



Minutes of Board Meeting

Held on Friday 26 April 2019

At 10.30am in NTA Offices

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

Apologies: None.

Staff in attendance: Mr Philip L'Estrange, Director, Finance & Corporate Services / Board Secretary; Mr Tim Gaston, Director, Public Transport Services; Mr David O'Flynn, Senior Finance Manager, Mr Noel Beecher, Head of Corporate Governance, Mr Gerard O'Brien, Risk Manager (Items 5a, 5b); Ms Freda Quinlan, Strategic Finance Manager, Mr David Regan, Finance Analyst (Items 5d, 6, 7, 9); Ms Anneliese Jones, Public Transport Regulation Manager (Item 8); Mr John O'Flynn, Head of Customer Experience, Ms Michelle McCann, Marketing Manager (Items 6, 7, 9); Mr Karl Seeber (Minutes).

Others in attendance: Mr Shane Doyle, Group Strategy Director, Core (Item 9).

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1. Declarations of Interest

None.

2. Minutes of previous meeting

The draft minutes of the Board meeting on 15 March were approved subject to the replacement, in section 2 (Minutes of previous meeting), of "18 January 2019 and 25 January 2019" with "22 February 2019".

3. Matters Arising

The Chairperson noted that the Public Appointments Service had recently sought expressions of interest from suitably qualified people for the two existing vacancies on the Board of the Authority. This development was welcomed by the Board.

The Chairperson drew attention to issues due be addressed by the Board at its May meeting. The Chief Executive confirmed that the Board will be consulted in relation to the terms of the Authority's next direct award contract to Iarnród Éireann.

The Chief Executive noted that it had been agreed at the last Board meeting to correspond with Board members by email concerning the award of contracts for the provision of engineering design services

in respect of the Core Bus Corridor project in Dublin. It is now recorded that the Board approved by email correspondence the award of four separate contracts to the following bidders:-

- AECOM / Mott MacDonald;
- Jacobs / Barry Transportation;
- Arup;
- Roughan & O'Donovan/Typsa.

4. CEO Report

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

- Legal proceedings by Irish Ferries arising from the Authority's determination concerning the cancellation of sailings;
- Office accommodation arrangements;
- Progress on Cork and Limerick transport strategies;
- Implementation of BusConnects programmes in regional cities;
- Update on BusConnects Dublin;
- Cycle developments including Liffey Cycle Scheme;
- Update on rail fleet strategy;
- Tendering process for bus stopping facilities at Dublin Airport;
- Provision of public transport to/from major public events;
- Local Link developments including outcome of recent tender process and decision to extend evening services programme subject to the availability of funding;
- Commencement of bi-annual taxi fare review;
- Appointment of additional clamping appeals officers to manage increased number of appeals;
- Trend in public transport passenger journeys;
- Trend in complaints regarding public transport services.

5. Finance & Corporate Governance

- a. Mr David O'Flynn outlined the main points of the Management Accounts for March and responded to questions from Board members.
- b. Mr Beecher outlined the main developments in relation to risk management including changes in the classification of the main risk items since the last Board meeting. He outlined a number of proposed revisions to the risk management policy, risk management framework and action plan and risk appetite statement which had been identified following completion of the required annual review of these documents. Following discussion the Board approved the revised documents subject to some changes to the risk management policy document.
- c. Following discussion the Board approved the contents of the Authority's Annual Report for 2018 subject to some changes requested by Board members and any editing that may be required during the preparation of the document for publication.
- d. Ms Quinlan noted that implementation of Phase 1 of the Authority's Strategic Resourcing Plan, which involves the recruitment of 26 additional staff members, is well advanced. However, she noted that even after completion of Phase 1 the Authority will still have a very high proportion of outsourced staff. Accordingly, the Authority has now formally presented proposals to the Department of Transport, Tourism and Sport for the implementation of Phase 2 and 3 of the Strategic Resourcing Plan which would involve the conversion of 58 existing outsourced roles to internal roles and the creation of an additional 35 new internal posts. The

Board, noting that the Authority pays a significant premium for outsourced staff, indicated its full support for the process of transitioning the Authority from its current heavily outsourced staffing structure to a more cost effective and balanced staff structure, which ensures career progression and the retention of knowledge and skills by the organisation.

- e. The Board noted the contents of a report on use of the Authority's official seal during Q1 2019.

6. Strategy for Consolidated Public Transport Customer Contact Centre

Ms Quinlan mentioned that the NTA had undertaken a preliminary analysis in early 2018 to help define the overall vision for its future customer contact strategy. As a result it had been decided to conduct a project appraisal to consider further the impact of introducing a consolidated contact centre and communication channels across public transport. Ms Quinlan outlined the outcomes of this project appraisal which included a high level financial analysis of the projected incremental costs of operating the future state options and potential current operating cost savings as well as a qualitative assessment of potential benefits and high-level risks associated with the strategy. Based on this process, a preferred option for consolidation had been identified.

Following discussion the Board approved the preparation of a detailed business case and requirements analysis for the preferred option. It was agreed that the matter will be considered by the Board again once the preferred option is fully evaluated. That process will take about six months.

7. Leap Dormant Accounts Policy

Mr John O'Flynn presented details of proposals for the use of funds in Leap Card accounts that have been dormant for 60 months or longer. However, he advised that account holders who sought a refund of their Leap Card balances after that period would still be entitled to receive a refund.

He explained that the intention is that the funds which will become available will be used for the benefit of LEAP customers and to further the Authority's statutory objectives to encourage and promote the use of public transport.

Mr O'Flynn confirmed that the Authority has the necessary legal powers for this purpose.

Following discussion the Board approved the proposals as presented to it and confirmation of the appropriate accounting treatment.

8. Wheelchair Accessibility Conditions for Licenced Public Transport Services

Ms Jones outlined proposals for the commencement of a public consultation process concerning proposals for the implementation of a requirement for operators of licensed commercial public bus passenger services to operate low-floor accessible vehicles. Following discussion, the Board agreed to await the outcome of the regulatory impact assessment before agreeing to proceed with the public consultation.

9. Review of NTA / TFI Branding Strategy

Mr Shane Doyle outlined the outcome of a review of the Authority's main brands. During the discussion that followed Mr Doyle responded to issues raised by Board members. It was agreed that the Board should review progress on the implementation of the branding strategy in due course. The Chairperson thanked Mr Doyle for his attendance.

10. Any other business

A Board member raised an issue concerning the Authority's current advertising campaign in relation to the BusConnects Programme. Mr Creegan noted that the purpose of the campaign is to outline the benefits which will accrue from implementation of the BusConnects Programme.

The Chairperson indicated that he had received a request from the newly appointed Planning Regulator, Mr Niall Cussen, to meet the NTA Board in order to outline his role. It was agreed that arrangements for a meeting should be made.

Next Meeting: Friday 17 May 2019 @ 10.30am in the NTA Offices.

Signed: _____
Chairperson

Dated: _____