



Minutes of Board Meeting

Held by video conference on Friday 18 September 2020

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

Apologies: None

Staff in attendance: Mr Philip L'Estrange, Director, Finance & Corporate Services / Board Secretary; Mr Tim Gaston, Director, Public Transport Services; Dr Declan Sheehan, Chief Information Officer; Ms Wendy Thompson, Director, Transport Regulation; Mr Bernard Higgins, Director, Transport Technology; Mr David O'Flynn, Financial Controller; Mr Noel Beecher, Head of Governance, Mr Gerard McBrien, Risk Manager (Item 5); Mr Mark Bradwell, Senior Procurement Manager (Item 6); Mr Eoin Gillard, Head of Public Transport Investment (Item 7); Mr Declan Ridge, Programme Manager, Contact Centre Consolidation (Item 8); Mr Paul Scully, Facilities Manager (Item 9); Mr Karl Seeber (Minutes).

Others in attendance: Mr Nick Ashe, Consultant, KPMG Ireland (Item 8).

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1. Declarations of Interest

None.

2. Minutes of previous meeting

The draft minutes of the Board meeting on 17 July 2020 were approved.

3. Matters Arising & Board Schedule

The Chairperson advised that the IPA review of Board effectiveness is nearly complete and that the results will be discussed at the Board's October meeting. He also advised that the annual review of the Chief Executive Officer's performance will be undertaken at the October meeting.

He indicated a detailed briefing meeting for Board members on the business case for the BusConnects Programme will be held during November in advance of its formal presentation to the Board for consideration.

He advised that there have been no developments with regard to the filling of the existing vacancy on the Board.

4. CEO Report

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

- Publication of the draft Limerick and Shannon Transport Strategy;
- Public consultation process on the extension of Luas to Finglas;
- Planned publication of revised bus network design for Dublin;
- Stimulus funding for sustainable transport measures and some additional bus services;
- Purchase of new buses for Local Link services;
- Publication of pre-qualification questionnaire for Next Generation Ticketing project;
- Trend in public transport passenger numbers;
- Government Plan for Living with Covid;
- Taxi operator concerns regarding the impact of Covid on the sector;
- Recent data breaches reported by the Authority to the Data Protection Commissioner and the actions being taken as a result;
- Legal issues;
- Recent cancellation of some commuter rail services due to the unavailability of replacement drivers.

5. Finance & Corporate Governance

- a. Mr O'Flynn outlined the main points of the Management Accounts for July / August 2020 and the emerging financial position for 2020 and responded to questions from Board members.
- b. Mr Beecher provided an update on risk management issues. He noted that there has been no change to the risks on the Authority's Corporate Risk Register since the last Board meeting and outlined some trends in individual risks. Additional risk registers are in place relating to Covid-19, key suppliers and in relation to funding provided to commercial bus operators on behalf of the Department of Transport. Mr Beecher noted that the Authority's legal advisors had undertaken a review of the Authority's policies and procedures relating to General Data Protection Regulations (GDPR).
- c. The Board discussed the contents of the management letter issued to the Authority by the Office of the Comptroller and Auditor General (C&AG) following its recent audit of the Authority and the measures being taken in response.
- d. Mr O'Connor updated the Board on issues discussed at the most recent meeting of the Audit & Risk Committee (ARC). He also reported on the outcome of a meeting between ARC members and a C&AG representative. Mr O'Connor indicated that the meeting with C&AG was very beneficial. The meeting confirmed that the NTA management team worked well with the C&AG. Mr O'Connor noted that the ARC members had requested increased engagement between the C&AG and the ARC as well as the Authority's internal auditors.
- e. Mr O'Connor noted that the appointments of Mr John Smith and Mr Brian Hayes as external members of the Audit & Risk Committee are due to expire during September and November respectively. Following discussion the Board approved the extension of both appointments by a further one-year period.

6. Procurement

Following a presentation by Mr Bradwell and subsequent discussion, the Board approved the award of a contract to McCann Fitzgerald Solicitors for the provision of legal services to the Authority on the basis of their tendered rates for a period of five years with an option to extend the contract, at the Authority's discretion, for a further two years.

Separately, the Board discussed the appropriate models for the procurement of services generally and asked the Executive to take their views into consideration.

7. Purchase of Double Deck Hybrid Buses

Mr Gillard outlined a proposal for the placement of an order for 180 double deck hybrid buses under the provisions of the Single Supplier Framework Agreement for the Purchase of Double-Deck Diesel-Electric Hybrid Buses executed by the Authority with Alexander Dennis Limited in December 2019. During the discussion that followed it was confirmed that the order would be subject to Irish law. The Board approved the proposal.

8. Customer Contact Centre Preliminary Business Case

Mr L'Estrange recalled that the purpose of the proposed public transport customer contact centre (the contact centre) is to provide a single consolidated out-sourced contact centre covering all transport operators and ticketing service providers and based on a single set of supporting systems. The overall objective is to provide a single point of contact for public transport users who require information and assistance about services.

The Chief Executive noted that while the estimated project costs are below the threshold for which Board approval of a Business Case is required, the matter was being presented to the Board in view of its strategic importance for the Authority.

Mr Ridge and Mr Ashe gave a presentation setting out the scope and scale of the proposed contact centre and a summary of the updated business case.

During the discussion that followed, Mr Ridge and Mr Ashe responded to questions from Board members. They outlined the extensive engagement that had already taken place with transport operators and they noted that the aim is to implement the project in phases in order to ensure that the lessons learned during the implementation of each phase can be used to make improvements in subsequent phases. The Board members expressed support for the project while outlining a number of issues for consideration by the Executive in the development of the project.

9. Extension of office accommodation agreement with WeWork

Following a presentation by Mr Scully, the Board approved the extension of the existing rental agreement at the WeWork building at 42 Charlemont Street, Dublin 2 for a period of 12 months until the end of October 2021.

10. Emergency Direct Award contracts to support licensed services

Mr Gaston outlined progress on the implementation of schemes to provide financial support to the licensed bus sector in order to restore services on key routes which were withdrawn in response to the impact of the Covid-19 public health emergency. He noted that the schemes are now up and running with 8 direct award contracts and 2 grant aid arrangements in place. The Authority aims to complete the implementation process during October. He noted that the arrangements cover a 6-

month period as approved by Government. The Authority had included a further option to extend them by a further 3-month period, subject to Government approval and the availability of funding. He confirmed that the risks associated with the schemes are being carefully monitored.

The Board members thanked the Executive and the staff concerned for their efforts in getting the scheme up and running in a very short space of time. They noted that the scheme will be subject to review by the Authority's internal auditors.

11. Any other business

The Chairperson requested the Chief Executive to arrange for responses to be prepared to a number of issues raised by a Board member in advance of the meeting.

The Chairperson noted that Ms Ann Fitzgerald, Mr Frank O'Connor, Mr Pat Mangan and Ms Sinead Walsh are approaching the end of their terms of office as Board members and he took the opportunity to thank them for their valuable contribution to the Board and to wish them every success in the future.

12. Meeting without Executive

None.

Next Meeting: Friday 16 October 2020 @ 10.30am.

Signed: _____
Chairperson

Dated: _____