council)
>>	Tivoli Docks Pre-Draft Issues Paper (Cork City Council)

## Regional Transport Models

The Authority's regional multi-modal modelling system consists of a national demand model, five new major regional transport models covering the State and a suite of appraisal tools. The regional models are focused on the State's main cities of Dublin, Cork, Galway, Limerick and Waterford.

Following completion of the suite of models during 2016, 41 modelling projects were commenced in 2017. The majority of these projects were located in the Dublin Region and required use of the Eastern Regional Model, but a considerable number were located in the other regions and availed of the specific regional model for the particular area.

A significant level of data collection was undertaken in 2017 to support the updating of the model to incorporate Census 2016 small area level information, which became available towards the end of 2017. The data collection included traffic counts, public transport stop and load surveys as well as the collation of third party counts. The collection of data for the purposes of the National Household Survey was also completed.

The planning of the rebasing of the model system to the 2016 census year was also started. This activity involved collating information from model users and developers to produce a complete list of potential upgrades. The information was then combined and mapped against available resources to produce a comprehensive modelling update plan.

04



## Supporting people in making sustainable travel choices

1,160 cycle and scooter parking spaces provided in schools

## Smarter Travel Programmes

Smarter Travel Workplaces and Smarter Travel Campus are national, voluntary programmes supporting large employers and third level institutions to implement workplace travel plans.

Programmes partners are assisted in identifying the existing mode split at their organisation as well as opportunities for actions across all modes. Initial monitoring indicates that in the majority of workplaces and campuses with mature travel plans, car use is decreasing, with a corresponding increase in more sustainable travel.

The work focussed on the following activities:-

- on-going engagement in surveys and exchange with partners;
- inter-company challenges involving employee participation in sustainable modes; and
- promotional events to raise awareness of sustainable travel opportunities.

The main activities are described in more detail in the following paragraphs.

### Cycle Challenges (March to May)

Smarter Travel Workplaces offered partners the “Spring Forward” Cycle Challenge followed by the European Cycling Challenge.

### Step Challenge (September to October)

The Step Challenge, which promotes walking among people in workplaces, attracted 4,630 participants across 935 teams from 65 organisations.

#### Marchathon

This walking challenge for staff and students at third level institutions attracted 1,500 participants from 19 colleges. Surveys undertaken showed an increase in walking to campus from 25% before the challenge to 44% following its conclusion.

#### Smarter Travel Awards

Awards were presented in 13 categories to Smarter Travel partners who represent exemplars of sustainable travel initiatives that could be replicated in other companies.

Northern Trust in Limerick won the overall Smarter Travel Workplace Award while UCD won the overall Smarter Travel Campus Award.

### Student Multimedia Awards

Entries grew again this year for the Student Multimedia Awards. 60 entries were received across the various categories.



## Run Commute

The first national Run Commute challenge took place in June 2017. 73 people in 32 teams registered to take part, and ran 595 commutes over the course of the challenge.

## Light-Up Your Life - Bike Light promotion

October saw the Light-Up Your Life Campaign which encourages cyclists to light up. During the campaign 2,600 bike lights were distributed.

## Green-Schools Travel Programme

During the 2016 / 2017 school-year a total of 404 schools participated in the Green Schools travel theme. In May, 205 of these schools were awarded a Green Flag marking the culmination of two years' work to promote active and sustainable travel for the school commute.

Green-Schools Travel Officers carried out 2,379 school visits during the year. These visits were supplemented by on-going communication, training events, travel forums, competitions and national events.

Green-Schools again ran a number of national events to encourage schoolchildren to get active on their school commute. The BIG Travel Challenge challenged schools to achieve a measurable increase in the use of sustainable modes of travel over a 10 day period during February.

National Scoot to School Week (March), National Walk to School Week (May) and National Bike Week (June) attracted almost 40,000 participants.

Other notable achievements included:-

- the training of travel officers in Cycle Right, the national standard for cycle training;
- the installation of 320 cycle parking spaces and 840 scooter parking spaces in schools; and
- the delivery of over 400 "walkability" audits in schools, with presentation of the findings to local authorities. As a result some local authorities provided new pedestrian crossings, footpaths and zebra crossings at schools.



## 05



## Upgrading Infrastructure

The Authority invested €200 million in projects to improve walking, cycling and public transport as well access to public transport services for people with disabilities

## Capital Investment

The Authority has responsibility for three public transport capital investment programmes:-

- Greater Dublin Area Capital Programme;
- Regional Cities Sustainable Transport Programme; and
- Public Transport Accessibility Programme.

While the Authority has statutory responsibility for the Greater Dublin Area Capital Programme, the Authority manages the Regional Cities Sustainable Transport and Public Transport Accessibility Programmes on behalf of the Department of Transport, Tourism and Sport.

In the case of all three Programmes, the Authority is responsible for determining the projects to be funded and managing expenditure. However, the necessary implementation works are normally undertaken by State agencies, transport operators and local authorities acting on behalf of the Authority.



*Table 21 - Distribution of capital payments (€ million)*

Implementing Agency	Greater Dublin Area Programme	Regional Cities Programme	Accessibility Programme	Total
Bus Éireann	26.7	0	0.1	26.8
Cork City Council	0	4.2	0	4.2
Cork County Council	0	1.2	0	1.2
Dublin Bus	2.1	0	0.1	2.2
Dublin City Council	7.7	0	0	7.7
Dún Laoghaire - Rathdown County Council	1.4	0	0	1.4
Fingal County Council	0.5	0	0	0.5
Galway City Council	0	1.1	0	1.1
Iarnród Éireann	9.8	0.6	1.4	11.8
Kildare County Council	0.7	0	0	0.7
Limerick City & County Council	0	1.6	0	1.6
Meath County Council	1.9	0	0	1.9

Table 21 (continued)

Implementing Agency	Greater Dublin Area Programme	Regional Cities Programme	Accessibility Programme	Total
National Transport Authority	49.5	0.3	1.8	51.6
South Dublin County Council	1.8	0	0	1.8
Transport Infrastructure Ireland	84.6	0	0	84.6
Waterford City & County Council	0	0.5	0	0.5
Wicklow County Council	0.5	0	0	0.5
Totals	187.2	9.5	3.4	200.1

## Greater Dublin Area Capital Programme

The Authority's statutory Integrated Implementation Plan for the Greater Dublin Area 2013-2018 sets out the infrastructure investment programme to be pursued over the lifetime of the Plan under the following four sub-programmes:

- › Heavy Rail;
- › Light Rail;
- › Bus; and
- › Sustainable and Integrated Transport.

Table 22 records the expenditure in 2017 under the Greater Dublin Area Programme disaggregated into these four sub-programmes.

Table 22 - Greater Dublin Area capital programme

Sub-programme	Expenditure (€ million)	Percentage of total expenditure
Light Rail	84.6	45
Sustainable and Integrated Transport	30.0	16
Bus	62.8	34
Heavy Rail	9.8	5
Total	187.2	100

## Heavy Rail

Under this sub-programme funding is provided to Iarnród Éireann for the maintenance and development of rail infrastructure in the Greater Dublin Area.

### DART Expansion

The Authority together with Iarnród Éireann continued work on the pre-planning stage of the DART Expansion Programme. The following elements were progressed:-

- The Tunnel Configuration Study for New Metro North and DART Underground was completed. This Study provided advice on the optimum tunnel and station box configurations for both projects based on a comparative assessment of generic tunnel configuration options.
- Iarnród Éireann completed an assessment of train path capacities on the heavy rail network within the Greater Dublin Area in order to determine where increased capacity can be realised should demand dictate. This provided guidance for passenger demand modelling undertaken during the year to determine the optimum prioritisation of the DART Expansion Programme.
- An option analysis and appraisal was completed in respect of the optimal connection location for the DART Underground tunnels to tie-in to the existing rail lines at Heuston Station.

### Dublin City Centre Re-signalling Project (CCRP)

CCRP is a central element of the upgrading of commuter rail services for the Greater Dublin Area. It is designed to replace the outdated hard-wired signalling system with computer controlled solid state interlocking (SSI) signalling technology. The project is divided into 4 interrelated phases for ease of management.

### National Train Control Centre

Design and planning work continued for the development of a modern National Train Control Centre, which will integrate signalling and communications control across the entire rail network, thereby optimising rail traffic management. The concept design for the Control Centre was finalised taking into consideration the requirements of future third parties. A tender process for the detailed building design was progressed on the basis of the concept design. In addition, pre-planning discussions commenced with Dublin City Council.

The technical requirements specification was finalised and the preparation of tender documents commenced.

A draft business case for the project was completed and issued to the Authority for review. The Authority commissioned an independent review of the business case.



## Light Rail

### Luas Cross City

Following the successful completion of the main construction works in October a period of testing, commissioning and trial running of the Green Line extension between St. Stephen's Green and Broombridge was undertaken in advance of the commencement of passenger services on 9 December.

The first of seven higher capacity (55 metre) trams required to meet the anticipated increase in passenger numbers on the extended Green Line was delivered before the end of the year.

### Luas Green Line Infrastructure Upgrade

This project includes the lengthening of Luas Green Line stop platforms and a power system upgrade, which are required to operate the seven higher capacity (55 metre) trams being delivered as part of the Luas Cross City Project.

Work to extend platforms was successfully completed by the end of December. Implementation of the power system upgrade element of the project was well advanced by the end of 2017.

### New Metro North

In early 2017, the Green Line tie-in study was completed. The study concluded with the recommendation that New Metro North would tie into the existing Luas Green Line at Charlemont Luas stop.

Work on the New Metro North alignment option study and concept design continued throughout the year, culminating in the identification of an emerging preferred route for the scheme in November. Preparation of public consultation documentation commenced towards the end of the year.

In addition the Authority and Transport Infrastructure Ireland jointly completed the tender process for Phases 2, 3 and 4 of the project covering preliminary design, statutory process and detailed design respectively.

## Bus

### BusConnects

The bus system is the cornerstone of public transport in the Dublin region. The development of a core bus network, delivering a high level of bus priority, is a key objective of the Authority's Transport Strategy for the Greater Dublin Area.

In May the Authority announced the commencement of the BusConnects programme, which involves a complete overhaul of the bus network in order to deliver significant improvements in the efficiency and attractiveness of the bus system. The BusConnects programme encompasses the revamping of all aspects of the bus system: from the ticketing technology to the road infrastructure; from the bus stop to the network of routes; and from the fare structure to the vehicle livery.

**BUS  
CONNECTS**  
TRANSFORMING CITY BUS SERVICES



An initial public consultation was undertaken during June and July in order to obtain feedback with regard to the choices to be made when it comes to redesigning the bus network. In light of the feedback received, work progressed to identify the key changes to the network of bus services in Dublin.

Separately, work was undertaken to identify the emerging preferred routes for radial core bus corridors. Preparation of draft feasibility reports continued, incorporating concept designs for all of the proposed corridors.

### Dublin Region Bus Fleet Renewal

In total 102 buses were delivered to Dublin Bus and entered into service during the year comprising 100 double deck buses and 2 midi buses. This represented a “steady state” replacement of 82 vehicles, plus 20 additional vehicles to address market growth.

An initial order was placed for the delivery of 40 single deck buses during 2018.

### Regional Bus Fleet Renewal

A total of 76 vehicles was delivered to Bus Éireann and entered into service during the year. They comprised 35 double deck buses, 7 double deck coaches and 34 single deck coaches.

An initial order was placed for the delivery of 14 midi buses during 2018. In addition, 8 single deck buses for Waterford were ordered for delivery in 2018.

*Table 23 –Delivery of new buses for Dublin and Regional Services*

Operator	2016	2017
Dublin Bus	110	102
Bus Éireann	69	76
Totals	179	178

### Coach Parking

In June, work started on the construction of a coach parking facility adjacent to the Docklands rail station and was substantially complete by the end of the year. Preparations for the operation of the facility were progressed in tandem with the construction works. This included the provision of an e-payments system for use by coach and bus operators.

### Bus Shelters

A major project to provide more energy efficient lighting at bus shelters was progressed.

In addition to the installation of a number of new bus shelters, improvements and running repairs were made to many shelters. This included the installation of seating, information panels, and the replacement of damaged glass panels.



## Sustainable and Integrated Transport

This sub-programme supports a wide range of projects in the Greater Dublin Area, with a particular focus on developing:-

- sustainable transport infrastructure in urban areas; and
- integration measures such as Leap Card, Real Time Passenger Information and the National Journey Planner which facilitate seamless travel by public transport.

In the case of the former, funding is allocated to local authorities and other agencies through the Authority's Sustainable Transport Measures Grant Programme. Integration measures are generally delivered directly by the Authority.

A number of key projects were delivered through the Programme, including:-

- East Coast Trail (Sutton to Sandycove), Dollymount & Clontarf, Dublin;
- College Green Segregated Cycle Facility, Dublin;
- Liffey Quays Traffic Changes, Dublin;
- Bachelor's Walk Traffic Management Changes, Dublin;
- Railway Street Roundabout, Navan, Meath; and
- Willsbrook Road Final Phase, Lucan, South Dublin.

In addition the Authority commissioned a number of studies, including:-

- parking signage strategy for Dublin City Centre necessitated by major traffic management changes in the city centre following the completion of the Luas Cross City project; and
- independent review of the Liffey Cycle Route Scheme.

*Table 24 - Expenditure on sustainable transport measures in Greater Dublin Area*

	Bus	Walking / Cycling	Safety	Traffic Management	Other	Total
Expenditure (€m)	1.3	9.3	0.0	3.8	3.0	17.4
Share of total expenditure (%)	8	53	0	22	17	100



Table 25 - Sustainable transport measures implemented in Greater Dublin Area

Implementation Body <sup>9</sup>	Dublin City Council	Dún Laoghaire-Rathdown County Council	South Dublin County Council	Fingal County Council	Meath County Council	Total
New footpaths (metres)	6,402	485	400	0	2,685	9,972
Shared footpath / cycle track (metres)	0	60	1,191	0	575	1,826
Greenway (metres)	0	0	0	0	0	0
New cycle lanes / tracks (metres)	3,220	875	800	0	75	4,970
New bus lanes (metres)	2,540	0	0	0	0	2,540
Traffic calming (metres)	0	0	400	0	0	400
Bus stop improvements (no.)	13	2	0	0	0	15
Traffic junction improvements (no.)	14	3	2	0	4	23
Roundabouts (no.)	0	0	0	0	1	1
Cycle Parking Racks (no.)	193	127	0	0	0	320
Pedestrian / Toucan crossings provided (no.)	11	1	1	8	6	27
Bridge Crossings (no.)	1	0	0	0	0	1

## Regional Cities Sustainable Transport Programme

Capital expenditure of €13 million was incurred on more than 40 projects in Cork, Galway, Limerick and Waterford.

A number of projects were progressed to certain critical stages, including:-

- Mahon Point Bus Gate in Cork;
- Parnell Street and Davis Street Accessibility Scheme in Limerick; and
- Catherine Street Junction Improvement in Limerick.

<sup>9</sup> No schemes were brought to completion in Wicklow and Kildare

Table 26 – Expenditure on sustainable transport measures in regional cities

	Bus Network	Walking & Cycling	Traffic Management	Integration / Support	Safety	Other Projects <sup>10</sup>	Total
Expenditure (€ million)	0.3	2.8	4.6	0	0	1.8	9.5
Share of total expenditure (%)	3	30	48	0	0	19	100

Table 27 – Sustainable transport measures implemented in regional cities

Local Authority	Cork City Council	Cork County Council	Limerick City and County Council	Waterford City and County Council	Total
New footpaths (metres)	0	457	340	390	1,187
Shared footpath / cycle track (metres)	375	0	0	0	375
New cycle lanes / tracks (metres)	0	0	0	190	190
New bus lanes (metres)	335	0	0	0	335
Traffic calming (metres)	0	205	20	0	225
Bus stop improvements (no.)	3	0	0	1	4
Traffic junction improvements (no.)	1	2	2	3	8
Pedestrian / Toucan crossings provided (no.)	0	5	2	3	10

## Public Transport Accessibility Programme

The accessibility of public transport in the State is largely determined by when particular services or infrastructure came into existence. Accordingly, older public transport infrastructure is largely not accessible or has limited accessibility features. However, more recent infrastructure is designed and built with the needs of disabled users in mind.

While the Authority is actively committed to ensuring that new public transport services and infrastructure are fully accessible, the Authority is equally committed to securing the retrofitting of all older public transport infrastructure as quickly as resources will allow.

The programme of accessibility retrofitting works undertaken during the year comprised the following main elements.

<sup>10</sup> The bulk of this expenditure related to works at Kent rail station (Cork) and Colbert rail station (Limerick)

## Rail

During 2017, accessibility improvement works commenced at the following stations: Limerick, Fota, Carrigaloe, Little Island, Glounthaune, Cobh, Athy, Muine Bheag (Bagenalstown), Thomastown, Ashtown and Leixlip Confey.

Work started on the preparation of detailed designs for accessibility improvements at Carlow and Mullingar stations while the planning of accessibility improvements at Castleknock and Ennis stations got underway.

## Bus Éireann

The Authority continued its preparations for the roll-out of wheelchair accessible bus stops for coaches nationally in conjunction with Bus Éireann and relevant local authorities.

Two wheelchair accessible bus stops were constructed in Lifford and one in Letterkenny Bus Station. Preparatory work was undertaken for the provision of wheelchair accessible bus stops at Ballyshannon, Castleblaney and Donegal town as well as at bus stations in Cavan, Monaghan and Drogheda.

## Taxis and Hackneys

For the fourth consecutive year, the Authority offered grants to assist taxi and hackney operators with the purchase of wheelchair accessible vehicles or the conversion of standard vehicles to carry wheelchair passengers. As a result 301 wheelchair accessible vehicles were added to the taxi and hackney fleet, bringing the total number of such vehicles to 1,555 or 7.6% of the fleet.

One of the conditions attaching to the grant scheme is that all recipients of the grant must successfully complete a disability awareness training programme which is provided free of charge by the Irish Wheelchair Association on behalf of the Authority. There are strict terms and conditions to ensure that accessible vehicles are used for the intended purpose.

## Travel Assistance Programme

The Authority continued to support the travel assistance scheme which is managed by Dublin Bus. The scheme aims to give people with disabilities confidence to use public transport. Under the scheme an assistant can accompany people who need help using public transport and to plan a journey on Dublin Bus, Luas and DART. A total of €0.2 million was allocated to the scheme in 2017.





## Public Bike Schemes

Users of the bike schemes in Cork, Galway and Limerick made 337,505 trips during the year, which was on a par with usage in 2016.

The schemes attracted more than 3,500 additional annual subscribers, bringing membership to 17,776 across the three cities. Cork attracted 1,900 new members while Galway attracted 1,300 members. However, Limerick only achieved a small increase in new subscribers.

Eight new stations came into operation in Galway, bringing the total of stations in the city to 23. The expanded scheme takes in a number of important destinations within the city including NUI Galway, University Hospital and the GMIT campus. The Authority undertook targeted promotional campaigns following completion of the new stations.

As a result there was a significant increase in bike membership and usage in Galway. However, plans for a ninth station at Nimmo's Pier were not pursued following local objections.

*Table 28 - Public bike schemes (usage)*

City	Total trips in 2016	Total trips in 2017
Cork	290,590	281,266
Galway	13,574	23,758
Limerick	32,892	32,481
Total	337,056	337,505

*Table 29 - Public bike schemes (membership)*

Membership type	Total at end December 2016	Total at end December 2017
Cork	9,382	11,278
Galway	1,984	3,312
Limerick	2,684	2,955
2 or 3 cities combined	213	229
Total	14,263	17,776

06



## Small Public Service Vehicles

Changes to the driver entry test are expected to lead to an increase in the number of candidates passing the test without any diminution in standards



## Introduction

The small public service vehicle or SPSV sector comprises taxi, hackney and limousine vehicles and their drivers.

## Fares

Section 24 of the Taxi Regulation Act 2013 provides that the Authority may fix maximum fares for travel by taxi. Fare reviews are generally undertaken every two years.

The 2017 review included an assessment of the costs of operating a taxi, consumer surveys, industry surveys and research. Arising from that review a draft maximum fares order was developed providing for an increase in taxi fares in the order of 3.22%.

In July the Authority undertook a public consultation process on the draft order. A clear majority of respondents supported the proposed increase in the maximum fares. This was also the advice of the Advisory Committee on Small Public Service Vehicles, which is independent of the Authority.

In October the Authority formally decided to increase the maximum taxi fare by an average of 3.22% with effect from 1 February 2018. A long lead in time is required to facilitate the re-programming of taximeters.

The decision was given statutory effect through the Taxi Regulation (Maximum Fares) Order 2017<sup>11</sup>.

## Statistics

This chapter contains some statistical information relating to small public service vehicles. However, more detailed information is available in the taxi statistics report published annually by the Authority.

## Driver Licensing

The Authority completed its review of the driver entry test which began in 2016. The review took account of more than 1,500 submissions received from interested parties, the views of the Advisory Committee on Small Public Service Vehicles and the results of international research.

Following the completion of this process, a series of changes to the driver entry test came into effect on 25 October including a relaxation of the requirement that candidates must pass both parts of the test in one sitting and a reduction in the pass mark for the test from 80% to 75%.

<sup>11</sup> Statutory Instrument No. 458 of 2017

The changes are expected to lead to an increase in the number of candidates passing the entry test without any diminution in standards.

At the end of 2017 the number of valid SPSV driver licences was 26,012 compared to 26,420 at the end of 2016. The number of new drivers entering the SPSV industry increased from 548 in 2016 to 823 in 2017.

## Vehicle Licensing

The Authority is the licensing authority for vehicles and dispatch operators. This includes the granting and renewal of vehicle and dispatch operator licences, together with all associated licensing, vehicle inspection, technical and compliance activity. These licences require renewal on at least an annual basis, allowing the Authority to monitor the quality of the vehicles and service provided.

The vehicle licensing requirements for taxis and hackneys include requirements that new vehicles entering the fleet must be wheelchair accessible and all vehicles must comply with certain age restrictions.

The Authority remains focussed on increasing the share of wheelchair accessible vehicles in the SPSV fleet to 10% by 2020. At the end of 2017, almost 8% of vehicles in the fleet were wheelchair accessible.

*Table 30 - Categories of vehicle licence in the SPSV fleet on 31 December 2017*

Type	Standard Taxis	Wheelchair Accessible Taxis	Standard Hackneys	Wheelchair Accessible Hackneys	Local Area Hackneys	Limousines	Total
Number	15,490	1,471	1,631	84	11	1,894	20,581
Share of total number (%)	75.3	7.1	7.9	0.4	0.1	9.2	100

## Electric vehicle grant scheme

The Authority, in conjunction with the Department of Transport, Tourism and Sport, completed arrangements for the introduction of a grant scheme to encourage the acquisition of electric and low emission vehicles by new and existing taxi and hackney operators.



## Compliance Activity

The Authority's taxi compliance officers maintained the high levels of enforcement activity established in recent years with the benefit of new technology.

More than 93% of licensed vehicles were the subject of mobile checks while almost 11,000 roadside audits were undertaken.

A total of 1,512 Fixed Payment Notices were issued for a variety of offences. Nearly half of all Fixed Payment Notices issued related to non-compliance by drivers with the requirement to register the licenced vehicle being driven on the Authority's database. This database supports the Driver Check App, which allows passengers or intending passengers to assess the licenced status of their chosen vehicle and driver and to email a chosen third party with those details.

*Table 31 - Roadside vehicle checks and audits undertaken*

Year	No. of Checks	No. of Roadside Audits	Fixed Payment Notices
2016	90,243	12,012	1,099
2017	151,561	10,959	1,512

During the course of the year, 150 court cases brought were by way of direct prosecution for offences detected as a result of operations conducted by the Authority's taxi compliance officers (see Table 32). A further 112 cases were brought for the non-payment of Fixed Payment Notices.

*Table 32 - Direct prosecutions by offence category*

Category	Number
No current SPSV driver licence	54
No current SPSV vehicle licence	28
No current SPSV driver and vehicle licence	30
Allowing an unlicensed driver / vehicle to operate	10
Dispatch Operator	3
Failure to take the shortest route	1
Driver behaviour	6
Obstructing an Authorised Person	1
Unlawful use of signage / identification on an unlicensed vehicle	15
Advertising an unlicensed SPSV vehicle / service	2
Direct Prosecutions	150



## Consumer Complaints

The number of complaints received was up by almost 15% compared to 2016.

Of the 1,146 complaints received, 48% could not be processed for a variety of reasons such as no response from complainant or complainant unwilling to pursue, insufficient evidence to prosecute or no evidence of any offence.

Where appropriate, complaints were referred to other agencies e.g. An Garda Síochána, Office of Tobacco Control.

*Table 33 - Complaints about SPSV services*

Nature of Complaint	2016	2017
Conduct, behaviour and identification of a driver	444	445
Condition, roadworthiness and cleanliness of vehicles	34	72
Matters relating to the hiring and booking of vehicles	172	248
Overcharging or other matters relating to fares (failure to issue receipt)	348	380
Identification and the general appearance of vehicles, including advertisements	0	1
Total	998	1,146

## Service Centre

The Authority provides a dedicated service centre to assist customers and operators with industry information and bookings, queries and complaints. This service is outsourced to a specialist provider, SGS Ireland Limited.

*Table 34 - Service centre statistics*

Year	Calls from Consumers	Calls from Industry members	Call totals
2016	2,758	99,919	102,677
2017	3,762	101,406	105,168

07



## Vehicle Clamping

In October the Authority commenced the regulation of vehicle clamping activities in the State

## Introduction

The Vehicle Clamping Act 2015 came into operation on 1 October. The Act provides for the regulation by the Authority of vehicle clamping activities in both statutory and non-statutory (i.e. privately-owned) clamping places throughout the State and also contains some other legislative provisions relating to clamping. The main provisions of the Act empower the Authority to:-

- make clamping and signage regulations;
- establish appeals & complaints processes;
- make a code of practice for parking controllers (persons responsible for enforcement of the law or rules applicable to parking in clamping places) and clamping operators; and
- investigate and prosecute any alleged breaches of regulations.

## Regulations

In accordance with the provisions of the Vehicle Clamping Act, the Authority published draft Regulations relating to vehicle clamping and signage during June and invited submissions from interested parties.

Following consideration of the submissions received, the Authority made the Vehicle Clamping and Signage Regulations 2017<sup>12</sup>, which came into effect on 1 October.

The main issues addressed in the Regulations are:

- “Grace time” before clamping can take place;
- time allowed for removal of clamp following payment of the release fee;
- maximum amount of release fees in non-statutory clamping places;
- how release fees may be paid;
- the form of the clamping notice; and
- provisions relating to signage at clamping places other than public roads.

## Appeals and Complaints

Detailed supporting documentation in relation to appeal and complaint procedures was made available on the Authority’s website. An IT system to record and track such cases was developed and an independent Clamping Appeals Officer with responsibility for making decisions on appeals and complaints was appointed.

Tables 35 and 36 show the outcome of clamping appeals and complaints made by the Appeals Officer between October and December. Consideration of 48 appeals and 3 complaints was still in progress at the end of the year.

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12 Statutory Instrument No. 421 of 2017

*Table 35 – Decisions on Clamping Appeals*

Month	No. of Appeals	Appeals Allowed (Full Refund)	Appeals Not Allowed		
			No Refund	Full Refund	Partial Refund
October	41	27 (66%)	9 (22%)	0	5 (12%)
November	128	51 (40%)	67 (52%)	0	10 (8%)
December	118	52 (44%)	62 (52%)	1 (1%)	3 (3%)
Total	287	130 (46%)	138 (48%)	1 (-)	18 (6%)

*Table 36 – Decisions on Clamping Complaints*

Month	No. of Complaints	Upheld	Partly Upheld	Not Upheld
October	1	1 (100%)	0	0
November	2	1 (50%)	0	1 (50%)
December	1	0	0	1 (100%)
Total	4	2 (50%)	0	2 (50%)

08



## General Corporate Matters

A large programme of work took place in preparation for the introduction of the General Data Protection Regulations in 2018

## Board Information

The Board met on 12 occasions, of which 11 were scheduled meetings and 1 was a specially convened meeting.

Mr John Fitzgerald completed his term of office as Chairperson in May.

In November, Mr Fred Barry was formally appointed as the Authority's Chairperson by the Minister for Transport, Tourism and Sport following a recruitment process overseen by the Public Appointments Service. In advance of his appointment Mr Barry attended a meeting of the Oireachtas Joint Committee on Transport, Tourism and Sport.

The Board continued its policy of holding meetings outside Dublin in recognition of the Authority's national remit in respect of many of its functions. The November Board meeting took place in Waterford City.

Ms Linda Saunders, who had served as a Board member since the establishment of the Authority, passed away on 1 January 2018.

## Statement of Strategy

Work on the preparation of a Statement of Strategy for the period 2018 to 2022 took place throughout the year. Staff and Board members were consulted and participated in special meetings.

The Authority's stakeholders and members of the public were invited to make submissions.

The Board approved the Statement of Strategy at its December meeting.

## Protected Disclosures

The Authority did not receive any protected disclosures during the year.

## Information and Communications Technology (ICT)

The protection of ICT systems from the increasing threat of cyber security continued to be a key strand of the Authority's ICT and security strategy.

A number of additional security measures were installed to identify vulnerabilities in systems and to identify internal weakness from the threat of spear-phishing. Together with the security information and event management (SIEM) system, these measures enable the Authority to monitor in real-time any events or incidents on the network that may be indicative of a cyber-attack, and to take immediate action to protect the systems.

The Authority's security operations matured considerably over the year. The Authority assessed its maturity against industry standards (NIST<sup>13</sup>) and used this process to drive constant improvement. The Authority also undertook a programme to prepare for the National Information Security Directive which comes into effect in 2018. The

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13 NIST = National Institute of Standards and Technology

Authority continues to run on-going security awareness campaigns and provides annual security and data protection training to all staff.

A number of strategic ICT initiatives were implemented to make the Authority's systems more stable, resilient and supportable. Newer, faster and more resilient infrastructure was introduced for some important customer-facing systems, enabling faster recovery times and increased resilience. New system infrastructure was introduced to facilitate bus market opening. Adoption of the Cloud has increased for both low-cost storage and for scalable compute, particularly in support of transport modelling activities.

Effective ICT support is critical to the procurement of a number of the Authority's strategic work programmes through the provision of project management services, IT strategy and specification of future technical and security requirements as well as data and information analytics requirements. In total, 42 projects were delivered during the course of the year with over 90% meeting the relevant quality and cost criteria.

## Data Protection

A large programme of work took place in preparation for the introduction of the General Data Protection Regulations in May 2018.

Privacy Impact Assessments were completed and actions to achieve compliance identified. Work to implement those actions, which comprise system, process and contractual changes, was well advanced by the end of the year.

## Irish Language

In November a report on the first year of operation of the Authority's Irish Language Scheme was submitted to Oifig an Choimisinéara Teanga.

## Oireachtas Liaison

During the course of the year the Authority:-

- responded to 785 Parliamentary Questions and written enquiries from public representatives;
- participated at a meeting of the Oireachtas Committee on Arts, Heritage, Regional, Rural and Gaeltacht Affairs concerning what it takes to sustain viable rural communities (January);
- participated at a meeting of the Oireachtas Committee on Transport, Tourism and Sport concerning the financial situation at Bus Éireann and the Rural Transport Programme (February);
- provided an information note to the Oireachtas Committee of Public Accounts concerning the licensing of Bus Éireann services;
- provided an information note to the Oireachtas Committee on Transport, Tourism and Sport concerning public transport accessibility.

## Freedom of Information

In all 88 requests were received, compared to 48 in 2016.

09



# Role of National Transport Authority

The Authority is a statutory non-commercial State body, which operates under the aegis of the Department of Transport, Tourism and Sport.

The Authority was established on foot of the Dublin Transport Authority Act 2008.

It was originally conceived as a transport authority for the Greater Dublin Area under the 2008 Act. However, it was subsequently renamed the National Transport Authority in the Public Transport Regulation Act 2009, which extended the Authority's functions to include the licensing of buses and small public service vehicles nationally.

The Taxi Regulation Act 2013, which consolidated and updated primary legislation in relation to the licensing of small public service vehicles and drivers, also extended the geographic scope of some of the Authority's functions nationally.

The Public Transport Act 2016 further extended the Authority's powers to empower it make bye-laws regulating the use of certain subsidised public bus services by passengers.

The Vehicle Clamping Act 2015, which gives the Authority responsibility for the regulation of clamping activities nationally, came into operation on 1 October 2017.

The Authority retains some specific functions in respect of infrastructure and the integration of transport and land use planning in the Greater Dublin Area, reflecting the particular public transport and traffic management needs of the eastern region comprising 40% of the population of the State and 43% of total State employment by place of residence.

## Statutory functions

In broad terms, the Authority's statutory functions can be summarised as follows:

### National (including the Greater Dublin Area)

- Procure public transport services by means of public transport services contracts;
- Provide integrated ticketing, fares and public transport information;
- Develop an integrated, accessible public transport network;
- Licence public bus passenger services that are not subject to a public transport services contract;
- Manage the Rural Transport Programme;
- Provide bus infrastructure and fleet;
- Provide cycling infrastructure and schemes to promote cycling;
- Develop and implement a single public transport brand;
- Develop and maintain a regulatory framework for the control and operation of small public service vehicles (taxis, hackneys and limousines) and their drivers;
- Regulate vehicle clamping activities in the State;
- Prepare statutory submissions on Regional Planning Guidelines;
- Collect statistical data and information on transport;
- Enforce EU passenger rights in rail, maritime and bus and coach transport;

- › Validate EU authorisations and journey forms in relation to bus and coach travel in accordance with EU Regulation No. 1073/2009; and
- › Operate as the national conciliation body for electronic toll service providers.

### Greater Dublin Area alone

- › Undertake strategic planning of transport;
- › Invest in all public transport infrastructure;
- › Secure the effective management of traffic and the effective management of transport demand.

## Other functions

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

- › Planning and funding of sustainable transport projects in the regional cities of Cork, Galway, Limerick and Waterford;
- › Administration of the Smarter Travel Workplaces and Smarter Travel Campus Programmes;
- › Management of the Green-Schools Travel Programme;
- › Provision of accessibility funding to transport operators and other relevant bodies; and
- › Strategic transport planning for the regional cities (Cork, Galway, Limerick and Waterford).

## Governance

### Board

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

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 and 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 and Sport.

# Information about Board Members

Fred Barry



Fred Barry was appointed Chairperson of the National Transport Authority in November, 2017. He is a non-executive director of Ervia, where he is Chairman of the Investment and Infrastructure Committee and a member of the Water Industry Operating Framework Committee, and is a non-executive director of the PM Group, where he is a member of the Acquisitions and the Audit, Risk and Finance committee. He was previously a director of the National Development Finance Agency, the National Roads Authority, and various companies within the Jacobs Engineering Group Inc.

He was Chief Executive of the National Roads Authority from 2005 to 2015. Prior to that he worked internationally with Jacobs for 25 years, where his management roles included Group Managing Director for the UK and Ireland. He is a Chartered Engineer, also qualified as a barrister, and is a Fellow of Engineers Ireland and of the Irish Academy of Engineering, where he is also a council member.

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.

Ann Fitzgerald



Ann Fitzgerald is an independent Non-Executive Director and is currently Vice Chair of the Irish Takeover Panel. She chaired the Consumer Strategy Group which led to the Government's decision to set up the National Consumer Agency and served as CEO of the Agency for five years until October 2012. Prior to that, she was the Secretary General of the Irish Association of Investment Managers, having joined the Association from the Department of Industry & Commerce in 1989. Ann has over 20 years' experience as a Non-Executive Director, primarily in commercial and non-commercial bodies in the public sector.

John Fitzgerald



John Fitzgerald served as Chairperson of the National Transport Authority from December 2009 until May 2017. 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.

Frank Gleeson



Frank Gleeson is the managing director of Aramark Food services. Aramark Ireland has more than 5,000 employees across 985 locations. Its world-class experience and expertise in workplace solutions, food service, convenience retailing, environmental services and property enables it to provide a fully integrated solution to Irish and EMEA companies.

Gleeson began his career in retail as an operations director for O'Brien's Fine Wines. He later served as vice president of retail for Statoi Ireland. More recently he was retail director for Topaz Energy Group since 2005, where he led the rebranding of the company in 2008 and was responsible for the retail business of more than 340 sites. Gleeson is chairman of Irish employers group IBEC's energy policy committee, former chairman and current board member of Retail Ireland and also a council member of IBEC. He is Vice Chairman of international for NACS and directs its global engagement in transport fuels and convenience retailing. He is a member of the Irish Directors Institute and the Labour market council. He graduated in business management from the Irish Management Institute.

Anne Graham



Anne Graham was appointed Chief Executive Officer of the National Transport Authority in January 2015. Prior to that she served as the Authority's Director of Public Transport Services. Anne is a Chartered Engineer and holds a Masters of Engineering Science in Transportation from UCD and an MBA from DCU. She has worked with the Dublin Local Authorities as a Civil Engineer, as Project Manager on many projects and as an Area Manager in the South West area of Dublin City, bringing local authority services closer to consumers in four local offices.

Dr Berna Grist



Dr Berna Grist is a Senior Lecturer in the School of Planning and Environmental Policy at University College Dublin. A barrister and chartered town planner, she holds a PhD from the University of Ulster on *The Legislative and Regulatory Framework for Development in the Republic of Ireland* and has published widely in the fields of planning and environmental law, public policy and governance. Her previous appointments include membership of An Bord Pleanála (2001-2006).

Owen Keegan



Owen P. Keegan was appointed Dublin City Manager in September 2013 having served as County Manager of Dún Laoghaire-Rathdown County Council from February 2006. Before joining the Council he worked for Dublin City Council, where he was Assistant City Manager and the Director of Traffic. Prior to October 1993 he worked as an economist for DKM Economic Consultants/Davy Stockbrokers. He has also worked in the Department of Finance, and the Economic and Social Research Institute and for two periods in the Department of the Environment, Community and Local Government. Mr Keegan is from Dublin. He holds degrees in public administration, economics and civil engineering.

Pat Mangan



Pat Mangan served as an Assistant Secretary in the Department of Transport from 1995 to 2010 where his responsibilities included public transport, transport investment and finance. Prior to that, he was head of road policy in the Department of the Environment and chaired the Dublin Transportation Initiative. He is currently a member of the Council of the Chartered Institute of Logistics and Transport in Ireland.

Frank O'Connor



Frank O'Connor is Chief Executive Officer of Airtel ATN Limited, a supplier of data communication solutions for the aviation industry. He co-founded the company in 1998. Prior to co-founding Airtel, he worked in several software development companies including US multi-nationals Retix and CACI. He started his career in 1976 at Systems Dynamics, where he spent eight years including two in Germany and the Netherlands. He was a non-executive director at Aer Lingus in 2014/15.

Fiona Ross



Fiona Ross is an experienced Director and Non-Executive Director. She was appointed the Director of the National Library in 2010 after a 25 year career in international financial services. Following two terms as Director/CEO of the National Library of Ireland Fiona expanded her portfolio of non-executive directorships and also co-founded MyndServ a digital health care company.

Fiona brings expertise in governance and financial services to her roles on UK and Irish Boards including as founding Museum Director of EPIC Ireland at CHQ, The Driver and Vehicle Safety Agency UK, The National Archives UK, The Registers of Scotland and JK Funds. Fiona served as Chair of the Council of National Cultural Institutions and on the Board of the Association of Chief Executives of State Agencies in Ireland. Fiona is also a qualified lawyer with expertise in the area of leadership and governance and combines extensive international experience with contemporary public/private sector knowledge. Fiona recently completed a governance fellowship at George Washington University in Washington DC and is currently undertaking a Master's degree in Cyber Psychology.

Sinéad Walsh



Sinéad Walsh works in the area of disability access across the Greater Dublin and regional areas of Ireland.

Sinéad who has a digital media background has worked extensively across the public transport sector over two decades. In both voluntary and contract capacity.

Sinéad worked technically with the user groups of Centre of Independent Living Ireland (CIL) on behalf of persons with disabilities raising awareness of a spectrum of evidence based disability access issues in public transport service and infrastructure delivery.

In an educational capacity Sinéad used digital media to highlighting human resource health and safety issues across Irish public transport infrastructure and signalling systems.

An honours Trinity College Dublin graduate with a Masters in Digital Media Management and Education Sinéad continues to serve temporary capacity in the area of special education on behalf of children and adults with disabilities.



Financial  
Statements  
**2017**

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## Authority Information

<b>Board Members</b>	Mr. John Fitzgerald (Chairperson)	<i>(term of appointment came to an end on 31 May 2017)</i>
	Mr. Fred Barry (Chairperson)	<i>(appointed 15 November 2017)</i>
	Ms. Anne Graham (Chief Executive Officer)	
	Mr. Hugh Creegan	
	Ms. Ann Fitzgerald	
	Mr. Frank Gleeson	
	Dr. Berna Grist	
	Mr. Owen Keegan	
	Mr. Pat Mangan	
	Mr. Frank O'Connor	
	Ms. Fiona Ross	
	Ms. Linda Saunders	
	Ms. Sinead Walsh	
<b>Solicitors</b>	McCann Fitzgerald Riverside One 37-42 Sir John Rogerson's Quay Dublin 2 D02 X576	
<b>Bankers</b>	Allied Irish Banks plc. 1-4 Baggot Street Lower Dublin 2 D02 X342	
<b>Auditors</b>	Comptroller and Auditor General 3A Mayor Street Upper Dublin 1 D01 PF72	

# Governance Statement and Board Members' Report

*For the year ended 31 December 2017*

## Governance

The National Transport Authority (“Authority”) is a statutory non-commercial state body which operates under the aegis of the Department of Transport, Tourism and Sport (“DTTAS”).

The Authority, established on foot of the Dublin Transport Authority Act 2008, was originally conceived as a transport authority for the Greater Dublin Area under the 2008 Act. However, it was subsequently renamed the National Transport Authority in the Public Transport Regulation Act 2009, which extended the Authority’s functions to include the licencing of buses and small public service vehicles nationally.

The Taxi Regulation Act 2013, which consolidated and updated primary legislation in relation to the licencing of small public service vehicles and drivers, also extended the geographic scope of some of the Authority’s functions nationally.

The Vehicle Clamping Act 2015 gives the Authority responsibility for the regulation of clamping activities nationally.

The Public Transport Act 2016 further extended the Authority’s powers to empower it to make bye-laws regulating the use of certain subsidised public bus services by passengers.

The Authority retains some specific functions in respect of infrastructure and integration of transport and land use in the Greater Dublin Area, reflecting the particular public transport and traffic management needs of the eastern region.

The functions of the Board of the Authority are set out in Section 14 of the Dublin Transport Authority Act 2008. The Board is accountable to the Minister for Transport Tourism and Sport and is responsible for ensuring good governance and performs this task by setting strategic objectives and targets and taking strategic decisions on all key business issues. The regular day to day management, control and direction of the Authority are the responsibility of the Chief Executive Officer (CEO) and the senior management team. The CEO and the senior management team must follow the broad strategic direction set by the Board and must ensure that all Board members have a clear understanding of the key activities and decisions related to the entity and of any significant risks likely to arise. The CEO acts as a direct liaison between the Board and management of the Authority.

## Board responsibilities

The work and responsibilities of the Board are set out in the Authority Corporate Governance documents entitled ‘Guiding Principles for the NTA’, ‘Corporate Structure and Matters reserved for the Board’ and ‘Code of business conduct for Authority members’. The second of these documents contain the matters specifically reserved for Board decision.

Standing items considered by the Board include:

- declaration of interests;
- reports from committees;
- financial reports / management accounts;
- risk management;
- performance reports; and
- reserved matters.

Section 32 of the Dublin Transport Authority Act 2008 requires the Board of the Authority to keep, in such form as may be approved by the Minister for Transport, Tourism and Sport with consent of the Minister for Finance, all proper and usual accounts of all moneys received and expended by it, including a Statement of Income and Expenditure and Retained Revenue Reserves and a Statement of Financial Position.

In preparing these financial statements, the Board of the Authority is required to:

- select suitable accounting policies and apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that it will continue in operation; and
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Board is responsible for keeping adequate accounting records which disclose, with reasonable accuracy at any time, its financial position and enables it to ensure that the financial statements comply with Section 32 of the Dublin Transport Authority Act 2008. The maintenance and integrity of the corporate and financial information on the Authority website is the responsibility of the Board.

The Board is responsible for approving the annual plan and budget. An evaluation of the performance of the Authority by reference to the annual plan and budget was carried out in December 2017.

The Board is also responsible for safeguarding the Authority's assets and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Board considers that the financial statements of the Authority give a true and fair view of the financial performance and the financial position of the Authority at 31 December 2017.

## Board structure

The Authority is governed by a Board of twelve members appointed by the Minister for Transport, Tourism and Sport. Three positions on the Board are ex officio positions reserved for the Chief Executive and another senior manager of the Authority and the Chief Executive, Dublin City Council. 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.

The Board met on 12 occasions, of which 11 were scheduled meetings and a specially convened meeting. The Board continued its policy of holding meetings outside Dublin in recognition of the Authority's national remit in respect of many of its functions. The November 2017 Board meeting took place in Waterford City. Minutes of Board meetings are published on the Authority's website.

The table below details the appointment period for current members:

Board Member	Role	Date Appointed
Mr. Fred Barry	Chairperson	28 November 2017
Ms. Anne Graham (Chief Executive Officer)	Ordinary member (ex officio)	7 January 2015
Mr. Hugh Creegan (Deputy Chief Executive Officer)	Ordinary member (ex officio)	29 November 2010
Mr. Owen Keegan (Chief Executive Officer, Dublin City Council)	Ordinary member (ex officio)	3 September 2013
Ms. Ann Fitzgerald	Ordinary Member	24 September 2015
Mr. Frank Gleeson	Ordinary Member	24 September 2015
Dr. Berna Grist	Ordinary Member	1 December 2009 (Re-appointed December 2014)
Mr. Pat Mangan	Ordinary Member	24 September 2015
Mr. Frank O'Connor	Ordinary Member	24 September 2015
Ms. Fiona Ross	Ordinary Member	24 September 2015
Ms. Sinead Walsh	Ordinary Member	24 September 2015

The Board completed an external Board effectiveness and evaluation review in May 2017.

The Board has established an Audit and Risk Committee ("ARC") comprising three Board members and one external member. The role of the ARC is to support the Board in relation to its responsibilities for issues of risk, control and governance and associated assurance. The ARC is independent from management of the organisation. In particular the Committee ensures that the internal control systems including audit activities are monitored actively and independently. The ARC reports to the Board after each Committee meeting and formally in writing annually.

The members of the ARC are Mr. Frank O'Connor (Chairperson), Mr. Pat Mangan, Ms. Fiona Ross and Mr. Brian Hayes (Independent Member and Partner in the firm of Moore Stephens, Chartered Accountants). There were 6 meetings of the ARC in 2017.

## Schedule of attendance, fees and expenses

A schedule of attendance at the Board and Committee meetings for 2017 is set out below including the fees and expenses received by each member:

	Board	ARC	Fees 2017 €	Expenses 2017 €
Number of meetings	12	6		
	Meetings eligible to attend (Meetings attended)			
Mr. John Fitzgerald	5 (5)		8,820	-
Mr. Fred Barry	1 (1)		1,854	-
Ms. Anne Graham	12 (12)		-	-
Mr. Hugh Creegan	12 (12)		-	-
Ms. Ann Fitzgerald	12 (11)		11,970	-
Mr. Frank Gleeson	12 (4)		11,970	-
Dr. Berna Grist	12 (11)		11,970	-
Mr. Owen Keegan	12 (11)		-	-
Mr. Pat Mangan	12 (12)	6 (6)	-	-
Mr. Frank O Connor	12 (11)	6 (6)	11,970	-
Ms. Fiona Ross	12 (12)	6 (6)	11,970	-
Ms. Linda Saunders	12 (9)		11,970	449
Ms. Sinead Walsh	12 (11)		11,970	-
Other Expenses *			-	1,070
			<b>94,464</b>	<b>1,519</b>

\* Other Expenses relate to the cost of accommodation for one Board meeting held outside Dublin.

Mr. Brian Hayes, who is the external member of the ARC, attended all six ARC meetings during the year. His fee for the year, payable to the accountancy practice Moore Stephens, was €14,760 (including VAT).

Mr. Pat Mangan has waived Authority Board fees payable to him.

There were three directors – Ms. Anne Graham, Mr. Hugh Creegan and Mr. Owen Keegan – who did not receive a Board fee under the One Person One Salary (OPOS) principle.

## Key personnel changes

Mr. John Fitzgerald completed his term of office as chairperson in May 2017.

In November 2017, Mr. Fred Barry was formally appointed as the Authority's Chairperson by the Minister for Transport, Tourism and Sport following a recruitment process overseen by the Public Appointments Service. In advance of his appointment Mr. Barry attended a meeting of the Oireachtas Joint Committee on Transport, Tourism and Sport.

Disclosures required by the Code of Practice for the Governance of State Bodies (2016).

The Board is responsible for ensuring that the Authority has complied with the requirements of the Code of Practice for the Governance of State Bodies ("Code"), as published by the Department of Public Expenditure and Reform in August 2016. The following disclosures are required by the Code.

## Consultancy costs

Consultancy costs include the cost of external advice to management and exclude outsourced "business-as-usual" functions.

	2017	2016
	€'000	€'000
Transport advisory services	910	1,950
Legal	695	742
Tax and financial advisory	245	195
Pensions and human resources	8	86
	<b>1,858</b>	<b>2,973</b>
Consultancy costs charged to the Income and Expenditure and Retained Revenue Reserves	1,436	2,188
Consultancy costs capitalised	422	785
	<b>1,858</b>	<b>2,973</b>

## Legal costs and settlements

The table below provides a breakdown of amounts recognised as expenditure in the reporting period in relation to legal costs, settlements and conciliation and arbitration proceedings relating to contracts with third parties. This does not include expenditure incurred in relation to general advice received by the Authority which is disclosed in Consultancy costs above.

	2017	2016
	€'000	€'000
Legal proceedings	165	-
Conciliation and arbitration payments	-	-
Settlements	-	-
	<b>165</b>	<b>-</b>

## Travel and subsistence expenditure

Travel and subsistence expenditure is categorised as follows:

	2017	2016
	€'000	€'000
Domestic travel and subsistence		
- Board	2	3
- Employees	81	81
International travel and subsistence		
- Board	-	-
- Employees	20	18
	<b>103</b>	<b>102</b>

## Hospitality expenditure

The Income and Expenditure Account includes the following hospitality expenditure:

	2017	2016
	€'000	€'000
Staff hospitality	1	-
Client hospitality	-	-
	<b>1</b>	<b>-</b>

## Statement of compliance

The Board has adopted the Code and has put procedures in place to ensure compliance with the Code. The Authority was in full compliance with the Code for 2017.

The Authority was an early adopter of the Code in 2016. The items which have been newly introduced to the financial statements for 2017 are:

- disclosure of wages, salaries and other staff costs which have been capitalised (Note 10); and
- analysis of wages, salaries and other staff costs between (a) basic pay, (b) allowances and (c) employer PRSI (Note 10).

*Signed on behalf of the Board of the National Transport Authority*

Mr. Fred Barry  
Chairperson

Ms. Anne Graham  
Chief Executive Officer

Date: 15 June 2018

# Statement of Internal Control

*For the year ended 31 December 2017*

## Scope of responsibility

On behalf of the Authority, I acknowledge the Board's responsibility for ensuring that an effective system of internal control is maintained and operated. This responsibility takes account of the requirements of the Code of Practice for the Governance of State Bodies ("Code").

## Purpose of system of internal control

The system of internal control is designed to manage risk to a tolerable level rather than to eliminate it. The system can therefore only provide reasonable and not absolute assurance that assets are safeguarded, transactions authorised and properly recorded and that material errors or irregularities are either prevented or detected in a timely way.

The system of internal control, which accords with guidance issued by the Department of Public Expenditure and Reform, has been in place in the Authority for the year ended 31 December 2017 and up to the date of approval of the financial statements.

## Capacity to manage risk

The Authority has an Audit and Risk Committee ("ARC") comprising three Board members, one of whom is the Chair, and one external member with financial and audit expertise. The ARC met six times in 2017.

The Authority has also established an internal audit function using a third party audit firm which is adequately resourced and conducts a programme of work agreed with the ARC.

The Authority has also appointed a Chief Risk Officer with operational responsibility for administering the risk management framework. The Authority is in the process of evaluating and updating its risk management framework and policy. These will be implemented during 2018.

## Risk and control framework

The Authority has implemented a risk management system which identifies and reports key risks and management actions being taken to address and, to the extent possible and appropriate, to mitigate those risks.

A strategic risk register is in place which identifies the key risks facing the Authority and these have been identified, evaluated and graded according to their significance. The register is reviewed and updated by the Board and the ARC at each of their meetings. The outcome of these assessments is used to plan and allocate resources to ensure, insofar as is practicable, that risks are managed to an acceptable level.

Operational risk registers also exist at functional levels within the Authority and these detail the controls and actions needed to mitigate risks and assigns responsibility for operation of controls to specific staff.

I confirm that a control environment containing the following elements is in place:

- Procedures for all key business processes have been documented;
- Financial responsibilities have been assigned at management level with corresponding accountability;
- There is an appropriate budgeting system with an annual budget which is kept under review by senior management and the Board;
- There are systems aimed at ensuring the security of the information and communication technology systems;
- There are systems in place to safeguard the assets; and
- Control procedures over grant funding to outside agencies ensure adequate control over approval of grants and monitoring and review of grantees to ensure grant funding has been applied for the purpose intended.

### On-going monitoring and review

Formal procedures have been established for monitoring control processes and control deficiencies are communicated to those responsible for taking corrective action and to management and the Board. I confirm that the following on-going monitoring systems are in place:

- Key risks and related controls have been identified and processes have been put in place to monitor the operation of those key controls and report any identified deficiencies;
- Reporting arrangements have been established at all levels where responsibility for financial management has been assigned; and
- There are regular reviews by senior management of periodic and annual performance and financial reports which indicate performance against budgets/forecasts.

### Procurement

I confirm that the Authority has procedures in place to ensure compliance with current procurement rules and guidelines and that during 2017 the Authority complied with those procedures.

### Capital Investment funding – controls

Capital Investment funding in 2017 amounted to €201m (2016: €219m). Controls over this funding include the following:

- Ensuring that individual projects are aligned with the three public transport capital investment programmes (i.e. Greater Dublin Area Capital Programme, Regional Cities Sustainable Transport Programme and the Public Transport Accessibility Programme) and with strategic plans;
  - Regular liaison with and setting of objectives, targets, budgets and funding availability with the Department of Transport Tourism and Sport (“DTTAS”) and reporting on progress;

- Preparation and approval of project implementation plans and close liaison in planning projects and monitoring of State agencies, transport operators and local authorities who act on behalf of the Authority in implementing the various projects;
- › Liaising with the Board of the Authority in seeking guidance, relevant approvals and delivery of progress reports;
- › Ensuring appropriate and adequate internal oversight; and
- › Ensuring that satisfactory assurances are obtained through the internal audit process.

### Public Service Obligation (PSO) funding - controls

PSO funding in 2017 amounted to €265m (2016: €237m). Controls over this funding include the following:

- › Robust service contracts with public transport operators, both State-owned and private companies, for the provision of bus and rail services that are socially necessary but not generally commercially viable;
- › Regular reporting and monitoring of key performance indicators including service reliability and punctuality;
- › Approvals by the Authority of all changes in the public transport services contracts;
- › Revising public transport service contracts to stimulate growth in public transport use and to respond to changing demand;
- › Regular meetings with public transport operators to ensure services are meeting passenger needs and achieving value for money;
- › Reporting to and liaising regularly with the Board of the Authority and the DTTAS; and
- › Ensuring that satisfactory assurances are obtained through the internal audit process.

### Leap card integrated ticketing scheme - controls

Public transport fare revenue processed through the Leap card scheme in 2017 amounted to €276m (2016: €243m). Scheme controls include the following:

- › Performance of an extensive set of system transaction validations on each and every fare transaction processed in the Leap systems;
- › On-going maintenance of a comprehensive framework of financial controls/reconciliations. Among other objectives, these are designed to identify any anomalies between the Leap systems or in the financial movements throughout the Leap scheme;
- › Incorporation of a comprehensive set of security measures to control access, to detect vulnerabilities and to detect anomalous and unusual behaviours on the network. This also includes a number of security reviews and audits of the system, including security penetration tests;

- On-going maintenance of a comprehensive suite of key performance indicators (financial, operational, ICT etc.) to highlight any unusual business trends;
- On-going performance review of service providers by scheme management and the Authority's senior management team, combined with close liaison with participating transport operators;
- Inclusion of a number of Business Continuity and Disaster Recovery measures to provide resilience and business continuity assurance;
- Performance, by independent auditors, of an annual International Standard on Assurance Engagements (ISAE) 3402 review, covering elements of the scheme controlled and managed by the Authority. This is complemented by reviews performed at the larger participating transport operators, by their independent auditors, covering elements of the scheme controlled and managed by the transport operators.

### Review of effectiveness

I confirm that the Authority has procedures to monitor the effectiveness of its risk management and control procedures. The Authority's monitoring and review of the effectiveness of the system of internal control is informed by the work of the internal and external auditors, the ARC which oversees their work and the senior management within the Authority responsible for the development and maintenance of the internal financial control framework.

I confirm that the Board conducted an annual review of the effectiveness of the internal controls for 2017 in February 2018.

### Internal control issues

No weaknesses in internal control were identified in relation to 2017 that require disclosure in the financial statements.

*Signed on behalf of the Board of the National Transport Authority*

Mr. Fred Barry  
Chairperson

Date: 15 June 2018



## Ard Reachtaire Cuntas agus Ciste Comptroller and Auditor General

### Report for presentation to the Houses of the Oireachtas

#### National Transport Authority

##### Opinion on financial statements

I have audited the financial statements of the National Transport Authority for the year ending 31 December 2017 as required under the provisions of section 32 of the Dublin Transport Authority Act 2008 (as amended). The financial statements comprise

- the statement of income and expenditure and retained revenue reserves
- the statement of comprehensive income
- the statement of financial position
- the statement of cash flows and
- the related notes, including a summary of significant accounting policies.

In my opinion, the financial statements give a true and fair view of the assets, liabilities and financial position of the National Transport Authority at 31 December 2017 and of its income and expenditure for 2017 in accordance with Financial Reporting Standard (FRS) 102 — *The Financial Reporting Standard applicable in the UK and the Republic of Ireland*.

##### Basis of opinion

I conducted my audit of the financial statements in accordance with the International Standards on Auditing (ISAs) as promulgated by the International Organisation of Supreme Audit Institutions. My responsibilities under those standards are described in the appendix to this report. I am independent of the National Transport Authority and have fulfilled my other ethical responsibilities in accordance with the standards.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

##### Report on information other than the financial statements, and on other matters

The National Transport Authority has presented certain other information together with the financial statements. This comprises the annual report, including the governance statement, and the statement on internal control. My responsibilities to report in relation to such information, and on certain other matters upon which I report by exception, are described in the appendix to this report.

I have nothing to report in that regard.

**Seamus McCarthy**  
Comptroller and Auditor General

22 June 2018

## Appendix to the report

### Responsibilities of Board members

The governance statement and Board members' report sets out the Board members' responsibilities. The Board members are responsible for

- the preparation of financial statements in the form prescribed under section 32 of the Dublin Transport Authority Act 2008(as amended)
- ensuring that the financial statements give a true and fair view in accordance with FRS102
- ensuring the regularity of transactions
- assessing whether the use of the going concern basis of accounting is appropriate, and
- such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### Responsibilities of the Comptroller and Auditor General

I am required under section 32 of the Dublin Transport Authority Act 2008(as amended) to audit the financial statements of the National Transport Authority and to report thereon to the Houses of the Oireachtas.

My objective in carrying out the audit is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement due to fraud or error. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the ISAs, I exercise professional judgment and maintain professional scepticism throughout the audit. In doing so,

- I identify and assess the risks of material misstatement of the financial statements whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- I obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal controls.
- I evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures.
- I conclude on the appropriateness of the use of the going concern basis of accounting and, based on the audit evidence obtained, on whether a material uncertainty

exists related to events or conditions that may cast significant doubt on the National Transport Authority's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my report. However, future events or conditions may cause the National Transport Authority to cease to continue as a going concern.

- I evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

### Information other than the financial statements

My opinion on the financial statements does not cover the other information presented with those statements, and I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, I am required under the ISAs to read the other information presented and, in doing so, consider whether the other information is materially inconsistent with the financial statements or with knowledge obtained during the audit, or if it otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact.

### Reporting on other matters

My audit is conducted by reference to the special considerations which attach to State bodies in relation to their management and operation. I report if there are material matters relating to the manner in which public business has been conducted.

I seek to obtain evidence about the regularity of financial transactions in the course of audit. I report if there is any material instance where public money has not been applied for the purposes intended or where transactions did not conform to the authorities governing them.

I also report by exception if, in my opinion,

- I have not received all the information and explanations I required for my audit, or
- the accounting records were not sufficient to permit the financial statements to be readily and properly audited, or
- the financial statements are not in agreement with the accounting records.

## Statement of Income and Expenditure and Retained Revenue Reserves

for the year ended 31 December 2017

	Notes	2017 €'000	2016 €'000
<b>Income</b>			
Oireachtas grants			
- Public Service Obligation (PSO) funding	2.1	264,529	237,028
- Capital investment funding	2.2	200,651	219,302
- Other transport schemes	2.3	17,904	15,542
- Administration grant		5,172	5,016
Leap card scheme – transport operator fees	3	8,455	7,814
Licensing income	4	6,122	6,036
Net deferred funding for pensions	14.2	1,716	1,339
Other income	5	8,568	2,778
Transfer (to)/from capital account	20	(28,383)	3,713
<b>Total income</b>		<b>484,734</b>	<b>498,568</b>
<b>Expenditure</b>			
Public Service Obligation (PSO) expenditure	6	264,087	237,469
Capital investment expenditure	7	166,163	215,757
Other grant & programme expenditure	8	27,493	19,402
Leap card scheme expenditure	3	15,391	14,612
Licensing expenditure	9	6,115	3,793
Employees, secondees and outsourced placement services	10	4,609	5,150
Retirement benefit costs	13	1,946	1,544
Office accommodation costs	11	517	526
Other administrative costs	12	2,304	2,386
<b>Total expenditure</b>		<b>488,625</b>	<b>500,639</b>
<b>Deficit for the year</b>		<b>(3,891)</b>	<b>(2,071)</b>
Balance brought forward at 1 January		10,104	12,175
<b>Balance carried forward at 31 December</b>		<b>6,213</b>	<b>10,104</b>

Notes 1 to 29 form part of these financial statements

*Signed on behalf of the Board of the National Transport Authority*

Mr. Fred Barry  
Chairperson

Ms. Anne Graham  
Chief Executive Officer

Date: 15 June 2018

## Statement of Comprehensive Income

For the year ended 31 December 2017

	Notes	2017 €'000	2016 €'000
<b>Deficit for the year</b>		<b>(3,891)</b>	<b>(2,071)</b>
Other comprehensive income			
Remeasurements of net defined benefit obligation	14.1	(6,059)	(3,981)
Adjustment to deferred retirement benefit funding	14.1	6,059	3,981
<b>Total recognised deficit for the year</b>		<b>(3,891)</b>	<b>(2,071)</b>

Notes 1 to 29 form part of these financial statements

*Signed on behalf of the Board of the National Transport Authority*

Mr. Fred Barry  
Chairperson

Ms. Anne Graham  
Chief Executive Officer

Date: 15 June 2018

## Statement of Financial Position

For the year ended 31 December 2017

	Notes	2017 €'000	2016 €'000
<b>Fixed assets</b>			
Intangible assets	15	27,778	30,122
Property, plant and equipment	16	34,863	4,139
		<b>62,641</b>	<b>34,261</b>
<b>Current assets</b>			
Receivables	17	3,968	2,267
Cash and cash equivalents		32,018	28,589
		35,986	30,856
Payables: amounts falling due within one year	18	(29,293)	(20,185)
<b>Net current assets</b>		<b>6,693</b>	<b>10,671</b>
<b>Total assets less current liabilities</b>		<b>69,334</b>	<b>44,932</b>
Retirement benefit obligations	14.1	(30,910)	(23,135)
Deferred retirement benefit funding asset	14.1	30,910	23,135
Payables: amounts falling due after more than one year	19	(480)	(570)
<b>Total net assets</b>		<b>68,854</b>	<b>44,362</b>
Financed by			
Capital account	20	62,641	34,258
Retained revenue reserves		6,213	10,104
		<b>68,854</b>	<b>44,362</b>

Notes 1 to 29 form part of these financial statements.

*Signed on behalf of the Board of the National Transport Authority*

Mr. Fred Barry  
Chairperson

Ms. Anne Graham  
Chief Executive Officer

Date: 15 June 2018

## Statement of Cash Flows

For the year ended 31 December 2017

	Notes	2017 €'000	2016 €'000
<b>Net cash flows from operating activities</b>			
Excess expenditure over income		(3,891)	(2,071)
Capital account transfers – fixed assets	20	28,383	(3,713)
Amortisation of intangible assets	15	6,779	6,327
Depreciation of property, plant and equipment	16	5,175	1,979
Adjustment of fixed assets	15,16	425	-
Loss on disposal of property, plant and equipment	16	-	1
Bank interest received		(1)	(8)
(Increase) / decrease in receivables		(1,700)	1,594
Increase in payables		9,019	2,708
<b>Net cash inflow from operating activities</b>		<b>44,189</b>	<b>6,817</b>
<b>Cash flows from investing activities</b>			
Payments to acquire intangible assets	15	(4,835)	(4,008)
Payments to acquire property, plant and equipment	16	(35,924)	(575)
Bank interest received		1	8
<b>Net cash flows from investing activities</b>		<b>(40,758)</b>	<b>(4,575)</b>
<b>Cash flows from financing activities</b>			
Repayment of finance lease obligations	18	(2)	(12)
<b>Net cash flows from financing activities</b>		<b>(2)</b>	<b>(12)</b>
<b>Net increase in cash and cash equivalents in the year</b>		<b>3,429</b>	<b>2,230</b>
<b>Cash and cash equivalents at 1 January</b>		<b>28,589</b>	<b>26,359</b>
<b>Cash and cash equivalents at 31 December</b>		<b>32,018</b>	<b>28,589</b>

Notes 1 to 29 form part of these financial statements.

*Signed on behalf of the Board of the National Transport Authority*

Mr. Fred Barry  
Chairperson

Ms. Anne Graham  
Chief Executive Officer

Date: 15 June 2018

# Notes to the Financial Statements

*For the year ended 31 December 2017*

## 1. Accounting policies

The bases of accounting and significant accounting policies adopted by the Authority are set out below.

### a. Basis of preparation

The financial statements of the Authority for the year ended 31 December 2017 have been prepared in accordance with generally accepted accounting practice in Ireland including FRS 102, the financial reporting standard applicable in the UK and Ireland issued by the Financial Reporting Council (FRC), as promulgated by Chartered Accountants Ireland.

The financial statements have been prepared under the historical cost convention. The financial statements are in the form approved by the Minister for Transport Tourism and Sport with the concurrence of the Minister for Finance under the Dublin Transport Authority Act 2008.

### b. Foreign currency translation

#### *Functional currency and presentation currency*

The financial statements of the Authority are presented in the currency of the primary economic environment in which the entity operates (its functional currency). For the purpose of the financial statements, the results and financial position are presented in Euro (€).

#### *Transactions and balances*

In preparing the financial statements of the Authority, transactions in currencies other than the functional currency of the Authority are recognised at the spot rate at the dates of the transactions or at an average rate where this rate approximates the actual rate at the date of the transaction. At the end of each reporting period, monetary items denominated in foreign currencies are retranslated at the rates prevailing at that date. Non-monetary items that are measured in terms of historical cost in a foreign currency are not retranslated.

Exchange differences are recognised in Statement of Income and Expenditure and Retained Revenue Reserves in the period in which they arise.

### c. Income

#### *Oireachtas Grants*

Income is recognised in the Statement of Income and Expenditure and Retained Revenue Reserves on a cash receipts basis.

Details of the grant sources and types for 2017 are set out below:

Department	Grant Type
DTTAS* - Vote	Current grants - subhead B9.3
DTTAS* - Vote	Public Service Obligation Funding - subhead B7
DTTAS* - Vote	Smarter travel & sustainable transport measures - subhead B8.1
DTTAS* - Vote	Heavy rail safety & development - subhead B8.2
DTTAS* - Vote	Public transport infrastructure - subhead B8.3
DTTAS* - Vote	Smarter travel grant - subhead B8.4
DTTAS* - Vote	Green schools grant - subhead B8.4
DTTAS* - Vote	Rural Transport Grants - subhead B7.2
DSP** - Vote	Free travel funding - subhead A36

\* Department of Transport Tourism and Sport (“DTTAS”)

\*\* Department of Social Protection (“DSP”)

The capital account represents the unamortised portion of income applied for capital purposes. Fixed assets are funded from grant income which is transferred to the capital account and amortised in line with amortisation of intangible assets and with depreciation of property, plant and equipment.

#### *Licensing*

This relates to income arising from vehicle/driver licensing, assessment and enforcement activities in respect of taxi regulation and commercial bus licensing. Income is recognised on a cash receipts basis.

#### *Leap card scheme*

Income arises on the recharge of operating costs to the transport operators who participate in the Leap card scheme. Income is recognised on an accruals basis.

#### *Travel information systems*

Income arises on the recharge of operating costs to transport operators who benefit from the National Journey Planner and Real Time Passenger Information. Income is recognised on an accruals basis.

#### *Bus shelter advertising*

This relates to income arising from the sale of advertising space on bus shelters. Income is recognised on an accruals basis.

#### *Regional bike scheme*

Income arises on the hire of bikes and the sale of advertising space. Income is recognised on a cash receipts basis.

#### **d. Grant expenditure**

Expenditure in the year is recognised on the basis of amounts disbursed to grantees and costs incurred for projects that are implemented directly by the Authority.

#### **e. Intangible assets**

Intangible assets are stated at their historical cost or valuation, less accumulated amortisation.

Amortisation is charged to the Statement of Income and Expenditure and Retained Revenue Reserves on a straight line basis, at the rates set out below, calculated to write off the assets, adjusted for residual value, over their expected useful lives. A full year's amortisation is charged on the addition of all intangible fixed assets in the year of acquisition and no amortisation is charged in the year of disposal.

Transport systems software	10%-20% straight line
----------------------------	-----------------------

Software development costs are recognised as an intangible asset when all of the following criteria are demonstrated:

- The technical feasibility of completing the software so that it will be available for use or sale;
- The intention to complete the software and use or sell it;
- The ability to use the software or to sell it;
- How the software will generate probable future economic benefits;
- The availability of adequate technical, financial and other resources to complete the development and to use or sell the software; and
- The ability to reliably measure the expenditure attributable to the software during its development.

In 2017, the Authority reclassified software as an intangible asset; previously, such assets had been classified as property, plant and equipment.

#### **f. Property, plant and equipment**

Property, plant and equipment are stated at their historical cost or valuation, less accumulated depreciation. Depreciation is charged to the Statement of Income and Expenditure and Retained Revenue Reserves on a straight line basis, at the rates set out below, calculated to write off the assets, adjusted for residual value, over their expected useful lives. A full year's depreciation is charged on the addition of all property, plant and equipment in the year of acquisition and no depreciation is charged in the year of disposal.

Leasehold property improvements	5% straight line
Road passenger vehicles	8.33% straight line
Transport systems hardware	25% straight line
Office equipment	10% furniture & fittings & 25% computer equipment straight line
Transport infrastructure	10%-20% straight line

Transport infrastructure mainly comprises of assets utilised for the regional bike scheme and real time passenger information.

#### **g. Impairment of fixed assets**

Whenever events or changes in circumstances indicate that the carrying amount may not be recoverable, fixed assets are reviewed for impairment. The recoverable amount of any affected asset is estimated and compared with its carrying amount.

If the estimated recoverable amount is lower, the carrying amount is reduced to its estimated recoverable amount and an impairment loss is recognised immediately in the Statement of Income and Expenditure and Retained Revenue Reserves.

If an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but not in excess of the amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately in the Statement of Income and Expenditure and Retained Revenue Reserves.

#### **h. Employee benefits**

##### *Short term benefits*

Short term benefits such as holiday pay are recognised as an expense in the year. Benefits that have been accrued at year-end are included in the payables figure in the Statement of Financial Position.

##### *Retirement benefits*

The financial statements reflect, at fair value, the assets and liabilities arising from the Authority's pension obligations and recognise the costs of providing retirement benefits in the accounting periods in which they are earned by employees. Retirement scheme liabilities are measured on an actuarial basis using the projected unit credit method. Actuarial gains or losses arising on retirement scheme liabilities are reflected in the Statement of Comprehensive Income. A corresponding adjustment is recognised in the amount recoverable from the State for the unfunded, defined benefit retirement scheme only.

Employees of the Authority participate in the following retirement schemes:

- *NTA Unfunded Defined Benefit Pension Scheme ("NTA Scheme")*  
The majority of Authority employees are members of the NTA Scheme. This is a public service, defined benefit pension scheme, with standard entitlements. Members' entitlements are normally set when they first join a public sector pension scheme. For employees first appointed to the public service before 1 January 2013, they were entitled to a final salary, defined benefit pension. For employees first appointed to the public service on or after 1 January 2013, they were entitled to an average salary, defined benefit pension (i.e. the 'Single Public Services Pension Scheme').
- *Railway Procurement Agency Pension and Life Assurance Plan 2003 ("RPA Scheme")*  
A number of employees transferred into the Authority from Transport Infrastructure Ireland ("TII"), having been employees of the Railway Procurement Agency before its activities were absorbed into TII. They continue to be members of the RPA Scheme, which is a defined contribution pension scheme. The Authority does not carry a pension asset/liability for this scheme as it is liable solely for the employer contributions due in respect of these employees.

### **i. Leases**

Leases are classified as finance leases when they transfer substantially all the risks and rewards of ownership of the leased assets to the Authority. Other leases that do not transfer substantially all the risk and rewards of ownership of the leased assets to the Authority are classified as operating leases.

Assets held under finance lease are included in property, plant and equipment and are depreciated and reviewed for impairment in the same way as assets owned outright.

#### *As lessee*

Payments made under operating leases are recognised in the Statement of Income and Expenditure and Retained Revenue Reserves as expenditure over the lease term on a straight line basis.

#### *As lessor*

Payments received under operating leases are recognised in the Statement of Income and Expenditure and Retained Revenue Reserves as income over the lease term on a straight line basis.

### **j. Critical accounting judgements and estimates**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities at the Statement of Financial Position date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. The following judgements and estimates are considered important to the portrayal of the Authority's financial condition:

- *Depreciation and residual values*  
The Board have reviewed the asset lives and associated residual values of all fixed asset classes and have concluded that asset lives and residual values are appropriate.
- *Impairment of fixed assets*  
Whenever events or changes in circumstances indicate that the carrying amount may not be recoverable, assets are reviewed for impairment.
- *Retirement benefit obligation*  
The assumptions underlying the actuarial valuations for which the amounts recognised in the financial statements are determined (including discount rates, rates of increase in future compensation levels and mortality rates).
- *Provisions*  
The Authority makes provision for a present obligation (legal or constructive) as a result of a past event, if it is probable that the Authority will be required to settle the obligation which it knows to be outstanding at the period end date.

### **k. Receivables**

Short term receivables are measured at transaction price including transaction costs, less any impairment.

**l. Cash and cash equivalents**

Cash is represented by cash in hand and short-term deposits with financial institutions. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

**m. Payables**

Short term payables are measured at transaction price including transaction costs, less any impairment.

**n. Financial instruments**

The Authority only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other receivables and payables.

Debt instruments (other than those wholly repayable or receivable within one year), including loans and other accounts receivable and payable, are initially measured at present value of the future cash flows and subsequently at amortised cost using the effective interest method. Debt instruments that are payable or receivable within one year, typically trade payables or receivables, are measured, initially and subsequently, at the undiscounted amount of the cash or other consideration expected to be paid or received. However if the arrangements of a short-term instrument constitute a financing transaction, like the payment of a trade debt deferred beyond normal business terms or financed at a rate of interest that is not a market rate or in case of an out-right short-term loan not at market rate, the financial asset or liability is measured, initially, at the present value of the future cash flow discounted at a market rate of interest for a similar debt instrument and subsequently at amortised cost.

Financial assets that are measured at cost and amortised cost are assessed at the end of each reporting period for objective evidence of impairment. If objective evidence of impairment is found, an impairment loss is recognised in the Statement of Income and Expenditure and Retained Revenue Reserves.

**o. Provisions for liabilities**

Provisions are recognised when the Authority has a present obligation (legal or constructive) as a result of a past event, it is probable that the Authority will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the end of the reporting period, taking into account the risks and uncertainties surrounding the obligation.

Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value using a pre-tax discount rate. The unwinding of the discount is recognised as finance cost in Statement of Income and Expenditure and Retained Revenue Reserves in the period it arises.

## 2. Oireachtas grants

The following grants were recognised as income in accordance with accounting policy 1(c):

	Note	2017	2016
		€'000	€'000
<b>Department of Transport Tourism and Sport (“DTTAS”)</b>			
Public Service Obligation (PSO) funding	2.1	264,458	236,945
Capital investment funding	2.2	200,651	219,302
Other transport schemes	2.3	16,404	14,042
Administration grant		5,172	5,016
<b>Department of Social Protection (“DSP”)</b>		486,685	475,305
Other transport schemes	2.3	1,500	1,500
Public Service Obligation (PSO) funding	2.1	71	83
		<b>488,256</b>	<b>476,888</b>

In early 2018, the Authority received €2.8m (2016: €1.5m) of Oireachtas grants in relation to expenditure that was incurred in 2017.

### Administration grant

The Authority's administration costs (pay and non-pay) have been partially funded by the exchequer in recent years, with the difference being funded from retained revenue reserves. These reserves have now been depleted to a relatively low level and the Authority is engaging with DTTAS to normalise the funding of administration costs for future years.

### 2.1 Oireachtas grants - Public Service Obligation (PSO) funding

PSO funding is drawn down from DTTAS under Public Service Provision Payments subhead B7 and DSP subhead A36.

	Department	Subhead	2017	2016
			€'000	€'000
Iarnród Éireann	DTTAS	B7	146,980	132,975
Dublin Bus	DTTAS	B7	53,963	59,558
Bus Éireann	DTTAS	B7	52,209	40,891
Transport Infrastructure Ireland	DTTAS	B7	6,676	-
Other transport operators	DTTAS	B7	414	389
Authority direct activities	DTTAS	B7	4,216	3,132
Free travel	DSP	A36	71	83
			<b>264,529</b>	<b>237,028</b>

## 2.2 Oireachtas grants – capital investment funding

Capital investment funding is drawn down from DTTAS under Public Transport Investment Programme subhead B8.

	2017	2016
	€'000	€'000
Transport Infrastructure Ireland	84,641	110,819
Road Passenger Vehicles	32,366	-
Bus Éireann	26,671	15,028
Traffic management and other projects	26,383	32,585
Iarnród Éireann	9,840	25,587
Regional cities traffic grant funding	9,548	12,931
Leap card scheme	4,125	3,741
Accessibility scheme funding	3,384	2,800
Dublin Bus	2,066	14,961
Technical support	1,627	830
Marlborough Street Bridge	-	20
	<b>200,651</b>	<b>219,302</b>

### *Road Passenger Vehicles*

The funding in 2017 relates to the buses purchased directly by the Authority, in the first year of assembling a centralised and standardised bus fleet for public transport. These buses are included in property, plant and equipment additions.

## 2.3 Oireachtas grants - other transport schemes

The Authority administers a number of other schemes on behalf of DTTAS and DSP. Grant funding received is shown below:

	Department	Subhead	2017	2016
			€'000	€'000
Rural Transport	DTTAS	B7.2	14,179	11,886
Green schools	DTTAS	B7.3	1,647	1,648
Smarter travel	DTTAS	B6	578	508
			<b>16,404</b>	<b>14,042</b>
Rural Transport	DSP	A36	1,500	1,500
			<b>17,904</b>	<b>15,542</b>

### 3. Leap card scheme

	2017	2016
	€'000	€'000
<b>Income</b>		
Transport operator fees	8,455	7,814
<b>Operating expenditure</b>		
Direct operators' costs	5,680	5,324
Personnel costs (Note 10)	1,402	1,199
Other administrative costs (Note 12)	1,308	1,201
Office accommodation costs (Note 11)	65	90
<b>Total operational expenditure *</b>	<b>8,455</b>	<b>7,814</b>
<b>Additional expenditure</b>		
Depreciation	6,936	6,798
	<b>15,391</b>	<b>14,612</b>

\* Operational expenditure incurred in operating the Leap card scheme is recharged to the transport operators who participate in the scheme.

During the year, there was an investment of €3.1m (2016: €4.0m) on fixed assets in respect of the Leap card scheme, comprising €2.9m in Intangible assets and €0.2m in Property, plant and equipment.

### 4. Licensing income

	2017	2016
	€'000	€'000
Taxi vehicle licensing fees	4,086	4,111
Taxi driver licensing fees	1,369	1,358
Taxi enforcement income	66	70
Other taxi income	542	389
Bus licensing income	59	108
	<b>6,122</b>	<b>6,036</b>

### 5. Other income

	2017	2016
	€'000	€'000
Bus shelter advertising	5,440	-
Travel information systems costs recovered from transport operators	2,525	1,879
Regional bike scheme system - sponsorship, subscriptions & hire	591	600
Other income	11	-
Bank interest received	1	8
EU funding	-	291
	<b>8,568</b>	<b>2,778</b>

*Bus shelter advertising*

In 2017, the Authority took over management of the bus shelter estate, previously managed by Dublin Bus and Bus Éireann. Accordingly this was the first year to earn income of this nature.

**6. Public Service Obligation (PSO) expenditure**

	2017	2016
	€'000	€'000
Iarnród Éireann	146,980	133,060
Dublin Bus	53,963	59,558
Bus Éireann	52,209	40,891
Transport Infrastructure Ireland	6,676	-
PSO support costs	2,556	2,041
Marketing	922	1,183
Other transport operators	414	390
Depreciation	212	-
Internal audit charges	155	33
Leap family card	-	313
	<b>264,087</b>	<b>237,469</b>

The Authority makes payments for the provision of socially necessary but commercially unviable Public Service Obligation (PSO) services. Payments made by the Authority are from monies provided by the Oireachtas through DTTAS.

*Transport Infrastructure Ireland*

The Authority and TII are joint clients to the Luas operations contract with Transdev. Under the Dublin Transport Authority Act 2008, the Authority is required to secure the provision of public transport services within the Greater Dublin Area. The Authority has assigned certain functions in relation to the provision of light rail services to TII. During 2017, the Authority provided additional funding of €6.7m to TII for once off costs associated with the mobilisation of Luas Cross City services. These costs were funded under the operating contract which included, amongst other costs, the provision of spare parts and specialist tools required for the maintenance of rolling stock.

**7. Capital investment expenditure**

	2017	2016
	€'000	€'000
Transport Infrastructure Ireland	84,641	110,820
Bus Éireann	26,671	15,027
Iarnród Éireann	9,840	25,587
Dublin Bus	2,066	14,961
	<b>123,218</b>	<b>166,395</b>
Traffic management and other projects (Note 7.1)	28,774	32,174
Regional cities traffic grant funding	9,224	12,930
Accessibility scheme funding	3,384	2,801
Technical support	1,563	1,437
Marlborough Street Bridge	-	20
	<b>166,163</b>	<b>215,757</b>

The major capital projects funded and included in capital investment expenditure were:

	2017	2017	2016	2016
	€'000	€'000	€'000	€'000
<b>Transport Infrastructure Ireland</b>				
Luas Cross City	70,760		109,327	
Luas Green Line infrastructure upgrade	6,277		237	
Tram refurbishment	4,334		820	
New trams	3,125		334	
MetroLink	130		80	
Other projects	15		22	
		84,641		110,820
<b>Bus Éireann</b>				
New buses	26,491		14,725	
Bus shelter maintenance	-		302	
Other projects	180		-	
		26,671		15,027
<b>Iarnród Éireann</b>				
City centre resignalling	4,297		9,395	
Customer experience & ticketing improvement programme	3,943		8,006	
Central traffic control	633		1,070	
DART Underground	290		-	
Pearse Street station roof renewal	288		-	
Phoenix Park Tunnel	133		6,502	
Station upgrade programme	104		-	
Maynooth Line level crossings	62		47	
Other projects	90		567	
		9,840		25,587
<b>Dublin Bus</b>				
Bus refurbishment	1,479		-	
New buses*	179		11,084	
Bus shelter replacement programme	-		3,278	
Other projects	408		599	
		2,066		14,961
		<b>123,218</b>		<b>166,395</b>

\*In 2017, expenditure by Dublin Bus on new buses reduced significantly, as the Authority commenced purchasing buses directly, in the first year of assembling a centralised and standardised bus fleet for public transport.

## 7.1 Traffic management and other projects

	2017	2016
	€'000	€'000
<b>Traffic management – grants to designated bodies</b>		
Dublin City Council	7,693	9,844
Meath County Council	1,946	790
South Dublin County Council	1,760	5,806
Dun Laoghaire Rathdown County Council	1,341	1,679
Kildare County Council	641	979
Fingal County Council	520	146
Wicklow County Council	507	1,867
Dublin City University	31	63
University College Dublin	10	6
Cork City Council	-	46
Cork Institute of Technology	-	30
St. James's Hospital	-	10
	<b>14,449</b>	<b>21,266</b>
<b>Other expenditure directly incurred by the NTA</b>		
Depreciation	2,844	-
Other systems development	1,439	1,626
MetroLink	2,093	201
DART Underground	801	-
Professional fees	1,058	1,079
Personnel and associated overheads	1,692	1,528
Transport models	743	3,173
Coach Park development	4	-
Integrated ticketing	1,759	-
Travel information systems	(5)	1,023
Bus Network redesign	629	-
Core bus network	325	407
Luas Cross City communications	260	773
Bus Rapid Transit	313	30
Bus pole & shelters maintenance programme	370	364
Taxi review implementation programme	-	704
	<b>14,325</b>	<b>10,908</b>
	<b>28,774</b>	<b>32,174</b>

## 8. Other grant & programme expenditure

	2017	2016
	€'000	€'000
<b>Other grant expenditure</b>		
Rural Transport Programme expenditure	15,628	13,355
Rural Transport Programme depreciation	15	-
Green schools expenditure	1,571	1,725
Smarter travel expenditure	428	627
Other grant expenditure	-	30
	<b>17,642</b>	<b>15,737</b>
<b>Other programme expenditure</b>		
Bus shelter expenditure*	4,862	-
Travel information systems expenditure	2,685	1,658
Regional bike scheme expenditure	1,284	1,055
Regional bike scheme depreciation	1,020	952
	<b>9,851</b>	<b>3,665</b>
	<b>27,493</b>	<b>19,402</b>

\* €4.6m of bus shelter expenditure was paid to Dublin Bus and Bus Eireann.

## 9. Licensing expenditure

	2017	2016
	€'000	€'000
Central cost allocated to licencing	2,230	-
Taxi enforcement costs	1,204	1,099
Taxi call centre and administration costs	1,022	1,032
Taxi vehicle licencing costs	681	757
Taxi driver licencing costs	632	593
Taxi licencing - communication costs	278	254
Bus licencing costs	68	58
	<b>6,115</b>	<b>3,793</b>

### *Central cost allocated to licencing*

This cost allocation to licencing was done for the first time in 2017, to increase clarity around the overall licencing costs.

## 10. Employees, secondees and outsourced placement services

	2017	2016
	€'000	€'000
<b>Personnel costs</b>		
Wages, salaries and staffing costs	5,532	4,851
Outsourced placement services	3,728	1,985
Public sector secondments	1,024	775
Recruitment and training	161	131
Board and committee members fees and expenses	116	105
	<b>10,561</b>	<b>7,847</b>
<b>Allocated to:</b>		
Central administration	4,609	5,150
Licensing	1,807	-
Leap card scheme	1,402	1,199
Capital investment programme	1,809	1,118
Rural Transport programme	489	380
Public Service Obligation	242	-
Travel information systems	203	-
	<b>10,561</b>	<b>7,847</b>

The allocation of personnel and related costs to the Authority's business units is on the basis of the business unit's direct personnel as a percentage of the Authority's overall personnel.

### *Public sector secondments*

In 2017, €0.12m (2016: €0.54m) of secondees costs were charged directly to projects and €0.17m (2016: €0.19m) were capitalised. During the year, nine secondees transferred to the Authority as employees.

### *Capitalised employee costs*

Capitalised employee costs in the financial year amounted to €0.02m (2016: €0.17m).

## 10.1 Wages, salaries and staffing costs

### a. Aggregate employee benefits

	2017	2016
	€'000	€'000
Staff short-term benefits	5,084	4,491
Termination benefits	-	-
Retirement benefit costs (RPA Scheme)	19	-
Employer's PRSI	429	360
	<b>5,532</b>	<b>4,851</b>

The value of the NTA Scheme retirement benefits earned in the period are not included above.

### b. Staff short-term benefits

	2017	2016
	€'000	€'000
Basic pay	5,004	4,442
Allowances	80	49
	<b>5,084</b>	<b>4,491</b>

c. There were no termination benefits, other long-term benefits or share based payment transactions during the year (2016: €nil).

## 10.2 Employees and public sector secondees

	2017	2016
<i>Headcount numbers at year end, on a whole time equivalent basis:</i>		
Employees	75	63
Public sector secondees	7	20
	<b>82</b>	<b>83</b>

## 10.3 Key management personnel

Key management personnel in the Authority consist of the Board members, the Chief Executive Officer, the Director of Finance and Corporate Services, the Director of Transport Investment & Taxi Regulation and the Director of Public Transport Services. Compensation paid to the Authority's key management personnel is set out below:

	2017	2016
	€'000	€'000
Basic pay	591	585
Allowances	67	66
	<b>658</b>	<b>651</b>

Termination benefits, post-employment benefits, other long-term benefits and share based payment transactions during the year were nil (2016: €nil).

The value of retirement benefits earned in the period are not included above.

#### 10.4 Chief Executive Officer

The Chief Executive Officer remuneration package for the financial period was as follows:

	2017	2016
	€'000	€'000
Basic pay – Ms. A. Graham	103	101
Allowances	67	66
	<b>170</b>	<b>167</b>

The Chief Executive Officer is a member of a public service pension scheme with standard entitlements; she is not a member of the NTA pension scheme.

The value of retirement benefits earned in the period are not included above.

A secondment charge of €25,000 was paid to Dublin City Council during the year (2016: €25,000) relating to the secondment of the Chief Executive Officer.

#### 10.5 Employee and public sector secondees short-term benefits breakdown

Short-term benefits in excess of €60,000 are categorised into the following bands:

Range		Number of personnel	
From	To	2017	2016
€60,000	€69,999	24	21
€70,000	€79,999	12	11
€80,000	€89,999	6	11
€90,000	€99,999	10	4
€100,000	€109,999	2	1
€110,000	€119,999	1	1
€120,000	€129,999	-	3
€130,000	€139,999	3	-
€170,000	€179,999	1	1

Note: For the purposes of this disclosure, short term employee benefits in relation to services rendered during the reporting period include salary, overtime, allowances and other payments made on behalf of the employee, but exclude employer's PRSI.

## 11. Office accommodation costs

	2017	2016
	€'000	€'000
Accommodation	660	578
Repairs and maintenance	152	31
Cleaning	108	90
Lighting and heat	70	62
	<b>990</b>	<b>761</b>
<b>Allocated to:</b>		
Central administration	517	526
Licensing	108	-
Capital investment programme	190	118
Leap card	65	90
Public Service Obligation	43	-
Rural Transport programme	37	27
Travel information systems	30	-
	<b>990</b>	<b>761</b>

The allocation of office accommodation costs to the Authority's business units is on the basis of the business unit's direct personnel as a percentage of the Authority's overall personnel.

## 12. Other administrative costs

	2017	2016
	€'000	€'000
ICT expenditure	1,483	1,317
Professional service fees	1,013	472
Depreciation	730	556
Advertising and promotion	572	730
Internal audit fees	146	139
Legal and litigation	136	75
General expenses	133	95
Telephone and internet	110	112
Printing, postage and stationery	103	138
Travel and subsistence	101	99
Insurance	84	73
Bank charges	67	61
External audit fees	53	41
Library and subscriptions	34	47
Meeting expenses *	21	15
Loss on disposal of fixed assets	-	1
	<b>4,786</b>	<b>3,971</b>

	2017	2016
	€'000	€'000
<b>Allocated to:</b>		
Central administration	2,304	2,386
Leap card	1,308	1,201
Licensing	315	-
Capital investment programme	545	313
Public Service Obligation	122	-
Rural Transport Programme	106	71
Travel information systems	86	-
	<b>4,786</b>	<b>3,971</b>

\* An amount of €1,070 (2016: €490) charged to meeting expenses was incurred in respect of the cost of a Board meeting.

The allocation of other administrative costs to the Authority's business units is on the basis of the business unit's direct personnel as a percentage of the Authority's overall personnel.

### 13. Retirement benefit costs

Analysis of total retirement benefit costs charged to the Statement of Income and Expenditure and Retained Revenue Reserves are provided below:

	2017	2016
	€'000	€'000
<i>Defined benefit pension scheme - NTA Scheme</i>		
Current service costs	1,503	1,092
Interest on pension scheme liabilities	424	452
	<b>1,927</b>	<b>1,544</b>
<i>Defined contribution scheme - RPA Scheme</i>		
Employer contributions	19	-
	<b>1,946</b>	<b>1,544</b>

### 14. General description of the defined benefit scheme and actuarial assumptions

This is a public service, defined benefit pension scheme, with standard entitlements. In accordance with the public sector scheme regulations, the scheme provides a pension calculated at the rate of one eightieth of retiring salary for each year of pensionable service at the date of retirement. A gratuity or lump sum (three eightieths per year of pensionable service) and spouse's and children's pensions are also applicable.

The valuation for FRS 102 disclosures is based on a full actuarial valuation conducted in February 2018, by a qualified independent actuary and takes into account the requirements of FRS 102 in order to assess the scheme liabilities at 31 December 2017.

The principal actuarial assumptions at 31 December are as follows:

	2017 <sup>1</sup>	2016 <sup>2</sup>
Discount rate	1.95% p.a.	1.85% p.a.
Expected future pensionable salary increases	2.91% p.a.	2.80% p.a.
Expected future pension increases	2.41% p.a.	2.30% p.a.
Expected state pension increases	1.91% p.a.	1.80% p.a.
Consumer Price Index increase	1.91% p.a.	1.80% p.a.

1 The rates for 2017 are used as the basis for calculating the Deferred Benefit Obligation at 31 December 2017 and current service costs and the interest on pension scheme liabilities for 2018.

2 The rates for 2016 are used as the basis for calculating the Deferred Benefit Obligation at 31 December 2016 and current service costs and the interest on pension scheme liabilities for 2017.

The mortality rate explicitly allows for improvements in life expectancy over time, so that life expectancy at retirement will depend on the year in which a member attains retirement age. The table below shows the remaining life expectancy for members attaining age 65 in 2017 and 2037:

Year of attaining age 65	2017	2037
Life expectancy - male	21.2	23.7
Life expectancy - female	23.7	25.8

#### 14.1 Movement in net retirement benefit obligation during the financial year

	2017	2016
	€'000	€'000
Net retirement benefit obligation at 1 January	(23,135)	(17,815)
Current service costs	(1,503)	(1,092)
Interest costs	(424)	(452)
Pensions paid in the year	211	205
Remeasurements of net defined benefit obligation (actuarial loss)	(6,059)	(3,981)
<b>Net retirement benefit obligation at 31 December</b>	<b>(30,910)</b>	<b>(23,135)</b>

The actuarial loss of €6.1m (2016: €4.0m) is primarily due to five new staff members who had significant accumulated liabilities for past service prior to joining the Authority (€4.5m), changes in the salary experience (€1.1m) and changes in actuarial assumptions (€0.5m).

## 14.2 Deferred funding for retirement benefits

The Board recognises amounts owing from the State for the defined benefit unfunded deferred liability for pensions on the basis of the set of assumptions at note 14 above and a number of past events. These events include the statutory basis for the establishment of the pension scheme and the policy and practice currently in place in relation to funding public service pensions including contributions by employees and the annual estimates process. The Board has no evidence that this funding policy will not continue to meet such sums in accordance with current practice.

The net deferred funding for retirement benefits recognised in the Statement of Income and Expenditure and Retained Revenue Reserves is as follows:

	2017	2016
	€'000	€'000
Funding recoverable in respect of current year retirement benefit costs	1,927	1,544
State grant applied to pay retirement benefits	(211)	(205)
	<b>1,716</b>	<b>1,339</b>

## 14.3 History of defined benefit obligations

	2017	2016	2015	2014	2013
	€'000	€'000	€'000	€'000	€'000
Defined benefit obligations	30,910	23,135	17,815	15,474	12,332
Actuarial loss on defined benefit obligations	6,059	3,981	1,367	2,178	5,306
As a percentage of the scheme liabilities	19.6%	17.2%	7.7%	14.1%	43.0%

## 15. Intangible assets

	Transport systems software	Total
	€'000	€'000
<b>Cost</b>		
At 1 January 2017	66,378	66,378
Additions in the year	4,835	4,835
Adjustments in the year	(560)	(560)
<b>At 31 December 2017</b>	<b>70,653</b>	<b>70,653</b>
<b>Amortisation</b>		
At 1 January 2017	36,256	36,256
Charge for the year	6,779	6,779
Adjustments	(160)	(160)
<b>At 31 December 2017</b>	<b>42,875</b>	<b>42,875</b>
<b>Net book values</b>		
<b>At 31 December 2017</b>	<b>27,778</b>	<b>27,778</b>
At 1 January 2017	30,122	30,122

### *Adjustments in the year / Charge on adjustments*

In line with the policy of not capitalising items with a value below €1,000, all items with a cost of less than €1,000 have been removed from the fixed asset register and charged to the Statement of Income and Expenditure and Retained Revenue Reserves.

### 15.1 Intangible assets

In respect of prior year:

	Transport systems software	Total
	€'000	€'000
<b>Cost</b>		
At 1 January 2016	62,370	62,370
Additions in the year	4,008	4,008
Disposals in the year	-	-
<b>At 31 December 2016</b>	<b>66,378</b>	<b>66,378</b>
<b>Amortisation</b>		
At 1 January 2016	29,929	29,929
Charge for the year	6,327	6,327
Disposals	-	-
<b>At 31 December 2016</b>	<b>36,256</b>	<b>36,256</b>
<b>Net book values</b>		
<b>At 31 December 2016</b>	<b>30,122</b>	<b>30,122</b>
At 1 January 2016	32,441	32,441

## 16. Property, plant and equipment

	Road passenger vehicles	Leasehold property improvements	Office equipment	Transport infrastructure	Transport systems hardware	Total
	€'000	€'000	€'000	€'000	€'000	€'000
<b>Cost</b>						
At 1 January 2017	-	644	2,188	4,760	3,713	11,305
Additions in the year	32,366	1,107	339	489	1,623	35,924
Disposals in the year	-	-	(32)	-	-	(32)
Adjustments in the year	-	-	-	-	(58)	(58)
<b>At 31 December 2017</b>	<b>32,366</b>	<b>1,751</b>	<b>2,495</b>	<b>5,249</b>	<b>5,278</b>	<b>47,139</b>
<b>Depreciation</b>						
At 1 January 2017	-	373	1,456	2,732	2,605	7,166
Charge for the year	2,697	32	451	1,033	962	5,175
Disposals	-	-	(32)	-	-	(32)
Adjustments	-	-	-	-	(33)	(33)
<b>At 31 December 2017</b>	<b>2,697</b>	<b>405</b>	<b>1,875</b>	<b>3,765</b>	<b>3,534</b>	<b>12,276</b>
<b>Net book values</b>						
<b>At 31 December 2017</b>	<b>29,669</b>	<b>1,346</b>	<b>620</b>	<b>1,484</b>	<b>1,744</b>	<b>34,863</b>
At 1 January 2017	-	271	732	2,028	1,108	4,139

In 2017, the Authority commenced purchasing buses directly, in the first year of assembling a centralised and standardised bus fleet for public transport.

### *Adjustments in the year / Charge on adjustments*

In line with the policy of not capitalising items with a value below €1,000, all items with a cost of less than €1,000 have been removed from the fixed asset register and charged to the Statement of Income and Expenditure and Retained Revenue Reserves.

## 16.1 Property, plant and equipment

In respect of prior year:

	Road passenger vehicles	Leasehold property improvements	Office equipment	Transport infrastructure	Transport systems hardware	Total
	€'000	€'000	€'000	€'000	€'000	€'000
<b>Cost</b>						
At 1 January 2016	38	644	1,786	4,700	3,627	10,795
Additions in the year	-	-	429	60	86	575
Disposals in the year	(38)	-	(27)	-	-	(65)
<b>At 31 December 2016</b>	<b>-</b>	<b>644</b>	<b>2,188</b>	<b>4,760</b>	<b>3,713</b>	<b>11,305</b>
<b>Depreciation</b>						
At 1 January 2016	30	341	1,086	1,780	2,014	5,251
Charge for the year	8	32	396	952	591	1,979
Disposals	(38)	-	(26)	-	-	(64)
<b>At 31 December 2016</b>	<b>-</b>	<b>373</b>	<b>1,456</b>	<b>2,732</b>	<b>2,605</b>	<b>7,166</b>
<b>Net book values</b>						
<b>At 31 December 2016</b>	<b>-</b>	<b>271</b>	<b>732</b>	<b>2,028</b>	<b>1,108</b>	<b>4,139</b>
At 1 January 2016	8	303	700	2,920	1,613	5,544

## 17. Receivables

	2017	2016
	€'000	€'000
Trade debtors	877	389
Prepayments and accrued income	2,590	1,875
Licensing income	15	15
Other	486	15
Leap card scheme	-	(27)
	<b>3,968</b>	<b>2,267</b>

## 18. Payables: amounts falling due within one year

	2017	2016
	€'000	€'000
Trade creditors	658	705
Leap card scheme liabilities	18,309	13,529
Accruals and deferred income	4,208	4,147
VAT	5,001	240
PSWT payable	577	528
PAYE/PRSI	151	128
Leap card scheme capital expenditure	145	692
Employee pension contributions and levies payable to the State	119	103
Onerous lease liability (Note 22.1)	90	90
Other creditors	35	21
Obligations under finance lease liability	-	2
	<b>29,293</b>	<b>20,185</b>

### *VAT liability*

The VAT balance at the end of 2017 includes an amount of €4.9m relating to the VAT on the purchase of Road Passenger Vehicles in November and December 2017, subsequently paid to Revenue in January 2018.

### *VAT treatment of student Leap card*

The VAT balance at the end of 2016 includes an amount of €0.1m relating to a technical adjustment, as advised by Revenue Commissioners in February 2017. This addressed uncertainty around the appropriate VAT treatment for the €12 fee that is charged to students when they purchase a Student Leap card.

### *Employee pension contributions and levies payable to the State*

Included in this figure is an amount of €57,751 (2016: €20,941) representing pension related deductions due to be paid over at year end. An amount of €243,837 (2016: €215,151) has been deducted from employees and paid in respect of pension related deductions for the year ended 31 December 2017.

### *Leap card scheme liabilities*

Leap card scheme liabilities represents card deposits and unutilised travel credit on cardholder accounts.

## 19. Payables: amounts falling due after more than one year

	2017	2016
	€'000	€'000
Onerous lease liability (Note 22.1)	480	570
	<b>480</b>	<b>570</b>

## 20. Capital account

	2017	2016
	€'000	€'000
Balance at 1 January	34,258	37,971
<b>Transfer (to)/from Statement of Income and Expenditure:</b>		
Income allocated for capital purposes	40,759	4,583
Capitalisation of lease payment	3	10
Adjustment of fixed assets	(425)	-
Amortisation in line with depreciation	(5,175)	(1,979)
Amortisation in line with amortisation	(6,779)	(6,327)
Movement in year	28,383	(3,713)
<b>Balance at 31 December</b>	<b>62,641</b>	<b>34,258</b>

## 21. Taxation

All relevant taxes are paid as they fall due. The Authority complies with any guidance received from Government Departments.

## 22. Operating leases

The Authority operates as a lessee and lessor as outlined below.

The OPW provide office accommodation to the Authority in Dun Sceine, Harcourt Lane, Dublin 2. There is no formal lease in place. The Authority paid €0.5m in 2017 in respect of this office accommodation.

### 22.1 Operating leases - rental obligations

The Authority also leases office accommodation at 72 Charlemont Street, Dublin 2. The lease period expires in April 2025 and annual lease charges are €85,000 per annum.

The Authority has commitments in respect of a lease, entered into by the Commission for Taxi Regulation (CTR), on office accommodation at 35 Fitzwilliam Square. In April 2006, a third party assigned a lease to the CTR. The 35 year term of the lease will expire on 27 April 2024. There is no option to surrender the lease and annual rent payable is €170,000 with five year rent reviews. With a view to optimising the Authority's accommodation arrangements, the CTR's staff were relocated to the Authority's main office and then the CTR premises was sub-let at an annual rental of €80,000 per annum. An onerous lease provision of €749,700 was introduced to the Authority's 2015 financial statements, in relation to the rent differential to the end of the lease term in 2024. The provision is being unwound over the period of the remaining lease term. As at 31 December 2017, the remaining provision of €569,700 is disclosed across notes 18 and 19.

The Authority had commitments in respect of a licence on accommodation at Unit 17 Royal Hibernian Way, Dawson Street, Dublin 2 to support the communication function for Luas Cross City. The licence term was 1 year and expired on 31 October 2017. Annual rent was €45,485.

## 22.2 Operating lease as a lessee

### *Commercial property*

The commercial property (35 Fitzwilliam Square) lease has a lease term of twenty years and provides for periodic upward revision of the rental charge according to prevailing market conditions. There are no options within the agreement to terminate the lease.

The commercial property (72 Charlemont Street) lease has a lease term of nine years and provides for periodic upward revision of the rental charge according to prevailing market conditions. There are no options within the agreement to terminate the lease.

### *Motor vehicles*

Motor vehicles (three vehicles) have a lease term of three years on a straight line basis over the term of the lease.

Future minimum rentals payable under non-cancellable operating leases as at 31 December 2017 are as follows:

	2017	2016
	€'000	€'000
Within one year	276	191
After one year but not more than five years	1,032	713
More than five years	446	397
	<b>1,754</b>	<b>1,301</b>

## 22.3 Operating lease as a lessor

The commercial property (35 Fitzwilliam Square) lease has a term of 11 years and includes a clause to terminate the lease after the first five years. Future minimum rentals receivable under non-cancellable operating leases as at 31 December 2017 are as follows:

	2017	2016
	€'000	€'000
Within one year	80	80
After one year but not more than five years	320	320
More than five years	107	187
	<b>507</b>	<b>587</b>

## 23. Capital commitments

The authority had capital commitments for road passenger vehicles of €9.3m at 31 December 2017 (2016: €nil).

## 24. Other commitments

### Capital grant - contractual commitments

The Authority has contractual commitments with Local Authorities and delivery agencies to provide them with funding for various projects. At 31 December 2017, an amount of €102.8m (2016: €97.2m) is yet to be drawn down on approved projects as follows:

	2017	2016
	€'000	€'000
Transport Infrastructure Ireland	69,003	66,476
Regional cities / Accessibility capital funding	10,481	3,204
Bus Éireann	7,050	13,894
Iarnród Éireann	5,508	4,222
Traffic management & other projects	5,242	4,542
Dublin Bus	3,474	835
Leap card scheme	2,059	4,027
	<b>102,817</b>	<b>97,200</b>

### 24.1 Individual projects where total expenditure is projected to exceed €6.35m

Project	Cumulative expenditure to 31/12/2016 (previous years) €'000	Expenditure in 2017 (current year) €'000	Committed: subsequent years €'000	Uncommitted: subsequent years €'000	Expected project total 2017 €'000	Expected project total 2016 €'000
<b>Transport Infrastructure Ireland</b>						
Luas Cross City*	222,100	116,319	17,556	12,025	368,000	368,000
Luas Green Line infrastructure upgrade	237	6,277	1,130	3,916	11,560	11,560
Luas Green Line capacity enhancement	3,459	3,125	33,574	48,742	88,900	88,900
Tram refurbishment	-	2,894	8,873	965	12,732	-
Carrickmines park & ride	-	-	7,258	642	7,900	-
<b>Bus Éireann</b>						
Buses	1,549	13,040	7,447	416	22,452	15,770
Total in relation to projects where expenditure < €6.35m			75,838			
Contractual commitments in relation to other projects <€6.35m			26,979			
<b>Total contractual commitments</b>			<b>102,817</b>			

\*These amounts are a combination of grant funding by the NTA and own funds provided by TII.

## 25. Contingent liabilities

The Authority is involved in a small number of legal cases, the outcome of which are uncertain. Potential future costs in relation to these cases have not been provided for due to this uncertainty.

## 26. Projects administered on behalf of other bodies

The Authority administers on behalf of DTTAS, the Department's funding of; accessibility projects, sustainable transport investment in regional cities, the green school programme and Rural Transport Programme.

## 27. Related party disclosures

The Board of the Authority adopted procedures in accordance with guidelines issued under the Code of Practice for the Governance of State Bodies in relation to the disclosure of interests by Board members and these procedures have been adhered to in the year. There were no transactions in the year in relation to the Board's activities in which the Board Members had any beneficial interest.

## 28. Comparative figures

Certain prior year amounts have been reclassified for consistency with current year presentation. These reclassifications had no effect on the reported results of operations. See details of reclassifications below:

- › In the prior year financial statements, all fixed assets were classified as property, plant and equipment. After carrying out a review of the financial statements, a decision was made to reclassify ICT software as intangible assets. The reclassification of ICT software as intangible fixed assets offers a more appropriate presentation given the nature of the assets. The value of fixed assets reclassified in 2017 is €30.1m (2016: €32.4m). The reclassification has no effect on the Statement of Income and Expenditure and Retained Revenue Reserves and is simply a reclassification between property, plant and equipment and intangible assets on the Statement of Financial Position. The assets reclassified to transport systems software are detailed below:

  - Transport systems software - includes Leap card scheme software (NBV 2017: €26.5m) and traffic model (NBV 2017: €0.6m).
- › A fixed asset review was carried out in order to provide a consistent basis for the presentation of the property, plant and equipment. We have now categorised all property, plant and equipment based on the nature of the assets instead of a mix of asset categories, some based on asset nature and some grouped by business units. See details of new categories below:

  - Road passenger vehicles - includes motor vehicles (NBV 2017: €29.7m);
  - Leasehold property improvements - no change;
  - Office equipment - includes furniture & fittings (NBV 2017: €0.02m) and computer equipment (NBV 2017: €0.65m);
  - Transport infrastructure - includes regional bike scheme (NBV 2017: €1.1m) and bus shelters (NBV 2017: €0.04m); and

- Transport systems hardware - includes Leap card scheme (NBV 2017: €0.6m), traffic management equipment (NBV 2017: €nil) and automated vehicle location & ticketing equipment (NBV 2017 €0.7m).
- In order to provide a more appropriate presentation of the Statement of Cash Flows, the repayment of finance lease obligations (2016: €0.01m) has been removed from payables within “net cash flows from operating activities” and is shown separately within “cash flows from financing activities”.

## 29. Approval of financial statements

The financial statements were approved by the Authority on 15 June 2018.



