

ANNUAL REPORT

& Financial
Statements **2019**

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FROM THE CHAIRPERSON



I would like to begin by thanking my Board colleagues for their commitment and engagement throughout 2019. There were some changes in personnel during the year. In August, the Minister for Transport, Tourism and Sport appointed David Gray and Brian McCormick to the Board. In November, Dr Berna Grist left the Board after completing the second of two terms. The Board was fortunate to be able to draw on her expertise over the past ten years and we wish her every success in the future.

Public transport is a key service for many citizens. It enables them to participate in the workforce or education, to access healthcare and take part in social activities. For people who do not have access to a car, it is a critical service.

Road space in our urban areas is restricted, and if the long-term trend of growth in demand for transport, which continued in 2019, is to be met we must increase public transport's modal share. That in turn requires increased investment in infrastructure and in the funding of transport operations. Unfortunately, the funding arrangements for the operation of services are not keeping pace with the growth in demand for travel. For example, the level of subvention in 2019 was still below that of 2009. Additionally, the 'free travel' programme is underfunded, reducing further the funding available for other services. The unfortunate result is that our efforts to steadily improve the level and quality of public transport services countrywide is hampered.

Considerable progress was made during the year on the key public transport projects included in Project Ireland 2040. Projects such as Bus Connects, the DART Expansion, and MetroLink will be transformational for public transport in the Greater Dublin Area.

Additionally, considerable progress was made on measures to improve sustainability. These include promoting integrated transport and land use planning countrywide, facilitating and encouraging increased walking and cycling, and the adoption of more sustainable motive sources for our buses and trains. The Authority's 2019 involvement in transport strategies for cities outside of the Greater Dublin Area was particularly welcome in this regard.

During the year, the Board approved the renewal of Anne Graham's contract as Chief Executive in recognition of her successful leadership of the Authority over the past five years, during which the Authority's work programme has grown significantly.

The welcome decision of the Department of Transport, Tourism and Sport and the Department of Public Expenditure and Reform to approve the Authority's staffing proposals has started the process of remedying historical staffing shortages, and of strengthening the Authority's senior management team, which were both key concerns for the Board.

The Covid-19 public health emergency has greatly impacted society, and it is too soon yet to say what the long- term impacts will be. However, the Board is hugely proud of the way that the management and staff of the Authority and our public transport operators have responded to the challenges posed by the pandemic and we wish to assure the travelling public that we will continue to work unstintingly to provide them with safe public transport services.

Finally, I would like to extend our thanks and appreciation to the Department of Tourism, Transport and Sport, to other state organisations with whom we work so closely such as the CIÉ Group, Transport Infrastructure Ireland, the local authorities, and all our contracted operators for all of their support during the year.

A handwritten signature in dark ink, appearing to read 'Fred Barry', with a stylized flourish at the end.

Fred Barry
Chairperson

CHIEF EXECUTIVE'S OVERVIEW



December 2019 marked the tenth anniversary of the Authority's establishment and it is appropriate at this time to reflect on what has been achieved over those ten years and look ahead to what we want to achieve over the next ten years.

The rationale for establishing the Authority was to deliver joined-up transport through the integration of transport and land use planning and the integration of transport modes so that passengers can seamlessly move between different operators and modes including walking and cycling.

The Authority has managed to deliver on its mandates substantially despite the significant challenges posed by the economic downturn, which coincided with our establishment.

I do not think it is an exaggeration to say that the Authority has overseen a transformation in the way passengers engage with public transport. At this stage, it is easy to forget that ten years ago passengers did not have access to Leap Card, on-board announcements, real time passenger information or a national journey planner and the fares system was complex and opaque. The provision of public transport in rural areas was disjointed and disconnected from the rest of the public transport network.

Despite limited funding, we were able to extend and connect the Luas Green and Red lines. We managed to implement public bike schemes in Cork, Galway and Limerick as well as supporting the expansion of the *dublinbikes* scheme. New cycle routes have been developed, investment in new bus fleet has continued and, most recently, we have placed an order for new trains for the commuter rail network.

The Authority works in partnership with a wide range of public agencies to ensure delivery of our programme and I wish to acknowledge that none of what has been achieved would have been possible without their support and commitment. Surveys show that by and large customers are very satisfied with bus and rail services. Indeed, many of the criticisms levelled at the Authority are that we are not delivering change quickly enough, which is primarily an issue of resources. While the last ten years have been disappointing in that respect, we have reason to be confident about the future.

Over the past decade, a great deal of effort has gone into the preparation of strategic plans for the development of public transport infrastructure across our major cities, which is a prerequisite for securing the necessary investment. The major schemes which have emerged from that process include the BusConnects, MetroLink and DART Expansion programmes. Unfortunately, the pace of developing and implementing major public transport infrastructure projects is not as quick as people would wish or, more to the point, as is required. However, the National Development Plan 2018 – 2027 is finally ensuring that these plans can progress and indeed, we are now nearing the point where we can submit planning applications for these schemes. Accordingly, the next decade will see a real transformation in the public transport network in the Greater Dublin Area, which is of course home to nearly 40% of the population.

In 2019, the demand for contracted public transport services continued to strengthen. By the end of the year, an increase of over 9% in the number of passengers had been recorded, which is the highest annual increase since the Authority's establishment. In 2019, more than 81 million additional passenger journeys were made on contracted public transport services compared to 2010. This outcome was achieved with less Exchequer funding than in 2010. Accordingly, there has been a significant improvement in efficiency. However, at this stage we need more investment if we want to continue to attract customers.

Following a detailed review and planning process, the Authority finalised new 5-year direct award contracts with Dublin Bus and Bus Éireann and a new 10-year direct award contract with Iarnród Éireann. The contracts with the operators became effective during December. The new contracts will ensure that the operators can continue to provide good quality services.

Important strides have been made in the development of accessible public transport services. The most exciting of these is the recent acquisition of new low-floor buses for use on regional routes around the country. In time, the new fleet will remove the indignity for many wheelchair users of being hoisted on board services. Schemes such as the Just a Minute or JAM card for people with hidden disabilities have been supported. The number of wheelchair accessible vehicles in the national taxi fleet has increased substantially. Of course, much more needs to be done but the Authority has clearly demonstrated its commitment to making the changes needed.

During the year, the Authority continued its strong record of providing new, accessible public transport services. A new route between Swords and Ashbourne came into service in November while new urban services were introduced in Kilkenny City in December. A number of new Local Link services were also introduced during the year including a new daily service between Bandon and Kinsale.

Of course, the Authority is well aware that the travelling public is demanding more services, both in areas which already have some as well as in the areas which have none. However, as resources are finite, a key role for the Authority is to ensure that the development of services and infrastructure is properly managed and correctly prioritised.

For the future, there is no more important issue than that of climate change. Clearly, public transport as well as walking and cycling have a major role to play in the national response to the climate emergency. The Authority is already taking important steps to reduce carbon emissions through investment in low emission bus and rail fleets. In 2019, we established a dedicated office to accelerate the delivery of cycle and walking routes. Moreover, the process of establishing a dedicated office for park and ride was started. However, delivery of the capital investment programme set out in the National Development Plan is a vital first step in offering a much more attractive option to the motor car, particularly in urban areas.

The Authority has been able to make some significant progress during its first ten years, which is due in no small part to the strong commitment of the Authority's management and staff to delivering positive changes for public transport users.

I am confident that the planned investment programme over the next ten years will be truly transformational and will deliver a more integrated, more environmentally friendly, more accessible public transport system.



Anne Graham
Chief Executive

KEY DEVELOPMENTS & ACHIEVEMENTS 2019

JANUARY

Route 220 in Cork City, operated by Bus Éireann becomes Ireland's first ever 24-hour PSO service

Introduction of new fee structure for public bus passenger service licences



FEBRUARY

Commencement of grant schemes to assist with the purchase of electric vehicles and wheelchair accessible vehicles by the taxi sector



MARCH

Transfer of last of 24 bus routes in Dublin to Go-Ahead Ireland is successfully completed



APRIL

Award of contract for new mobile ticketing technology to enable public transport customers download tickets to their smartphone



MAY

Commencement of tender process for new electric / battery-electric rail fleet

New Local Link services come into operation between Glendalough and Wicklow Town

New Local Link service comes into operation between Charleville and Newcastle West



JUNE

New bus bye-laws are published

New Luas operations and maintenance contract awarded to Transdev Ireland



JULY

Start of procurement process for 600 double-deck hybrid buses as a key element of the BusConnects programme

Start of new TFI Local Link weekend summer services from New Ross and Wexford

Kids Go Free promotion generates 1.4 million free public transport trips by children

€1 Leap fare promotion in Galway and Limerick generates almost 200,000 trips



AUGUST

Major improvements made to local bus services in Drogheda, Laytown and Bettystown (Routes D1 & D2)

Enhancements made to Route 101 between Drogheda and Dublin Airport

Improvements made to TFI Local Link service between Roscrea and Portlaoise

Launch of pilot programme for provision of local hackney services in designated rural areas



SEPTEMBER

TFI Local Link Cork commences new daily service between Bandon and Kinsale

TFI Local Link Tipperary commences operation of new daily service connecting Thurles with Limerick via Newport & The University of Limerick

Entry into service of new low-floor regional coach fleet on Route 480 between Sligo and Ballyshannon

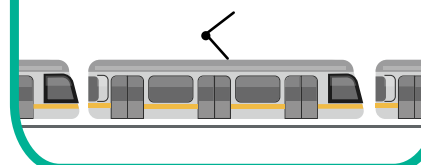


OCTOBER

First of 26 new extended trams goes into operation on Luas Green Line, providing extra passenger capacity

Improvements made to bus services in Cork City including new route between Cork Airport and Haulbowline (Route 225)

Local Link Wexford commences operation of daily services between Gorey and Riverchapel



NOVEMBER

JAM Card introduced to facilitate the use of public transport services by people with learning and other hidden disabilities

Dublin gets first ever round the clock subsidised bus services on Routes 15 and 41

Commencement of new bus service between Swords and Ashbourne (Route 197)

Public consultation starts on revised proposals for redesign of the Dublin bus network



DECEMBER

New direct award contracts are signed with Dublin Bus, Bus Éireann and Iarnród Éireann

New urban bus service in Kilkenny City begins operations (Routes KK1 & KK2)

Order placed for new commuter rail fleet

Go-Ahead Ireland commences operation of commuter bus services in Kildare



DELIVERING BUS AND RAIL SERVICES



Passenger numbers on contracted services increased by 25.5 million



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. These contracts include payments to operators to meet the real cost of providing services. Accordingly, those 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;
- » Gross cost contracts under which the Authority retains all fare revenue. All competitively tendered contracts currently fall into this category including the Go-Ahead Ireland and Luas light rail contracts¹; and
- » 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’s contracts in respect of Local Link rural transport services comprise a mix of net cost, direct award contracts and gross cost competitively tendered contracts.

DIRECT AWARD CONTRACTS

Much of the year was taken up with the preparation of new direct award contracts with Dublin Bus, Bus Éireann and Iarnród Éireann.

The Authority entered into direct award contracts with Dublin Bus and Bus Éireann for a further five-year period from 1 December.

In the case of Iarnród Éireann, the Authority entered into a further 10-year direct award contract from 1 December, as it is statutorily required to do.

1. 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

The new direct award contracts provide for the transition from net cost contracts to gross cost contracts during 2020 and 2021. This will bring the direct award contracts into line with the Authority's competitively tendered contracts, which include the contracts with Go-Ahead Ireland and the Luas light rail contracts. The new contracts also include additional measures to encourage improvements to operational performance at an individual route level.

COMPETITIVELY TENDERED CONTRACTS

Following an international tender process the Authority and Transport Infrastructure Ireland awarded the Luas light rail network Operations and Maintenance (O&M) contract to Transdev Ireland. The contract came into operation in December following a period of mobilisation.

The remaining phases of the transfer to Go-Ahead Ireland of a number of local and orbital bus routes in Dublin were completed between January and March.

Go-Ahead Ireland was confirmed as the successful tenderer for the operation of a new bus service (Route 197) between Swords and Ashbourne. Services on the new route began in November.

In December, the phased transfer to Go-Ahead Ireland of commuter bus routes between Kildare and Dublin got underway with the operator taking over the operation of Routes 126 and 130 from Bus Éireann. A number of improvements to services were made and services were also re-numbered to better match service variations.

City Direct was awarded a contract for the operation of two new urban bus routes in Kilkenny City (Routes KK1 and KK2). The new routes entered into service just before Christmas.

Table 1 - Principal operators of tendered bus services

| Operator | Routes Operated |
|---------------------------------|--|
| Andrew Wharton Coach Hire | Route 975 between Cavan and Longford |
| Bernard Kavanagh & Sons Limited | Route 817 between Kilkenny and Dublin |
| Bus Éireann | Routes W1, W2, W3, W4 & W5 in Waterford City |
| City Direct | Routes KK1 / KK2 in Kilkenny City |
| Go-Ahead Ireland | 24 urban routes in Dublin |
| Go-Ahead Ireland | 3 regional routes in Kildare |
| Go-Ahead Ireland | Route 197 between Swords and Ashbourne |
| JJ Kavanagh & Sons | Route 139 between Naas and Blanchardstown |
| M&A Coaches Limited | Route 828 between Portlaoise and Cashel |



PASSENGER NUMBERS AND REVENUES

Passenger numbers on contracted bus and rail services increased by 25.5 million or 9.5%, which resulted in an increase in revenues of €42 million or 6.8%.

Luas revenues exceeded operating costs. An operating surplus of €15.3 million was generated, which is partially used to fund asset renewal and improvements on the Luas network.

Table 2 – Annual passenger journeys on principal contracted services (millions)

| Year | Dublin Bus | Bus Éireann | Iarnród Éireann | Luas Light Rail | Other PSO Services ² | Rural Transport Programme | Totals |
|------------|------------|-------------|-----------------|-----------------|---------------------------------|---------------------------|--------|
| 2018 | 140.0 | 35.3 | 48.0 | 41.8 | 1.6 | 2.3 ³ | 269.0 |
| 2019 | 138.3 | 39.9 | 50.1 | 48.3 | 15.4 | 2.5 | 294.5 |
| Difference | -1.7 | 4.6 | 2.1 | 6.5 | 13.8 | 0.2 | 25.5 |

Table 3 – Passenger revenues for contracted services (€ million)

| Year | Dublin Bus | Bus Éireann | Iarnród Éireann | Luas Light Rail | Other PSO Services | Rural Transport Programme | Totals |
|------------|------------|-------------|-----------------|-----------------|--------------------|---------------------------|--------|
| 2018 | 232.7 | 87.1 | 220.9 | 73.4 | 2.2 | 1.9 | 618.2 |
| 2019 | 230.6 | 94.5 | 233.8 | 81.0 | 18.5 | 1.8 | 660.2 |
| Difference | -2.1 | 7.4 | 12.9 | 7.6 | 16.3 | -0.1 | 42.0 |

COMPENSATION PAYMENTS

The Authority's contracts with public transport operators for the provision of socially necessary but commercially unviable bus and rail services include payments to operators to meet the real cost of providing services. The operators are compensated in accordance with their contracts for the provision of the services.

Table 4 – PSO compensation payments to public transport operators (€ million)

| Operator / Service type | Mode | Contract type | Operational Area or Route | 2018 compensation payment | 2019 compensation payment |
|----------------------------|------------------------|---------------|-----------------------------|---------------------------|---------------------------|
| Iarnród Éireann | Rail | Direct Award | National | 141.3 | 128.4 |
| Dublin Bus | Bus | Direct Award | Dublin | 47.5 | 53.5 |
| Bus Éireann (Direct Award) | Bus | Direct Award | National (excluding Dublin) | 54.3 | 66.4 |
| Rural Transport Services | Bus / DRT ⁴ | Various | National | 18.6 | 22.0 |
| Other PSO Services | Bus | Tendered | Various | 6.9 | 37.5 |
| Transdev Ireland Limited | Light Rail (Luas) | Tendered | Dublin Metropolitan | 0.0 | 0.0 |
| Totals | | | | 268.5 | 307.8 |

2. See Table 1

3. Revised figure for 2018

4. DRT = Demand Responsive Transport



PERFORMANCE OF CONTRACTED OPERATORS

The Authority's contracts with PSO operators include performance standards. Reports detailing the performance of operators against these performance standards are published on the Authority's website⁵.

Deductions from contractual payments due to operators are made where an operator fails to meet the agreed minimum performance standards. In some cases, operators also receive incentive payments where performance standards are exceeded.

Table 5 shows the deductions incurred and incentive payments received by operators during the year.

During the year, the Authority met operators at regular intervals to review their performance against the agreed performance standards and to agree remedial actions to address any under-performance.

Assessment of service quality, punctuality and reliability for routes operated by Go-Ahead Ireland in Dublin was reported in standalone performance reports for the first time. Routes operated by Bus Éireann in Waterford City, which are not part of its Direct Award contract, were also reported separately for the first time.

Table 5 – Performance-related deductions and incentives applied in 2019 (€m)

| Operator | Incentives Applied | Deductions applied |
|--|--------------------|--------------------|
| Iarnród Éireann | n/a | 0 |
| Dublin Bus | n/a | 1.847 |
| Bus Éireann (Direct Award Contract) | n/a | 0.541 |
| Go-Ahead Ireland | 0.015 | 0.151 |
| Bus Éireann (Competitively Tendered Contract) | 0.006 | 0.001 |
| Luas | n/a | 0.592 |

5. www.nationaltransport.ie/public-transport-services/operator-performance-reports/

FARES

The Authority has statutory responsibility for setting public transport fares in respect of contracted bus and rail services.

An annual fares determination process is undertaken to determine the need for adjustments to fares. During the year, it was decided to divide the process into two parts by separating the determination of monthly and annual fares from the determination of other fares.

In October, the Authority announced its determination in respect of monthly and annual fares. The main features of the determination were: -

- » Continued simplification of public transport fares in the Dublin area in preparation for the implementation of the BusConnects Programme;
- » Increases of up to 7% to further align fares amongst the principal operators in Dublin;
- » Reduction of 4.9% in multi-operator ticket prices in the Short Hop Zone in Dublin; and
- » Reductions of 4.4% in Bus Éireann fares on Dublin Commuter services, and reductions of between 6% and 12.6% in the regional cities for students.

Table 6 summarises the fare adjustments which came into effect on 1 December.

Table 6 - Approved changes in fares

| Operator | Fare Type | Change |
|-------------------------------|---|-----------------|
| Dublin Bus / Go-Ahead Ireland | Multi-operator monthly and annual tickets | -4.9% to +5.9% |
| | Monthly and annual tickets | 3.6% |
| Bus Éireann | Eastern Region monthly and annual tickets | -4.4% to 0.0% |
| | Stage carriage monthly and annual tickets | 0.0% |
| | City monthly and annual fares | -12.6% to 0.0% |
| | Other multi-operator monthly and annual fares | 0.0% |
| Iarnród Éireann | Dublin Short Hop Zone monthly and annual tickets | 0.0% |
| | Dublin Short Hop Zone multi-operator monthly and annual tickets | -9.1% to 0.0% |
| | InterCity monthly and annual tickets | 0.0% to +0.8% |
| | InterCity multi-operator monthly and annual tickets | -16.7% to -9.1% |
| | Cork monthly and annual tickets | 0.0% |
| | Cork multi-operator monthly and annual tickets | 0.0% |
| Luas | Monthly and annual multi-operator tickets | -9.1% to +5.9% |
| | Luas monthly and annual Tax saver tickets | 0.0% to +7.4% |



BUSCONNECTS DUBLIN

In October, the Authority published revised proposals for the redesign of the bus network in Dublin which were prepared following detailed consideration of the feedback obtained in response to the Authority's initial proposals published during 2018. By the time this second public consultation concluded in December some 12,000 submissions had been received and work commenced on the collation and examination of these submissions.

CHANGES TO SERVICES

Contracted bus and rail services are regularly revised to stimulate growth in public transport use and to respond to changing demand.

The Authority formally approves all proposed revisions in advance of their implementation.

The Authority considered 136 proposals for changes to bus and rail services. The principal developments are described in the following paragraphs.

Go-Ahead Ireland

- » The transfer of routes from Dublin Bus was successfully completed;
- » Frequency was increased on Routes 17, 18, 75, 75a, 76, 76a, 104, 114, 120, 175, 236, 236a and 270;
- » A new service operating between Swords and Ashbourne was implemented in November following a competitive tender. Route 197 operates 17 daily return services on Monday to Saturday, and 14 return services on Sunday and public holidays; and
- » The transfer of a number of commuter routes from Bus Éireann to Go-Ahead Ireland began in December, beginning with routes operating on the N7 corridor. Key features include: -
 - 30-minute frequency between Newbridge and Dublin via Naas, Johnstown & Kill every day with additional peak time services;
 - Evening services to operate hourly through to last bus at 01:05 hours from Dublin on Monday to Saturday;
 - Additional services were added on a number of routes during peak hours to meet increased demand including Routes 25, 25b, 54a, 67x, 69, 84x and 140.
 - New services for Rathangan on Saturday and Sunday.

Dublin Bus

- » Revised timetables were introduced on Routes 13, 25a, 25b, 38 / 38a, 39a and 70, enhancing the frequency of midweek off-peak, evening and weekend services;
- » Route 155 was introduced between Bray and IKEA via Dublin City Centre;
- » Route 66e was introduced between Maynooth and Dublin City via Green Lane, Leixlip;
- » Route 53a was introduced to provide a social link to the north east inner city area;
- » 24-hour services were implemented on Route 41 (Lower Abbey Street – Swords Manor via Dublin Airport) and Route 15 (Clongriffin – Ballycullen Road via Dublin City Centre); and
- » Additional services were added on a number of routes during peak hours to meet increased demand including Routes 25, 25b, 54a, 67x, 69, 84x and 140.

Iarnród Éireann

- » A later evening service from Dublin to Mullingar was introduced in September by extending the Dublin Connolly to Maynooth service.
- » A morning service on the Galway to Heuston line was advanced and an additional stop made in Kildare to provide additional capacity.

Bus Éireann (Dublin Commuter Area)

- » Additional journeys were introduced on Routes 101 and 101x to meet increased demand and to improve punctuality and reliability to reflect increased traffic issues.

Large Towns

- » A new service (Route D2) was introduced on the Drogheda Town network. Together, Routes D1 (Drogheda - Bettystown - Laytown) and D2 (Drogheda - Bettystown - Laytown via Coast Road) provide a combined 15 minute frequency between Laytown, Bettystown and Drogheda.
- » Two urban routes were implemented in Kilkenny City. Route KK1 runs from Loughboy Retail Park to the N77 Roundabout, and serves Upper Patrick Street, McDonagh Junction, and Castlecomer Road. Route KK2 runs from Purcellsinch to St Luke's Hospital, with stops at Dublin Road, Newpark Shopping Centre, McDonagh Station, Nowlan Park, and Loreto. The routes share a path through the city centre, serving Parliament Street, Market Yard and John Street Upper. Key features of the new routes include: -
 - Each route operates every 30 minutes Monday to Saturday;
 - Hourly services on Sundays, with services every half hour during the core part of the day;
 - Late night services on Friday and Saturday nights; and
 - Newly paved bus stops with "Kassel" kerbs to facilitate wheelchair access to the low-floor bus fleet.
 - Planning work continued on the development of new urban bus services for Carlow, Mullingar and Portlaoise and for improved services in Athlone, Drogheda, Dundalk and Sligo towns.

Bus Éireann (Regional Cities)

Cork

- » Frequency on Route 220 was increased from 2 to 4 buses per hour, and services were provided right through the night, offering the first 24-hour urban bus service in the State.
- » Route 216 (Mount Oval – City Centre – Cork University Hospital) was extended to a new terminus at Monkstown and hours of service were extended to deliver an enhanced frequency to the growing populations of Passage West and Monkstown. This enhanced service in conjunction with Route 223 provides three services per hour to and from Cork City.
- » A new service (Route 225) was introduced linking Haulbowline – Ringaskiddy – Carrigaline – Ballygarvan and Cork Airport. The new service provides: -
 - Daily services between 04:00 and 00:30 hours;
 - 30-minute service throughout the day;
 - Increased connectivity between Carrigaline and Ringaskiddy and the addition of Ballygarvan to the public transport network; and
 - Low floor, fully accessible vehicles.

Galway

- » Improved services were implemented on Routes 419 and 424 including the provision of additional services in the evenings.

Limerick

- » All city services (Routes 301 – 306) received enhanced timetables and additional resources to provide significant improvements in punctuality and reliability.

Waterford

- » The transfer of the Waterford City routes from the Bus Éireann Direct Award Contract to a competitively tendered contract was completed. Under this programme continued improvements were made to services to improve punctuality, reliability and customer experience.





RURAL TRANSPORT / TFI LOCAL LINK

There was a substantial increase (+8.7%) in the use of rural transport services reflecting the growing awareness of the TFI Local Link brand and expansion of services in recent years.

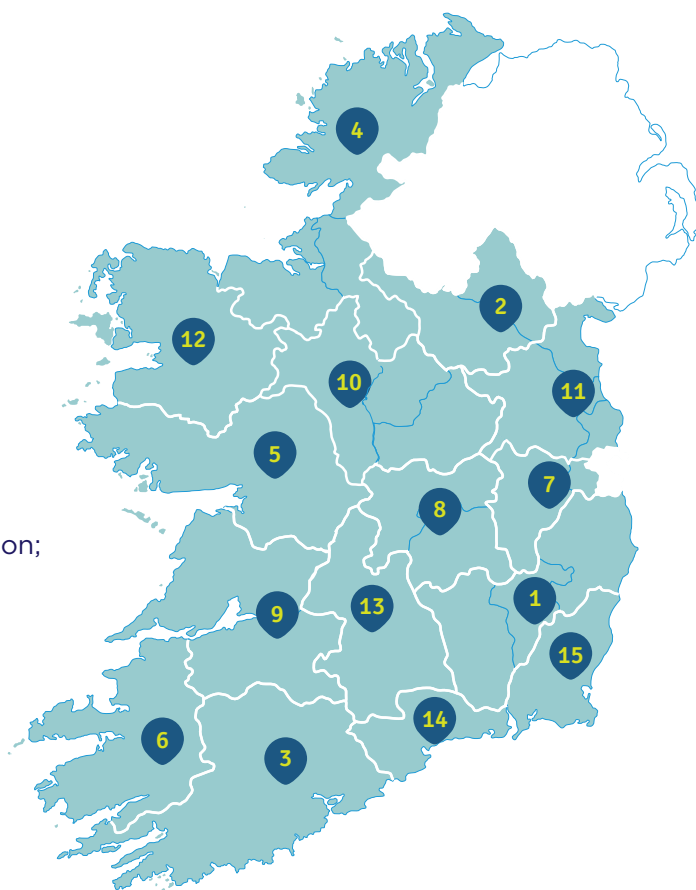
National awareness of the TFI Local Link brand grew from 46% in 2018 to 56%.

TFI Local Link participated at a number of national conferences and events including the National Ploughing Championship in Carlow, the Active Retirement Ireland trade show, the Over 50s Expo in the RDS Arena Dublin and the Irish Farmers Journal Women in Agriculture conference in Sligo. TFI Local Link also participated in An Garda Síochána's National Rural Safety Forum.

PROCUREMENT

In April the Authority's procurement process to select organisations to manage the delivery of TFI Local Link services over the period 2019 to 2022 concluded with the formal signing of contracts with fifteen successful tenderers. The new TFI Local Link organisations are as follows: -

1. TFI Local Link Carlow Kilkenny Wicklow;
2. TFI Local Link Cavan Monaghan;
3. TFI Local Link Cork;
4. TFI Local Link Donegal Sligo Leitrim;
5. TFI Local Link Galway;
6. TFI Local Link Kerry;
7. TFI Local Link Kildare South Dublin;
8. TFI Local Link Laois Offaly;
9. TFI Local Link Limerick Clare;
10. TFI Local Link Longford Westmeath Roscommon;
11. TFI Local Link Louth Meath Fingal;
12. TFI Local Link Mayo;
13. TFI Local Link Tipperary;
14. TFI Local Link Waterford;
15. TFI Local Link Wexford.



EVENING AND NIGHT SERVICES

In January, the Authority completed an initial review of the pilot programme of TFI Local Link evening and night-time services introduced in summer 2018 in order to learn how such services might work in practice. As a result, it was decided to extend the pilot until 31 March. However, following a further review it was decided to extend the pilot until the end of the year.

The original pilot project comprised 65 new services across 26 counties of which 23 services were extensions to existing regular public transport services and 42 services were demand responsive services. During the year, 6 demand responsive services, which were not performing, were removed from the pilot programme.

ADDRESSING GAPS IN RURAL TRANSPORT PROVISION

The Authority recognises that current public transport cannot meet the travel demands of many communities in rural Ireland, either because it is not available or it is not available at the time needed.

In order to help address this, the Authority developed and launched two pilot grant-aid schemes.

1. Designated Local Area Hackney Scheme

The purpose of this one-year pilot programme is to assist in the provision of part-time hackney services in 15 designated rural areas which cannot support a full time taxi or hackney operation. The designated areas were identified by the TFI Local Link network which manages the delivery of rural transport services on behalf of the Authority. A funding scheme was designed to contribute towards the costs associated with providing these part-time services.

The areas designated were:

| | | |
|-------------------------|--|-----------------------|
| Cork: Adrigole Area | Kilkenny: Windgap | Meath: Cormeen Area |
| Donegal: Lettermacaward | Laois: Shanahoe Area | Monaghan: Newbliss |
| Galway: Dunmore | Limerick: Martinstown/Ballinvreena Area | Tipperary: Annacarty |
| Kerry: Glencar | Longford: Cullyfad | Waterford: Knockanore |
| Kildare: Kilberry Area | Mayo: Louisburgh | Wexford: Ballyfad |

2. Community Transport Scheme

This pilot programme was developed in order to assist in the provision of community transport services in rural areas involving volunteer drivers providing a local transport service to enable passengers access local services and facilities on specific days / evenings. The TFI Local Link network was requested to work with the community to develop proposals for consideration by the Authority.

A funding scheme was designed to contribute towards the costs associated with providing eligible community transport services.



SERVICE DEVELOPMENTS

In total, 12 new regular scheduled TFI Local Link services were implemented during the course of the year bringing the total number of such services to 75.

Table 7 – New TFI Local Link Services

| TFI Local Link Area | From | To |
|----------------------------|----------------|--------------------|
| Carlow Kilkenny Wicklow | Glendalough | Wicklow Town |
| Cork | Bandon | Kinsale |
| Donegal Sligo Leitrim | Lifford | Letterkenny |
| Donegal Sligo Leitrim | Moville | Letterkenny |
| Donegal Sligo Leitrim | Carndonagh | Malin Head |
| Donegal Sligo Leitrim | Keadue | Sligo Town |
| Kerry | Abbeyfeale | Listowel |
| Laois Offaly | Roscrea | Portlaoise |
| Limerick Clare | Newcastle West | Charleville |
| Tipperary | Roscrea | Nenagh |
| Tipperary | Thurles | UL - Limerick City |
| Wexford | Gorey | Courtown |

LICENSED BUS SERVICES

Private and public operators may operate public bus passenger services on a commercial basis, subject to obtaining a licence from the Authority. Licensed bus services receive no subvention from the Authority.

STATISTICS

Each year the Authority prepares and publishes a statistical bulletin on licensed bus services for the preceding year⁶. The process of collecting and collating 2019 data from licensed bus operators had not been completed prior to the publication of this report.

LICENSING ACTIVITY

There was a significant increase in bus licensing activity with the Authority receiving 15% more applications and making 8% more decisions.

Table 8 provides data on the Authority's bus licensing work during 2019.

Of the applications for new and / or amended licences, 64% were processed within the indicative timeframes for the consideration of such applications as set out in the Authority's Guidelines for the Licensing of Public Bus Passenger Services.

⁶. See www.nationaltransport.ie/publications/statistics/bulletins/

Table 8 – Bus licensing activity

| Type | Received | Decisions Made ⁷ | Offered | Issued | Cancelled | Refused |
|---------------------------------------|----------|-----------------------------|---------|--------|-----------|---------|
| New application | 467 | 454 | 421 | 362 | 27 | 8 |
| Amendment of existing licence | 238 | 206 | 141 | 147 | 61 | 1 |
| Renewal of licence | 235 | 232 | n/a | 232 | 1 | 0 |
| Transfer of licence between operators | 9 | 7 | 2 | 4 | 1 | 0 |
| Revocation of licence | 12 | 13 | n/a | 13 | 0 | 0 |
| Temporary suspension of licence | 7 | 7 | n/a | 6 | 1 | 0 |

ACCESSIBILITY

At present, operators of licensed bus services are not required to comply with any conditions relating to the accessibility of services.

Between September and November, the Authority undertook a public consultation in relation to potential changes to the licence conditions for regular public bus passenger services in order to improve the accessibility of services. Submissions were received from the industry, interest groups, and the public.

COMPLIANCE ACTIVITY

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

More than 2,900 buses and coaches were inspected during the course of these operations. As a result, the Authority issued 198 clarification letters to operators leading to 57 licence applications. In addition, the Authority initiated prosecution proceedings due to the provision of an unlicensed public bus passenger service and achieved a successful outcome.

INTERNATIONAL BUS SERVICES

The Authority engaged extensively with the Department of Transport, Tourism and Sport in relation to the potential impact of the withdrawal of the United Kingdom from the European Union on the operation of coach and bus services from and to Ireland.

7. Includes decisions made on applications received during 2018, which were carried over into 2019.

CUSTOMER SERVICES

“The JAM Card will make it easier for people with a hidden disability or communication barrier to use public transport services”

JAM CARD

In November, the Authority launched the JAM Card scheme, which allows people with a learning difficulty, autism or communication barrier to discreetly and easily communicate their need for ‘Just A Minute’ when using public transport services.

In advance of the launch frontline staff in Iarnród Éireann, Luas, Dublin Bus, Bus Éireann, Go-Ahead Ireland and Local Link received appropriate training in the operation of the JAM card.

By the end of the year, more than 9,800 JAM cards had been issued.

TFI LEAP CARD

The increase in public transport patronage was reflected in growth in the TFI Leap Card scheme. In particular, the total value of travel credit spent increased by 15% and the total number of journeys paid for by travel credit jumped by 14%.

In June, the four millionth TFI Leap Card was sold. This milestone was reached barely one year after the three million mark had been achieved.

In July, the Authority extended the annual Kids Go Free campaign to offer 4 weeks of free travel to TFI Child Leap Card holders instead of two weeks as in previous years. This was so successful that transport operators experienced an increase in recorded total journeys across the board. Encouragingly, the number of Child Leap Cards that were active at the end of year was up by 30% on the previous year.

The value of Tax saver tickets sold increased by 3% and Tax saver tickets now account for 81% of the tickets sold onto Leap Cards.

The total value of travel credit topped up using the TFI Leap Top-Up App for Android phones increased by 47% to almost €68 million. Although the share of top-ups performed by retailers dropped to 41% from 45% as customers switched to the Leap Top-Up App, the total value processed by retailers actually increased by €8 million to

€111 million. Accordingly, even though more people are using the Top-Up App, retailers still processed more value in 2019 than 2018 due to the growth experienced by the scheme. A number of additional commercial bus operators joined the TFI Leap Card Scheme and the retail point of sale network was expanded.

An additional 155,000 free travel enabled Public Services Cards were issued by the Department of Employment Affairs and Social Protection, bringing the total number of Leap compatible free travel passes to over 1.23 million by year end. These free travel passes were recorded as being used to travel more than 35 million times during the year, an increase of 16% over 2018.

In addition, preparatory work was performed for planning the replacement of the existing bus ticketing equipment and the introduction of contactless bank card payments, and a single sign-on project was also initiated to make it easier for customers to use a single account to register on the Authority's various websites and apps.

Table 9 – Leap Card Growth

| Measure | 2019 | 2018 | % Change 2019 v 2018 |
|--|----------------|----------------|---------------------------------|
| TFI Leap Cards sold | 913,971 | 823,580 | +11% |
| Free Travel Passes ⁸ issued | 155,379 | 166,150 | -6% |
| Travel Credit Value topped up | €267.7 million | €228.6 million | +17% |
| Travel Credit Value used | €240.4 million | €209.0 million | +15% |
| Ticket product sales | €108 million | €100.3 million | +8% |
| Journeys (excluding Free Travel Passes) | 163.8 million | 145.4 million | +13% |
| Journeys on Free Travel Passes | 35.3 million | 30.4 million | +16% |
| TFI Leap Top-Up App top-ups | €67.8 million | €46 million | +47% |

NEXT GENERATION TICKETING

The Authority is seeking to implement new and more flexible ticketing systems through its Next Generation Ticketing project, which is a key element of the BusConnects Programme.

The project will improve the overall customer experience by enabling customers to use a debit or credit card or smartphone to pay for travel. In addition, the payment methods will be smarter offering a greater choice of post-payment options (not just auto top-up) and the ability for the best fare for customers to be automatically charged.

In April, a significant milestone in the first phase of this project was achieved when the Authority announced the award of a contract to supply and maintain a mobile ticketing solution for public transport that will enable customers to purchase and download a range of public transport tickets to their smartphones.

8. Free Travel Passes are issued by the Department of Employment Affairs and Social Protection.

TRAVEL INFORMATION SYSTEMS AND SERVICES (TISS)

TISS comprises the Real Time Passenger Information (RTPI) and National Journey Planner systems, which underpin the provision of dynamic public transport information to customers through apps, websites and on-street displays. As new public transport services are introduced and changes to existing services are made, the Authority's TISS is updated to ensure the provision of accurate information to passengers.

The Authority provides public transport information through a number of channels, including:

- » Stop specific timetables and route diagrams posted at bus stops, and tram stations;
- » Electronic real time departure displays at selected bus stops (approx. 800 nationally); and
- » TFI mobile phone applications and websites showing planned and real time travel information across the networks.

All information is shared with third party channels such as Google Maps, HERE Maps, Apple Maps and the open data community.

In 2019, the main area of focus was to fully integrate bus routes operated by Go-Ahead Ireland into TFI information products and share this information with third party channels. To ensure that the system could continue to meet the increased demands for information, a new cloud hosted infrastructure was deployed.

A real time passenger information service was developed for use by third parties. This new service will provide real time travel updates to Apple Maps, Bing Maps, Google Maps and Moovit for the first time, and continue to provide a real time service to the open data community.

As the current TISS contracts are due to expire, the Authority commenced separate procurement processes for the provision of real time passenger information displays and the National Journey Planner. By the end of the year, both procurements were at an advanced stage.

The Authority decided to undertake a small expansion of the network of on-street displays. Work on the expansion programme commenced towards the end of the year.

The Authority continued to undertake surveys to determine the accuracy of the information shown on-street displays. In all, 324 surveys were undertaken.

Table 10 – Results of surveys to measure the accuracy of bus departure times on RTPI displays

| Operator (Location) | Q1 | Q2 | Q3 | Q4 |
|-----------------------------------|-----|------------------|-----|-----|
| Bus Éireann (Waterford) | 98% | 97% | 98% | 84% |
| Bus Éireann (Limerick) | 64% | 74% | 95% | 62% |
| Bus Éireann (Galway) | 94% | 89% | 67% | 86% |
| Bus Éireann (Cork) | 78% | 80% | 81% | 90% |
| Bus Éireann (Greater Dublin Area) | 71% | n/a ⁹ | 81% | 81% |
| Dublin Bus (Dublin) ¹⁰ | 98% | 95% | 97% | 96% |
| Go-Ahead Ireland (Dublin) | 82% | 84% | 94% | 83% |

9. There was a data quality issue during the Q2 survey period.

10. In 2019 surveys of Dublin Bus services moved to measuring departure times from bus stops. Previously, surveys of Dublin Bus services measured when the bus arrived at the stop

PASSENGER RIGHTS

The Authority is the designated enforcement body in Ireland for EU Regulations concerning the rights of passengers when travelling by rail, sea and bus / coach. Those rights include non-discrimination and assistance for disabled persons and persons with reduced mobility, provision of information to all passengers before and during their journey, assistance to all passengers in the event of delays and, in certain circumstances, compensation for long delays or cancellation of journeys.

The Authority responded to more than 200 enquiries from the public regarding their rights under the regulations. In all, 95 complaints were received, the majority of which concerned maritime transport. The main issues raised related to lack of information, delays, cancellations and assistance for passengers with reduced mobility.

In January, the Authority confirmed the decision taken by the Board in October 2018 concerning the cancellation of summer sailings by Irish Ferries on the WB Yeats vessel. The Authority served notices on Irish Ferries concerning infringements of Articles 18 and 19 of the Maritime Regulation. The notices outlined measures to be taken by Irish Ferries within a period of 2 months.

In March, Irish Ferries sought and were granted leave by the High Court to bring proceedings challenging the decision of the Authority and the High Court put a “stay” on the Authority’s decision and notices coming into effect pending the outcome of the proceedings.

An application by the parties to refer certain matters on the interpretation and applicability of the Maritime Regulation to the Court of Justice of the European Union (CJEU) was heard by the High Court, and the High Court decided in July to refer these matters to the CJEU.

CUSTOMER SATISFACTION

The Authority again commissioned surveys to evaluate customer satisfaction levels across contracted public transport operators and services. The surveys were carried out in two phases during June / July and September / October. In total 5,015 customers were interviewed.

Overall satisfaction levels with services remained high. According to the findings, 87% of passengers are satisfied with the service provided by their transport operator, compared to 93% the previous year. Notwithstanding this reduction, 86% of respondents indicated their service was the same or better than the previous year.

Figure 1 – Satisfaction with public transport services



AWARDS

In November, Local Link Mayo received the Age Friendly Transport Award at the National Age Friendly Recognition and Achievement Awards in Croke Park. The award recognised the impact that Local Link Mayo services have on the lives of elderly people living in rural Mayo communities.

PROMOTING AND SUPPORTING SUSTAINABLE TRAVEL

The new TFI website features a new menu that is easier to navigate, in particular on mobile devices

ANTI-RACISM CAMPAIGN

The Authority again partnered with the Immigrant Council of Ireland and public transport operators on a campaign to highlight the issue of racism on public transport services.

The campaign, which took place in August, was the largest to date. The theme was Join us on the Journey and public transport users were encouraged to donate “selfies” for inclusion in a campaign focussed mural at Heuston Station.

PROMOTING TFI SERVICES

Throughout the year, the Authority undertook many campaigns to raise awareness of new services and enhancements to existing services across the TFI public transport network. They included the launch of a new route from Ashbourne to Swords, the launch of two new routes in Kilkenny City, service enhancements in Athlone, Drogheda and Cork and the transfer of some bus routes in Dublin and Kildare to Go-Ahead Ireland.

CHRISTMAS

The TFI website became a one-stop shop for all public transport information over the Christmas period, with all holiday timetables and service alterations across operators made available on the platform.

A marketing campaign encouraging public transport usage over the holiday period ran throughout December.



PROMOTION OF TFI LOCAL LINK

- » In April, the Authority partnered its TFI Local Link brand with The Irish Farmers Journal to create a 28-page editorial spread, with an estimated weekly readership of 263,000. The weekly newspaper showcased six TFI Local Link regions and provided an in-depth analysis of the rural transport services they provide;
- » In May, the Authority partnered with Active Retirement Ireland to promote TFI Local Link services via their national network of more than 24,000 members;
- » In July the Authority's TFI Local Link Kids Go Free promotion saw 22,050 trips taken, accounting for about 26% of all trips during the month of July. The Kids Go Free campaign resulted in TFI Local Link patronage increasing by 44% throughout July;
- » In September, the Authority showcased TFI Local Link at the National Ploughing Championships;
- » In October, the Authority worked with Fáilte Ireland to promote TFI Local Link services along the Wild Atlantic Way; and
- » The Authority's TFI Local Link services collaborated with Iarnród Éireann to provide TFI Local Link timetables at rail stations with connecting services.

SOCIAL MEDIA

There was a significant increase in the Authority's following on social media channels, particularly on Twitter, which generated substantial engagement through reactions, comments and shares.

Table 11 - Authority's following on social media channels

| Platform | 2018 | 2019 | Increase |
|---------------|---------------|---------------|---------------|
| Facebook | 8,400 | 11,000 | 2,600 |
| Twitter | 28,000 | 34,000 | 6,000 |
| Instagram | 299 | 1,300 | 1,001 |
| LinkedIn | 1,700 | 4,500 | 2,800 |
| Totals | 38,399 | 50,800 | 12,401 |



WEBSITES

Activity continued to increase across all of the Authority's main websites, with substantial increases in activity on the Local Link, Smarter Travel and TFI websites. A 78% increase in activity on the Local Link website was due to major advertising campaigns in January, February and May.

In December, the Authority launched the new TFI website. The website features a new menu that is easier to navigate, in particular on mobile. The new website includes a new live departures feature to enable users to easily access real time passenger information.

Table 12 – Website activity

| Website | 2018 | 2019 | % Change |
|----------------------------|------------------|------------------|------------|
| www.transportforireland.ie | 1,714,091 | 2,534,380 | 48% |
| www.leapcard.ie | 1,597,092 | 1,962,809 | 23% |
| www.nationaltransport.ie | 486,149 | 484,898 | 0 |
| www.busconnects.ie | 203,057 | 149,633 | -26% |
| www.locallink.ie | 105,321 | 187,761 | 78% |
| www.smartertravel.ie | 29,911 | 49,134 | 64% |
| Totals | 4,135,621 | 5,368,615 | 30% |

GREEN-SCHOOLS TRAVEL

The Green Schools Travel Programme works with schools to promote more sustainable modes of transport on the school run for pupils, teachers and parents. An Taisce operate the Programme on the Authority's behalf.

Green-Schools Travel Officers carried out 2,209 school visits nationally and completed 214 "walkability" and 64 "cycleability" audits. The purpose of the audits is to identify any barriers to walking and cycling to the audited schools. The audit findings were presented to the relevant local authorities for attention.

Green-Schools Travel part-funded 4,830 primary school students to undertake Cycle Right training as well as funding 330 cycle parking spaces in 24 schools and 920 scooter parking spaces in 39 schools nationwide.

Green-Schools again ran a number of national events to encourage schoolchildren to get active on their school commute including: -

- » The BIG Travel Challenge;
- » National Scoot to School Week in March, which had more than 2,000 participants;
- » National Walk to School Week in May, which had more than 15,000 participants; and
- » National Cycle to School Week in June, which had more than 5,000 participants.

Green-Schools launched the first-ever Clean Air Week with the aim of raising awareness and taking action to reduce air pollution at the school gate. Students were asked to make a pledge to #BeatAirPollution and workshops in schools focused on the "No-Idling" Toolkit and Air Quality resources. The campaign reached a student population of at least 125,000.

Green-Schools also launched a secondary school cycling campaign #andshecycle to explore the barriers facing teenage girls who would like to cycle to school. The campaign reached an estimated audience of almost one million people.



SMARTER TRAVEL PROGRAMMES

Smarter Travel Workplaces and Smarter Travel Campus are national voluntary behaviour change programmes, supporting employers and third level institutions to develop and implement sustainable travel plans for staff and student bodies.

Programme events encourage staff and students to walk for all or part of their commute, and to improve health and wellbeing.

The Walktober walking challenge attracted 5,289 participants across 74 workplaces and campuses. The participants clocked up 1.47 billion steps during October, which equates to roughly 9,000 steps per person per day.

The Smarter Travel Campus Awards attracted 159 student entries on ways of promoting walking, cycling, public transport and carpooling. In addition, 14 lecturers submitted entries for the Lecturers Award. The winners are outlined in Table 13.

Table 13 – Smarter Travel Campus Awards Winners

| Category | Winners |
|---------------------------------------|---|
| Events & Health Management | Luke O'Driscoll, William Horan, Christopher Asmus and Kate McMahon, University of Limerick |
| Multimedia | Chris Britton, Dylan Flynn (Multimedia Audio) and Dara Darcy (Multimedia Animation), Limerick Institute of Technology |
| Best Video | Ruth Barnes, Mark Bergin and Edward Hannon (Multimedia Video), Limerick Institute of Technology |
| Graphic Design & Illustration | Dion Breen (Multimedia Graphic Design) and Didi Delaney (Multimedia Illustration), Limerick College of Further Education |
| Engineering & Innovation - Technology | Taidhg Treacy, Sean Callaghan, Caoimhe McDonnell and Katelyn Gallagher, Dublin City University |
| Engineering & Innovation - Design | Peter Healy, Vaibhav Sethi, Samarth Naresh, Luke O'Higgins and Patrick Devaney, Trinity College Dublin |
| Lecturers Award 2019 | Nora Ni Fhlatharta and Roisin Crowley, Limerick Institute of Technology (Multimedia) Jenny O'Connor, Waterford Institute of Technology (Health & Event Management) Gareth Bennett, Trinity College Dublin (Engineering) |

WALK AND RIDE

In November, the Authority partnered with Healthy Ireland and the Department of Transport, Tourism and Sport on a pilot Walk and Ride campaign aimed at encouraging people to be a little more active daily. The key message was that an extra 10 minutes walking can improve health and mood. This campaign message was successfully linked to public transport by highlighting the ease of getting off a stop early or boarding at a stop further away.



STRIDE TO BE HEALTHIER

A 10-minute walk is good for your heart.
Make walking part of your everyday journey.

Get in your stride
Walk and Ride



STRATEGIC PLANNING

“ *Preparation of the Cork Metropolitan Area Transport Strategy was finalised* ”

CLIMATE ACTION

In June, the Government published the Climate Action Plan which sets out an ambitious course of action over the coming years to address this critical issue.

The Climate Action Plan highlights the key role that public transport has to play in reducing greenhouse gas emission in the transport sector through the purchase of low emission bus and rail fleets and getting more people to use public transport. It sets out a number of specific actions for implementation by the Authority.

In response, the Authority commenced the process of developing a detailed plan to identify the measures which the Authority needs to take in order to effectively drive positive and sustainable change across the public transport sector in furtherance of the Government Action Plan.

Among the measures implemented in 2019 were: -

- » Establishment of a Cycling Project Office and adoption of initial five-year strategy as required by the Climate Action Plan;
- » Establishment of a Park and Ride Development Office and adoption of initial five-year strategy as required by the Climate Action Plan;
- » Adoption of a medium term fleet technology pathway for the public bus fleet;
- » Award of a framework contract for the purchase of double deck hybrid buses;
- » Placing of first order for 100 diesel-electric, double-deck buses;
- » Roll-out of extended trams on the Luas Green Line;
- » Completion of a rail fleet technology assessment and adoption of a rail fleet strategy;
- » Completion of a transport strategy for the Cork Metropolitan Area;
- » Introduction of new bus services and improvements to existing bus services;
- » Purchase of two electric vehicles which will be used to provide TFI Local Link services on Cape Clear Island; and
- » Establishment of a Green Team to create a sustainable and energy efficient work environment for the Authority's staff.

REGIONAL TRANSPORT MODELS

During the year, work continued on the process to update the Authority's transport models to incorporate travel information available from the 2016 Census, National Household Travel Survey and an array of transport data such as traffic counts.

Substantial work was undertaken in relation to the mode choice models within each of the regional models and the refinement of the road, public transport, walking and cycling networks and services. The initial focus was on the East Regional Model and the Mid West Regional Model with work on the South West, South East and West Regional Models starting in the later part of the year. In parallel to this, some refinements were made to the National Demand Forecasting Model to further improve the quality of the mode and destination choice model estimation.

The Authority continued to engage with a wide range of stakeholders including public authorities and academic organisations to encourage use of the models and to maximise their value. In particular, significant modelling work was undertaken for the Department of Transport, Tourism and Sport and the Department of Communications, Climate Action and Environment to support policy development in areas such as climate change.

The use of the Regional Modelling System for assessment of major transport projects and other plans increased significantly throughout the year. In excess of 100 individual projects have used the models since they were first commissioned.

STRATEGIC TRANSPORT PLANNING

GREATER DUBLIN AREA

Public consultation on a draft Integrated Implementation Plan 2019 to 2024, which commenced in late 2018, concluded in February. Arising from the submissions received a number of changes were made to the draft Plan and in May the document was submitted to the Minister for Transport, Tourism and Sport for approval in accordance with the relevant legislation. In September, the Minister approved the draft Plan subject to some changes and the amended document was completed in December.

REGIONAL SPATIAL AND ECONOMIC STRATEGY (RSES)

The Authority was a key stakeholder in making a RSES for the Eastern and Midland Regional Assembly (EMRA).

The Authority was satisfied that in general the draft RSES as published in late 2018 was consistent with the Authority's Transport Strategy for the Greater Dublin Area as required under the Planning and Development Acts. However, when amendments were made to the draft document, a number of significant inconsistencies emerged, in particular around proposals for major transport schemes which were not provided for in the Transport Strategy. In April, the Authority made a submission reflecting this. The EMRA proceeded to make the RSES without making all of the recommended changes.

As a result of this, and based on the advice of the Authority and others, the Minister for Housing, Planning and Local Government issued a direction to the EMRA to amend the RSES. The final RSES as now published by the EMRA is consistent with the Transport Strategy, maintaining the close alignment between transport planning and land use planning at the regional level.

CORK

The Authority, in conjunction with Cork City Council, Cork County Council and Transport Infrastructure Ireland, continued work on the preparation of the Cork Metropolitan Area Transport Strategy. Following the launch of the draft Transport Strategy in Cork in May, the Authority undertook a public consultation on the draft document during June.

The Transport Strategy addresses all transport modes, with an objective to provide a strategic planning framework for the integrated development of transport infrastructure and services over the next two decades. It will be used to inform transport investment levels and investment prioritisation over both the longer and shorter terms.

The Authority continued its participation in the Cork Area Strategic Plan Group, at both Steering Committee and Transport Sub-Committee levels. The Authority also engaged with Cork City Council at various stages in the on-going preparation of local area plans and associated transport assessments for the Docklands and Tivoli local area plans.

LIMERICK

The Authority, in conjunction with Limerick City and County Council, Clare County Council and Transport Infrastructure Ireland, commenced work on the preparation of the Limerick - Shannon Metropolitan Area Transport Strategy.

GALWAY

The Authority continued to work with Galway City Council on the implementation of the objectives set out in the Galway Transport Strategy, through the forward planning process and the delivery of infrastructure and services.

This work included the Galway City Centre Traffic Management Study and the Galway Cross City Route for public transport, as well as other walking, cycling and traffic management enhancements in the city centre.

WATERFORD

The Authority consulted with Waterford City and County Council, Kilkenny County Council and Transport Infrastructure Ireland in regards to undertaking a transport strategy for the Waterford Metropolitan Area.

OTHER AREAS

The Authority, in conjunction with Transport Infrastructure Ireland, responded to a request from Donegal County Council for assistance in preparing a local transport plan for the Letterkenny area.



TRANSPORT POLICY IMPLEMENTATION AND MONITORING

The Authority made written submissions on a significant number of planning applications, reflecting the continued increase in the number of applications received by planning authorities during the year. This increase was particularly evident in the number of Strategic Housing Developments across all local authority areas, while large-scale commercial developments were particularly evident in the Dublin City Centre and Docklands areas.

In total, the Authority made 91 written submissions related to plans or developments, including statutory development plans, local area plans, planning schemes and masterplans. Table 14 contains a selection of the more significant planning applications on which submissions were made.

Table 14 – Submissions on significant planning applications

| <i>Regional Spatial Economic Strategies (RSES)</i> | |
|---|---|
| » | Proposed Material Amendments to Draft RSES – Eastern and Midlands Regional Assembly; |
| » | Proposed Material Amendments to Draft RSES – Northern and Western Regional Assembly; and |
| » | Proposed Material Amendments to Draft RSES – Southern Regional Assembly |
| <i>Development Plans</i> | |
| » | Louth County Development Plan 2021 - 2027: Pre-Draft Issues Paper; |
| » | Variation No. 2, Cork County Development Plan 2014; |
| » | Variation No. 4, South Dublin County Development Plan 2016 – 2022; |
| » | Longford County Development Plan 2021 - 2027: Issues Paper; and |
| » | Offaly County Development Plan 2021 - 2027 – Issues Paper. |
| <i>Local Area Plans</i> | |
| » | Draft Kinsealy Local Area Plan (Fingal County Council); |
| » | Draft Naas Local Area Plan 2019 – 2023 (Kildare County Council); |
| » | Ballyogan and Environs Local Area Plan (Dún Laoghaire-Rathdown County Council); |
| » | Draft Leixlip Local Area Plan 2020 – 2026 (Kildare County Council); |
| » | Draft Tallaght Local Area Plan (South Dublin County Council); |
| » | Draft Dublin Airport Local Area Plan 2020 – 2026 (Fingal County Council); and |
| » | Draft Leixlip Local Area Plan 2020 – 2026: Material Alterations (Kildare County Council). |

Planning Schemes

| | |
|---|---|
| » | Ticknick Park Extension, Cherrywood (Ref. DZ19A/0765) (Dún Laoghaire-Rathdown County Council) |
| » | Park and Ride facility (3-year permission) off Glenamuck Road, adjacent to Carrickmines Roundabout, Cherrywood (Ref. DZ19A/0683) (Dún Laoghaire-Rathdown County Council); |
| » | 184 residential units at Development Area 8, Tully, Cherrywood (Ref. DZ19A/0597) (Dún Laoghaire-Rathdown County Council); |
| » | Cherrywood Town Centre, Amended Design (Ref. DZ19A/0458) (Dún Laoghaire-Rathdown County Council); and |
| » | Poolbeg West Infrastructure (Ref. PWSDZ 3270-19) (Dublin City Council). |

Masterplans

| | |
|---|---|
| » | Swords Masterplans at Barrysparks & Crowcastle, Fosterstown and Estuary West (Fingal County Council); and |
| » | Draft Masterplans for Castlelands, Balbriggan (Fingal County Council). |

Strategic Housing Developments

| | |
|---|--|
| » | St. Teresa's, Temple Hill, Monkstown, Co. Dublin (Ref. 303804) (Dún Laoghaire-Rathdown County Council); |
| » | 123 build to rent apartments, Foster's Avenue, Blackrock, Co. Dublin (Ref. 304063) (Dún Laoghaire-Rathdown County Council); |
| » | 253 dwelling units on Lands at Hollystown Golf Club, Hollystown, Dublin 15 (Ref. 303956) (Fingal County Council); |
| » | Clare Hall, Dublin 13 (Ref. 304196) (Dublin City Council); |
| » | Clay Farm, Phase 1C, Leopardstown, Dublin 18 (Ref. 304288) (Dún Laoghaire-Rathdown County Council); |
| » | RB Central, Carmanhall Road, Sandyford, Dublin 18 (Ref. 304405) (Dún Laoghaire-Rathdown County Council); |
| » | Our Lady's Grove, Goatstown Road, Dublin 14 (Ref. 304420) (Dún Laoghaire-Rathdown County Council); |
| » | Greenacres, Drumahill House and Long Acre, Upper Kilmacud Road, Dublin 14 (Ref. 304469) (Dún Laoghaire-Rathdown County Council); |
| » | 609 dwelling units at Boherboy, Saggart (Ref. 304828) (South Dublin County Council); |
| » | 375 dwelling units at Magee Barracks, Kildare Town (Ref. 305007) (Kildare County Council); |
| » | 1,034 residential units, Kilcarbery (Ref. 305267) (South Dublin County Council); |
| » | 1,030 apartments, 2 crèches and 10 retail units, Clongriffin (Ref. 305316) (Dublin City Council); |
| » | 500 apartments, crèche, community centre, commercial units, Clongriffin (Ref. 305319) (Dublin City Council); |
| » | Residential Development, Finglas Road (Ref. 305312) (Dublin City Council); |
| » | Rathmullan, Drogheda, Co. Meath, 661 units (Ref. 305552) (Meath County Council); |
| » | Glenheron C, Greystones, Co. Wicklow (Ref. 305773) (Wicklow County Council); |

Strategic Housing Developments

- | | |
|---|--|
| » | Connolly Station, Dublin 1 (Ref. 305676) (Dublin City Council); |
| » | Elsmore, Naas, Co. Kildare (Ref. 305701) (Kildare County Council); |
| » | Colp West, Drogheda Co. Meath, 357 units (Ref. 305703) (Meath County Council); |
| » | Scholarstown, Dublin 16 (Ref. 305878) (South Dublin County Council); |
| » | Malahide Road, Dublin 17 (Ref. 305943) (Dublin City Council); |
| » | Capdoo & Abbeylands, Clane, Co. Kildare (Ref. 305905) (Kildare County Council); |
| » | 252 units, St. Edmund's Phase 3, Palmerstown Road, Dublin 20 (Ref. 305857) (South Dublin County Council); |
| » | Balroy House, Carpenterstown Road, Dublin 15 (Ref. 305980) (Fingal County Council); |
| » | Seamount, Malahide, Co. Dublin (Ref. 305991) (Fingal County Council); and |
| » | Cork Little & Shanganagh, Woodbrook, Shankill, Co. Dublin (Ref. 305844) (Dún Laoghaire-Rathdown County Council). |

Strategic Infrastructure Developments / Part 8 Schemes

- | | |
|---|--|
| » | Glenamuck District Roads Scheme – SID (Ref. 303945) (Dún Laoghaire-Rathdown County Council); |
| » | Naas Inner Relief Road – Part 8 (Ref. P82019-07) (Kildare County Council); |
| » | Ballybrack Pedestrian and Cycle Path, Phase 4 (Cork County Council); and |
| » | Maynooth Eastern Ring Road – Part 8 (Ref. P82019-08) (Kildare County Council). |



UPGRADING INFRASTRUCTURE



*A contract was awarded for the supply
of 41 new intercity rail cars*



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 Programme and Public Transport Accessibility Programme on a non-statutory basis 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. The necessary works are delivered by State agencies, transport operators and local authorities acting on behalf of the Authority as well as by the Authority directly in the case of certain projects and programmes.



Table 15 – Distribution of capital payments (€ million)

| Implementing Agency | Greater Dublin Area Capital Programme | Regional Cities Capital Programme | Accessibility Capital Programme | Total |
|---|--|--|--|---------------|
| An Taisce | 0.12 | 0 | 0 | 0.12 |
| Bus Éireann | 1.53 | 0 | 0.24 | 1.77 |
| Cavan County Council | 0 | 0 | 0.02 | 0.02 |
| Cork City Council | 0 | 6.81 | 0 | 6.81 |
| Cork County Council | 0 | 1.33 | 0 | 1.33 |
| Dublin Bus | 4.03 | 0 | 0.10 | 4.13 |
| Dublin City Council | 15.96 | 0 | 0 | 15.96 |
| Dublin City University | 0.06 | 0 | 0 | 0.06 |
| Dún Laoghaire-Rathdown County Council | 1.41 | 0 | 0 | 1.41 |
| Fingal County Council | 2.29 | 0 | 0 | 2.29 |
| Galway City Council | 0 | 0.57 | 0 | 0.57 |
| Galway County Council | 0 | 0 | 0.04 | 0.04 |
| Iarnród Éireann | 73.00 | 0 | 1.81 | 74.81 |
| Kildare County Council | 0.75 | 0 | 0 | 0.75 |
| Limerick City & County Council | 0 | 3.50 | 0 | 3.50 |
| Louth County Council | 0 | 0 | 0.03 | 0.03 |
| Meath County Council | 2.71 | 0 | 0 | 2.71 |
| National Council for the Blind of Ireland | 0 | 0 | 1.00 | 1.00 |
| National Transport Authority | 96.41 | 0.31 | 4.32 | 101.04 |
| South Dublin County Council | 1.76 | 0 | 0 | 1.76 |
| Transport Infrastructure Ireland | 53.69 | 0.05 | 0 | 53.74 |
| University College Dublin | 0.12 | 0.00 | 0 | 0.12 |
| Waterford City & County Council | 0 | 1.72 | 0 | 1.72 |
| Wicklow County Council | 0.40 | 0 | 0 | 0.40 |
| Totals | 254.25 | 14.29 | 7.56 | 276.10 |

GREATER DUBLIN AREA CAPITAL PROGRAMME

The Authority's Integrated Implementation Plan for the Greater Dublin Area 2019 - 2024 sets out the infrastructure investment programme to be pursued over the lifetime of the Plan under four sub-programmes: -

- » Heavy Rail;
- » Light Rail;
- » Bus; and
- » Integration Measures and Sustainable Transport.

The Authority's expenditure across each of the four sub-programmes within the Integrated Implementation Plan is set out in Table 16.

Table 16 - Greater Dublin Area Capital Programme

| Sub-programme | Expenditure (€ million) | Percentage of total expenditure |
|--------------------------------------|----------------------------|------------------------------------|
| Heavy Rail | 74.40 | 29% |
| Light Rail | 53.77 | 21% |
| Bus | 90.84 | 36% |
| Sustainable and Integrated Transport | 35.25 | 14% |
| Total | 254.25 | 100% |

HEAVY RAIL SUB-PROGRAMME

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

EXPANSION OF EXISTING RAIL FLEET

A business case was prepared to consider options to provide additional capacity at peak periods on existing rail services in advance of DART Expansion and other investment. The business case concluded that the best option involved the purchase of 41 intercity rail cars. The business case was approved by Government in October and in December Iarnród Éireann awarded a contract for the supply of 41 new intercity rail cars.

DART EXPANSION

Iarnród Éireann commenced procurement processes for various multi-disciplinary consultancy contracts to progress the design and planning of individual work packages.

In December, Iarnród Éireann completed the pre-qualification process for the provision of battery-electric and electric fleet and tender documents for the next stage issued in December.

A number of project scoping and feasibility studies on elements across the DART Expansion Programme were completed including a depot site selection study and fleet options analysis.

DUBLIN CITY CENTRE RE-SIGNALLING PROJECT (CCRP)

The objective of CCRP is to provide significant additional capacity for trains through the congested city centre section between Connolly Station and Grand Canal Dock Station. The unblocking of this major bottleneck will have positive spin-off effects for DART, commuter and intercity rail services.

The project extends from Malahide and Howth in the north to Sandymount in the south. It is being delivered in a series of four interlinked phases.

During 2019, works continued on Phase 2 (Killester to East Wall Junction) and on Phase 4 (Connolly Station). New equipment and new cabling was installed and the development of a signalling equipment building at Ossary Road was progressed.

NATIONAL TRAIN CONTROL CENTRE

In July, the business case for the National Train Control Centre was approved by Government enabling the commencement of the tendering process for the building construction contract and train management system.

A number of enabling works contracts were commenced including new telecommunication routes and the relocation of a lighting tower.

A traffic management system contract was awarded in December.

Evaluation of tenders for the National Train Control Centre building contract was completed in December.

LIGHT RAIL SUB-PROGRAMME

LUAS GREEN LINE CAPACITY ENHANCEMENT

The first tram extension was delivered in May and by the end of the year four tram extensions had been commissioned and were in service as part of the longer trams. Alstom continued work on the construction of eight new additional 55-metre trams.

LUAS LIFECYCLE ASSET RENEWALS (LCAR)

The LCAR programme is a series of projects to upgrade Luas assets and infrastructure in order to maintain the current capacity and condition on the system.

During the year, a number of trams underwent overhauls ranging from the replacement of major items of equipment to complete refurbishments. The purpose of the overhauls is to ensure the on-going safety of the vehicles, enhance their reliability and extend their lifespan.

METROLINK

Work continued throughout 2019 on the design development of MetroLink.

A second round of public consultation took place between March and April in respect of the Preferred Route and stakeholder engagement continued throughout the year to inform the developing design.

Various surveys, including geotechnical surveys, were undertaken to inform the design and planning process.

An international market consultation took place in November / December to seek feedback on the optimal procurement strategy for the project.

BUS SUB-PROGRAMME

BUSCONNECTS DUBLIN

A major public consultation on proposals for enhanced bus lanes and cycle routes along 16 key radial core bus corridors into Dublin, which began in November 2018, was completed in May. By the end of the public consultation process, 16 public information events and 15 community forum meetings had taken place and more than 13,000 submissions had been received.

Following the conclusion of the public consultation, there was continued engagement with various community and resident groups around possible amendments to the initial proposals, including potential urban realm enhancements.

A number of contracts were awarded to specialist design companies to advance the planning of the core bus corridors through the statutory planning process. Multi-disciplinary design teams were appointed for all of the sixteen corridors with a view to progressing the designs to planning application stage. A team to work on the necessary environmental assessments and traffic analysis was also established.

DUBLIN REGION BUS FLEET RENEWAL

The Authority supplied 146 double deck buses to Dublin Bus and Bus Éireann to facilitate the replacement of older buses and to enhance the capacity of urban services in Dublin and Cork. In the case of Dublin Bus, nine of the vehicles were hybrid double deck urban buses to enable the operator to become familiar with the operation of electrified powertrains in advance of the procurement of further low and zero emission buses.

An additional 15 double deck buses were supplied to Go-Ahead Ireland to enable the operator provide enhanced capacity on bus services in Dublin's outer suburbs.

In December, the Authority entered into a framework agreement for the supply of hybrid double deck urban buses and placed an initial order for the delivery of 100 buses. These hybrid buses are a key element of the Government's Climate Action Plan and will assist the Authority to fulfil its obligations under the European Union's revised Clean Vehicles Directive, which will enter into force in July 2021.

REGIONAL BUS / COACH FLEET RENEWAL

The Authority supplied 62 single deck regional commuter vehicles to Go-Ahead Ireland and Bus Éireann for the operation of commuter services in Carlow, Kildare, Meath and Offaly and some regional services in western counties. The new vehicles provide wheelchair access via a ramp at the entrance door. Each vehicle has a dedicated wheelchair space.

The Authority also delivered 3 midi buses for use by Bus Éireann, which facilitated the replacement of some older buses and the introduction of new urban services in Drogheda.

Table 17 – Delivery of new buses / coaches for Dublin and Regional Services

| Operator | 2018 | 2019 |
|------------------|-------------|-------------|
| Dublin Bus | 141 | 104 |
| Bus Éireann | 83 | 77 |
| Go-Ahead Ireland | 64 | 39 |
| Kilkenny Service | 5 | - |
| Totals | 293 | 220 |

BUS SHELTERS AND BUS STOPS

The Authority replaced 39 bus shelters within the Dublin region with new bus shelters incorporating illuminated digital advertising display panels.

In addition, the Authority installed 52 new and replacement shelters nationally.

A major programme of works was undertaken to install new bus stop infrastructure due to the transfer of a number of urban and regional bus routes in Dublin and Kildare to Go-Ahead Ireland.

The Authority awarded a new supply contract for the provision of bus poles.

SUSTAINABLE TRANSPORT MEASURES GRANT PROGRAMME

As part of its remit to support the delivery of an integrated transport system, the Authority operates a Sustainable Transport Measures Grants (STMG) programme providing funding to local authorities, public transport bodies and other agencies for the implementation of various projects contributing to the enhancement of sustainable transport provision, both in the Greater Dublin Area and across the regional cities.

This programme has become an important driver of change within urban centres across the country. With the collaboration of the local authorities, other state agencies and support through public and stakeholder consultation, the programme is delivering significant infrastructural change, including:

- » Cycle corridors;
- » Cycling / pedestrian bridges;
- » Bus infrastructure improvements;
- » Significant junction improvements;
- » Pedestrian / cyclist-friendly junctions; and
- » Urban traffic management changes.

In all 157 projects were funded across the various bodies involved with this programme with the projects grouped by cost in Table 18.



Table 18 – Number of sustainable transport projects funded by Authority

| Agency | <€500,000 | €0.5 - €5 million | > €5 million | > €20 million |
|---------------------------------------|---------------------|--------------------------|------------------------|-------------------------|
| Cork City Council | 2 | 12 | 4 | 0 |
| Cork County Council | 5 | 4 | 1 | 0 |
| Dublin City Council | 7 | 17 | 9 | 8 |
| Dublin City University | 1 | 0 | 0 | 0 |
| Dún Laoghaire Rathdown County Council | 5 | 6 | 1 | 0 |
| Fingal County Council | 5 | 0 | 5 | 0 |
| Galway City Council | 3 | 4 | 2 | 0 |
| Kildare County Council | 3 | 3 | 1 | 0 |
| Limerick City and County Council | 3 | 4 | 1 | 0 |
| Meath County Council | 1 | 10 | 1 | 0 |
| Regional Bikes Scheme | 0 | 1 | 0 | 0 |
| South Dublin County Council | 3 | 5 | 2 | 0 |
| An Taisce | 1 | 0 | 0 | 0 |
| University College Dublin | 1 | 0 | 0 | 0 |
| Wicklow County Council | 5 | 7 | 0 | 0 |
| Waterford City and County Council | 0 | 1 | 2 | 1 |
| Total | 45 | 74 | 29 | 9 |

PUBLIC TRANSPORT ACCESSIBILITY PROGRAMME

A key element in the provision of public transport infrastructure and services is to further enhance the accessibility of public transport to people with disabilities and the Authority undertakes numerous activities in this area.

WHEELCHAIR ACCESSIBLE BUS STOPS AND BUS STATIONS

The Authority commenced a programme of works to deliver wheelchair accessible bus stops across 43 towns nationally, which are served by coaches with wheelchair lifts. The Authority engaged with local authorities in order to outline the delivery models available to undertake the necessary works.

In addition, the Authority continued to support Bus Éireann in the provision of wheelchair accessible bus stops at its network of bus stations.

During 2019, the following milestones were achieved: -

- » Wheelchair accessible bus stops were installed at bus stops at Cavan Institute of Technology and Ardee;
- » Works commenced on the installation of six wheelchair accessible bus stops at locations in east Cork;
- » Wheelchair accessible bus stops were installed at bus stations in Cavan, Monaghan, Drogheda, Sligo and Ballyshannon; and
- » Tenders were sought for wheelchair accessibility works at bus stations in Tralee, Killarney, Waterford and Rosslare Europort.

RAIL STATION ACCESSIBILITY

The Authority, in conjunction with Iarnród Éireann, continued a programme of works to implement accessibility improvements at older stations across the rail network. During 2019, the following progress was made: -

- » Works commenced on the provision of a new footbridge and lift at Carlow railway station;
- » Tenders were sought for the provision of a footbridge and lift at Ennis railway station;
- » Design work was on-going on footbridges at Edgeworthstown and Castleknock railway stations;
- » Accessibility upgrade works commenced at Coolmine Station;
- » Works commenced on a package of accessibility upgrade works at Limerick Junction station; and
- » The automation of 12 doors across 9 stations was completed.

WHEELCHAIR ACCESSIBLE TAXIS AND HACKNEYS

In total, 1,039 grants were provided for the purchase of new (or upgrade of older) wheelchair accessible taxis and hackneys.

As a result, 907 wheelchair accessible licences were added to the taxi and hackney fleet, with a further 132 wheelchair accessible licence holders upgrading their vehicles, bringing the total number of such vehicles to 3,070 or 14.4% of the fleet.

The contact details of all wheelchair accessible taxi and hackney operators were published on the Transport for Ireland website in order to assist passengers in identifying such services and making bookings.

BUS FLEET ACCESSIBILITY

During the year, the Authority took delivery of the first of a new type of single deck coach for use by operators on regional bus routes (up to about 50 km).

The new vehicles provide a low floor section where wheelchair users can access the vehicle via a ramp at the front door without requiring the more elaborate lift arrangement previously needed for single deck coaches. This new vehicle type isn't just beneficial for wheelchair users. Elderly people or mobility-impaired people can get on and off the vehicle without having to navigate steps up into the vehicle.

During the year a requirement was introduced that all new Local Link services tendered must be operated with wheelchair accessible vehicles.



PUBLIC BIKE SCHEMES

While the bike-share schemes in Cork, Galway and Limerick attracted 1,405 new users and an additional bike station was opened at Colbert Rail Station in Limerick, the number of trips undertaken across all three cities fell by almost 48,000 due to various factors including improvements to public transport services in the regional cities.

Table 19 – Public bike scheme usage

| City | Total trips in 2018 | Total Trips in 2019 |
|--------------|---------------------|---------------------|
| Cork | 271,581 | 241,064 |
| Galway | 39,005 | 27,190 |
| Limerick | 27,772 | 22,129 |
| Total | 338,358 | 290,383 |

Table 20 – Public bike scheme membership

| Membership type | Total on 31 December 2018 | Total on 31 December 2019 |
|------------------------|---------------------------|---------------------------|
| Cork | 13,464 | 14,410 |
| Galway | 3,843 | 4,127 |
| Limerick | 3,199 | 3,359 |
| 2 or 3 cities combined | 251 | 266 |
| Total | 20,757 | 22,162 |



HELLO
CORK!

THIS STATION
IS NOW OFFICIALLY
OPEN

Coca-Cola
zero

 **bikes**

SMALL PUBLIC SERVICE VEHICLES

An extra 1,617 (+28%) new drivers were recruited and the number of licensed vehicles increased to 21,411 (+3.3%)

INTRODUCTION

The small public service vehicle or SPSV sector comprises taxi, hackney and limousine vehicles, together with their drivers, owners and all ancillary SPSV services such as booking services.

Each year the Authority publishes a detailed statistics bulletin for SPSVs¹¹.

VEHICLE LICENSING

Over 2019 the number of licensed vehicles increased by 3.3% to 21,411 continuing the upward trend from the previous year.

Since June 2010, all new taxi and hackney licences issued have been associated with wheelchair accessible vehicles. Licences for non-wheelchair accessible vehicles which were part of the SPSV fleet prior to June 2010, may remain associated with such vehicles on each change of vehicle on that licence. New vehicle licences are also issued for limousines and local area hackneys.

For the sixth consecutive year, the Authority offered grants to assist taxi, hackney and limousine operators with the purchase of wheelchair accessible vehicles or the conversion of standard vehicles to carry wheelchair passengers. In total, 1,039 grants were provided for the purchase of new (or upgrade of older) wheelchair accessible taxis and hackneys.

By the end of the year 907 new wheelchair accessible licences had been added to the fleet (with 132 upgrades to existing vehicles) bringing the total number of such licences to 3,070 or 14.4% of the overall SPSV fleet.

ELECTRIC VEHICLE GRANT SCHEME

2019 was the second year of operation of the eSPSV grant scheme, designed to encourage the acquisition of electric and low emission vehicles by new and existing taxi and hackney operators. The grant scheme is operated by the Authority on behalf of the Department of Transport, Tourism and Sport.

In all, 35 grant-assisted licences were issued in 2019, comprising 28 grants in respect of battery-electric vehicles and 7 grants in respect of plug-in hybrid electric vehicles.

¹¹. www.nationaltransport.ie/publications/statistics/bulletins/

DRIVER LICENSING

The operation of an SPSV vehicle not only requires that the vehicle is licensed as an SPSV but that the driver is the holder of a valid SPSV driver's licence. An Garda Síochána is the licensing authority for SPSV driver licences. The Authority, working closely with An Garda Síochána, administers the application and renewal processes, together with the issue of SPSV driver identification cards. Vetting remains the responsibility of An Garda Síochána.

In all, 1,617 new drivers were recruited, a 28% increase on the previous year.

At the end of the year the number of licensed drivers had reached 27,328, an overall increase of 3%.

TAXI FARES AND CASHLESS PAYMENTS

A review of maximum taxi fares is carried out every two years to allow for changes in the operating costs and market environment facing the taxi industry. The last review was undertaken in 2017.

Accordingly, the Authority commenced the process of reviewing maximum taxi fares, which included a review of taxi costs and surveys of taxi users and taxi drivers.

Given the rapidly increasing trend towards cashless payments for goods and services, the Authority also decided that it was timely to consider requiring taxi operators to accept cashless payments subject to the operators receiving an allowance for the extra cost of providing this service. Accordingly, the review of maximum taxi fares also examined the costs involved in mandating acceptance of card payments by taxi operators.

The review concluded that an increase in the national maximum taxi fare of the order of 4.5% should be implemented to reflect the increase in operating costs faced by taxi drivers including the additional costs in respect of card payments.

In September, the Authority commenced a public consultation process on the proposed adjustment, which concluded on 29 October. The Authority commenced the process of compiling and analysing the issues raised in the responses received and, having consulted with interested parties including the Advisory Committee on SPSVs, deferred further consultation with the taxi industry and other interested parties in light of the Brexit Withdrawal Agreement due for January 2020.

COMPLIANCE ACTIVITY

The Authority's 23-strong taxi compliance team, which operates nationally, continued to focus upon education, deterrence and enforcement measures to maintain high levels of compliance by SPSV operators with the regulatory framework.

Compliance activities continued to be based upon: -

- » SPSV driver and vehicle licensing checks;
- » Roadside audits of SPSV drivers and vehicles (including those at major transport hubs);
- » Joint operations with An Garda Síochána, including checkpoints and covert operations to detect unlicensed SPSV activity; and
- » Investigation of consumer complaints.

ENFORCEMENT ACTIVITIES

Over 196,000 vehicle and driver licencing checks were undertaken during the year in respect of 19,459 individual vehicles. These checks represented over 91% of licenced vehicles. Based on these checks, compliance officers elected to undertake 14,589 roadside audits.

As a result, 1,600 Fixed Payment Notices were issued for a variety of offences of which 28% were as a result of SPSV drivers failing to notify the Authority of the vehicle being operated.

PROSECUTIONS

The Authority initiated 257 prosecutions for a variety of offences of which 47% were for an individual operating without a valid SPSV licence or a licence holder allowing another to do so.

In all, 35% of prosecutions taken were due to the failure of operators to pay fixed payment notices. The Authority was successful in 91% of cases.

Table 21 – Prosecutions by offence category

| Category | Sub-Category | 2018 Cases | 2019 Cases |
|--|--|------------|------------|
| Operation of unlicensed SPSV | No Driver and no vehicle licence | 47 | 36 |
| | No Driver licence | 57 | 28 |
| | No Vehicle licence | 54 | 51 |
| | Allow an unlicensed driver/vehicle to operate/Failure to keep accurate records | 20 | 7 |
| | No Dispatch Operator Licence | 5 | 0 |
| Overcharging (Addition of unwarranted 'extras' to fare) | | 1 | 3 |
| Failure to take the shortest route | | 2 | 0 |
| Failure to comply with vehicle standards | | 0 | 2 |
| Illegal display of taxi sign/Failure to remove signage from unlicensed vehicle | | 19 | 27 |
| Advertising an unlicensed SPSV service | | 1 | 2 |
| Exceeding the maximum number of passengers | | 6 | 4 |
| Hackney/Limousine standing for hire | | 0 | 4 |
| Failure to pay Fixed Payment Notice | | 114 | 93 |
| Total | | 326 | 257 |



CONSUMER COMPLAINTS

The number of customer complaints recorded increased by 5% to 1,383, when compared to 2018.

Of the 1,383 complaints received, approximately 47% could not be progressed for various reasons, including the failure of complainants to provide information or their unwillingness to act as a witness for the purposes of a prosecution, as well as the absence of sufficient evidence to support a prosecution.

Table 22 – Consumer Complaints about SPSVs

| Nature of complaint | 2018 | 2019 |
|---|--------------|--------------|
| Condition, roadworthiness and cleanliness of vehicles | 50 | 78 |
| Conduct, behaviour and identification of driver | 530 | 496 |
| Matters related to the hiring and booking of vehicles | 261 | 277 |
| Identification and general appearance of vehicles, including advertisements | 3 | 3 |
| Overcharging and other matters relating to fares | 468 | 529 |
| Total | 1,312 | 1,383 |

CUSTOMER SATISFACTION

The Authority again commissioned a survey to evaluate customer satisfaction levels across SPSV operators and services. This face-to-face survey of 1,015 adults was carried out in July.

Satisfaction levels remained high. According to the findings, only 4% of passengers disagree that taxis generally provide a good service.



VEHICLE CLAMPING



*Awareness and understanding
of clamping legislation increased*



SECOND-STAGE APPEALS

A person whose vehicle has been clamped or relocated is entitled to appeal the decision. A two-stage appeal process is prescribed for this purpose. The first-stage is discharged by the relevant parking controller. An appellant who is not satisfied with the outcome of the first-stage process can make a second-stage appeal to a Clamping Appeals Officer designated by the Authority.

Second-stage appeals were received in relation to clamping events carried out by, or on the instruction of, ten different parking controllers. The number of new second-stage appeals received was 691 higher (+35.5%) than in 2018, necessitating the engagement of two additional Clamping Appeals Officers.

The primary grounds of appeal cited by motorists in their second-stage appeal submissions were inadequate signage, errors in recording the vehicle registration number, incorrect display of parking tickets on vehicles or parking application functionality issues.

Where a Clamping Appeals Officer upholds a second-stage appeal, the parking controller is required to refund the clamp release or relocation fee paid by the motorist. In five of the appeals upheld by Clamping Appeals Officers, the Authority commenced enforcement action against a parking controller for failure to process refunds within the required 14-day period. In all five cases, the relevant monies were refunded.

Table 23 - Second-Stage Appeals

| Type | 2018 | 2019 |
|--|-------|-------------------|
| Appeals brought forward from previous year | 48 | 106 |
| New appeals received | 1,841 | 2,532 |
| Total 2019 | 1,889 | 2,638 |
| Cases completed in 2019 | 1,783 | 2,318 |
| Cases awaiting determination on 31 December 2019 | 106 | 320 ¹² |

Table 24 - Outcome of Second-Stage Clamping Appeals

| No. of Appeals Considered | Withdrawn From Process / Not Sustained | Allowed (Full Refund) | Not Allowed | | |
|---------------------------|--|-----------------------|-------------|----------------|-------------|
| | | | No Refund | Partial Refund | Full Refund |
| 2,318 | 1 | 1,005 | 1,307 | 4 | 1 |

12. Of these 320 cases, 111 had been examined by the Clamping Appeals Officer but were awaiting finalisation of the determination process.



COMPLAINTS

Vehicle clamping legislation affords motorists the right to raise complaints directly with the Authority regarding certain specified aspects of parking controller and clamping operator operations.

Complaints were received in relation to six different parking controllers / clamping operators.

The number of new complaints received was 12 higher (+22%) than in 2018.

Table 25 - Complaints

| Type | 2018 | 2019 |
|--|------|------|
| Complaints brought forward from previous year | 3 | 7 |
| New complaints | 51 | 59 |
| Total 2019 | 54 | 66 |
| Cases completed in 2019 | 47 | 52 |
| Cases awaiting determination on 31 December 2019 | 7 | 14 |

Table 26 - Complaint Outcomes

| Total | Withdrawn/ not sustained | Upheld | Partly Upheld | Not Upheld |
|-------|-----------------------------|--------|------------------|------------|
| 52 | 0 | 18 | 15 | 19 |

SIGNAGE

The Authority continued to evaluate the compliance of signage at clamping places throughout the country against the prescribed technical requirements and to assess the need for enforcement action against parking controllers in order to secure compliance.

Evaluations of signage at 10 clamping places were completed with 8 clamping places evaluated for the first time. Comprehensive reports were subsequently made available to the relevant parking controllers who were then afforded a period of 12 weeks within which to remedy any instances of non-compliance noted. At the end of that period re-evaluations of 2 sites were undertaken.

In December, the Authority hosted a workshop to assist parking controllers and clamping operators in achieving a thorough understanding of the prescribed signage requirements.

UNLAWFUL CLAMPING

The Authority carried out 8 compliance operations to identify instances of unlawful clamping activity.

Non-compliant clamping activity was observed during one of these operations and was the subject of appropriate follow-up action by the Authority.

CODE OF PRACTICE

The Authority prepared a draft Code of Practice to provide practical guidance to parking controllers and clamping operators and to establish industry standards in relation to general behaviour and the performance of duties.

The draft Code was the subject of a public consultation process during October and November. Following consideration of submissions received from interested parties, a revised Code of Practice was finalised in December.



GENERAL

CORPORATE MATTERS

“ *A number of strategic ICT initiatives were implemented to make the Authority’s systems more stable and resilient* ”

INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

A strong focus was taken in overseeing the security governance of key suppliers and sub-contractors who manage the Authority’s ICT systems, and on ensuring a consistent and transparent approach to security and compliance. In addition, a more consistent and stronger set of security and governance requirements was added to all new and re-tendered contracts.

The Authority’s security operations matured considerably over the year. The Authority assesses its maturity against industry standards annually, and uses this process to drive constant improvement.

The Authority again took a very active and collaborative role in improving the overall security of the transport operator ecosystem, working with transport operators to drive security improvements and achieve GDPR compliance. The Authority continued to oversee Iarnród Éireann’s journey to becoming compliant with the Network and Information Security Directive on security of network and information systems. A high level of compliance was achieved by the end of 2019.

A significant move to adopt cloud technology continued, enabling the Authority to leverage the scalability, agility, speed of build and cost advantages on offer. The data analytics environment has been built in the cloud; the National Journey Planner and ten Authority websites have been migrated to the cloud, and the new mobile ticketing system has been built in the cloud.

A number of strategic ICT initiatives were implemented to make the Authority’s systems more stable and resilient. The infrastructure and systems were expanded to support additional office locations and an increase in the staff headcount. Desktops and laptops were modernised with an upgrade to Windows 10 and a shift from the virtual desktop infrastructure. A business continuity plan was updated and agreed for all of the Authority’s functions. The disaster recovery component was tested for all key systems.

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, 78 projects were delivered during the course of the year with over 90% meeting the relevant quality, schedule and cost criteria.

DATA PROTECTION

Considerable work was undertaken to ensure that all new projects and systems would be GDPR compliant when launched. An operational governance model was implemented to maintain GDPR compliance across all business areas. Considerable work was undertaken to ensure that the Authority's data processing agreements with suppliers catered for the prospect of a "No Deal" Brexit scenario.

STAFFING AND ACCOMMODATION

The Authority's Strategic Staffing Plan was updated during the year and sanction was subsequently received to fill a number of key positions in the organisation. By the end of 2019, the Authority had recruited 52 staff covering new and existing roles and back-filling roles vacated by leavers.

The Authority acquired additional office space close to its existing headquarters to accommodate the increased staff numbers.

PROTECTED DISCLOSURES

The Authority did not receive any protected disclosures.

IRISH LANGUAGE

In September, the Authority's Transport for Ireland website became available in Irish.

OIREACHTAS LIAISON

There was extensive engagement with public representatives. The Authority received 2,056 enquiries from public representatives.

The Chief Executive and other members of the senior management team participated at a number of Oireachtas Committee meetings as show in Table 27. They also participated at meetings with individual public representatives or groups of public representatives in relation to issues of concern.

The Chief Executive attended meetings of Meath, Kildare and Wicklow County Councils.

Table 27 - Attendance at Oireachtas Committee meetings

| Month | Committee | Issue for discussion |
|-----------|---|---|
| February | Joint Committee on Transport, Tourism and Sport | Local Link and Rural Transport Programme |
| September | Public Accounts Committee | Financial Statements 2018 |
| November | Joint Committee on Transport, Tourism and Sport | BusConnects |
| November | Joint Committee on Transport, Tourism and Sport | Road Traffic (Traffic and Parking) (Amendment) Regulations 2019 and National Cycling Policy |

FREEDOM OF INFORMATION REQUESTS

The number of requests received by the Authority continued to increase. In all, 202 requests were received in 2019 compared to 163 during 2018, an increase of 24%.

PUBLIC SECTOR EQUALITY AND HUMAN RIGHTS DUTY

Section 42 of the Irish Human Rights and Equality Commission Act 2014 requires public bodies to have regard to the following objectives in the performance of their functions:-

- a. Elimination of discrimination;
- b. Promotion of equality of opportunity and treatment for staff and persons to whom services are provided; and
- c. Protection of the human rights of staff and service users.

During 2019, the Authority implemented the following initiatives in furtherance of the objectives set out in the 2014 Act: -

- » A number of staff commenced a course in Irish sign language;
- » All staff completed Dignity at Work awareness training; and
- » A dedicated human rights policy was prepared for inclusion in the Authority's Employee Handbook, which already incorporates a Dignity and Respect at Work policy.



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 also has 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 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 Spatial and Economic Strategies;
- » 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; and
- » 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

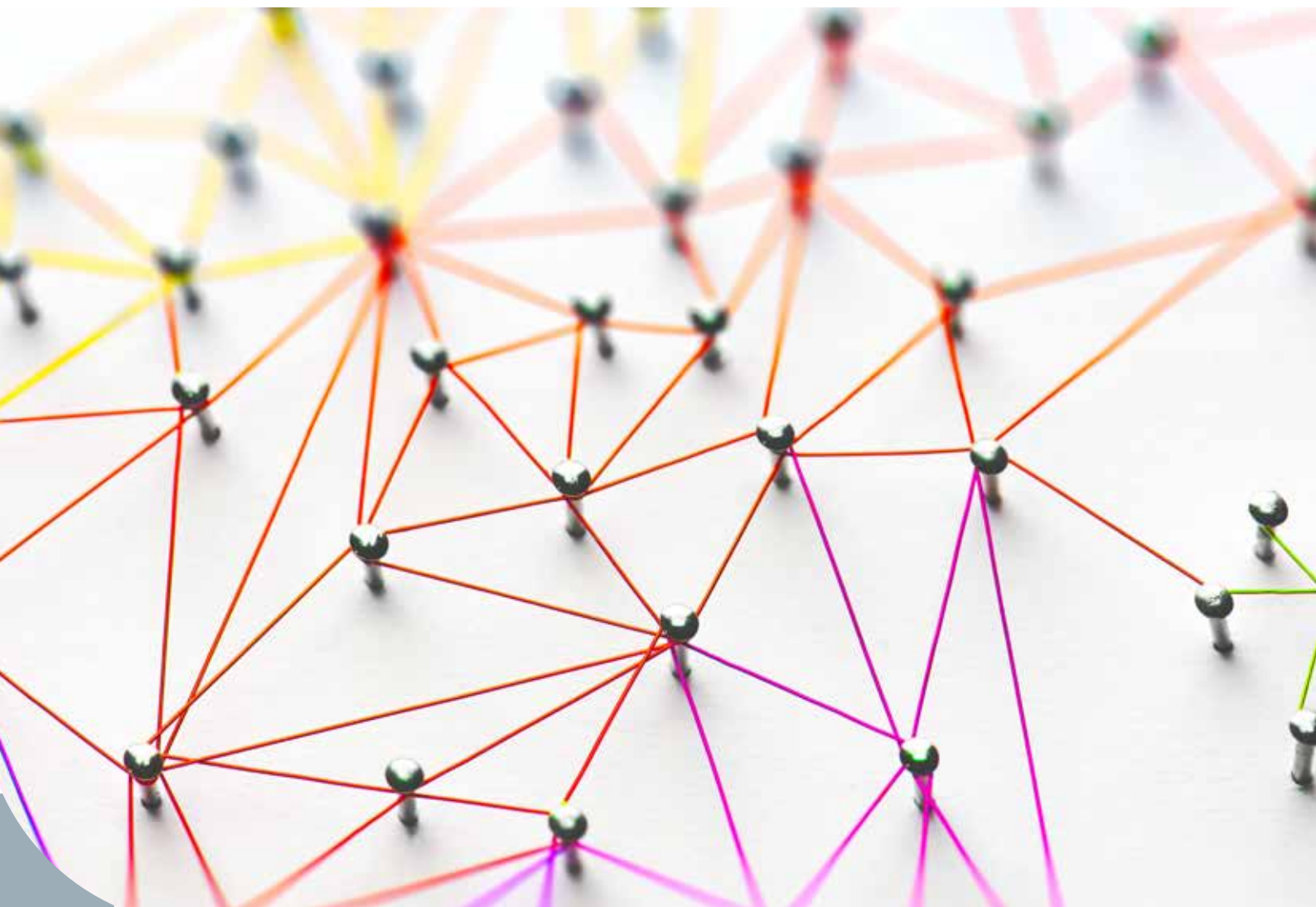
The Authority is governed by a Board of twelve members appointed by the Minister for Transport, Tourism and Sport. Three positions on the Board are *ex officio* positions reserved for the Chief Executive and another senior manager of the Authority and the Chief Executive, Dublin City Council. At the end of 2019, there was one vacancy on the Board.

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 Chairman of the National Transport Authority in November 2017. He is also a non-executive director of Ervia, and of the PM Group, and Chairman of the National Children's Hospital Development Board. He was previously an executive director of various companies within the Jacobs Engineering Group Inc., and of the National Roads Authority, and was a non-executive director of the Irish Academy of Engineering, and of the National Development Finance Agency.

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.

HUGH CREEGAN



Hugh Creegan is Director of Transport Investment 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.

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.

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.

KEVIN KELLY



Kevin Kelly has direct experience of disability, having lost his sight in 2001, at the age of fourteen. He currently holds the position of Head of Policy, Advocacy & Campaigns with the NCBI. Prior to this, he was the Advocacy and Communications Manager with The Asthma Society of Ireland. He also served as interim CEO of The Society during his tenure. Prior to that, Kevin worked as a parliamentary assistant in Leinster House. He has also worked on local and national media. He holds a degree in journalism from DCU and a Master's in Public Affairs and Political Communications from DIT.

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 was a member of the Council of the Chartered Institute of Logistics and Transport in Ireland until October 2019.

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.

SINÉAD WALSH



Sinéad Walsh whose background is disability and special needs education, brings over two decades of evidence based disability awareness activism on the front line of public transport to the National Transport Authority.

Sinéad supported Irish PSOs including Bus Átha Cliath in its successful transition to universally accessible low floor fleets. Sinéad successfully collaborated with leading disability activists in the development and delivery of customer care training and innovation for Irish public transport operators. Sinéad supports public transport which is accessible, equitable and stable, serving the needs of all the community. Sinéad Walsh is a graduate of Trinity College Dublin with Masters in Digital Media.

BRIAN MCCORMICK



Brian McCormick is a Chartered Director who has broad experience in general and operational management, business development and corporate finance both in Ireland and internationally. He recently worked as an Executive Director in An Post where he was also Chairman of subsidiary businesses: An Post Insurance; and UK magazine distribution and subscription management company, Air Business Limited. He previously worked as a Director of Merrion Corporate Finance and in senior management roles with CRH plc in the US. Brian is an engineering graduate of University College Dublin and has an MBA from the Wharton School at the University of Pennsylvania.

DAVID GRAY



David Gray is a Chartered Accountant and Independent Consultant based in Belfast. He has spent his career in Public Practice and was, until March 2019, Partner in Charge of External Audit and Corporate Governance Services for RSM UK LLP in Belfast.

He is currently a Non-Executive Director and Audit and Risk Committee Chair for Irish Blood Transfusion Service, and a Non-Executive Director of Warrenpoint Harbour Authority. He has previously held a number of Public Appointments including Non-Executive Director / Audit Committee Chair with Department for Infrastructure (NI); Police Service of Northern Ireland; and Ulster Community and Hospitals Trust. He is an experienced and qualified Mediator.

FINANCIAL STATEMENTS

For the year ended 31 December 2019

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AUTHORITY INFORMATION

BOARD MEMBERS:

Mr. Fred Barry

(Chairperson)

Ms. Anne Graham

(Chief Executive Officer)

Mr. Hugh Creegan

Ms. Ann Fitzgerald

Dr. Berna Grist

(appointment came to an end 30 November 2019)

Mr. Owen Keegan

Mr. Pat Mangan

Mr. Frank O'Connor

Ms. Sinéad Walsh

Mr. Kevin Kelly

Mr. Brian McCormick

(appointed on 1 August 2019)

Mr. David Gray

(appointed on 1 August 2019)

SOLICITORS:

McCann Fitzgerald

Riverside One

37-42 Sir John Rogerson's Quay

Dublin 2

D02 X576

BANKERS:

Allied Irish Banks plc

1- 4 Baggot Street Lower

Dublin 2

D02 X342

Bank of Ireland plc

Lower Baggot Street

Dublin 2

D02 Y754

AUDITORS:

Comptroller and Auditor General

3A Mayor Street Upper

Dublin 1

D01 PF72

GOVERNANCE

STATEMENT AND BOARD MEMBERS' REPORT

For the year ended 31 December 2019

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 award and monitoring of Public Service Obligation Contracts, 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 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 responsibilities 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 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's 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 the Audit and Risk Committee;
- » 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 2019 and finalised in January 2020.

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 2019.

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 Officer and another senior manager of the Authority and the Chief Executive Officer, 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 11 occasions and 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. Pat Mangan | Ordinary Member | 24 September 2015 |
| Mr. Frank O'Connor | Ordinary Member | 24 September 2015 |
| Ms. Sinead Walsh | Ordinary Member | 24 September 2015 |
| Mr. Kevin Kelly | Ordinary Member | 3 August 2018 |
| Mr. Brian McCormick | Ordinary Member | 1 August 2019 |
| Mr. David Gray | Ordinary Member | 1 August 2019 |

The Board completed a Board effectiveness and evaluation review in June 2020.

The Board has established an Audit and Risk Committee ("ARC") comprising three Board members and two external members. 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, Mr. Brian Hayes (Independent Member and Partner in the firm of Moore Chartered Accountants), and John Smyth (Independent Member and principal at Chartered Direction Limited). Fred Barry was appointed to the ARC temporarily from February to September 2019. David Gray was appointed to the ARC on 13th of September 2019. There were six meetings of the ARC in 2019.

SCHEDULE OF ATTENDANCE, FEES AND EXPENSES

A schedule of attendance at the Board and Committee meetings for 2019 is set out below including the fees and expenses received by each member:

| | Board | ARC | Fees 2019 (€) | Expenses 2019 (€) | Fees 2018 (€) | Expenses 2018 (€) |
|----------------------------|--|------|------------------|----------------------|------------------|----------------------|
| Number of meetings | 11 | 6 | | | | |
| | Meetings eligible to attend (Meetings attended) | | | | | |
| Mr. Fred Barry | 11(11) | 4(4) | 20,520 | - | 20,520 | - |
| Ms. Anne Graham | 11(11) | - | - | - | - | - |
| Mr. Hugh Creegan | 11(11) | - | - | - | - | - |
| Ms. Ann Fitzgerald | 11(11) | - | 11,970 | 42 | 11,970 | - |
| Dr. Berna Grist | 10(10) | - | 10,782 | 200 | 11,970 | - |
| Mr. Owen Keegan | 11(9) | - | - | - | - | - |
| Mr. Pat Mangan | 11(11) | 6(6) | - | 40 | - | - |
| Mr. Frank O Connor | 11(10) | 6(6) | 11,970 | 44 | 11,970 | - |
| Ms. Sinead Walsh | 11(11) | - | 11,970 | 80 | 11,970 | - |
| Mr. Kevin Kelly | 11(10) | - | 11,970 | 492 | 4,719 | - |
| Mr. Brian McCormick | 4(4) | - | 4,719 | - | - | - |
| Mr David Gray | 4(2) | 2(1) | 4,719 | 379 | - | - |
| Mr. Frank Gleeson | - | - | - | - | 6,194 | - |
| Ms. Fiona Ross | - | - | - | - | 5,643 | - |
| Other Expenses* | - | - | - | 2,890 | - | - |
| | | | 88,620 | 4,167 | 84,956 | - |

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

Mr. Brian Hayes, who is an external member of the ARC, attended five of the six ARC meetings during the year. His fee for the year, payable to the accountancy practice Moore, was €14,760 (including VAT) (2018: €14,760 (including VAT)).

Mr. John Smyth, who is an external member of the ARC attended all six ARC meetings during the year. His fee for the year, payable to Chartered Direction Limited, was €17,712 (including VAT) (2018: €5,904 (including VAT)).

Mr. Pat Mangan has waived the 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. Expenses for Ms. Anne Graham and Mr. Hugh Creegan are incurred as part of their contract of employment and not as a result of their attendance at board meetings; therefore their expenses have not been included in this note.

KEY PERSONNEL CHANGES

The Minister for Transport, Tourism and Sport appointed Mr David Gray and Mr Brian McCormick to the Board for a three year term commencing on 1 August 2019.

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 (“the 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.

| | 2019 €'000 | 2018 €'000 |
|--------------------------------------|-----------------------|-----------------------|
| Transport advisory services | 2,067 | 1,271 |
| Legal | 2,329 | 1,449 |
| Tax and financial advisory | 189 | 67 |
| Data protection and GDPR preparation | 37 | 161 |
| Pensions and human resources | 7 | 8 |
| | 4,629 | 2,956 |

| | | |
|---|--------------|--------------|
| Consultancy costs charged to the Income and Expenditure and Retained Revenue Reserves | 4,629 | 2,247 |
| Consultancy costs capitalised | - | 709 |
| | 4,629 | 2,956 |

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.

| | 2019 €'000 | 2018 €'000 |
|---------------------------------------|-----------------------|-----------------------|
| Legal proceedings | 147 | 142 |
| Conciliation and arbitration payments | - | - |
| Settlements | - | - |
| | 147 | 142 |

TRAVEL AND SUBSISTENCE EXPENDITURE

Travel and subsistence expenditure is categorised as follows:

| | 2019 €'000 | 2018 €'000 |
|---|---------------|---------------|
| Domestic travel and subsistence | | |
| Board | 4 | - |
| Employees | 82 | 70 |
| International travel and subsistence | | |
| Board | - | - |
| Employees | 27 | 21 |
| | 113 | 91 |

HOSPITALITY EXPENDITURE

The Statement of Income and Expenditure and Retained Revenue Reserves includes the following hospitality expenditure.

| | 2019 €'000 | 2018 €'000 |
|--------------------|---------------|---------------|
| Staff hospitality | 12 | 6 |
| Client hospitality | 1 | - |
| | 13 | 6 |

STATEMENT OF COMPLIANCE

The Board has adopted the Code of Practice for the Governance of State Bodies (2016) and has put procedures in place to ensure compliance with the Code. The Authority was in full compliance with the Code for 2019.

SIGNED ON BEHALF OF THE BOARD OF THE NATIONAL TRANSPORT AUTHORITY



Fred Barry
Chairperson



Anne Graham
Chief Executive Officer

Date: 19 June 2020

STATEMENT ON INTERNAL CONTROL

For the year ended 31 December 2019

SCOPE OF RESPONSIBILITY

On behalf of the National Transport Authority (“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 (“the 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 2019 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 two external members, one of whom has financial and audit expertise. The ARC met six times in 2019.

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 developed a risk management framework, defined related policies and procedures, and also set out its risk appetite. The risk management procedures include details on the roles and responsibilities of staff in relation to risk management. The appropriate elements of the risk management policies and procedures have been issued to all personnel in the Authority. This is to alert everyone, and management in particular, about emerging risks and control weaknesses, highlighting the requirement for them to take ownership within their own areas of work. The Authority has a Chief Risk Officer with operational responsibility for administering the risk management framework.

RISK AND CONTROL FRAMEWORK

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

Risk management processes have identified key risks facing the Authority and there are risk registers in place which record these risks. The risks have been evaluated and graded according to their significance. The registers are 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.

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 to 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 2019 the Authority complied with those procedures. The Authority notes one contract for IT services and support that exceeded the amounts originally tendered. The increase in contracted costs was driven by the expansion of the Authority's activities and various projects not in scope at the time of the tender competition. While such projects were originally not in scope, it was envisaged that additional support would be required and the contract provided that "NTA reserves the right to add or remove services from the contract".

CAPITAL INVESTMENT FUNDING - CONTROLS

Capital Investment funding in 2019 amounted to €271m (2018: €244m). Controls over this funding include the following:

- » Ensuring that individual projects are aligned with the four public transport capital investment programmes (i.e. Smarter Travel & Sustainable Transport Measures, Heavy Rail Safety & Development, Public Transport Infrastructure and Cycling & Walking) 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;
- » Ensuring individual project budgets are established and monitored by senior management with deviations identified and investigated in a timely manner. For large projects, ensuring monthly reporting of actual expenditure versus budget to the Board;
- » 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 2019 amounted to €294m (2018: €273m). 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 generally not commercially viable;
- » Ensuring robust controls over the collection of fare revenue on behalf of the Authority;
- » 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 2019 amounted to €367m (2018: €320m). 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; and
- » 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.

ROAD PASSENGER VEHICLES ASSETS – CONTROLS

Road Passenger Vehicles in 2019 have a net book value of €181m (2018: €116m). Controls over the assets include the following:

- » Ensuring all procurements apply and comply with all EU public procurement regulations in its purchase of Road Passenger Vehicles;
- » Procurement team are actively engaged and included in all aspects of Road Passenger Vehicles procurement;
- » Board approval for all contract awards for the NTA's purchase of Road Passenger Vehicles;
- » Ensuring for competitively tendered services, the handover arrangements for Road Passenger Vehicles to the Transport Operator are included as a core provision within all contracts wherein the Operator's responsibilities in relation to asset management are clearly outlined;
- » Ensuring for direct award contracts, agreements are in place regarding the transfer of Road Passenger Vehicles under leasing arrangements to the Operator. The agreements in place detail the maintenance and upkeep requirements for bus fleet;
- » Recently vehicle inspection services have been procured to carry out Road Passenger Vehicles inspections at depots;
- » Quarterly reports are provided on the Road Passenger Vehicles by the operators, including any issues arising in relation to the operation, maintenance or repair of assets, and evidence that, issues relating to assets have been presented separately within the report;
- » Ensuring robust controls are in place around the identification, recording and classification of assets including the maintenance of a detailed fixed asset register which is updated, reconciled and reported monthly; and
- » Ensuring the safeguarding of assets through ongoing dialogue with the transport operators on the use of the fleet including annual physical verification reviews and transport operator confirmations of fleet condition and status, including any indications of impairment.

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 2019 in June 2020.

The Authority completed a review of its compliance with Revenue VAT requirements in 2019. The review resulted in a voluntary disclosure to Revenue. Changes to relevant processes were implemented to ensure future compliance.

INTERNAL CONTROL ISSUES

The Authority were notified of the misappropriation of €64,000 of funding allocated to a Transport Coordination Unit under the Rural Transport Programme. The perpetrator of the alleged fraud is repaying the funds under a reimbursement agreement. The Authority has assisted the Transport Coordination Unit in a review and strengthening of their internal controls.

During November 2019, the Authority noted a delay in the receipt of a number of weekly bank reconciliations that are delivered as part of the outsourced Leap Card Integrated Ticketing operation contract. The Leap Card Integrated Ticketing Operator had experienced a number of resourcing constraints during the period. The Authority deployed a number of personnel to assist the Authority's outsourced Integrated Ticketing operator to remediate the delays. All bank reconciliations have now been completed and have reverted to the previous weekly delivery schedule and additional resources have been deployed by the Leap Card Ticketing Operator.

Other than the above items, no weaknesses in internal control were identified in relation to 2019 that require disclosure in the financial statements.

SIGNED ON BEHALF OF THE BOARD OF THE NATIONAL TRANSPORT AUTHORITY



Fred Barry
Chairperson

Date: 19 June 2020

COMPTROLLER AND AUDITOR GENERAL

Report for presentation to the Houses of Oireachtas



Ard Reachtaire Cuntas agus Ciste **Comptroller and Auditor General**

Report for presentation to the Houses of the Oireachtas **National Transport Authority**

Opinion on the financial statements

I have audited the financial statements of the National Transport Authority for the year ended 31 December 2019 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 2019 and of its income and expenditure for 2019 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, the governance statement and Board members' report, 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

25 June 2020

Appendix to the report

Responsibilities of Board members

As detailed in the governance statement and Board members' report, 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 I identify 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 I identify 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 2019

| Income | Notes | 2019 €'000 | 2018 €'000 |
|--|-------|----------------|----------------|
| Oireachtas grants | | | |
| Public Service Obligation (PSO) funding | 2.1 | 293,668 | 272,999 |
| Capital Investment funding | 2.2 | 271,461 | 244,001 |
| Other transport schemes | 2.3 | 17,799 | 18,057 |
| Administration grant | 2 | 16,068 | 8,844 |
| Fare revenue | 3 | 24,847 | 3,340 |
| Leap card scheme - Transport operator fees | 4 | 12,549 | 10,751 |
| Licensing income | 5 | 6,326 | 6,176 |
| Net deferred funding for pensions | 15.3 | 2,004 | 1,652 |
| Other income | 6 | 9,399 | 8,998 |
| Gain on transfer of buses | 17 | 6,205 | 12,445 |
| Transfer (to)/from capital account | 21 | (59,621) | (82,623) |
| Total income | | 600,705 | 504,640 |

| Expenditure | Notes | 2019 €'000 | 2018 €'000 |
|--|--------------|-----------------------|-----------------------|
| Public Service Obligation (PSO) expenditure | 7 | 314,449 | 270,792 |
| Capital investment expenditure | 8 | 222,883 | 170,646 |
| Other grant & programme expenditure | 9 | 22,141 | 21,941 |
| Leap card scheme expenditure | 4 | 18,341 | 16,984 |
| Licensing expenditure | 10 | 4,408 | 4,052 |
| Employees, secondees and outsourced placement services | 11 | 14,551 | 11,029 |
| Retirement benefit costs | 14 | 2,073 | 2,139 |
| Office accommodation costs | 12 | 2,835 | 1,748 |
| Other administrative costs | 13 | 6,854 | 4,715 |
| Total expenditure | | 608,535 | 504,046 |
| (Deficit)/Surplus for the year | | (7,830) | 594 |
| Balance brought forward at 1 January | | 6,807 | 6,213 |
| Balance carried forward at 31 December | | (1,023) | 6,807 |

Notes 1 to 30 form part of these financial statements.

SIGNED ON BEHALF OF THE BOARD OF THE NATIONAL TRANSPORT AUTHORITY



Fred Barry
Chairperson



Anne Graham
Chief Executive Officer

Date: 19 June 2020

STATEMENT OF COMPREHENSIVE INCOME

For the year ended 31 December 2019

| | Notes | 2019 €'000 | 2018 €'000 |
|--|-------|----------------|---------------|
| (Deficit)/Surplus for the year | | (7,830) | 594 |
| Other comprehensive income | | | |
| Remeasurements of net defined benefit obligation | 15.2 | (9,392) | 467 |
| Adjustment to deferred retirement benefit funding | 15.2 | 9,392 | (467) |
| Total recognised (deficit)/surplus for the year | | (7,830) | 594 |

Notes 1 to 30 form part of these financial statements.

SIGNED ON BEHALF OF THE BOARD OF THE NATIONAL TRANSPORT AUTHORITY



Fred Barry
Chairperson



Anne Graham
Chief Executive Officer

Date: 19 June 2020

STATEMENT OF FINANCIAL POSITION

As at 31 December 2019

| | Notes | 2019 €'000 | 2018 €'000 |
|-------------------------------|-------|---------------|---------------|
| Fixed Assets | | | |
| Intangible assets | 16 | 27,993 | 32,123 |
| Property, plant and equipment | 17 | 191,965 | 126,190 |
| | | 219,958 | 158,313 |

| | | | |
|--|----|----------------|----------------|
| Current Assets | | | |
| Receivables | 18 | 8,150 | 4,368 |
| Cash and cash equivalents | | 39,298 | 44,713 |
| | | 47,448 | 49,081 |
| Payables: due within 1 year | 19 | (50,816) | (42,179) |
| Net current assets | | (3,368) | 6,902 |
| Total assets less current liabilities | | 216,590 | 165,215 |

| | | | |
|---|------|----------------|----------------|
| Retirement benefit obligations | 15.2 | (43,491) | (32,095) |
| Deferred retirement benefit funding asset | 15.2 | 43,491 | 32,095 |
| Payables due after more than 1 year | 20 | (595) | (1,011) |
| Total net assets | | 215,995 | 164,204 |

| | | | |
|---------------------------|----|----------------|----------------|
| Financed by | | | |
| Capital account | 21 | 217,018 | 157,397 |
| Retained revenue reserves | | (1,023) | 6,807 |
| | | 215,995 | 164,204 |

Notes 1 to 30 form part of these financial statements.

SIGNED ON BEHALF OF THE BOARD OF THE NATIONAL TRANSPORT AUTHORITY



Fred Barry
Chairperson



Anne Graham
Chief Executive Officer

Date: 19 June 2020

STATEMENT OF CASH FLOWS

For the year ended 31 December 2019

| | Notes | 2019 €'000 | 2018 €'000 |
|--|-------|-----------------|-----------------|
| Net cash flows from operating activities | | | |
| Excess income/(deficit) over expenditure | | (7,830) | 594 |
| Capital account transfers – fixed assets | 21 | 59,621 | 82,623 |
| Amortisation of intangible assets | 16 | 9,044 | 8,723 |
| Depreciation of property, plant and equipment | 17 | 20,243 | 15,560 |
| Amortisation adjustment for fixed asset reclass | | 181 | - |
| Gain on transfer of buses | 17 | (6,205) | (12,445) |
| Bank interest payable/(receivable) | | (103) | 14 |
| (Increase)/decrease in receivables | | (3,783) | (400) |
| Increase in payables | | 8,222 | 13,417 |
| Net cash inflow from operating activities | | 79,390 | 108,086 |
| Cash flows from investing activities | | | |
| Payments to acquire intangible assets | 16 | (4,417) | (6,546) |
| Payments to acquire property, plant and equipment | 17 | (80,491) | (88,831) |
| Net cash flows from investing activities | | (84,908) | (95,377) |
| Cash flows from financing activities | | | |
| Repayment of finance lease obligations | | - | - |
| Bank interest paid/(received) | | 103 | (14) |
| Net cash flows from financing activities | | 103 | (14) |
| Net increase in cash and cash equivalents in the year | | (5,408) | 12,695 |
| Cash and cash equivalents at 1 January | | 44,713 | 32,018 |
| Cash and cash equivalents at 31 December | | 39,298 | 44,713 |

Notes 1 to 30 form part of these financial statements.

SIGNED ON BEHALF OF THE BOARD OF THE NATIONAL TRANSPORT AUTHORITY



Fred Barry
Chairperson



Anne Graham
Chief Executive Officer

Date: 19 June 2020

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 December 2019

1. ACCOUNTING POLICIES

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

A) GENERAL

The Authority has its head office at Dún Scéine, Harcourt Lane, Dublin 2. The Authority's primary objective is to secure the provision of an efficient, accessible and integrated transport system in rural and urban Ireland. The Authority is also responsible for the regulation of services such as commercial public bus transport services and Small Public Service Vehicles ("SPSV").

The Authority is a public benefit entity.

The presentation and functional currency of these financial statements is Euro. All amounts in the financial statements have been rounded to the nearest €1,000.

B) BASIS OF PREPARATION

The financial statements of the Authority for the year ended 31 December 2019 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. The financial statements have been prepared in accordance with the Code of Practice for the Governance of State Bodies (2016).

C) FOREIGN CURRENCY

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, with the exception of exchange differences on the purchase of fixed assets which are released to the Statement of Income and Expenditure over the relevant asset life.

D) INCOME

Oireachtas Grants

Income is recognised in the Statement of Income and Expenditure and Retained Revenue Reserves on a cash receipts basis. On occasion where some element of the funding has a specific future performance related condition attached, the income is recognised when the condition is met. Details of the grant sources and types for 2019 are set out below:

| Department | Grant Type |
|----------------|--|
| DTTAS* - Vote | Current grants - subhead B9.2 |
| DTTAS* - Vote | Public Service Obligation Funding - subhead B7.1 |
| 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 | Cycling and walking - subhead B8.5 |
| DTTAS* - Vote | Smarter travel grant - subhead B8.1 |
| DTTAS* - Vote | Green schools grant - subhead B8.4 |
| DTTAS* - Vote | Rural Transport grants - subhead B7.2 |
| DEASP** - Vote | Free travel funding - subhead A38 |

* Department of Transport Tourism and Sport ("DTTAS")

** Department of Employment Affairs and Social Protection ("DEASP")

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 public bus transport service 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.

Coach parking income

This relates to income arising from the use of the coach park facility by coach operators at the applicable rates. 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 an accruals basis.

E) FARE REVENUE

The Authority receives fare revenue from the operation of various publicly tendered routes. The Authority has a number of contracts for the provision of Public Service Obligation (PSO) services that were openly tendered; including those that were previously operated by Dublin Bus or Bus Éireann as part of their contracts. Matters such as fares, frequency and scheduling continue to be set by the Authority and not the operator. The Authority utilises these revenues in addition to Oireachtas grant funding to fund Public Service Obligation activities.

On Bus cash:

On bus cash revenue is recognised at point of sale which is the day the service is provided.

Leap card integrated ticketing scheme e-purse revenue:

On bus Leap card integrated ticketing scheme e-purse revenue is recognised on the day in which the service is provided.

Taxsaver:

Taxsaver annual tickets are recognised evenly over the periods in the year which the product relates to.

Department of Employment Affairs and Social Protection (DEASP) revenue:

DEASP revenue is received monthly and is recognised in the month to which it relates. The revenue receipts are calculated based on the number of free travel passengers at a discounted fare and are received in arrears.

F) INTEREST RECEIVABLE/INTEREST PAYABLE

Interest income or expense is recognised on an accruals basis.

G) 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.

H) 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;
- » 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.

I) 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 or in line with the lease life |
| Road passenger vehicles | 8.33% straight line |
| Transport systems hardware | 10% - 25% straight line |
| Office equipment | 10% furniture & fittings & 25% computer equipment straight line |
| Transport infrastructure | 6.67%-25% straight line |

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

J) ROAD PASSENGER VEHICLES

Since 2017, the Authority acquires buses to maintain a centralised and standardised bus fleet for public transport. These buses are in turn made available to public transport operators through licence arrangements (zero royalty fee) or lease arrangements (nominal annual rental of €1 per bus) to operate public transport services on behalf of the Authority.

The Authority has determined that these buses meet the definition of an asset and that future economic benefits are expected to flow from the buses, thereby allowing recognition of the buses as an asset under FRS 102. Central to this determination is that the Authority is deemed to be a public benefit entity, as set out in the accounting policies. The buses are initially recognised at cost or depreciated cost on acquisition.

The Authority has also determined that neither the licence arrangements nor the lease arrangements with the public transport operators constitute a lease in accordance with Section 20 of FRS 102. Fundamental to this determination is that the Authority in both cases retains the right to direct how and for what purpose the buses are used throughout the period of use by the public transport operators.

K) 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.

Buses are held for their service potential rather than to provide a financial return. The Authority uses the depreciated replacement cost measurement model to evaluate if any impairment loss has occurred.

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.

L) 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 pension schemes:

- Defined Benefit Scheme – “NTA Scheme”

The National Transport Authority Staff Superannuation Scheme 2010 is a defined benefit, final salary pension scheme with benefits and contributions defined by reference to ‘model’ public sector scheme regulations. This is an unfunded scheme for pensionable public servants appointed before 1 January 2013. Members’ contributions are paid over to DTTAS. The costs, liabilities and assets related to the operation of this scheme have been included in the disclosures in Note 15 regarding the defined benefit pension schemes.

- Defined Benefit Scheme – “Single Scheme”

The Single Public Service Pension Scheme is a defined benefit, average salary pension scheme. This is an unfunded scheme for pensionable public servants appointed on or after 1 January 2013. Members’ contributions are paid over to the Department of Public Expenditure and Reform (DPER). The costs, liabilities and assets related to the operation of this scheme have been included in the disclosures in Note 14 regarding the defined benefit pension schemes.

- **Defined Contribution Scheme – “RPA Scheme”**

A number of employees transferred into the Authority from Transport Infrastructure Ireland (“TII”), having been employees of the Railway Procurement Agency (“RPA”) before its activities were absorbed into TII. They continue to be members of the Railway Procurement Agency Pension and Life Assurance Plan 2003 which is a defined contribution pension scheme. This scheme is closed to new entrants. Pension benefits are funded over the employees’ period of service by way of employee and employer contributions to the scheme. Employer contributions are charged to the Statement of Income and Expenditure as they become payable. 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.

M) 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.

N) 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 Authority has reviewed the asset lives and associated residual values of all fixed asset classes and has 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.

- **Road Passenger Vehicles**

The Authority has determined that these buses meet the definition of an asset and that future economic benefits are expected to flow from the buses, thereby allowing recognition of the buses as an asset under FRS 102. Central to this determination

is that the Authority is deemed to be a public benefit entity, as set out in the accounting policies.

- 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.

O) RECEIVABLES

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

P) 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.

Q) PAYABLES

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

R) 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.

S) 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.

T) RECLASSIFICATION OF PRIOR PERIOD FIGURES

Prior period comparatives have been adjusted where appropriate to assist comparability.

2. OIREACHTAS GRANTS

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

| | Note | 2019 €'000 | 2018 €'000 |
|--|------|----------------|----------------|
| Department of Transport Tourism and Sport (DTTAS) | | | |
| Public Service Obligation (PSO) funding | 2.1 | 293,583 | 272,928 |
| Capital investment funding | 2.2 | 271,461 | 244,001 |
| Other transport schemes | 2.3 | 16,299 | 16,557 |
| Administration grant | | 16,068 | 8,844 |
| | | 597,411 | 542,330 |

| | Note | 2019 €'000 | 2018 €'000 |
|---|------|----------------|----------------|
| Department of Employment Affairs and Social Protection (DEASP) | | | |
| Other transport schemes | 2.3 | 1,500 | 1,500 |
| Public Service Obligation (PSO) funding | 2.1 | 85 | 71 |
| | | 598,996 | 543,901 |

The Administration of €16.068m is stated net of employee retirement benefits contributions totalling €0.318m, €0.208m remitted to the Department of Transport, Tourism and Sport (in respect of the Authority's staff retirement benefits scheme) and €0.11m remitted to the Department of Public Expenditure and Reform (in respect of the single service retirement benefits scheme).

2.1 OIREACHTAS GRANTS - PUBLIC SERVICE OBLIGATION (PSO) FUNDING

PSO funding is drawn down from DTTAS under Public Service Provision Payments subhead B7 and DEASP subhead A38.

| | Department | Subhead | 2019 €'000 | 2018 €'000 |
|------------------------------------|------------|---------|----------------|----------------|
| Iarnród Éireann | DTTAS | B7.1 | 128,370 | 141,252 |
| Dublin Bus | DTTAS | B7.1 | 57,703 | 51,554 |
| Bus Éireann | DTTAS | B7.1 | 67,186 | 55,011 |
| Tendered bus routes | DTTAS | B7.1 | 26,315 | 11,550 |
| Authority direct activities | DTTAS | B7.1 | 14,009 | 13,561 |
| Free travel | DEASP | A38 | 85 | 71 |
| | | | 293,668 | 272,999 |

2.2 OIREACHTAS GRANTS - CAPITAL INVESTMENT FUNDING

Capital investment funding is drawn down from DTTAS under Public Transport Investment Programme subhead B8 and Carbon Reduction B6.

| | 2019 €'000 | 2018 €'000 |
|--|----------------|----------------|
| B8.1 Sustainable Urban Transport | 12,765 | 17,217 |
| B8.2 Heavy Rail Safety and Development | 74,398 | 12,645 |
| B8.3 Public Transport Infrastructure | 157,116 | 195,161 |
| B8.6 Cycling and Walking | 26,823 | 18,754 |
| B6 Carbon Reduction | 359 | 224 |
| | 271,461 | 244,001 |

2.3 OIREACHTAS GRANTS - OTHER TRANSPORT SCHEMES

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

| | Department | Subhead | 2019 €'000 | 2018 €'000 |
|-----------------|------------|---------|---------------|---------------|
| Rural Transport | DTTAS | B7.2 | 14,402 | 14,594 |
| Green Schools | DTTAS | B8.4 | 1,451 | 1,430 |
| Smarter Travel | DTTAS | B8.1 | 446 | 533 |
| | | | 16,299 | 16,557 |

| | | | | |
|-----------------|-------|-----|---------------|---------------|
| Rural Transport | DEASP | A38 | 1,500 | 1,500 |
| | | | 17,799 | 18,057 |

3. FARE REVENUE

| | 2019 €'000 | 2018 €'000 |
|----------------------------------|---------------|---------------|
| Tendered Bus Routes | 18,628 | 1,902 |
| DEASP Revenue - Free Travel | 4,428 | - |
| Rural Regular Services | 1,225 | 759 |
| Rural Demand Responsive Services | 566 | 679 |
| | 24,847 | 3,340 |

4. LEAP CARD SCHEME

| | 2019 €'000 | 2018 €'000 |
|-------------------------|---------------|---------------|
| Income | | |
| Transport operator fees | 12,549 | 10,751 |

| | | |
|--|---------------|--------------|
| Operating expenditure | | |
| Direct operators' costs | 8,384 | 7,317 |
| Personnel costs (Note 11) | 2,356 | 873 |
| Other administrative costs (Note 13) | 1,017 | 1,649 |
| Total operational expenditure * | 11,757 | 9,839 |

| | | |
|-------------------------------|---------------|---------------|
| Additional expenditure | | |
| Depreciation | 6,584 | 7,145 |
| | 18,341 | 16,984 |

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

5. LICENSING INCOME

| | 2019 €'000 | 2018 €'000 |
|-----------------------------|-----------------------|-----------------------|
| Taxi vehicle licensing fees | 4,294 | 4,136 |
| Taxi driver licensing fees | 1,086 | 1,274 |
| Taxi enforcement income | 118 | 83 |
| Other taxi income | 629 | 630 |
| Bus licensing income | 199 | 53 |
| | 6,326 | 6,176 |

6. OTHER INCOME

| | 2019 €'000 | 2018 €'000 |
|---|-----------------------|-----------------------|
| Bus shelter advertising | 6,290 | 5,990 |
| Travel information systems costs recovered from transport operators | 2,432 | 2,384 |
| Regional bike scheme - sponsorship, subscriptions & hire | 539 | 593 |
| Coach Park Income | 38 | 30 |
| Other income | 100 | - |
| Bank interest received | - | 1 |
| | 9,399 | 8,998 |

7. PUBLIC SERVICE OBLIGATION (PSO) EXPENDITURE

| | 2019 €'000 | 2018 €'000 |
|---|-----------------------|-----------------------|
| Iarnród Éireann | 128,370 | 141,241 |
| Bus Éireann | 67,186 | 55,011 |
| Dublin Bus | 57,703 | 51,554 |
| Tendered bus route costs | 46,016 | 12,309 |
| PSO Support Costs | 8,337 | 3,349 |
| Personnel and associated overheads | 5,755 | 4,091 |
| Depreciation | 1,082 | 1,089 |
| Public Transport Initiatives and Events | - | 2,148 |
| | 314,449 | 270,792 |

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.

Tendered bus routes

The Authority has a number of contracts for the provision of Public Service Obligation (PSO) services that were openly tendered; including those that were previously operated by Dublin Bus or Bus Éireann as part of their contracts. Matters such as fares, frequency and scheduling continue to be set by the Authority, and not the operator. Included in the above are costs in relation to the operation and provision of on-going Public Service Obligation (PSO) scheduled services on rural routes – branded as Local Link.

8. CAPITAL INVESTMENT EXPENDITURE

| | | 2019 €'000 | 2018 €'000 |
|--------------------------------------|--|-----------------------|-----------------------|
| <i>Major capital projects</i> | | | |
| Transport Infrastructure Ireland | | 53,689 | 80,669 |
| Bus Éireann | | 1,527 | 9,186 |
| Iarnród Éireann | | 73,002 | 12,945 |
| Dublin Bus | | 4,032 | 63 |
| | | 132,250 | 102,863 |

| | | | |
|--|----------|----------------|----------------|
| Sustainable transport management and other projects | Note 8.1 | 25,590 | 17,462 |
| Other expenditure directly incurred by the Authority | Note 8.1 | 44,125 | 28,193 |
| Regional cities transport grant funding | Note 8.1 | 13,976 | 17,209 |
| Accessibility scheme funding | | 6,942 | 4,919 |
| | | 222,883 | 170,646 |

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

| | 2019 €'000 | 2019 €'000 | 2018 €'000 | 2018 €'000 |
|---|---------------|---------------|---------------|---------------|
| Transport Infrastructure Ireland | | | | |
| Luas Green Line capacity enhancement | 22,350 | | 30,627 | |
| MetroLink | 14,783 | | 5,303 | |
| Tram refurbishment | 10,477 | | 8,384 | |
| Luas Cross City | 5,423 | | 34,507 | |
| Other projects | 573 | | 53 | |
| Luas Green Line infrastructure upgrade | 83 | 53,689 | 1,795 | 80,669 |

| | | | | |
|--------------------|-----|-------|-------|-------|
| Bus Éireann | | | | |
| New buses | 922 | | 6,994 | |
| Other projects | 605 | 1,527 | 2,192 | 9,186 |

| | | | | |
|---|--------|--------|-------|--------|
| Iarnród Éireann | | | | |
| New Intercity Railcars | 39,828 | | - | |
| Pearse Street station roof renewal | 10,465 | | 2,700 | |
| City centre resignalling | 7,062 | | 5,871 | |
| Central traffic control | 6,046 | | 2,431 | |
| Customer experience & ticketing improvement | 3,552 | | 640 | |
| Route and Interchange Enhancements | 2,241 | | - | |
| DART Expansion | 1,462 | | 364 | |
| Other projects | 1,006 | | 591 | |
| Car Park programme | 1,002 | | - | |
| Station upgrade programme | 338 | | 327 | |
| Phoenix Park Tunnel | - | 73,002 | 21 | 12,945 |

| | | | | |
|-------------------|-------|----------------|----|----------------|
| Dublin Bus | | | | |
| New buses | 4,032 | | - | |
| Other projects | - | 4,032 | 63 | 63 |
| | | 132,250 | | 102,863 |

8.1 SUSTAINABLE TRANSPORT MANAGEMENT AND OTHER PROJECTS

| <i>Sustainable transport management - grants to designated bodies</i> | 2019 €'000 | 2018 €'000 |
|---|-----------------------|-----------------------|
| Dublin City Council | 15,956 | 6,777 |
| Meath County Council | 2,712 | 3,040 |
| Fingal County Council | 2,292 | 1,193 |
| South Dublin County Council | 1,759 | 1,974 |
| Dun Laoghaire Rathdown County Council | 1,413 | 2,551 |
| Kildare County Council | 752 | 1,174 |
| Wicklow County Council | 399 | 464 |
| An Taisce | 125 | - |
| University College Dublin | 120 | - |
| Dublin City University | 62 | 33 |
| Maynooth University | - | 196 |
| Trinity College Dublin | - | 30 |
| St. James's Hospital | - | 30 |
| | 25,590 | 17,462 |

| <i>Other expenditure directly incurred by the Authority</i> | | |
|---|---------------|---------------|
| Depreciation | 20,425 | 15,023 |
| Bus Connects | 12,151 | 3,941 |
| Personnel and associated overheads | 3,724 | 3,057 |
| Technical support | 1,781 | 1,360 |
| Integrated ticketing | 1,571 | 821 |
| DART Expansion | 1,296 | 495 |
| Other systems development | 1,189 | 1,358 |
| Transport models | 1,113 | 526 |
| Bus pole & shelters maintenance programme | 367 | (56) |
| Professional fees | 324 | 101 |
| MetroLink | 145 | 1,325 |
| Travel information systems | 39 | 154 |
| Luas Cross City communications | - | 88 |
| | 44,125 | 28,193 |

| <i>Regional cities transport grant funding</i> | | |
|--|---------------|---------------|
| Cork City Council | 6,809 | 10,363 |
| Limerick City and County Council | 3,497 | 2,042 |
| Waterford City and County Council | 1,723 | 2,576 |
| Cork County Council | 1,328 | 1,327 |
| Galway City Council | 573 | 847 |
| Transport Infrastructure Ireland | 46 | 54 |
| | 13,976 | 17,209 |

In the period, Oireachtas capital investment grants have also been utilised to fund additions to property, plant and equipment and intangible assets, primarily road passenger vehicles, as outlined in notes 16 and 17.

9. OTHER GRANT & PROGRAMME EXPENDITURE

| | 2019 €'000 | 2018 €'000 |
|--|---------------|---------------|
| Other Grant Expenditure | | |
| Rural Transport Programme expenditure | 15,960 | 16,187 |
| Rural Transport Programme depreciation | 142 | 144 |
| Green schools expenditure | 1,451 | 1,430 |
| Smarter travel expenditure | 422 | 530 |
| Smarter Travel depreciation | 19 | 15 |
| | 17,994 | 18,306 |

| | | |
|---|---------------|---------------|
| Other Programme Expenditure | | |
| Bus shelter expenditure | 257 | 206 |
| Bus Shelter digital panels depreciation | 212 | - |
| Travel information system expenditure | 2,157 | 2,051 |
| Regional bike scheme expenditure | 1,378 | 1,235 |
| Coach park expenditure | 143 | 143 |
| | 4,147 | 3,635 |
| Total | 22,141 | 21,941 |

10. LICENSING EXPENDITURE

| | 2019 €'000 | 2018 €'000 |
|---|---------------|---------------|
| Taxi enforcement costs | 1,087 | 1,257 |
| Taxi call centre and administration costs | 953 | 930 |
| Taxi vehicle licensing costs | 767 | 692 |
| Taxi driver licensing costs | 647 | 589 |
| Personnel and associated overheads | 518 | 289 |
| Taxi licensing - communication costs | 359 | 287 |
| Vehicle Clamping | 54 | - |
| Bus licensing costs | 23 | 8 |
| | 4,408 | 4,052 |

11. EMPLOYEES, SECONDEES AND OUTSOURCED PLACEMENT SERVICES

| | 2019 €'000 | 2018 €'000 |
|---|---------------|---------------|
| Personnel Costs | | |
| Wages, salaries and staffing costs | 7,702 | 6,074 |
| Outsourced placement services | 19,141 | 13,295 |
| Public sector secondments | 584 | 550 |
| Recruitment and training | 271 | 162 |
| Board and Committee members fees and expenses | 129 | 105 |
| | 27,827 | 20,186 |
| Allocated to: | | |
| Central administration | 14,551 | 11,029 |
| Licensing | 518 | 290 |
| Leap Card scheme | 2,356 | 873 |
| Capital investment programme | 3,724 | 3,057 |
| Rural Transport programme | 731 | 608 |
| Public Service Obligation | 5,755 | 4,091 |
| Travel information systems | 192 | 238 |
| | 27,827 | 20,186 |

The allocation of outsourced placement services and related costs to the Authority's business units is on the basis of the business unit's direct outsourced placements.

Public sector secondments

In 2019, €Nil (2018: €0.03m) of secondees costs were charged directly to projects and €Nil (2018: €0.03m) were capitalised. During the year, one secondee transferred to the Authority as an employee (2018: two).

Capitalised employee costs

Capitalised employee costs in the financial year amounted to €Nil (2018: €0.02m).

11.1 WAGES, SALARIES AND STAFFING COSTS

a) Aggregate employee benefits

| | 2019 €'000 | 2018 €'000 |
|---------------------------|---------------|---------------|
| Staff short-term benefits | 7,017 | 5,543 |
| Termination benefits | - | - |
| Employer's PRSI | 685 | 531 |
| | 7,702 | 6,074 |

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

b) *Staff short-term benefits*

| | 2019 €'000 | 2018 €'000 |
|------------|-----------------------|-----------------------|
| Basic pay | 6,954 | 5,464 |
| Allowances | 72 | 79 |
| | 7,026 | 5,543 |

c) *There were no termination benefits, other long-term benefits or share based payment transactions during the year (2018: €nil).*

11.2 EMPLOYEES AND PUBLIC SECTOR SECONDEES

| | 2019 | 2018 |
|--|-------------|-------------|
| <i>Headcount numbers at year end, on a whole time equivalent basis:</i> | | |
| Employees | 127 | 92 |
| Public sector secondees | 4 | 4 |
| | 131 | 96 |

11.3 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 Planning, Investment & Taxi Regulation, the Chief Information Office (from appointment in May 2019), the Director of Regulation (from appointment in December 2019) and the Director of Public Transport Services. Compensation paid to the Authority's key management personnel is set out below:

| | 2019 €'000 | 2018 €'000 |
|------------|-----------------------|-----------------------|
| Basic pay | 752 | 612 |
| Allowances | 77 | 63 |
| | 829 | 675 |

Termination benefits, post-employment benefits, other long-term benefits and share based payment transactions during the year were nil (2018: nil).

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

11.4 CHIEF EXECUTIVE OFFICER

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

| | 2019 €'000 | 2018 €'000 |
|-------------------------|-----------------------|-----------------------|
| Basic pay - Ms A.Graham | 111 | 108 |
| Allowances | 77 | 63 |
| | 188 | 171 |

The Chief Executive Officer is a member of a public service pension scheme with standard entitlements; she joined the Authority on 16th December 2019. Previous to this date the Chief Executive Officer was seconded from Dublin City Council.

The value of retirement benefits earned in the period is not included above. The Chief Executive Officer is a member of the NTA Scheme.

A secondment charge of €26,802 was paid to Dublin City Council during the year (2018: €26,980) relating to the secondment of the Chief Executive Officer.

11.5 EMPLOYEE AND PUBLIC SECTOR SECONDEES SHORT-TERM BENEFITS BREAKDOWN

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

| <i>Range</i> | | <i>Number of personnel</i> | |
|--------------|-----------|----------------------------|-------------|
| From | To | 2019 | 2018 |
| €60,000 | €69,999 | 26 | 18 |
| €70,000 | €79,999 | 12 | 5 |
| €80,000 | €89,999 | 15 | 10 |
| €90,000 | €99,999 | 6 | 7 |
| €100,000 | €109,999 | 3 | 5 |
| €110,000 | €119,999 | 1 | 1 |
| €120,000 | €129,999 | - | - |
| €130,000 | €139,999 | 2 | 3 |
| €140,000 | €149,999 | 1 | 2 |
| €150,000 | €159,999 | 2 | - |
| €170,000 | €179,999 | - | 1 |
| €180,000 | €189,999 | 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.

12. OFFICE ACCOMMODATION COSTS

| | 2019 €'000 | 2018 €'000 |
|-------------------------|-----------------------|-----------------------|
| Accommodation | 2,221 | 1,313 |
| Repairs and maintenance | 323 | 196 |
| Cleaning | 150 | 149 |
| Lighting and heat | 141 | 90 |
| | 2,835 | 1,748 |

13. OTHER ADMINISTRATIVE COSTS

| | 2019 €'000 | 2018 €'000 |
|----------------------------------|---------------|---------------|
| ICT expenditure | 2,780 | 1,681 |
| Legal and litigation | 1,257 | 898 |
| Professional service fees | 1,124 | 1,102 |
| Depreciation | 593 | 867 |
| Advertising and promotion | 609 | 626 |
| General expenses | 295 | 122 |
| Internal audit fees | 269 | 378 |
| Telephone and internet | 239 | 141 |
| Bank charges and interest | 200 | 82 |
| Printing, postage and stationery | 157 | 163 |
| Travel and subsistence | 113 | 91 |
| Insurance | 106 | 87 |
| External audit fees | 78 | 58 |
| Meeting expenses * | 27 | 31 |
| Library and subscriptions | 24 | 37 |
| | 7,871 | 6,364 |

| Allocated to: | | |
|------------------------|--------------|--------------|
| Central administration | 6,854 | 4,715 |
| Leap card | 1,017 | 1,649 |
| | 7,871 | 6,364 |

*An amount of €3k (2018:€nil) charged to meeting expenses was incurred in respect of the cost of a Board meeting.

14. RETIREMENT BENEFIT COSTS

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

| | 2019 €'000 | 2018 €'000 |
|--|---------------|---------------|
| Defined benefit pension scheme - NTA Scheme and Single Scheme | | |
| Current service costs | 1,728 | 1,759 |
| Interest on pension scheme liabilities | 605 | 596 |
| Plan participants' contributions | (318) | (272) |
| | 2,015 | 2,083 |

| | | |
|---|--------------|--------------|
| Defined contribution scheme - RPA Scheme | | |
| Employer contributions | 58 | 56 |
| | 2,073 | 2,139 |

15. GENERAL DESCRIPTION OF THE DEFINED BENEFIT SCHEMES

NTA Scheme

This is a public service, defined benefit, final salary 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 final 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.

Single Scheme

This is a public service, defined benefit, average salary 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 average 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.

15.1 ACTUARIAL ASSUMPTIONS

The valuation for FRS 102 disclosures is based on a full actuarial valuation conducted in February 2020, by a qualified independent actuary and takes into account the requirements of FRS 102 in order to assess the scheme liabilities at 31 December 2019. The principal actuarial assumptions at 31 December are as follows:

| | 2019 ¹ | 2018 ² |
|--|-------------------|-------------------|
| Discount rate | 1.20% p.a. | 1.90% p.a. |
| Expected future pensionable salary increases | 2.50% p.a. | 2.70% p.a. |
| Expected future pension increases | 2.00% p.a. | 2.20% p.a. |
| Expected state pension increases | 1.50% p.a. | 1.70% p.a. |
| Consumer Price Index increase | 1.50% p.a. | 1.70% p.a. |

1. The rates for 2019 are used as the basis for calculating the Deferred Benefit Obligation at 31 December 2019 and current service costs and the interest on pension scheme liabilities for 2020.

2. The rates for 2018 are used as the basis for calculating the Deferred Benefit Obligation at 31 December 2018 and current service costs and the interest on pension scheme liabilities for 2019.

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 2019 and 2039:

| Year of attaining age 65 | 2019 | 2039 |
|--------------------------|------|------|
| Life expectancy - male | 21.5 | 23.9 |
| Life expectancy - female | 24.0 | 26.0 |

15.2 MOVEMENT IN NET RETIREMENT BENEFIT OBLIGATION DURING THE FINANCIAL YEAR

| | 2019 €'000 | 2018 €'000 |
|---|-----------------------|-----------------------|
| Net retirement benefit obligation at 1 January | (32,095) | (30,910) |
| Current service costs | (1,728) | (1,759) |
| Interest costs | (605) | (596) |
| Pensions paid in the year | 329 | 703 |
| Remeasurement of net defined benefit obligation - actuarial gain/(loss) | (9,392) | 467 |
| Net retirement benefit obligation at 31 December | (43,491) | (32,095) |

In 2019, the Authority incurred an actuarial loss of €9.4m (2018: gain of €0.5m) primarily due to changes in the scheme's membership (€4.6m) and changes in actuarial assumptions (€4.8m).

15.3 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 15.1 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:

| | 2019 €'000 | 2018 €'000 |
|---|-----------------------|-----------------------|
| Funding recoverable in respect of current year retirement benefit costs | 2,333 | 2,355 |
| State grant applied to pay retirement benefits | (329) | (703) |
| | 2,004 | 1,652 |

15.4 HISTORY OF DEFINED BENEFIT OBLIGATIONS

| | 2019 €'000 | 2018 €'000 | 2017 €'000 | 2016 €'000 | 2015 €'000 |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Defined benefit obligations | 43,491 | 32,095 | 30,910 | 23,135 | 17,815 |
| Actuarial gain / (loss) on defined benefit obligations | (9,392) | 467 | (6,059) | (3,981) | (1,367) |
| As a percentage of the scheme liabilities | 21.6% | 1.5% | 19.6% | 17.2% | 7.7% |

16. INTANGIBLE ASSETS

| | Intangible assets under construction €'000 | Transport infrastructure software €'000 | Transport systems software €'000 | Total €'000 |
|----------------------------|---|--|---|----------------|
| Cost | | | | |
| At 1 January 2019 | 389 | 460 | 87,475 | 88,324 |
| Reclassification * | 277 | - | 375 | 652 |
| Additions in the year | 2,967 | 117 | 1,333 | 4,417 |
| Transferred into use | (851) | - | 851 | - |
| At 31 December 2019 | 2,782 | 577 | 90,034 | 93,393 |

| | | | | |
|----------------------------|----------|------------|---------------|---------------|
| Amortisation | | | | |
| At 1 January 2019 | - | 129 | 56,072 | 56,201 |
| Reclassification | - | - | 155 | 155 |
| Charge for the year | - | 63 | 8,981 | 9,044 |
| At 31 December 2019 | - | 192 | 65,208 | 65,400 |

| | | | | |
|----------------------------|--------------|------------|---------------|---------------|
| Net book values | | | | |
| At 31 December 2019 | 2,782 | 385 | 24,826 | 27,993 |
| At 1 January 2019 | 389 | 331 | 31,403 | 32,123 |

16.1 INTANGIBLE ASSETS

| | Intangible assets under construction €'000 | Transport infrastructure software €'000 | Transport systems software €'000 | Total €'000 |
|----------------------------|---|--|---|----------------|
| Cost | | | | |
| At 1 January 2018 | - | 236 | 81,542 | 81,778 |
| Additions in the year | 389 | 224 | 5,933 | 6,546 |
| At 31 December 2018 | 389 | 460 | 87,475 | 88,324 |

| | | | | |
|----------------------------|----------|------------|---------------|---------------|
| Amortisation | | | | |
| At 1 January 2018 | - | 87 | 47,391 | 47,478 |
| Charge for the year | - | 42 | 8,681 | 8,723 |
| At 31 December 2018 | - | 129 | 56,072 | 56,201 |

| | | | | |
|----------------------------|------------|------------|---------------|---------------|
| Net book values | | | | |
| At 31 December 2018 | 389 | 331 | 31,403 | 32,123 |
| At 1 January 2018 | - | 149 | 34,151 | 34,300 |

* The Authority reclassified a number of assets under construction from Tangible to Intangible assets within the period.

17. PROPERTY, PLANT AND EQUIPMENT

| | Tangible assets under construction €'000 | Road passenger vehicles €'000 | Leasehold property improvements €'000 | Office equipment €'000 | Transport infrastructure €'000 | Transport systems hardware €'000 | Total €'000 |
|----------------------------|---|----------------------------------|--|---------------------------|-----------------------------------|-------------------------------------|----------------|
| Cost | | | | | | | |
| At 1 January 2019 | 667 | 129,057 | 1,990 | 2,868 | 17,786 | 7,808 | 160,176 |
| Reclassification * | (277) | - | - | (186) | - | (603) | (1,066) |
| Additions in the year | 379 | 75,161 | 119 | 865 | 3,013 | 954 | 80,491 |
| Transfer of buses | - | 6,205 | - | - | - | - | 6,205 |
| Transferred into use | (576) | - | - | 59 | 130 | 387 | - |
| Disposals in the year | - | - | - | (5) | - | - | (5) |
| At 31 December 2019 | 193 | 210,423 | 2,109 | 3,601 | 20,929 | 8,546 | 245,801 |
| Depreciation | | | | | | | |
| At 1 January 2019 | - | 13,234 | 832 | 2,168 | 12,777 | 4,975 | 33,986 |
| Reclassification | - | - | - | (129) | - | (259) | (388) |
| Charge for the year | - | 16,372 | 471 | 430 | 1,964 | 1,006 | 20,243 |
| Disposals | - | - | - | (5) | - | - | (5) |
| At 31 December 2019 | - | 29,606 | 1,303 | 2,464 | 14,741 | 5,722 | 53,836 |
| Net book values | | | | | | | |
| At 31 December 2019 | 193 | 180,817 | 806 | 1,137 | 6,188 | 2,824 | 191,965 |
| At 1 January 2019 | 667 | 115,823 | 1,158 | 700 | 5,009 | 2,833 | 126,190 |

In 2017 the Authority commenced purchasing buses directly. Previously, bus operators who operated public service obligation routes directly acquired buses which were funded through capital grants from the Authority. During 2019, the Authority purchased buses to the value of €75.2m (2018: €84.2m).

In 2019, the Authority completed a bus fleet harmonisation to ensure a consistent fleet profile across the bus operators. This resulted in the Authority receiving a transfer of a number of buses with a varying age profile from Bus Éireann for a nominal fee of €1. These were subsequently reassigned to other bus operators. The Authority recognised the transfer of these buses at depreciated cost, on the date of transfer, resulting in an accounting gain on transfer of €6.205m.

* The Authority reclassified a number of assets under construction from Tangible to Intangible assets within the period.

17.1 PROPERTY, PLANT AND EQUIPMENT

| | Tangible assets under construction €'000 | Road passenger vehicles €'000 | Leasehold property improvements €'000 | Office equipment €'000 | Transport infrastructure €'000 | Transport systems hardware €'000 | Total €'000 |
|----------------------------|---|----------------------------------|--|---------------------------|-----------------------------------|-------------------------------------|----------------|
| Cost | | | | | | | |
| At 1 January 2018 | - | 32,366 | 1,751 | 2,495 | 16,330 | 5,906 | 58,848 |
| Additions in the year | 667 | 84,246 | 239 | 520 | 1,456 | 2,487 | 89,615 |
| Transfer of buses | - | 12,445 | - | - | - | - | 12,445 |
| Disposals in the year | - | - | - | (147) | - | (585) | (732) |
| At 31 December 2018 | 667 | 129,057 | 1,990 | 2,868 | 17,786 | 7,808 | 160,176 |
| Depreciation | | | | | | | |
| At 1 January 2018 | - | 2,697 | 405 | 1,875 | 10,296 | 3,885 | 19,158 |
| Charge for the year | - | 10,537 | 427 | 440 | 2,481 | 1,675 | 15,560 |
| Disposals | - | - | - | (147) | - | (585) | (732) |
| At 31 December 2018 | | 13,234 | 832 | 2,168 | 12,777 | 4,975 | 33,986 |
| Net book values | | | | | | | |
| At 31 December 2018 | 667 | 115,823 | 1,158 | 700 | 5,009 | 2,833 | 126,190 |
| At 1 January 2018 | - | 29,669 | 1,346 | 620 | 6,034 | 2,021 | 39,690 |

In 2018, the Authority completed a bus fleet harmonisation to ensure a consistent fleet profile across the bus operators in the Dublin area. This resulted in the Authority receiving a transfer of a number of buses with a varying age profile from Dublin Bus for a nominal fee of €1. These were subsequently reassigned to other bus operators. The Authority recognised the transfer of these buses at depreciated cost, on the date of transfer, resulting in an accounting gain on transfer of €12.445m.

18. RECEIVABLES

| | 2019 €'000 | 2018 €'000 |
|--------------------------------|-----------------------|-----------------------|
| Trade debtors | 4,198 | 686 |
| Prepayments and accrued income | 2,454 | 3,152 |
| Licensing income | 3 | 7 |
| Other | 1,495 | 523 |
| | 8,150 | 4,368 |

19. PAYABLES: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2019 €'000 | 2018 €'000 |
|--|-----------------------|-----------------------|
| Trade creditors | 6,660 | 753 |
| Leap card scheme liabilities | 29,234 | 22,845 |
| Accruals and deferred income | 6,021 | 12,086 |
| VAT | 5,115 | 5,061 |
| PSWT payable | 2,395 | 722 |
| PAYE/PRSI | 252 | 190 |
| Employee pension contributions and levies payable to the state | 137 | 118 |
| Onerous Lease liability | 124 | 90 |
| Other creditors | 27 | 20 |
| Bus payment retention | 851 | 294 |
| | 50,816 | 42,179 |

Leap card scheme liabilities

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

Accruals and deferred Income

Included in the 2018 balance is deferred income of €8 million received from DTTAS for working capital for Public Service Obligation activities (2019: €Nil).

20. PAYABLES: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

| | 2019 €'000 | 2018 €'000 |
|-------------------------|-----------------------|-----------------------|
| Onerous lease liability | 413 | 390 |
| Bus payments retention | 182 | 621 |
| | 595 | 1,011 |

21. CAPITAL ACCOUNT

| | 2019 €'000 | 2018 €'000 |
|----------------------|-----------------------|-----------------------|
| Balance at 1 January | 157,397 | 73,990 |

| Transfer to/(from) Statement of Income and Expenditure: | | |
|--|---------------|---------------|
| Income allocated for capital purposes | 88,460 | 106,906 |
| Amortisation adjustment for fixed assets not funded through grants | 210 | - |
| Amortisation in line with depreciation | (19,850) | (15,560) |
| Amortisation in line with amortisation | (9,199) | (8,723) |
| | 59,621 | 82,623 |

| | | |
|----------------------------|---------------|---------------|
| Adjustment of fixed assets | - | 784 |
| Movement in year | 59,621 | 83,407 |

| | | |
|-------------------------------|----------------|----------------|
| Balance at 31 December | 217,018 | 157,397 |
|-------------------------------|----------------|----------------|

22. TAXATION

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

23. OPERATING LEASES

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

The Office of Public Works (“OPW”) provides office accommodation to the Authority in Dun Scéine, Harcourt Lane, Dublin 2. There is no formal lease in place. The Authority paid €0.9m in 2019 in respect of this office accommodation (2018: €0.9m).

23.1 OPERATING LEASES - RENTAL OBLIGATIONS

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

The Authority also leases office accommodation at Floor 1, No. 5, Harcourt Centre, Dublin 2. The lease period expires in July 2024 and annual lease charges are €397,050 per annum (including VAT).

During 2019, the Authority entered into a lease for additional office accommodation at Floor 4, No. 5, Harcourt Centre, Dublin 2. The lease period expires in January 2029, and annual lease charges are €259,419 per annum (including VAT). The NTA has a right to terminate this lease on 26 July 2024 (break date) provided certain conditions are met.

The Authority also entered into an agreement to rent office accommodation at Charlemont Exchange during 2019 at €394,830 (including VAT) for a 12 month period which includes discounts and a notice period of 6 months.

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 25 April 2024. There is no option to surrender the lease. 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 2019, the remaining provision of €536,614 is disclosed across notes 18 and 19. There was a rent review due from April 2019 on 35 Fitzwilliam Square and negotiations were finalised in May 2020. The onerous lease provision has been updated to reflect the outcome of these negotiations. The current annual rent payable is €204,000 to the end of the lease.

23.2 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. As mentioned in note 22.1 a rent review for 2019 was agreed in May 2020. There are no options for early termination of 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 for early termination of the lease.

The commercial property (Floor 1, No. 5, Harcourt Centre) lease has a lease term of six years and provides for periodic upward revision of the rental charge according to prevailing market conditions. There are no options for early termination of the lease.

The commercial property (Floor 4, No. 5, Harcourt Centre) lease has a lease term of ten years and provides for periodic upward revision of the rental charge according to prevailing market conditions. There is an option for early termination of the lease in July 2024 provided certain conditions are met.

The commercial property (Charlemont Exchange) agreement has a term of 12 months with a notice period of 6 months.

Future minimum rentals payable under non-cancellable operating leases as at 31 December 2019 are as follows:

| | 2019 €'000 | 2018 €'000 |
|---|-----------------------|-----------------------|
| Within one year | 1,112 | 502 |
| After one year but not more than five years | 3,387 | 1,961 |
| More than five years | 49 | 327 |
| | 4,548 | 2,790 |

23.3 OPERATING LEASE AS A LESSOR

The commercial property (35 Fitzwilliam Square) lease is due to finish April 2024. Future minimum rentals receivable under non-cancellable operating leases as at 31 December 2019 are as follows:

| | 2019 €'000 | 2018 €'000 |
|---|-----------------------|-----------------------|
| Within one year | 80 | 80 |
| After one year but not more than five years | 266 | 320 |
| More than five years | - | 27 |
| | 346 | 427 |

24. CAPITAL COMMITMENTS

The authority had capital commitments for road passenger vehicles of €62.6m at 31 December 2019 (2018: €73m).

25. OTHER COMMITMENTS

Capital grant - contractual commitments

The Authority has commitments with Local Authorities and delivery agencies to provide them with funding for various projects. At 31 December 2019, an amount of €229.4m (2018: €114.2m) is yet to be drawn down on approved projects as follows:

| | 2019 €'000 | 2018 €'000 |
|---|-----------------------|-----------------------|
| Transport Infrastructure Ireland | 39,199 | 67,073 |
| Regional cities / Accessibility capital funding | 5,453 | 7,129 |
| Bus Éireann | 440 | 977 |
| Iarnród Éireann | 128,727 | 14,929 |
| Sustainable transport management & other projects | 14,519 | 18,259 |
| Dublin Bus | 57 | 4,417 |
| Leap card scheme | 7,889 | 1,416 |
| BusConnects Infrastructure Dublin | 33,128 | - |
| | 229,412 | 114,200 |

25.1 INDIVIDUAL PROJECTS WHERE FUTURE COMMITTED TOTAL EXPENDITURE IS PROJECTED TO EXCEED €6.35M

| Project | Cumulative expenditure to 31/12/2018 (previous years) €'000 | Expenditure in 2019 (current year) €'000 | Committed: subsequent years €'000 | Uncommitted: subsequent years €'000 | Expected project total 2019 €'000 | Expected project total 2018 €'000 |
|---|---|--|-----------------------------------|-------------------------------------|-----------------------------------|-----------------------------------|
| Transport Infrastructure Ireland | | | | | | |
| Luas Cross City* | 373,480 | 5,423 | 2,388 | 1,209 | 382,500 | 382,500 |
| Luas Green Line infrastructure upgrade | 8,432 | 83 | - | 38 | 8,553 | 9,176 |
| Luas Green Line capacity enhancement | 34,196 | 22,350 | 27,758 | 4,516 | 88,820 | 88,820 |
| Carrickmines park & ride | - | 2 | 7,230 | 83 | 7,315 | 7,280 |
| Luas Car Asset Renewal | 13,325 | 10,477 | 1,823 | 1,776 | 27,401 | - |
| Iarnród Éireann | | | | | | |
| Proposed Railway Station at Pelletstown on Connolly/Maynooth Line | 284 | 241 | 6,769 | 3,206 | 10,500 | - |
| Purchase of 41 Intermediate Class 2200 Intercity Railcars | - | 39,828 | 107,089 | - | 146,917 | - |
| DART Expansion - Pre-planning Stage | 363 | 1,462 | 7,704 | 2,371 | 11,900 | - |
| Pearse St Station Roof | 2,988 | 10,465 | 2,745 | 302 | 16,500 | 16,500 |
| BusConnects Infrastructure Dublin | 2,941 | 9,429 | 23,648 | - | 36,018 | - |

| | |
|--|----------------|
| Total in relation to projects where expenditure > €6.35m | 187,154 |
| Contractual commitments in relation to other projects < €6.35m | 42,258 |
| Total contractual commitments | 229,412 |

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

26. CONTINGENT LIABILITIES

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

27. 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 schools programme and Rural Transport Programme.

28. RELATED PARTY DISCLOSURES

Please refer to note 11.3 for a breakdown of the remuneration and benefits paid to key management.

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.

29. SUBSEQUENT EVENTS

Since 31 December 2019, the spread of COVID-19 has severely impacted the Irish economy and many other economies around the globe. This has had a significant impact on Irish life with measures taken to contain the spread of the virus, including travel bans, quarantines, social distancing and closure of non-essential services. This has triggered significant adjustment and alteration to the operation of public transport.

The Authority has determined that these events are non-adjusting subsequent events. Accordingly, the financial position and the results as of year ended 31 December 2019 have not been adjusted to reflect their impact. The duration and the impact of COVID-19 pandemic remains unclear at this time. It is not possible to reliably estimate the duration and severity of these consequences, as well as their impact on the financial position and results of the Authority for future periods. The impact of COVID-19 on the Authority's cash flows, performance and operations are being monitored closely and regular forecasts are provided to the Board and to the Department of Transport, Tourism and Sport.

30. APPROVAL OF FINANCIAL STATEMENTS

The financial statements were approved by the Authority on 19 June 2020.



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