

The background features a complex network diagram with purple lines connecting various nodes. Some nodes are dark blue circles, while others are light grey. Several nodes contain white icons on colored circular backgrounds: a bus (blue), a train (orange), a person walking (green), a bicycle (light blue), a car (yellow-green), and a tram (purple).

ANNUAL REPORT & FINANCIAL STATEMENTS 2020

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From the Chairperson

The year 2020 was, for public transport, the year of Covid-19. Measures taken in response to the pandemic led to a dramatic fall in passenger numbers on all public transport, more difficult working conditions for operations personnel, and remote working for virtually all of the Authority's staff.

It is a tribute to the commitment and resilience of both our own and our operators' personnel that services were maintained. We are particularly grateful that Government supported us with increased funding to deal with the revenue shortfall, as without this additional funding services would have had to be severely curtailed.

Planning and public consultations for three major capital investments - BusConnects, MetroLink and the DART+ Programme - continued during the year, and the business cases for all three will be submitted to Government for approval in 2021. Together these investments will have a transformational impact on public transport in the Greater Dublin Area.

Two members left the Board during the year. Sinead Walsh completed her term of office and Kevin Kelly resigned from his role due to other work commitments. I would like to thank both for their contribution and professionalism during their tenure as Board members, and to thank all Board members for their commitment throughout the year.

The Authority's personnel have been outstanding in their response to all the challenges brought about by Covid-19, demonstrating a strong public service ethos throughout. Well done to them.

I would also like to extend my thanks and appreciation to the new Minister for Transport, Eamon Ryan, the Department of Transport, Transport Infrastructure Ireland, Córas Iompair Éireann, and to all the state bodies, local authorities and contracted operators with whom we deal.

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

2020 was a year like no other. The emergency public health measures implemented in response to Covid-19 had a dramatic impact on public transport. In particular, capacity on public transport services was reduced by up to 75% at various stages throughout the year. Despite these challenges, the Authority worked closely with operators to maintain subsidised public transport for essential journeys. I would like to thank the operators and their staff for all their efforts.

Of course, many people throughout the length and breadth of the country depend on bus routes provided by commercial bus operators. As Covid-19 made many of those routes unviable, the Authority devised and put in place arrangements to support the continued operation of essential services provided by those operators.

There was an even greater decline in the use of taxi, hackney and limousine services, whose operators who are self-employed. The Authority acted swiftly to ensure that operators were made aware of Covid-19 supports and to take practical measures to support them, including temporary measures to waive licensing fees and extend vehicle age limits. Notwithstanding these supports there was a sharp decline in the number of licensed operators by the end of 2020.

While public transport and taxi use fell sharply, there was an upsurge in walking

and cycling activity, which quickly gave rise to a requirement for additional facilities to meet the increased level of activity. The Authority worked successfully with local authorities to ensure the rapid implementation of temporary additional walking and cycling measures. In addition to these temporary measures, the Authority assisted local authorities in progressing bespoke fast track protected cycleways throughout the Greater Dublin Area.

Covid-19 also had a direct impact on the Authority itself. In line with Government policy to work from home where possible, the Authority quickly mobilised its resources and IT capabilities to enable our employees to work effectively from home. We also onboarded many new employees over the course of the year which created its own unique issues. I am very proud of the way in which all of the Authority's employees rose to the challenge and I wish to thank them for their commitment and hard work throughout a difficult year, both personally and professionally.

It is important to acknowledge that the Authority received significant additional Exchequer funding during the year, which enabled it to respond quickly and decisively to the challenges posed by Covid-19.

While Covid-19 inevitably took up a great deal of time and resources, it is worth mentioning a number of other important developments during 2020.

The new Dublin Area bus network, which is a key element of the overall BusConnects Dublin Programme, was finalised and published marking the conclusion of a process that began in 2017. Another major element of BusConnects Dublin is the Core Bus Corridor project. By the end of the year, we had completed the final phase of the public consultation process for that project and had started preparations for the submission of planning applications to An Bord Pleanála in 2021. The first deliveries of the electric hybrid double-deck bus fleet took place in 2020 which marked the start of a process which will see carbon emissions dramatically reduced on our subsidised bus services and contribute to the reduction in transport emissions provided for in the national Climate Action Plan. 2020 also saw the launch of the new Transport for Ireland (TFI) bus livery which will ultimately be displayed on all vehicles providing subsidised bus services in the State.

Strategic transport planning is a key function of the Authority that guides and underpins our transport investment programmes. Of particular note during 2020 was publication of the Cork Metropolitan Area Transport Strategy which provides a framework for the planning and delivery of transport infrastructure and services in the Cork Metropolitan Area up to the year 2040. Following its publication work quickly began on the planning of major projects in Cork including Luas, commuter rail and BusConnects. Other milestones included a public consultation process on a draft Limerick Shannon Metropolitan Area Transport Strategy and the start of work on a draft Waterford Metropolitan Area Transport Strategy for publication in 2021. Towards the end of the year, the Authority commenced preparations for the first review of the Greater Dublin Area Transport Strategy 2016 – 2035, which is of course a statutory document.

Planning of the DART+ and MetroLink schemes was not impacted significantly by Covid-19. An initial public consultation took place on the proposal to provide a DART service to Maynooth and the M3 Parkway (DART+ West). A significant development was the commencement of construction on the National Train Control Centre near Heuston Station in Dublin. This project will ensure that rail network will have the required technology and communications infrastructure to cater for the predicted increase in demand and services on the rail network in the decades ahead.

Unfortunately, Covid-19 did impact on plans for the acquisition of new bus and rail fleet. Fewer buses than planned were delivered while the Authority was notified of a 6-month delay in the manufacture of 41 new rail carriages to enlarge the commuter rail fleet. As a result, delivery of the new rail fleet will now begin in mid-2022.

While the Covid-19 crisis has endured for much longer than anyone anticipated, the roll out of vaccines hopefully signals the beginning of a return to more normal conditions. While it is clear that this event is likely to bring about changes in the way in which we live and work, the extent of those changes will only become apparent in the time ahead. As we look to the future, the Authority stands ready to deliver on the objectives set out in the Programme for Government and contribute to the post Covid-19 recovery.



Anne Graham, Chief Executive

KEY DEVELOPMENTS & ACHIEVEMENTS 2020

JANUARY

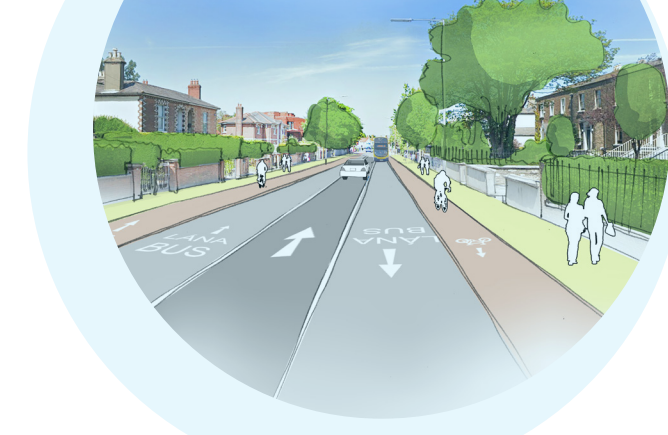


FEBRUARY

MARCH

APRIL

MAY



JUNE

- Commencement of grant schemes to assist with the purchase of electric and wheelchair accessible taxis, hackneys and limousines
- Publication of Code of Practice for Parking Controllers and Clamping Operators
- Successful completion of transfer of commuter bus routes between Dublin and Kildare to Go-Ahead Ireland
- Official launch of two new urban routes in Kilkenny City operated by City Direct
- Commencement of Designated Local Area Hackney pilot scheme to assist transport availability in rural areas

- Start of construction of new commuter rail station at Pelletstown in west Dublin
- Start of second public consultation process for the Core Bus Corridors project as part of the BusConnects Dublin Programme

- Waiver of late renewal fees for taxi vehicle licences in response to Covid-19
- Launch of completed Cork Metropolitan Area Transport Strategy
- Award of funding for accessible community car schemes in Cork, Kerry, Longford, Offaly and Mayo

- Procurement process commenced to appoint a design team to undertake planning and initial design work for Cork Luas

- Authority adopts regulations to extend the maximum age limits for taxi, hackney and limousine licence renewals in response to Covid-19
- Dublin Mobility Plan published in conjunction with Dublin City Council in order to provide a framework of proposals to address new and urgent needs relating to commercial activity and mobility in Dublin City Centre in response to Covid-19

- Work commenced on site for the construction of the new National Train Control Centre at Heuston Station



JULY

AUGUST

SEPTEMBER

OCTOBER

NOVEMBER

DECEMBER

- Publication of first ever *Bike Life* survey of cycling across the Dublin Metropolitan Area (in association with sustainable transport charity Sustrans)
- Start of public consultation process for proposed extension of Luas Red Line from Broombridge to Charlestown via Finglas
- First of eight, new longer (55-metre) Luas trams enter into service providing increased capacity on the Luas Green Line
- Opening of Phase 2 of Royal Canal Premium Cycle Route (Sheriff Street Upper to North Strand Road)
- Commencement of construction of new form of quick-build cycling facilities (protected cycle lanes) on two pilot projects on Goatstown Road and Benildus Avenue

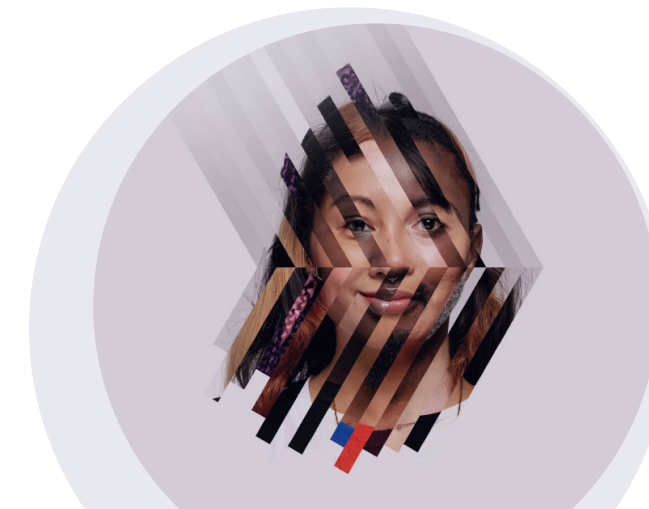
- Engineers appointed to undertake route options analysis and develop initial designs for Cork Luas
- Allocation of €55 million to local authorities for cycling and walking projects in response to Covid-19
- Launch of initial public consultation process for proposed DART+ West project to deliver electrified rail services on the Maynooth and M3 Parkway lines
- Validity of annual TaxSaver tickets extended by six months in response to Covid-19
- Arrangements put in place to enable the continued operation of essential bus services provided by licensed bus operators

- National surveys undertaken to assess the impact of Covid-19 on the taxi sector
- Start of public consultation on draft Limerick - Shannon Metropolitan Area Transport Strategy
- Publication of final revised Dublin area bus network as part of BusConnects Dublin Programme

- Entry into service of three new, longer (55-metre) Luas trams on the Luas Green Line
- Launch of *Everyone is welcome on public transport* campaign to highlight the issue of racism on public transport services

- *Staff Respect* campaign undertaken to promote greater respect for bus, rail and taxi drivers
- Issues paper published ahead of a major review of the Greater Dublin Area Transport Strategy 2016 - 2035
- Start of third public consultation process for the Core Bus Corridors project as part of the BusConnects Dublin Programme
- Start of new Clifden - Westport bus services (Route 423)
- Bus service enhancements implemented in Louth (Route 168), Kerry (Route 275) and Mayo (Route 450)

- Revised and enhanced town bus network commences service in Navan
- Expansion of town bus network in Drogheda through new Routes D4 and D5
- Start of new Local Link service linking Arklow - Tullow - Carlow Town (Route 800)
- Taxi regulations revised in order to extend maximum vehicle age limits and waive certain vehicle licence renewal fees in response to Covid-19
- Launch of 24-hour services on Route 39a and other improvements to Dublin Bus services
- Delivery of first batch of double deck electric hybrid buses for use in Dublin City and Galway City
- Start of procurement process for up to 800 double deck electric buses
- Launch of new TFI bus livery



Strategic Planning & Transport Modelling

*Cork Metropolitan Area
Transport Strategy
formally launched*



STRATEGIC TRANSPORT PLANNING

Greater Dublin Area

The Authority's statutory Transport Strategy for the Greater Dublin Area 2016-2035 sets out the key transport projects that are required to be delivered to provide for the growth in travel demand by sustainable modes. This Strategy, which must align with Government policy in relation to sustainability and climate action, is required by statute to be reviewed every six years.

During 2020, pre-planning work commenced on the updating of the current Transport Strategy. This work included commencement of the preparation of specific background reports. In addition, public consultation commenced in November on an Issues Paper, seeking the public's feedback on priorities for the updating of the transport strategy.

Cork Metropolitan Area

The Authority, in conjunction with Cork City Council, Cork County Council and Transport Infrastructure Ireland, completed the Cork Metropolitan Area Transport Strategy (CMATS), which was formally launched in March.

CMATS 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. In this regard, a number of projects were initiated during 2020, including Cork Light Rail Transit and BusConnects Cork. It was also agreed that a coordination committee would be established to facilitate implementation of CMATS. This committee will comprise representatives of the local authorities, transport operators and sponsoring agencies for the major projects in development.

The Authority continued its participation in the Cork Area Strategic Plan (CASP) Group. The Authority also engaged with Cork City Council in the review of the Cork City Development Plan and Cork County Development Plan.

Limerick - Shannon Metropolitan Area

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

In September, a draft transport strategy was completed and published as part of a public consultation process. In all, 112 submissions were received during the consultation period, providing feedback on the initial proposals and identifying areas for potential revisions to the draft strategy. Following the evaluation of submissions, preparation of certain revisions to the draft strategy was commenced.

Galway Metropolitan Area

The Authority continued to work with Galway City Council on the implementation of the objectives set out in the Galway Transport Strategy. In November, the Council applied for planning consent for the proposed Salmon Weir pedestrian and cycling bridge. Public consultations were held in relation to the transformative Cross City Link and the BusConnects Dublin Road proposals.

Waterford

The Authority, in conjunction with Waterford City and County Council, Kilkenny County Council and Transport Infrastructure Ireland, commenced work on the preparation of the Waterford Metropolitan Area Transport Strategy.

Other Areas

The Authority engaged with numerous local authorities around the country, providing advice and input into the profiling of transport demand patterns at county level as well as the preparation of local transport plans at county level

and for certain key towns within their administrative areas. Much of this work was undertaken to help inform policy making as part of the development plan review process and the prioritisation of transport investment.

TRANSPORT POLICY IMPLEMENTATION AND MONITORING

During the course of the year, the Authority made more than 140 written submissions, relating mainly to development plans, local area plans and planning applications.

REGIONAL TRANSPORT MODELS

A significant programme of work was undertaken including:

- updating and enhancement of the Regional Modelling System;
- provision of modelling analysis in support of transport projects; and
- development of suitable IT infrastructure to support the use of the Regional Modelling System.

A National Demand Forecasting Model (NDFM) and Eastern Regional Model (ERM) were delivered early in the year. The ERM structure was then applied to the remaining regions and they were delivered towards the end of the year along with the supporting appraisal tool kits.

In parallel to the development work, the NDFM and the ERM were put to extensive use on major projects including MetroLink, the DART+ Programme and BusConnects.

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 on behalf of the Department of Transport and the Department of the Environment, Climate and Communications in order to support policy development in the areas of transport and climate change.

Use of the Regional Modelling System for the assessment of major transport projects and other plans increased significantly throughout the year. In excess of 200 individual projects have used the models since they were first commissioned.



CLIMATE ACTION

A large part of the Authority's work is concerned with providing active travel and public transport infrastructure and services to facilitate a transition to a more sustainable transport system. This shift of more people onto more environmentally sustainable forms of travel is fundamental to meeting Ireland's challenges in relation to climate action.

The Authority activities that support emission reductions in the area of transport include:

- the development of transport strategies for metropolitan areas to support compact growth and sustainable development;
- securing the implementation of new public transport infrastructure and enhanced public transport services;
- the delivery of active travel projects, including, in particular, the provision of a network of safe cycling facilities;
- the promotion of active travel modes and public transport use; and
- supporting development consolidation in urban areas and the reversal of development sprawl patterns.

While Covid-19 disrupted many activities during 2020, work continued in all of these areas, contributing to the overall goal of reducing transport emissions. Some specific highlights include:

- An enlargement of the cycling infrastructure programme, reflecting the ambitious targets set out in the Programme for Government;
- Design and manufacturing of the first one hundred "next generation" diesel-electric hybrid double-deck buses, capable of continuous operation of up to 2.5 kilometres in zero-emission mode;
- Launch of the completed Cork Metropolitan Area Transport Strategy and the first round of public consultation for the Limerick - Shannon Metropolitan Area Transport Strategy;
- Further development of large public transport infrastructure schemes such as BusConnects (Dublin, Cork and Galway), DART+, MetroLink, Luas Finglas, Luas Cork and Cork Commuter Rail;
- Additional Luas fleet, plus tenders obtained for new DART electric and battery-electric fleet; and
- Bus service enhancements across the State, including new services and expansions of existing services.



Delivering Bus and Rail Services

*Additional €289 million
provided to support
continued operation
of contracted bus
and rail services*



COVID-19

The spread of Covid-19 necessitated the introduction of additional measures and supports at various stages during the year to ensure the safe operation of essential public transport services in compliance with Government policy and public health guidelines.

Among the key measures introduced by public transport operators with the support of the Authority were:

- reduced capacity and social distancing measures on vehicles and in stations;
- enhanced cleaning regimes for vehicles and stations;
- distribution of personal protective equipment to public transport staff;
- distribution of hand sanitizer on vehicles and at stations; and
- display of public health advice and guidelines on vehicles and in stations.

Throughout the period after the arrival of Covid-19, the Authority maintained close links with all contracted operators through frequent meetings where matters of concern were raised and issues to be communicated passed on. The meetings proved especially effective in ensuring consistency across public transport in responding to the rapidly changing environment and sharing good practice between operators.

Revised bus, rail and tram timetables were implemented at various stages between March and the end of the year in response to changes to restrictions on the carrying capacity of public transport vehicles and restrictions on the movement of people.

Following a Government decision in June, the Authority moved quickly to establish arrangements to provide funding support to ensure the continued operation of essential bus services provided by the licensed bus sector.

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.

Some contracts are awarded without a competitive tendering process. They are known as Direct Award Contracts.

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

Work continued on transitioning the Authority’s direct award contracts with Dublin Bus, Bus Éireann and Iarnród Éireann from net cost contracts to gross cost contracts.

However, progress on a transition to monitoring and incentivising of service performance at an individual route level was delayed due to uncertainties in the operating environment as a result of Covid-19.

¹The 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

COMPETITIVELY TENDERED CONTRACTS

In January, the phased transfer to Go-Ahead Ireland of commuter bus routes between Kildare and Dublin was completed with the operator taking over the operation of Routes 120 and 120C from Bus Éireann. A number of improvements to services were made and services were also re-numbered to better match service variations.

In early June, the Authority invited operators to submit tenders for the operation of Route 975 between Cavan and Longford. The evaluation of submissions received was completed in December.

The Authority extended the terms of a number of existing contracts as follows:

- contract with M&A Coaches in respect of Route 828 between Cashel and Portlaoise was extended from August 2020 to June 2021;
- contract with Andrew Wharton in respect of Route 975 between Cavan and Longford was extended from September 2020 to March 2021; and
- contract with Bernard Kavanagh & Sons Limited in respect of Route 817 between Dublin and Kilkenny extended from December 2020 to June 2021.

PASSENGER NUMBERS AND REVENUES

Covid-19 had a devastating impact on public transport patronage from March onwards due to the necessity to impose restrictions on people's movements and on the number of passengers permitted on public transport vehicles in order to ensure the safety of passengers and prevent the spread of Covid-19.

Overall, passenger numbers on contracted bus and rail services fell by 156.8 million (-53.3%), while revenues fell by €337.7 million (-51.2%) compared to 2019. See Tables 2 and 3 on following page.

Luas operating costs exceeded revenues for the first time in several years. An operating deficit of €0.65 million was incurred.



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

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
2019	138.3	39.9	50.1	48.3	15.4	2.5	294.5
2020	68.9	20.0	17.9	19.2	10.3	1.4	137.7
Difference	-69.4	-19.9	-32.2	-29.1	-5.1	-1.1	-156.8

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

Year	Dublin Bus	Bus Éireann	Iarnród Éireann	Luas Light Rail	Other PSO Services ²	Rural Transport Programme	Total
2019	230.6	94.5	233.8	81.0	18.5	1.8	660.2
2020	119.7	52.4	101.6	33.5	13.8	1.5	322.5
Difference	-110.9	-42.1	-132.2	-47.5	-4.7	-0.3	-337.7

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.

Transport operators recorded substantial revenue losses due to a significant

reduction in the use of public transport due to Covid-19.

These losses were absorbed through the provision of increased Exchequer funding to ensure that public transport services could continue to operate in line with public health guidelines.

Table 4 – PSO compensation payments to public transport operators (€ million)³

Operator / Service type	Mode	Contract type	Operational Area or Route	2019 compensation payment	2020 compensation payment
Iarnród Éireann	Rail	Direct Award	National	128.4	239.3
Dublin Bus	Bus	Direct Award	Dublin	53.5	133.4
Bus Éireann (Direct Award)	Bus	Direct Award	National (excl. Dublin)	66.4	101.1
Rural Transport Services	Bus / Demand Responsive Transport	Various	National	22.0	24.6
Tendered Services ⁴	Bus	Tendered	Various	37.5	35.7
Transdev Dublin Light Rail Limited	Light Rail (Luas)	Tendered	Dublin Metropolitan	0.0	30.2
Commercial Bus Operators ⁵	Bus	Direct Award / Grant Aid	National	n/a	32.3
Totals				307.8	596.6

²See Table 1

³After performance deductions and net of fare revenues

⁴See Table 1

⁵See Table 6

PERFORMANCE OF CONTRACTED OPERATORS

The Authority's contracts with public transport operators include performance standards. Reports detailing the performance of operators against these performance standards are published on the Authority's website⁶.

Deductions from contractual payments due to operators are made where an operator fails to meet agreed the 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 2020.

The Authority met operators at regular intervals during the year 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 the Dublin Commuter Outer Metropolitan area was reported in standalone performance reports for the first time.

FARES

Due to Covid-19, the Authority decided not to make any changes to fares. As many holders of TaxSaver tickets were unable to avail of public transport services due to the impact of Covid-19, the Authority sought and received Government approval to put in place arrangements to extend the validity of their annual tickets for a period of six months. In parallel, all contracted operators continued to offer refunds for ticket holders who did not wish to avail of the option to extend the validity of their ticket.

DUBLIN AREA BUS NETWORK REVIEW

In September, the Authority published the new Dublin Area bus network following the conclusion of a detailed process which began in 2017 as part of the overall BusConnects Dublin Programme. Over that period, the Authority undertook three major public consultation processes and reviewed more than 72,000 submissions.

The Authority in conjunction with operators and local authorities commenced work on the phased implementation of the new bus network, which will take place over a number of years, subject to the availability of funding.

Table 5 – Performance-related deductions and incentives applied in 2020 (€m)

Operator	Deductions Applied	Incentives applied
Iarnród Éireann	0.042	0.089
Dublin Bus	0.957	Not Applicable
Bus Éireann (Direct Award Contract)	0.275	Not Applicable
Bus Éireann Waterford City (Competitively Tendered Contract)	0	0.085
Go-Ahead Ireland Outer Dublin Metropolitan Area	0.070	0.297
Go-Ahead Ireland Dublin Commuter Outer Metropolitan	0	0.026
Luas (figures are provisional and may be subject to change)	1.706	0.058

⁶www.nationaltransport.ie/public-transport-services/operator-performance-reports

CHANGES TO SERVICES

Contracted bus and rail services are regularly revised to stimulate growth in public transport use and to respond to changes in demand. The Authority formally approves all proposed revisions in advance of their implementation.

At various stages throughout the year it was necessary to implement temporary changes to timetables in response to changes in the demand for travel due to Covid-19.

However, a number of permanent changes to timetables were also approved by the Authority including the following:

Dublin Bus

- Timetable and minor alignment changes to a number of routes to improve reliability and consistency, including Routes 13, 14, 32, 37, 41b, 41d, 44 and 47.

Go-Ahead Ireland

- Timetable changes on a number of routes to improve punctuality and reliability, including Routes 17, 17a, 75, 114, 161 and 175.

In July, the Authority received approval to proceed with the provision of enhanced public transport services nationally as part of the July Jobs Stimulus to promote economic and business recovery in response to Covid-19.

Notwithstanding the tight timeframe, by the end of the year the Authority had succeeded in finalising a comprehensive plan to provide new services and increased frequency on existing services. Details of the enhanced services are shown on the following page:



Bus Éireann

Route Number	Description
D4 / D5	New services on the Drogheda Town network that provide a combined 15 minute frequency between the northern end of central Drogheda and Southgate Shopping Centre
N1 / N2	New services providing an expanded and enhanced town service in Navan linking the residential areas to employment, educational and retail opportunities across the town
168	New service between Dundalk and Drogheda via coastal towns
212	New, 7-day per week city service between Mahon Point and Cork
275	Enhanced level of service between Dingle and Tralee
303 / 323 / 333 / 336 / 345	Enhanced timetables and routes in Clare and Limerick
423	New service between Clifden and Westport
440A / 450	Reconfigured services including the provision of a direct service between Louisburgh and Achill via Westport
446	Enhanced timetable of services between Belmullet and Ballina

Dublin Bus

Route Number	Description
1	Enhanced timetable between Santry (Shanard Road) and Sandymount (St. John's Church)
9	Enhanced timetable between Charlestown and Limekiln Avenue
13	Enhanced off-peak and evening frequency between Harristown and Grange Castle
14	Enhanced off-peak and evening frequency between Beaumont (Ardlea Road) and Dundrum Luas Station
39a	Provision of 24-hour services (UCD Belfield - Ongar)
83	Enhanced off peak frequency between Harristown and Kimmage

TFI Local Link

Route Number	Description
C1 / C2	Introduction of Sunday services on Cavan Town network
800	New service between Arklow and Carlow via Tullow
978	Belmullet - Castlebar, Co. Mayo (TFI Local Link Mayo)
277 / 275A	Dingle / Sleah Head peninsula (TFI Local Link Kerry)



RURAL TRANSPORT / TFI LOCAL LINK

TFI Local Link regular rural services were able to continue in operation following the arrival of Covid-19, subject to the implementation of the necessary precautions to prevent the spread of the disease.

While most demand responsive services continued to operate, many of them were repurposed to operate as 'collect and delivery' services delivering essential supplies for the elderly or other vulnerable members of the community. Community car services had to be discontinued as it would not have been possible to maintain social distancing on those services and vehicles were redeployed to assist with 'collect and delivery' services. The provision of the 'collect and delivery' services was widely welcomed and served to further strengthen the positive view of Local Link in local areas.

A number of new Local Link services were implemented before the end of the year as part of the July Jobs Stimulus, which was introduced to stimulate economic and business recovery from Covid-19.

The July Jobs Stimulus also enabled the Authority to begin the process of acquiring two fully electric buses for the operation of Local Link services in Kerry in furtherance of the Authority's commitment to the provision of sustainable public transport at a local level.

CONNECTING IRELAND

Work continued on a nationwide review of settlement interconnectivity by public transport with a view to:

- systematically identifying and measuring the extent of gaps in connectivity by public transport between settlements across the State, outside of the five major conurbations of Dublin, Cork, Limerick, Galway and Waterford; and
- developing a set of proposals to address those gaps by enhancing existing services and developing new services to meet sustainable mobility and climate change objectives as well as facilitating participation in society by more people without recourse to the use of a car.

The working title for this initiative is Connecting Ireland. Given its scale and complexity, a phased approach to consultation is appropriate in order to ensure timely and useful engagement with all stakeholders including the general public. The first phase of consultation involving a series of consultative workshops with local authorities started in October.

Work also began to develop a funding application for implementation of the emerging recommendations in accordance with project appraisal guidelines for investment in transport schemes.



LICENSED BUS SERVICES

Covid-19

The combination of low passenger demand and restricted vehicle capacity due to Covid-19 quickly made the majority of licensed bus services financially unviable and many ceased operation within a short period after the arrival of the disease in March. Those that continued to operate were only able to offer significantly curtailed services.

In June, the Authority received approval from Government to administer a funding scheme to support the provision of essential bus services by licensed operators. Following extensive engagement with operators, valid applications were received from 64 operators. Following detailed analysis, the Authority concluded emergency direct award contracts with 16 operators while 48 operators received grant assistance in accordance with European Commission rules governing *De Minimis* grant aid.

Licensing Activity

Due to Covid-19, there was a significant reduction in the level of applications for new licences and amendments to existing licences.

During March, the Authority acted quickly to notify licensed operators that individual services or complete licences could be suspended in response to the collapse in passenger demand due to Covid-19. As a result, the number of suspension applications was the highest received by the Authority in one year to date. However, this arrangement ensured that licensed operators were able to minimise financial losses.

Table 7 provides data on bus licensing activity. Of the applications for new and/or amended licences, 43% 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*.

Table 6 – Covid-19 related compensation payments to public transport operators in 2020

Contract Type	No. of operators	Funding Amount (€m)
Direct Award	16	29.22
De Minimis Grant Aid	48	3.08

Table 7 – Bus licensing activity in 2020

Type	Received	Decisions Made ⁷	Offered	Issued	Cancelled	Refused
New application	93	99	83	26	23	3
Amendment of existing licence	95	117	72	65	16	1
Renewal of licence	57	57	n/a	57	0	0
Transfer of licence between operators	8	8	0	8	0	0
Revocation of licence	1	0	n/a	0	0	0
Temporary suspension of licence	704	704	n/a	704	0	0

⁷Includes decisions made on applications received during 2019, which were carried over into 2020.

Compliance Activity

Bus compliance activity was significantly curtailed due to Covid-19. In all, 17 “on-the-ground” operations were undertaken and 167 bus services were monitored throughout the course of the year.

As a result, 29 licence clarification letters were issued to operators promoting services in breach of their licensing conditions or outside of the bus licensing system.

The Authority’s continuing focus on education and deterrence brought four new operators into the licensing system, and four operators ceasing their operations.

International Bus Services

During the course of the year, the Authority engaged extensively with the Department of Transport regarding the implementation of new arrangements to facilitate the continued operation of coach and bus services between Ireland and the United Kingdom following the withdrawal of the United Kingdom from the European Union on 31 December 2020.

Occasional bus services are primarily governed by the Interbus Agreement on the International Occasional Carriage of Passengers by Coach and Bus for which the Authority became the designated competent authority in Ireland. The EU-UK Trade and Cooperation Agreement now governs regular and special regular services between Ireland and the UK.

The Authority worked closely with bus operators and their representative organisations to ensure a smooth transition to the new arrangements. That included the timely distribution of new documentation to operators.



Upgrading Infrastructure

Funding was used to facilitate the reallocation of road space to provide better, safer and more accessible routes for pedestrians and cyclists



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.

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 8 – Distribution of capital payments (€ million)

Implementing Agency	Greater Dublin Area Capital Programme	Regional Cities Sustainable Transport Programme	Public Transport Accessibility Programme	Total
An Taisce	0.12	0	0	0.12
Bus Éireann	1.02	0	0.35	1.37
Carlow County Council	0	0.23	0	0.23
Clare County Council	0	0.29	0.02	0.31
Córas Iompair Éireann	0.16	0	0	0.16
Cork City Council	0	12.38	0	12.38
Cork County Council	0	2.42	0.14	2.56
Dublin Bus	2.77	0	0.07	2.84
Dublin City Council	24.52	0	0	24.52
Dún Laoghaire-Rathdown County Council	21.01	0	0	21.01
Fingal County Council	4.93	0	0	4.93
Galway City Council	0	4.82	0	4.82
Iarnród Éireann	89.53	1.45	3.97	94.96
Kerry County Council	0	0.36	0	0.36
Kildare County Council	2.3	0	0	2.3
Kilkenny County Council	0	0.76	0	0.76
Limerick City & County Council	0	4.64	0.04	4.64
Louth County Council	0	0.59	0	0.59
Meath County Council	8.62	0	0	8.66

Table 8 (Continued)

Implementing Agency	Greater Dublin Area Capital Programme	Regional Cities Sustainable Transport Programme	Public Transport Accessibility Programme	Total
National Council for the Blind of Ireland	0	0	0.11	0.11
National Transport Authority	135.99	0.05	1.31	137.35
Offaly County Council	0	0	0.04	0.04
Sligo County Council	0	0.07	0.06	0.13
South Dublin County Council	8.57	0	0	8.57
Tipperary County Council	0	0.05	0	0.05
Transport Infrastructure Ireland	63.14	0.08	0	63.21
University College Dublin	0.47	0.00	0	0.47
Waterford City & County Council	0	9.64	0	9.64
Wicklow County Council	3.55	0.33	0	3.88
Totals	366.70	38.17	6.12	410.99

GREATER DUBLIN AREA CAPITAL PROGRAMME

The Authority's Integrated Implementation Plan for the Greater Dublin Area 2020 - 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 9.



Table 9 - Greater Dublin Area Capital Programme

Sub-programme	Expenditure (€ million)	Percentage of total expenditure
Heavy Rail	90.36	18%
Light Rail	64.24	27%
Bus	111.56	30%
Sustainable and Integrated Transport	100.55	25%

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.

DART+ Programme

In August, the DART Expansion Programme was rebranded as the DART+ Programme.

DART+ is a series of projects that will create a fully electrified, metropolitan rail network for Dublin, with all lines linked and connected.

The key elements of the Programme are:

- DART+ West, which will provide a new DART service to Maynooth/M3 Parkway on the Maynooth / Sligo Line;
- DART+ South West, which will provide a new DART service to Hazelhatch - Celbridge on the Kildare Line;
- DART+ Coastal North, which will provide a new DART service between City Centre and Drogheda on the Northern Line;
- DART+ Coastal South, which will provide an enhanced DART service to Bray / Greystones on the South-East Line.
- DART+ Fleet - Purchase of additional trains to support new and enhanced DART services.

In August, Iarnród Éireann commenced a public consultation process on the emerging preferred option for DART+ West, to Maynooth and M3 Parkway. Following the conclusion of that process in October, Iarnród Éireann continued work on the development of the scheme design to take account of feedback from the public consultation.

Iarnród Éireann appointed multidisciplinary contractors for both the DART+ South West and Coastal projects and commenced procurement of multidisciplinary contractors for the DART+ Coastal projects for appointment in early 2021.

Tenders for the new DART fleet were received in August and the tender evaluation process was ongoing at the end of the year.

Dublin City Centre Re-signalling Project

All remaining phases of the City Centre Re-signalling Project were successfully commissioned by Iarnród Éireann in October and November and testing of the new system began in line with the requirements of the Commission for Rail Regulation.

Expansion of Existing Rail Fleet

Manufacturing of 41 new rail carriages to enlarge the commuter rail fleet continued during the year. However, due to Covid-19 delays which impacted supply chains, delivery of the new carriages are expected during 2022.

National Train Control Centre

The building contract for the new National Train Control Centre was awarded in May and construction on site commenced in June. The new Centre is located at Heuston Station and will provide a modern state of the art train management system. The contract for the train control system was also awarded at the end of May with development work on the new system commencing in June.

Heavy Rail Maintenance Programme

Iarnród Éireann completed the lifecycle asset renewal of 63 Intercity Rail Cars. The works included engine raft maintenance and overhaul, bogie overhaul and wheelset replacement, pneumatics and brake system overhaul and auto-coupler overhaul.

Lift and Escalator Renewal Programme / Lifts passenger call system

A renewals investment programme aimed at improving the reliability and availability of lifts and escalators at rail stations is being undertaken by Iarnród Éireann with funding from the Authority.

The 2020 programme of work comprised 17 locations on the Dublin network. Although some delays to the programme were experienced due to Covid-19, 14 locations were completed with the remaining 3 locations to be completed in 2021.

Additionally, to mitigate repeated anti-social behaviour events resulting in lift outages at unmanned stations, lift passenger call systems were installed at 25 prioritised locations at DART and Northern Line stations and 50 visual and audible intercoms and CCTV systems were installed in lifts which are monitored 24/7 at Howth Junction.

LIGHT RAIL SUB-PROGRAMME

MetroLink

Transport Infrastructure Ireland further developed the Preliminary Design, Environmental Impact Assessment Report (EIAR) and Preliminary Business Case for this major project for the provision of a metro service from Swords to Charlemont Stop on the Luas Green Line. Significant stakeholder communication on the project continued throughout the year.

Luas Green Line Capacity Enhancement

Work continued on the conversion of the existing fleet of Citadis 402 trams to 55-metre trams as well as the acquisition of new 55-metre Citadis 502 trams.

By the end of the year, 22 out of 26 Citadis 402 trams had been converted and 6 out of 8 new Citadis 502 trams were in service.

Transport modelling and options assessment for a turn back facility at St. Stephens Green were progressed.

Luas Lifecycle Asset Renewals (LCAR)

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

The main works undertaken included the overhaul of rolling stock, the replacement

of rail track and an upgrade of the automated fare collection operating system.

Other works included replacement of an overhead conductor system, renewal of emergency help points and passenger lifts as well as escalator upgrades at Connolly Station.

BUS SUB-PROGRAMME

BusConnects Dublin Core Bus Corridors

Planning and design work by the Authority continued throughout 2020 including the development of updated preferred route option proposals detailing each corridor, together with a number of draft technical supporting reports.

A second round of public consultation on the preferred routes was undertaken during March and April. However, due to Covid-19 restrictions, planned public information events were unable to proceed and the consultation had to be transferred online. Consequently, a third round of public consultation was conducted during November and December using virtual public information technology to enable stakeholders, including the general public and public representatives, to safely access the proposals and engage with staff of the Authority.

Following the conclusion of the public consultation in December, the Authority commenced the process of reviewing the more than 3,500 submissions received in preparation for the submission of formal planning applications to An Bord Pleanála.

Dublin Region Bus Fleet Renewal

Covid-19 and the entry into administration of one of the Authority's bus suppliers during 2019 had a significant negative impact on bus fleet deliveries during 2020.

In addition to the delivery of 20 double deck buses from earlier orders, manufacture of the Authority's first order of diesel-electric hybrid double deck

buses continued during 2020. A total of 74 vehicles from this order are intended for the Dublin region and are expected to go into service early in 2021. An additional order was placed in October for a further 145 hybrid double deck buses for the Dublin area, for delivery during 2021

Regional Bus / Coach Fleet Renewal

The Authority took delivery of:

- 5 midi buses; and
- 8 single deck regional commuter vehicles;

Three of the midi buses delivered during the year were for use by Local Link operators. These are the first large public service vehicles that the Authority has directly procured for the operation of Local Link services.

Manufacture of 26 diesel-electric hybrid double deck buses for use in the regional cities continued during 2020, with the vehicles expected to be delivered for service in early 2021. A further order for an additional 35 similar vehicles for the regional cities was placed in October.

Orders were placed for 93 coaches comprising 40 single deck regional commuter vehicles and 53 double deck regional commuter vehicles. The latter vehicles will incorporate a level surface on the lower deck and a higher ceiling on the upper deck to increase the space available to passengers, together with a permanent wheelchair space on the lower deck.

Bus Shelter and Bus Stops

The Authority continued to work closely with local authorities to coordinate the development and implementation of bus shelter programmes at county level rather than through piecemeal arrangements. This is necessary as the installation of a bus shelter will frequently require the upgrading of footpaths and / or roads including the relocation of underground services.

An additional 56 new bus shelters were installed nationally, in addition to the replacement of a number of life-expired bus shelters. In Dublin, a number of bespoke design bus shelters were installed on O'Connell Street and Westmoreland Street.

Separately, a new design for bus poles was developed, which will in time be rolled out across the country. The new design will provide consistency for bus passengers irrespective of where they are in the country or which operator they choose to use. It will also provide a much enhanced level of information to all bus passengers. For the benefit of visually impaired people, the new bus pole incorporates a yellow information carousel and a large yellow/green "flag".



Table 10 – Delivery of new buses / coaches for Dublin and Regional Services

Operator	2019	2020
Dublin Bus	104	15
Bus Éireann	77	8
Go-Ahead Ireland	39	5
Kilkenny City Service	0	2
Local Link	0	3
Totals	220	33

SUSTAINABLE AND INTEGRATED TRANSPORT SUB-PROGRAMME / REGIONAL CITIES SUSTAINABLE TRANSPORT PROGRAMME

Impact of Covid-19

In the period after March, Covid-19 brought about rapid and significant changes in travel patterns and modal choices with a significant shift towards walking and cycling and a demand for additional space to enable people observe social distancing requirements.

In response, the Authority quickly engaged with local authorities in the Greater Dublin Area and the regional cities of Cork, Galway, Limerick and Waterford in order to respond to the emerging new situation through the development and implementation of a range of short-term measures in response to the new situation including:

- introduction of one-way systems;
- footpath widening to facilitate social distancing;
- reduced waiting times for pedestrians at traffic signals;
- “hands-free” activation of pedestrian phases at traffic signals;
- accessibility improvements; and
- creation of spaces to support outdoor dining activities.

In May, the Authority in conjunction with Dublin City Council published a Dublin Mobility Plan in order to provide a framework of proposals to address new and urgent needs relating to commercial activity and mobility in Dublin City Centre in response to Covid-19.

The Authority also engaged with other local authorities nationally to offer them technical assistance for the development of schemes and funding to support their implementation.

July Jobs Stimulus

In July, the Authority received an additional allocation of €52 million for the implementation of sustainable transport measures. The allocation came from the Government’s July Jobs Stimulus to promote economic and business recovery in response to Covid-19.

This funding was used to facilitate the reallocation of road space to provide better, safer and more accessible routes for pedestrians and cyclists across the Greater Dublin Area as well as the metropolitan areas of Cork, Galway, Limerick and Waterford.

Among the measures implemented were:

- resurfacing and relining of roads / streets used by sustainable transport modes;
- reconstruction / renewal of defective footpaths or cycle tracks;
- provision of new or widened footpaths or cycle tracks;
- provision of cycle parking;
- improved crossing facilities for pedestrians / cyclists including raised surfaces, zebra crossings and signalised crossings;
- closing roads to vehicles, except for access only; and
- dishing of footpaths at junctions, raised pedestrian crossings, and reducing road width at crossing points.

Overall, 179 projects were funded through the annual grant funding arrangements for sustainable transport projects. Table 11, on the following page, sets out the projects grouped by cost.

Additionally, in response to Covid-19, funding was provided to more than 550 sustainable transport projects across the Greater Dublin Area, the regional cities plus an additional seven local authorities.

Table 11 – Sustainable transport projects funded by Authority

Agency	< €500,000	€0.5 - €5 million	> €5 million	> €20 million
Cork City Council	7	14	6	0
Cork County Council	2	1	2	0
Dublin City Council	4	20	9	8
Dún Laoghaire Rathdown County Council	4	10	4	0
Fingal County Council	1	1	5	0
Galway City Council	10	6	2	0
Kildare County Council	0	2	1	0
Limerick City and County Council	4	8	2	0
Meath County Council	3	11	1	0
Regional Bike Scheme	0	1	0	0
South Dublin County Council	3	5	1	0
An Taisce	1	0	0	0
University College Dublin	2	0	0	0
Wicklow County Council	8	5	0	0
Waterford City and County Council	0	1	3	1
Total	49	85	36	9

PUBLIC BIKE SCHEMES

The regional bike scheme experienced reductions in the number of registered users and the number of trips recorded due to Covid-19.

In particular, the restrictions on travel coupled with the transition by companies and colleges to on-line working and learning had a direct impact on usage.

Table 12 – Public bike schemes (trips made)

City	Total Trips in 2019	Total Trips in 2020
Cork	241,064	81,504
Galway	27,190	6,604
Limerick	22,129	10,447
Total	290,383	98,555

Table 13 – Public bike schemes (number of registered users⁸)

City	2019	2020
Cork	6,594	5,220
Galway	4,127	4,349
Limerick	1,824	1,344
Total	9,633	7,635

⁸ The number of registered users is averaged across the year

PUBLIC TRANSPORT ACCESSIBILITY PROGRAMME

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

Bus Stops

In all, 11 wheelchair accessible bus stops were installed at Carrigtwohill, Castlemartyr, Midleton, Newcastlewest, Ringaskiddy and Youghal.

At the end of the year, work was continuing on the installation of wheelchair accessible bus stops at 10 further locations in Shannon, Edenderry, Tullamore, Clonakilty and Bandon.

Bus Stations

Wheelchair accessible bus bays were constructed at bus stations in Tralee, Killarney, Waterford and Rosslare Europort.

A contract for the installation of wheelchair accessible bus bays at Ballina, Athlone, Tramore and Wexford bus stations was awarded in December.

The Authority commissioned audits of the remaining bus stations to determine what works are required to bring them up to the necessary accessibility standards. Audits were carried out at the following bus stations: Athlone, Ballina, Ballyshannon, Busáras (Dublin), Cavan, Clonmel, Cork, Drogheda, Dundalk, Ennis, Galway, Killarney, Letterkenny, Limerick, Monaghan, Sligo, Tralee and Waterford.

Rail Stations

Accessible lifts and footbridges were constructed at Coolmine, Carlow and Ennis rail stations and construction started on the provision of a new footbridge and lifts at Edgeworthstown Station.

Work also started on the construction of a roof over the footbridge at Carlow Station

Work was undertaken on the design of lifts and footbridges for Gormanston and Dalkey rail stations.

Wheelchair accessible taxis and hackneys

The Wheelchair Accessible Vehicle Grant Scheme 2020 resulted in the addition of 227 new wheelchair accessible licences to the national taxi fleet (with 37 upgrades to existing vehicles).

At the end of the year, the national fleet included 3,133 wheelchair accessible vehicles, which equated to 16% of the national fleet.



Transport Technology

Authority commenced public procurement process for new, smart ticketing solution



TFI LEAP CARD

Although January and February showed continued growth in the use of the TFI Leap Card, from March onwards the decrease in public transport patronage due to Covid-19 was reflected in usage of the TFI Leap Card scheme as volumes and activity levels fell in all areas.

The number of TFI Leap Cards issued fell by 62% to 347,166 and the total value of top-ups processed almost halved to €136 million. While the overall value of top-ups fell by 49%, the shift to mobile top-ups continued with a 5% increase in the share of total top-ups by value performed via the Top-Up App.

Ticket sales were the most affected by Covid-19, with total sales falling to just over €36 million, a drop of 66%. In August, the Authority secured Government approval to extend then current TaxSaver annual tickets for a further six months in response to Covid-19. This facilitated many customers who were taking infrequent trips. In parallel, all subsidised operators continued to offer refunds to customers and many did so. Overall, the total value of TaxSaver ticket sales fell by 66% to just €29 million.

A further consequence of Covid-19 was that the Authority cancelled the annual *Kids Go Free* campaign, which had been offered every year since 2014.

The Authority launched a single sign-on project on the TFI Leap Card website to make it easier for customers to use a single account to register on the Authority's various websites and apps. In addition, a number of licensed bus operators were integrated into the TFI Leap Card scheme and the Authority assisted a new ticket equipment supplier to enable their devices to read TFI Leap Cards and free travel passes. Most importantly, the Authority initiated a project to deliver an iOS version of the successful Leap Top-Up app for android phones.



Table 14 – TFI Leap Card Statistics

Measure	2019	2020	% Change 2020 v 2019
TFI Leap Cards sold	913,971	347,166	-62%
Free Travel Passes issued ⁹	155,379	-19,133 ¹⁰	-112%
Travel Credit Value topped up	€267.7 million	€136.0 million	-49%
Travel Credit Value used	€240.4 million	€119.4 million	-50%
Ticket product sales	€108 million	€36.4 million	-66%
Journeys (excluding Free Travel Passes)	163.8 million	83 million	-51%
Journeys on Free Travel Passes	35.3 million	18.4 million	-48%
TFI Leap Top-Up App top-ups	€67.8 million	€39.7 million	-40%

⁹ Free Travel Passes are issued by the Department of Social Protection

¹⁰ Issuance of free travel passes was suspended by the Department of Social Protection due to Covid-19. Consequently this figure is negative, indicating that the volume of cards that expired during the year exceeded the number of newly issued cards during the year.

NEXT GENERATION TICKETING (NGT)

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

In June, a new mobile ticketing solution was piloted on a Bus Éireann service. This solution enables intending passengers to purchase a bus ticket on currently one route but represents a significant step forward in adding another sales channel into the market.

In September, the Authority commenced the public procurement process that will enable the Authority to award a contract to supply and operate a new ticketing solution nationally, enabling customers to use their smartphones, contactless debit and credit cards as well as bar codes to access public transport.

AUTOMATIC VEHICLE LOCATION (AVL)

AVL is required for service control of buses, communications with drivers, tracking of route performance, generation of real time passenger information for on-street displays and mobile apps and is at the core of the contract management function of the Authority in tracking kilometres operated and punctuality by operator by route.

Current AVL systems are approaching end of life and the Authority is seeking to move to a next generation of AVL solution that will be available for use nationally across all bus operators in the country. During the year, a significant amount of work was undertaken on market research, developing cost models, investigating strategic options and working with operators in defining technical and business requirements with a view to developing a preliminary business case.

REAL TIME PASSENGER INFORMATION (RTPI)

RTPI is a system which facilitates 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 RTPI solutions deliver 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
- Updates to underlying data in the National Journey Planner and the presentation of real time predicted departure information.

All information is shared with third party channels such as Google Maps, HERE Maps, Apple Maps and the open data community. In 2020, this data format was upgraded to a GTFS-R feed (General Transit Feed Specification – Realtime) which in effect has facilitated increased third party consumption and broader use of RTPI data.

Two contracts were awarded in the RTPI area on foot of significant public procurement competitions. Firstly, a contract was awarded to upgrade the existing fleet of about 800 on-street departure information displays so as to extend their life and upgrade the back office system to a cloud based highly available environment. Secondly, a contract was awarded to introduce a new suite of applications to include a new National Journey Planner and new timetable production software.

Enhancing Customer Experience & Supporting Sustainable Travel

Large-scale TFI campaign undertaken to inform passengers about the impact of Covid-19 restrictions on the operation of public transport services



COVID-19

From March onwards, the Authority's public transport marketing and communication shifted towards Government public health and safety messaging relating to Covid-19.

The Authority ran a large-scale Transport for Ireland (TFI) campaign to inform passengers on the impact of Covid-19 restrictions on public transport services. Campaign content included information on social distancing measures, the introduction of capacity restrictions, mandatory wearing of face coverings and timetable revisions. The Authority coordinated the messaging through on-board messaging, social media platforms, radio and bus shelter advertising. Elements of this campaign ran throughout the remainder of the year and were regularly adjusted depending on the prevailing public health advice.

As public transport demand increased following the easing of restrictions in the aftermath of the first wave of Covid-19, the Authority undertook a campaign encouraging those that needed to travel to allow more time for their journey, to travel at off-peak times or to walk and cycle where possible in view of the continuing restriction on the number of passengers permitted on services.

The Authority strongly promoted the use of face coverings on public transport as soon as it became part of public health advice and this activity increased once the use of face coverings on public transport became a mandatory requirement in July.

In preparation for the reopening of schools in September the Authority engaged social media influencers to create content on TFI's behalf that promoted the wearing of face coverings.

ANTI-RACISM CAMPAIGN

In October, the Authority once again collaborated with the Immigrant Council of Ireland and public transport operators on a campaign to highlight the issue of racism on public transport services. The theme of the campaign was *Everyone is welcome on public transport*.

As part of the campaign, TFI collaborated with *Humans of Dublin* to shine a spotlight on several activists in the area of diversity and inclusivity. Portraits were taken on public transport and in stations. For the duration of the campaign participants were featured on the *Humans of Dublin* Instagram account detailing their personal experiences.

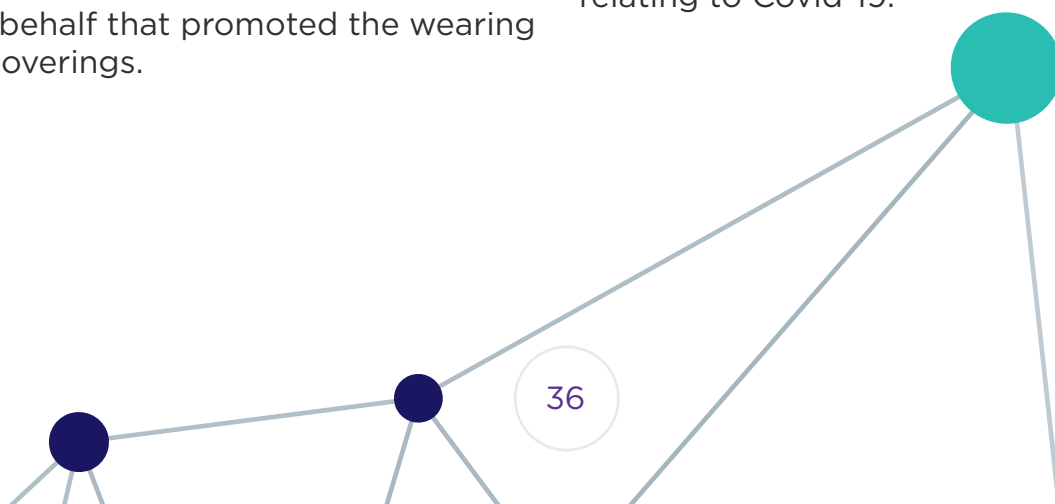
STAFF RESPECT

In October, TFI ran a new campaign to encourage public transport users to treat transport staff with kindness and respect in recognition of the essential jobs that they do and their efforts to keep the country moving during Covid-19. The message was not only a call to treat all staff with respect, but also to acknowledge the importance of the work they do and thank them for their efforts.

PROMOTION OF TFI LEAP CARD

As 2020 was a leap year, the Authority undertook a Leap Day Card promotion during February in partnership with Today FM.

The contactless features of the TFI Leap Card, including the Leap Top-Up App, were promoted throughout the year as part of the overall suite of communications relating to Covid-19.



WEBSITES

In September, the Authority launched its new 'mobile first' website for its corporate website. The redesigned website features a new menu streamlined to create a more user-friendly experience, a new project map tool to highlight the various nationwide projects funded by the Authority as well as an easy to use report search and filtering tool.

The Authority further rationalised its website arrangements by merging the dedicated website for Smarter Travel with the Authority's corporate website. In October, the dedicated website for Local Link was merged with the TFI customer-facing website.

There was a significant reduction in website activity across the TFI and TFI Leap Card websites, reflecting the reduction in travel demand due to Covid-19.

A project to make it easier for customers to use a single account to register on the Authority's various websites and apps was promoted in December.

PROMOTION OF TFI LOCAL LINK

In January, TFI Local Link launched a year-long radio sponsorship across 15 regional radio stations to promote TFI Local Link to community and local audiences throughout Ireland. The timing of this sponsorship was particularly beneficial as it allowed TFI Local Link to communicate with customers about the impacts of Covid-19 on services.

SOCIAL MEDIA

There was a substantial increase in the Authority's engagement across social media channels during the year, particularly on LinkedIn and Instagram. Social media content was predominantly focused on outlining changes to public transport services due to Covid-19 and public health guidelines.

Table 15 - Authority's following on social media channels

	2019	2020	% Change
Facebook	11,000	13,538	+23%
Twitter	34,000	36,200	+6.5%
Instagram	1,300	1,862	+43%
LinkedIn	4,500	7,699	+71%
Totals	50,800	59,299	+16.7%

Table 16 - Website activity

Website	2019	2020	% Change
www.transportforireland.ie	2,534,380	1,641,764	-35%
www.leapcard.ie	1,962,809	769,142	-61%
www.nationaltransport.ie	484,898	591,393	+22%
www.busconnects.ie	149,633	124,415	-17%
Totals	5,368,615	3,256,958	-39%

GREEN-SCHOOLS TRAVEL

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

Due to Covid-19, Green-Schools Travel Officers were unable to visit schools for much of the year. Instead, Travel Officers pivoted to developing online resources and some carried out virtual school visits.

Notwithstanding the impact of Covid-19, Green-Schools Travel Officers managed to carry out 735 school visits and completed 145 "walkability" and 16 "cycleability" audits to identify barriers to walking and cycling to schools. The audit findings were presented to the relevant local authorities for consideration.

In July, Green-Schools Travel launched *Safe to School - An Ideas Document* for Safe Access to Schools to coincide with the reopening of schools during Covid-19.

Green-Schools Travel provided funding for 300 cycle parking spaces and 45 scooter parking racks in schools. It also part-funded 2,892 primary school students to undertake *Cycle Right* training.

Green-Schools Travel again undertook a range of actions and events to encourage schoolchildren to get active on their school commute and in their locality. Some of these are outlined below:

- The BIG Travel Challenge took place in February;
- National Scoot to School Week took place in March;
- A suite of resources (e.g. videos, lesson plans, activity sheets, crafts) was created to support teachers and families while schools were closed due to Covid-19;

- National Walk to School Week in May was postponed but students and families were asked to participate in a full week of themed walking activities for students;
- National Bike Week was postponed from June until September. During June, Green-Schools held *#CelebrateCycling* week with the release of cycling themed resources and competitions. In September, Green-Schools Travel Officers took part in online and in-person events;
- Public online webinars on Walkable Streets and Celebrate Cycling, which were well attended;
- The second Annual Clean Air Week took place in November. Schools were encouraged to access the Green-Schools No-Idling Toolkit and to share their *#beatairpollution* message. The campaign was promoted across 1,700 schools;
- For a second year, a campaign (*#andshecycle*) was undertaken to explore the barriers facing teenage girls who would like to cycle to school. However, a supporting roadshow had to be cancelled due to Covid-19;
- The first Green-Schools Travel online conferences for primary and secondary schools took place in October. Schools were treated to keynote speakers, activities, and breakout sessions.
- In all, 198 schools were awarded the Green Flag for Travel and Global Citizenship Travel at an online event in October.



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 such as *Marchathon* and *Walktober* encourage staff and students to walk for all or part of their commute, and to improve health and wellbeing. The Cycle Challenge and Bike Week encourage employees and students to get on the bike for commuting and leisure trips.

Both walking events went ahead despite Covid-19. *Marchathon* was largely completed before the arrival of Covid-19. While *Walktober* attracted 15% fewer participants than the previous year, the feedback from those who took part was positive with many reporting feeling re-connected with colleagues and being part of a team while working from home.

Between April and July, partner organisations were invited to participate in a survey to collect data on how staff were planning to commute on a return to work. Respondents were also asked about their attitudes to working from home and using public transport. The results provided timely insights and informed the implementation of safety measures on public transport.

A *CycleLocal* event was held during the summer in order to increase activity, build team spirit and encourage a move to cycling in accordance with public health guidance. The Smarter Travel Campus Awards ceremony took place virtually in October. This programme continues to engage academic staff and students in sustainable travel projects as part of the curriculum. A variety of entries were received including radio ads, animations, videos, posters, engineering prototypes, business plans and proposals, podcasts, apps and events.

The final campaign of the year was the *Light Up* campaign which resulted in the supply of more than 8,000 bike lights to partner organisations for distribution among employees and students.



Small Public Service Vehicles

Authority implemented a range of measures to support the SPSV sector during Covid-19



INTRODUCTION

The small public service vehicle (SPSV) sector comprises taxi, hackney and limousine vehicles, together with their drivers, owners and all ancillary SPSV services such as booking services and dispatch operators. The Authority publishes detailed statistical information for SPSVs in the annual Taxi Statistics Bulletin.

COVID-19

Covid-19 had a devastating impact on the capacity of SPSV operators to earn a livelihood during 2020.

From the outset, the Authority was very aware of the importance of timely and accurate distribution of information to SPSV operators about regulatory changes and developments as well as Government financial supports made available in response to Covid-19. Accordingly, regular updates were published on the Authority's website and issued to operators directly and through detailed engagement with the Advisory Committee on SPSVs and industry representatives.

The specific actions taken by the Authority in response to the impact of Covid-19 on the SPSV industry included:-

- engagement with insurance providers to facilitate a reduction in SPSV insurance premiums and suspension of licences for temporarily uninsured operators;
- postponement of the renewal date of SPSV vehicle licences due to expire between March and June, at no cost to the vehicle owner;
- engagement with vehicle testing providers to reopen standalone SPSV centres as required and use forecourts manned by the Authority's personnel to assist operators directly;
- enactment of time-bound regulations to extend the maximum permissible age requirements in respect of vehicles permitted to operate in the fleet;

- enactment of regulations to minimise operating expenses for the industry through the waiver of late and standard licence renewal fees;
- publication of detailed advisory guidelines on temporary Covid-19 dividing screens in taxis;
- engagement with the Advisory Committee on SPSVs, specifically including responses and actions on foot of the "Small Public Service Vehicle Industry Proposals for Industry Recovery - Advisory Committee on Small Public Service Vehicles response to Covid-19";
- driver and consumer surveys to assess the impact of Covid-19 on SPSV operators and services. September's survey found that 92% of consumers felt safe travelling by taxi during Covid-19;
- media campaigns regarding SPSV use during Covid-19, face coverings and respect for essential operators;
- collaboration in the provision of hand sanitiser points at major transport interchanges where SPSV passengers transit to or from other modes of transport; and
- facilitating the Fáilte Ireland SPSV driver infection prevention control training programme.

VEHICLE LICENSING

The number of licensed vehicles fell sharply due to Covid-19.

By the end of the year, the number of vehicles in the SPSV fleet had fallen by almost 10% to 19,352 vehicles.

VEHICLE SUITABILITY INSPECTIONS

All vehicle licences must be renewed at least annually to continue operating. The roadworthiness of a vehicle is initially established through the National Car Test provided by the Road Safety Authority with a subsequent, and separate, inspection to determine its suitability for use as a SPSV provided by the Authority.

Despite the imposed closure of vehicle inspection centres for a period due to Covid-19, a total of 22,898 individual vehicle suitability inspections were conducted in 2020.

WHEELCHAIR ACCESSIBLE VEHICLE GRANT SCHEME

Once again, the Authority provided a grant scheme to assist new and existing SPSV operators with the purchase of wheelchair accessible vehicles or the conversion of standard vehicles to carry passengers using wheelchairs.

The scheme commenced in January and closed on 1 May. However, all of the 640 applications received were made before the arrival of Covid-19. The Authority approved 264 grants totalling €1.24 million.

By the end of the year, the fleet included 3,133 wheelchair accessible vehicles, which equates to 16% of the national fleet.

ELECTRIC VEHICLE GRANT SCHEME

2020 marked the third year during which the eSPSV grant scheme, designed to encourage the acquisition of electric and low emission vehicles by new and existing taxi and hackney operators, was made available.

The eSPSV grant scheme is operated by the Authority on behalf of the Department of Transport. In all, 20 grants were authorised for payment in respect of 15 battery-electric vehicles and 5 plug-in hybrid electric vehicles.

LOCAL AREA HACKNEY SERVICES

The local area hackney licence category is a specific limited licence created to facilitate the provision of hackney services in isolated areas which cannot support a full time taxi or hackney operation. Accordingly, applicants do not need to meet all of the normal SPSV licensing requirements.

The take-up of such licences has been disappointing. Unfortunately, the roll-out of a pilot scheme to stimulate greater take up of these limited licences by contributing towards the costs involved was impacted by Covid-19. While it had been intended to roll-out services in 15 designated rural areas it only proved possible to partially implement services in two areas during the year.

At the end of the year, there were 21 standard and designated local area hackney services licensed throughout the State.

DRIVER LICENSING

Whilst An Garda Síochána is the licensing authority for SPSV driver licences and is responsible for driver vetting, the Authority works closely with An Garda Síochána to administer the licence application and renewal processes, including the driver entry test and the issue of SPSV driver identification cards.

Provision of the driver entry test was suspended in mid-March due to Covid-19. In all, 1,247 tests were undertaken by 874 candidates prior to suspension of the programme. Due to Covid-19 restrictions it was not possible to resume driver testing before the end of the year.

Although licences were issued to 851 new drivers, the number of licensed SPSV drivers had fallen by 4% to 26,105 by the end of the year.

ENFORCEMENT ACTIVITIES

Over 102,000 remote vehicle and driver licensing checks were undertaken by the Authority's compliance officers in respect of 14,000 individual vehicles (72% of the fleet), with appropriate follow up activity where discrepancies were found. Compliance officers also undertook 3,707 roadside audits prior to the arrival of Covid-19.

As a result of the checks and audits undertaken, 494 Fixed Payment Notices were issued for a variety of offences of which 26% were due to the failure of SPSV drivers to comply with the requirement to notify the Authority of the vehicle being operated. That requirement supports the Driver Check App, which allows taxi customers to check the licence status of their chosen vehicle and driver.

PROSECUTIONS

The Authority initiated 161 criminal prosecutions of which more than half (56%) related to the operation of an unlicensed service. A further 21% of prosecutions taken were due to the failure of operators to pay fixed payment notices. The Authority was successful in 91% of prosecutions taken.



Table 17 – Prosecutions by offence category

		2019 Cases	2020 Cases
Operation of unlicensed SPVS	No driver and no vehicle licence	36	15
	No driver licence	28	18
	No vehicle licence	51	41
	Allow an unlicensed driver/vehicle to operate/failure to keep accurate records	7	16
Overcharging (addition of unwarranted but legal 'extras' to a fare)		3	3
Vehicle condition		2	0
Duties of drivers of SPSVs		0	8
Illegal display of taxi sign/Failure to remove signage from unlicensed vehicle		27	16
Advertising an unlicensed SPSV service		2	3
Exceeding the maximum number of passengers		4	1
Knowingly giving false or misleading information to an authorised person		0	3
Hackney/limousine standing for hire		4	3
Failure to pay Fixed Payment Notice		93	34
Total		257	161

CONSUMER COMPLAINTS

Unsurprisingly, the number of customer complaints received during the year fell sharply in line with the reduction in the demand for SPSV services due to Covid-19. A total of 466 complaints were received, representing a 66% reduction on the previous year.

Half of all complaints (49%) could not be advanced due to insufficient evidence of any offence or the complainant not wishing to pursue the complaint further. Another 4% of the complaints received were referred to other agencies for attention, including An Garda Síochána, the Department of Social Protection and the Office of the Revenue Commissioners.



Table 18 – Consumer Complaints about SPSVs

Category of Complaint	2019	2020
Condition, roadworthiness and cleanliness of the vehicle	78	11
Conduct, behaviour and identification of an SPSV driver	496	204
Overcharging and other matters relating to fares	529	189
Hiring and booking of the SPSV	277	61
Identification and general appearance of the SPSV	3	1
Total	1,383	466



Vehicle Clamping

Due to Covid-19, the number of clamping appeals was down by 55%



CODE OF PRACTICE

In accordance with the provisions of the Vehicle Clamping Act 2015, the Authority established a statutory Code of Practice on 1 January 2020 for the purpose of:-

- Providing practical guidance to parking controllers and clamping operators regarding compliance with the legislation; and
- Establishing standards in relation to their general behaviour, performance of duties and conduct.

SECOND-STAGE APPEALS

A motorist whose vehicle has been clamped or relocated is entitled to appeal the decision. A two-stage appeal process has been established for this purpose. A motorist must make a first-stage appeal directly to the parking controller responsible for the clamping / relocation of the vehicle. However, where the motorist is dissatisfied with the outcome of that appeal, s/he is entitled to make a second-stage appeal to a Clamping Appeals Officer designated by the Authority.

Due to Covid-19, the number of appeals received was down by 55%. The primary grounds of appeal cited by motorists in their second-stage appeal submissions were errors in recording the vehicle registration number, incorrect display of parking tickets or permits on vehicle, parking application functionality issues or inadequate signage outlining the terms and conditions for parking at a location.

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. The Authority is also entitled to make an order for costs against the Parking Controller. In the case of ten of the appeals upheld by Clamping Appeals Officers, the Authority commenced enforcement action against a parking controller for a failure to process refunds within the required 14-day period. In the case of all ten appeals the relevant monies were refunded to the appellant.

Table 19 – Second-Stage Appeals

Type	2019	2020
Appeals brought forward from previous year	106	209
New appeals received	2,532	1,121
Totals	2,638	1,330
Cases completed in 2020	2,429	1,272
Cases awaiting determination on 31 December 2020	320	105

Table 20 – Outcome of Second-Stage Clamping Appeals

No. of Appeals Considered	Allowed (Full Refund)	Not Allowed		
		No Refund	Partial Refund	Full Refund
1,272	512	757	1	2

COMPLAINTS

In addition to the two-stage appeal process outlined above, vehicle clamping legislation affords motorists the right to raise complaints directly to the Authority regarding four wide-ranging categories of parking controller and clamping operator operations:

1. The discharge of responsibilities by parking controllers;
2. The conduct, behaviour and identification of clamping operators;
3. Unnecessary delay on the part of parking controllers or clamping operators in responding to complaints, or other communication from members of the public; and
4. The identification of vehicles used by clamping operators (including logos, stickers and advertisement on such vehicles).

The Authority may take proceedings against parking controllers and clamping operators for breaches of the statutory requirements.

Complaints received during the year related to four different parking controllers and clamping operators.

SIGNAGE

The Authority continued to evaluate signage compliance 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 that compliance.

In total, 17 onsite signage evaluations were completed, with comprehensive reports subsequently being made available to the relevant parking controllers who were afforded an initial period of 12 weeks to remedy any instances of non-compliance noted. This period was extended in some instances due to Covid-19.

UNLAWFUL CLAMPING

The Authority carries out overt and covert compliance operations to identify instances of unlawful clamping activity.

However, there were limited opportunities to complete such compliance operations during the year due to Covid-19.

Table 21 – Complaints

Type	2019	2020
Complaints brought forward from previous year	7	14
New complaints	59	31
Totals	66	44
Cases completed	52	37
Cases awaiting determination on 31 December 2020	14	7

Table 22 – Complaints Outcomes

Total	Upheld	Partly Upheld	Not Upheld
42	9	12	21

Passenger Rights

Authority worked with the European Commission in completing in-depth evaluations of Passenger Rights Regulations



INTRODUCTION

The Authority is the designated National Enforcement Body for Ireland for EU Passenger Rights in relation to the following legislative instruments on passenger rights:

- Regulation 1371/2007 on rail passengers' rights and obligations;
- Regulation 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway; and
- Regulation 181/2011 concerning the rights of passengers in bus and coach transport.

In brief, the objective of the EU Passenger Rights Regulations is to ensure a high level of protection to passengers using bus and coach transport, rail transport, and waterborne transport in or from the European Union. These regulations relate to matters of 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 the cancellation of journeys.

COVID-19

Covid-19 had a significant adverse impact on all forms of travel. The situation for many passengers, whose travel arrangements were cancelled, or who did not wish to or were not allowed to travel due to Covid-19, led to an increase in queries and complaints to the Authority.

On 18 March, the European Commission issued “Interpretative Guidelines on EU passenger rights regulations in the context of the developing situation with Covid-19” to ensure passenger rights were applied in a coherent manner across the EU, citing Covid-19 as “extraordinary circumstances” under the Regulations. The Commission also issued recommendations on vouchers offered to passengers as an alternative

to reimbursement for cancelled package travel and transport services.

In furtherance of its role as National Enforcement Body, the Authority published information on its website regarding the rights and obligations of passengers and transport operators under the Regulations and the Commission's Interpretive Guidelines. The Authority also engaged directly with the transport operators regarding their obligations to passengers during Covid-19.

EVALUATION

The Authority worked with the European Commission in completing in depth evaluations of Regulation 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway and Regulation 181/2011 concerning the rights of passengers in bus and coach transport.

These were the first such evaluations since the Regulations came into force in 2012 and 2013 respectively. The Authority submitted detailed observations on both and participated in a number of interactive workshops with other national enforcement bodies and stakeholders.



ACTIVITY

The Authority responded to over 100 enquiries from the public regarding their rights under the Regulations. A total of 70 complaints were received, the majority of which concerned maritime transport. The main issues raised related to lack of information, re-routing and reimbursement, particularly where carriers may have refused to reimburse passengers in cash and offered only vouchers in cases where the operator cancelled a service.

Tables 23 and 24 give a breakdown of the number of complaints received where the operator cancelled a sailing and where a passenger cancelled their journey on his/her own initiative.



Table 23 – Operator Cancellation

Nature of Complaint	Number of Complaints Received	Concluded in favour of Passenger
Re-routing/Reimbursement	13	11 ¹¹

Table 24 – Complaints Outcomes

Nature of Complaint	Number of Complaints Received	Concluded in favour of Passenger
Re-routing/Reimbursement	53	0 ¹²
Other	4	0

¹¹2 cases currently remain under investigation.

¹²The EU Regulations do not specifically address situations where passengers cannot travel and want to cancel a trip.

Corporate Services

There was a strong focus on maintaining business continuity and secure remote working to support working from home during Covid-19



INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

In 2020, there was a strong focus on maintaining business continuity and secure remote working to support working from home during Covid-19. A large number of ICT and security projects were implemented, ensuring the security of the Authority's systems during Covid-19. There was a similar focus on the security governance of our key suppliers who also needed to access and manage the Authority's systems using remote working technology. The Authority's security operations matured considerably again over the year. The Authority assesses its maturity against industry standards (namely the NIST Cyber Security Framework) annually, and uses this process to drive constant improvement.

A number of strategic ICT initiatives were implemented to make the Authority's systems more stable and resilient. The business continuity and disaster recovery plan was updated and agreed for all of the Authority's functions, and indeed was well tested during Covid-19.

A significant move to adopt cloud technology continued in 2020, enabling the Authority to leverage the scalability, stability, agility, speed of build and cost advantages on offer.

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 NIS Directive on security of network and information systems. A high level of compliance was achieved by the end of 2020.

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, 65 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 at the end of the year.

HR AND FACILITIES

Covid-19 and the measures taken to mitigate its impact resulted in unprecedented change for the Authority's workforce. In March, almost 400 staff made the switch to remote working and the Authority's offices remained largely closed for the rest of the year. Notwithstanding this upheaval, the Authority continued to successfully deliver on its broad range of business functions.

Key outcomes during the year included:

- Updating of the Authority's Strategic Staffing Plan. By the end of 2020, the Authority had recruited 64 staff covering new and existing roles and back-filling roles vacated by leavers;
- The rollout of a number of wellbeing programmes to support the social, physical and mental wellness of staff as well as conducting surveys to identify issues/challenges faced by staff during this unprecedented time;

- Continuing to support and foster a culture of growth and opportunity, the Authority commenced work on developing an Equality, Diversity and Inclusion Strategy; and
- Work continued to ensure that the Public Sector Equality and Human Rights Duty is embedded into the Authority's Corporate Governance framework.

BOARD GENDER BALANCE

The Code of Practice for the Governance of State Bodies (2016) specifies a minimum target of 40% representation of each gender in the membership of State Boards.

At the end of 2020, the Board had two (22 % female) and seven (78 % male) members, with three positions vacant.

The Authority has made the Department of Transport aware of the current gender imbalance on the Board and it is anticipated that this will be taken into consideration by the Department when filling existing and future vacancies at Board member level.

PROTECTED DISCLOSURES

The Authority did not receive any protected disclosures.

OFFICIAL LANGUAGES ACT 2003

In October, the Authority's website became available in Irish.

The Authority prepared a new Irish Language Scheme 2020-2023 in accordance with the Official Languages Act 2003. The new scheme came into effect during May.

OIREACHTAS LIAISON

The Authority received 1,298 enquiries from public representatives during the course of the year.

In June, the Chief Executive attended a meeting of the Oireachtas Special Committee which was established to consider and take evidence on the State's response to Covid-19.

Towards the end of the year, the Authority responded to requests from the Public Accounts Committee for information on rail fleet developments.

ACCESS TO INFORMATION

In all, 130 requests were received by the Authority under FOI legislation.

The Authority also received 7 requests for environmental information under the European Communities (Access to Information on the Environment) Regulations.



Role of National Transport Authority



INTRODUCTION

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

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 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. Three positions on the Board are *ex officio* positions reserved for the Chief Executive and another senior manager of the Authority and the Chief Executive, Dublin City Council.

Board members may be appointed for a period of up to five years and may be re-appointed. However, Board members may not 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.

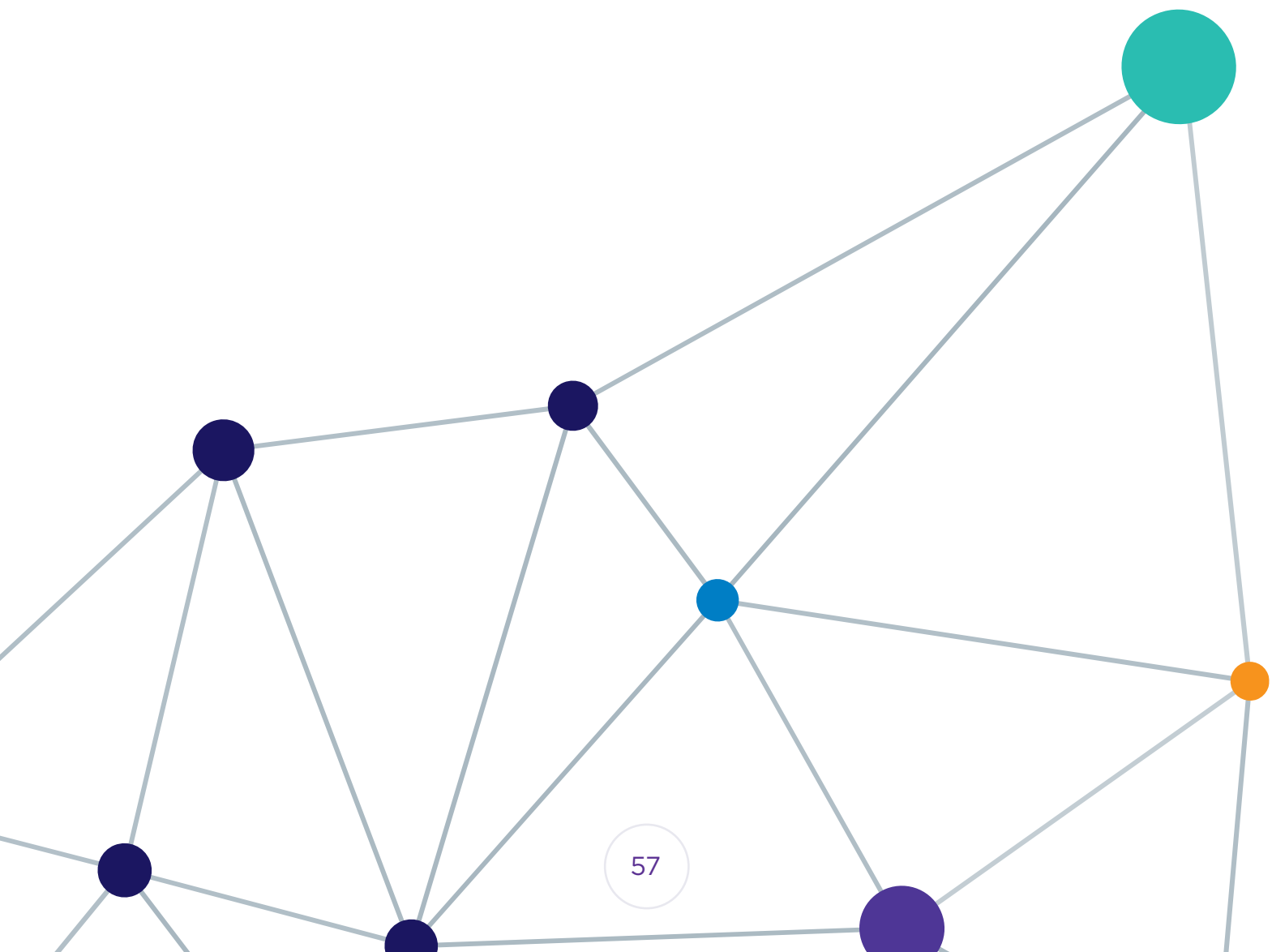
Advisory body

The role of the Advisory Committee on Small Public Service Vehicles is to provide advice to the Authority or the Minister for Transport, 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.



Information about Board Members



FRED BARRY



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

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

HUGH CREEGAN



Hugh Creegan is Director of Transport Investment 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.

Ann was re-appointed to the Board in September 2020 for a 5-year term.

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 is a Fellow of Engineers Ireland and of the Irish Academy of Engineering. She 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.

Kevin resigned from the Board in December 2020.

PAT MANGAN



Pat Mangan served as an Assistant Secretary in the Department of Transport from 1995 to 2010. His responsibilities included public transport, transport investment and finance.

Prior to that, he was Head of Road Policy in the Department of the Environment and chaired the Dublin Transportation Initiative. He is a Fellow of the Chartered Institute of Logistics and Transport in Ireland.

Pat was re-appointed to the Board in September 2020 for a 5-year term.

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.

Frank was re-appointed to the Board in September 2020 for a 5-year term.

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.

Sinead completed her term of office as a Board member in September 2020.

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 the majority of his career in Public Practice in the disciplines of Corporate Finance and Corporate Governance. He was previously Partner in Charge of External Audit and Corporate Governance Services for RSM UK LLP in Belfast.

He has extensive Audit Committee and Corporate Governance experience and is currently Non Executive Director and Audit and Risk Committee Chair for both Irish Blood Transfusion Service and Warrenpoint Harbour Authority.

Previous appointments include Non Executive Director and/or Audit Committee Chair for Department for Infrastructure (NI); Police Service of Northern Ireland; Livestock and Meat Commission for NI; and Ulster Community and Hospitals Trust.

David is a qualified Mediator and has extensive Dispute Resolution experience

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For the year ended 31 December 2020

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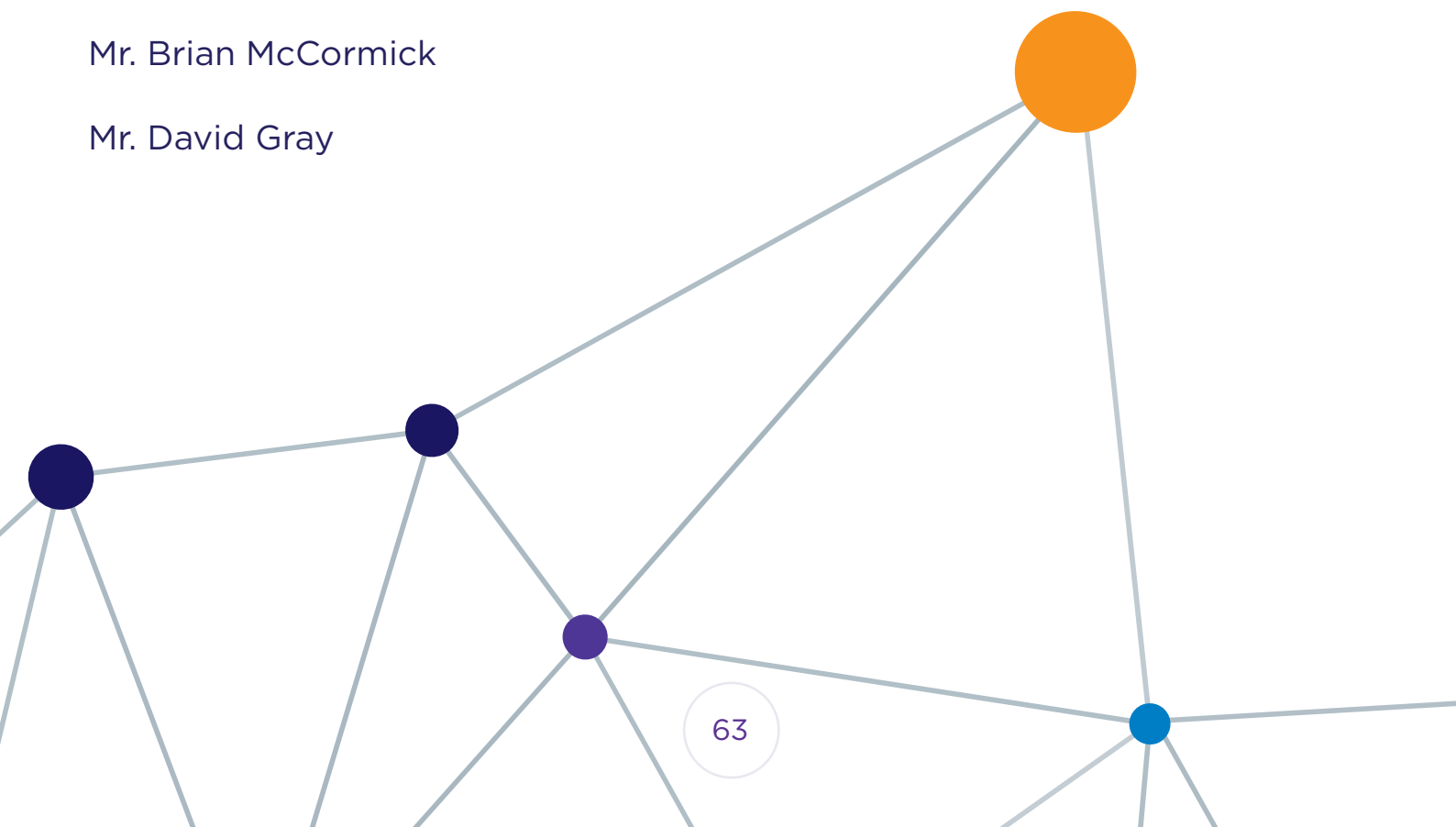
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Authority Information

BOARD MEMBERS:

Mr. Fred Barry	(Chairperson)
Ms. Anne Graham	(Chief Executive Officer)
Mr. Hugh Creegan	
Ms. Ann Fitzgerald	(Reappointed 23 September 2020)
Mr. Owen Keegan	
Mr. Pat Mangan	(Reappointed 23 September 2020)
Mr. Frank O'Connor	(Reappointed 23 September 2020)
Ms. Sinead Walsh	(Appointment came to an end on 23 September 2020)
Mr. Kevin Kelly	(Resigned 18 December 2020)
Mr. Brian McCormick	
Mr. David Gray	



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 2020

GOVERNANCE

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

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 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 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 approved November 2020. The Board reviews the performance of the Authority by reference to the annual plan and budget at regular intervals throughout the year.

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 2020.

BOARD STRUCTURE

The Authority is governed by a Board of twelve members appointed by the Minister for Transport. 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 10 occasions and minutes of board meetings are published on the Authority's website. At 31 December 2020 the Board had two (22%) female and seven (78%) male members, with three positions vacant. When requesting the filling of vacancies, the Chairperson drew attention to the current gender balance on the Board as an issue to be addressed.

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 Reappointed 23 September 2020
Mr. Pat Mangan	Ordinary Member	24 September 2015 Reappointed 23 September 2020
Mr. Frank O'Connor	Ordinary Member	24 September 2015 Reappointed 23 September 2020
Mr. Brian McCormick	Ordinary Member	1 August 2019
Mr. David Gray	Ordinary Member	1 August 2019

Mr. Pat Mangan, Ms. Ann Fitzgerald and Mr. Frank O'Connor were each reappointed for a second five year term from 23 September 2020. Ms. Sinead Walsh left the Board on completion of her term of office on 23 September 2020 and Mr. Kevin Kelly resigned from the Board with effect from 18 December 2020.

An external review of Board effectiveness was completed during the year. In October 2020, the Board reviewed the recommendations made and agreed on a number of actions.

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. David Gray, Mr. Brian Hayes (Independent Member and Partner in the firm of Moore Chartered Accountants), and Mr. John Smyth (Independent Member and principal at Chartered Direction Limited). There were seven meetings of the ARC in 2020.

SCHEDULE OF ATTENDANCE, FEES AND EXPENSES

A schedule of attendance at the Board and Committee meetings for 2020 is set out below including the fees and expenses received by each member:

	Board	ARC	Fees 2020 (€)	Expenses 2020 (€)	Fees 2019 (€)	Expenses 2019 (€)
Number of meetings	10	7				
	Meetings eligible to attend (Meetings attended)					
Mr. Fred Barry	10(10)	-	20,520	-	20,520	-
Ms. Anne Graham	10(10)	-	-	-	-	-
Mr. Hugh Creegan	10(10)	-	-	-	-	-
Ms. Ann Fitzgerald	10(10)	-	11,970	83	11,970	42
Mr. Owen Keegan	10(10)	-	-	83	-	-
Mr. Pat Mangan	10(10)	7(7)	-	83	-	40
Mr. Frank O Connor	10(10)	7(7)	11,970	-	11,970	44
Ms. Sinead Walsh	7(7)	-	9,084	83	11,970	80
Mr. Kevin Kelly	10(10)	-	11,929	181	11,970	492
Mr. Brian McCormick	10(10)	-	11,970	83	4,719	-
Mr David Gray	10(10)	7(7)	11,970	679	4,719	379
Dr. Berna Grist	-	-	-	-	10,782	200
Other Expenses*	-	-	-	3,199	-	2,890
			89,413	4,474	88,620	4,167

* 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 all seven of the ARC meetings during the year. His fee for the year, payable to the accountancy practice Moore, was €20,520 (including VAT) (2019: €14,760 (including VAT)).

Mr. John Smyth, who is an external member of the ARC attended all seven ARC meetings during the year. His fee for the year, payable to Chartered Direction Limited, was €20,520 (including VAT) (2019: €17,712 (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

Mr. Pat Mangan was reappointed to the Board with effect from 23 September 2020.
Mr. Frank O Connor was reappointed to the Board with effect from 23 September 2020.
Ms. Ann Fitzgerald was reappointed to the Board with effect from 23 September 2020.
Mr. Kevin Kelly resigned from the Board with effect from 18 December 2020.
Ms. Sinead Walsh term of office ended with the Board with effect from 23 September 2020.

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.

	2020 €'000	2019 €'000
Transport advisory services	3,184	2,067
Legal	1,072	2,329
Tax and financial advisory	341	189
Data protection and GDPR preparation	91	37
Pensions and human resources	10	7
	4,698	4,629

Consultancy costs charged to the Income and Expenditure and Retained Revenue Reserves	4,375	4,629
Consultancy costs capitalised	323	-
	4,698	4,629

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.

	2020 €'000	2019 €'000
Legal proceedings	29	147
Conciliation and arbitration payments	-	-
Settlements	-	-
	29	147

TRAVEL AND SUBSISTENCE EXPENDITURE

Travel and subsistence expenditure is categorised as follows:

	2020 €'000	2019 €'000
Domestic travel and subsistence		
Board	4	4
Employees	13	82
International travel and subsistence		
Board	-	-
Employees	9	27
	26	113

HOSPITALITY EXPENDITURE

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

	2020 €'000	2019 €'000
Staff hospitality	11	12
Client hospitality	-	1
	11	13

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 2020.

SIGNED ON BEHALF OF THE BOARD OF THE NATIONAL TRANSPORT AUTHORITY



Fred Barry
Chairperson



Anne Graham
Chief Executive Officer

Date: 22 June 2021

Statement on Internal Control

For the year ended 31 December 2020

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 2020 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 seven times in 2020.

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 2020 the Authority complied with those procedures.

The Authority utilises two platforms for IT cloud service which were not procured through a publicly advertised competitive tender. The services were procured based on internal market assessments undertaken in 2017 and 2019 of cost and quality using publicly available vendor web hosting cost models. The expenditure on the two platforms for 2020 amounted to €0.7m. The Authority are in consultation with the Office of Government Procurement in relation to the procurement of cloud services in the future. At present, the Office of Government Procurement has no framework agreements in place for the provision of such services, although have commenced a process to establish framework agreements and have requested the input of the Authority in doing so. The Authority plan to engage in further market research to investigate if there are alternative value for money procurement options.

CAPITAL INVESTMENT FUNDING – CONTROLS

Capital Investment funding in 2020 amounted to €410m (2019: €271m). 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 (DoT) 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;
- » Review of the project policy and procedures documents and incorporation of the relevant amendments within the revisions to the Public Spending Code;
- » 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 2020 amounted to €576m (2019: €294m). 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 DoT; and
- » Ensuring that satisfactory assurances are obtained through the internal audit process.

The commercial bus sector was dramatically impacted by the Covid-19 crisis. The Authority was requested by the DoT to manage the mechanisms for financial support announced by the Minister for Transport for the commercial bus operators (CBO). For larger operators the Authority awarded an emergency Direct Award PSO contract in the event of a disruption of services, or the imminent risk of a disruption to services. For smaller operations a grant aid scheme was developed whereby commercial bus operators would be compensated for fares foregone arising from the restrictions imposed by Government in response to the Covid -19 crisis. Funding was provided for a six-month period. €32m in funding was provided in 2020. Controls similar to those outlined above for PSO funding were applied to the funding provided to the commercial bus sector.

TFI LEAP CARD INTEGRATED TICKETING SCHEME - CONTROLS

Public transport fare revenue processed through the TFI Leap Card scheme in 2020 amounted to €163m (2019: €367m). 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 2020 have a net book value of €227m (2019: €181m). 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;
- » Vehicle inspection services have been procured to carry out detailed Road Passenger Vehicle inspections at depots. Inspections commenced in 2020 with a rolling programme of inspections agreed with the service provider for 2021;
- » 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 reports;

- » 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.

COVID-19

COVID-19 had a significant affect on the activities of the Authority in 2020 with considerable reduction in demand for transportation services and with staff working remotely in the period from March 2020 to 31 December 2020 and into 2021. Controls introduced to ensure no diminution in the control environment included the following:

- » Regular communication with and assessment of the effects of Covid-19 on transport operators and other providers of services to the Authority.
- » An emphasis through communication by management of an increased awareness among management and staff on the possible negative impact of Covid - 19 on the control environment.
- » Support for home working through the provision of equipment, secure IT platforms and linkages and other staff supports to create a secure working environment in remote locations.
- » Introduction of the Docusign system to facilitate remote sign of / approvals in a secure environment.
- » The development of a risk register to specifically identify risks presented by Covid -19 and the development and implementation of mitigation actions necessary.
- » The introduction of a supplier risk register to identify any possible risks in the supply chain to the Authority.
- » A comprehensive examination and assessment of the 'OCAG insights: The impact of Covid -19 on your control environment'.
- » Review of controls throughout the period to ensure that they remained robust.
- » Regular reviews by Management, Audit and Risk Committee and the Board.
- » Review of business plans and budgets including funding requirements.
- » Regular communications with the Department of Transport.

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 2020 in February 2021.

INTERNAL CONTROL ISSUES

No weaknesses in internal control were identified in relation to 2020 that require disclosure in the financial statements. Issues raised in the previous Statement of Internal Control for 2019 were satisfactorily resolved as noted in that Statement.

GRANT MANAGEMENT SYSTEM PROJECT EXPENDITURE

In 2015, the National Transport Authority commenced the development of a new grant management system. In the period 2015 to 2020, €0.3m was incurred on software and development costs and another €0.1m was incurred on internal project management costs. Following the introduction of the 2018 - 2027 National Development Plan, significant growth in the NTA Capital Programme occurred and further enhanced oversight, control and reporting of these projects was required. This increase in activity and additional requirements prompted a review of the system requirements and an options assessment was completed. Following this assessment a management decision was made in 2020 to terminate the implementation of the project and to instead progress with the redevelopment and upgrading of the existing grant management application to best meet the control and monitoring requirements of the Authority into the future.

SIGNED ON BEHALF OF THE BOARD OF THE NATIONAL TRANSPORT AUTHORITY



Fred Barry
Chairperson

Date: 22 June 2021

Comptroller and Auditor General

For the year ended 31 December 2020



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 2020 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 2020 and of its income and expenditure for 2020 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.

Non-effective expenditure

The Authority has disclosed in the statement on internal control that it incurred costs totaling €0.4 million in the period 2015 to 2020 to develop a new grant management system. A decision was made in 2020 to terminate the project and instead to redevelop the existing grant management system. As a result, the Authority's expenditure on development of the new grant management system was ineffective.

Seamus McCarthy
Comptroller and Auditor General

24 June 2021

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 2020

Income	Notes	2020 €'000	2019 €'000
Oireachtas grants			
Public Service Obligation (PSO) funding	2.1	576,367	293,668
Commercial Bus Operator (CBO) Support Scheme funding	2.2	32,304	-
Capital Investment funding	2.3	410,271	271,461
Other transport schemes	2.4	18,455	17,799
Administration grant	2	16,018	16,068
Fare revenue	3	18,232	24,847
TFI Leap Card scheme - Transport operator fees	4	1,402	15,909
Licensing income	5	5,116	6,326
Net deferred funding for pensions	16.3	2,739	2,004
Other income	6	4,099	6,967
Gain on transfer of buses	18	-	6,205
Total income		1,085,003	661,254

Expenditure	Notes	2020 €'000	2019 €'000
Public Service Obligation (PSO) expenditure	7	579,096	314,449
CBO Support Scheme expenditure	7.1	32,562	-
Ticketing and Technology expenditure	7.2	25,622	21,426
Capital investment expenditure	8	349,617	222,883
Other Grant expenditure	9	18,977	17,994
Other programme expenditure	10	2,551	1,990
Licensing expenditure	11	3,654	4,408
Employees, Seconded and Outsourced placements services	12	18,591	14,551
Retirement benefit cost	15	2,770	2,073
Office accommodation costs	13	2,649	2,835
Other administrative costs	14	7,169	6,854
Total expenditure		1,043,258	609,463
Surplus/(Deficit) for the year before Appropriations		41,745	51,791
Transfer (to)/from capital account	22	(39,237)	(59,621)
Surplus/(Deficit) for the year after Appropriations		2,508	7,830
Balance brought forward at 1 January		(1,023)	(6,807)
Balance carried forward at 31 December		1,485	1,023

Notes 1 to 33 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: 22 June 2021

Statement of Comprehensive Income

For the year ended 31 December 2020

	Notes	2020 €'000	2019 €'000
Surplus/(Deficit) for the year		2,508	(7,830)
Other comprehensive income			
Remeasurements of net defined benefit obligation	16.2	(7,892)	(9,392)
Adjustment to deferred retirement benefit funding	16.2	7,892	9,392
Total recognised Surplus/(Deficit) for the year		2,508	(7,830)

Notes 1 to 33 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: 22 June 2021

Statement of Financial Position

For the year ended 31 December 2020

	Notes	2020 €'000	2019 €'000
Fixed Assets			
Intangible assets	17	25,564	28,457
Property, plant and equipment	18	237,846	191,501
		263,410	219,958

Current Assets			
Receivables	19	5,494	8,150
Cash and cash equivalents		46,316	39,298
		51,810	47,448
Payables: due within 1 year	20	(57,180)	(50,816)
Net current assets		(5,370)	(3,368)
Total assets less current liabilities		258,040	216,590

Retirement benefit obligations	16.2	(54,122)	(43,491)
Deferred retirement benefit funding asset	16.2	54,122	43,491
Payables due after more than 1 year	21	(300)	(595)
Total net assets		257,740	215,995

Financed by			
Capital account	22	256,255	217,018
Retained revenue reserves		1,485	(1,023)
		257,740	215,995

Notes 1 to 33 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: 22 June 2021

Statement of Cash Flows

For the year ended 31 December 2020

	Notes	2020 €'000	2019 €'000
Net cash flows from operating activities			
Excess income/(deficit) over expenditure		2,508	(7,830)
Capital account transfers – fixed assets	22	39,237	59,621
Amortisation of intangible assets	17	11,301	9,044
Depreciation of property, plant and equipment	18	22,225	20,243
Adjustment for fixed asset reclass		255	181
Gain on transfer of buses	18	-	(6,205)
Loss on disposal of fixed assets	14	143	-
Bank interest (receivable)/payable		139	103
(Increase) / decrease in receivables		2,657	(3,783)
Increase in payables		6,069	8,222
Net cash inflow from operating activities		84,534	79,596
Cash flows from investing activities			
Payments to acquire intangible assets	17	(8,678)	(4,417)
Payments to acquire property, plant and equipment	18	(68,699)	(80,491)
Net cash flows from investing activities		(77,377)	(84,908)
Cash flows from financing activities			
Bank interest (paid) / received		(139)	(103)
Net cash flows from financing activities		(139)	(103)
Net increase in cash and cash equivalents in the year		7,018	(5,415)
Cash and cash equivalents at 1 January		39,298	44,713
Cash and cash equivalents at 31 December		46,316	39,298

Notes 1 to 33 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: 22 June 2021

Notes to the Financial Statements

For the year ended 31 December 2020

1. ACCOUNTING POLICIES

The basis 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 2020 have been prepared in compliance with the applicable legislation, and with FRS 102 The Financial Reporting Standard applicable in the UK and the Republic of Ireland issued by the Financial Reporting Council in the UK.

The financial statements have been prepared under the historical cost convention. The financial statements are in the form approved by the Minister for Transport 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 2020 are set out below:

Department	Grant Type
DoT* - Vote	Current grants - subhead B9.2
DoT* - Vote	Public Service Obligation Funding - subhead B7.1
DoT* - Vote	Smarter travel & sustainable transport measures - subhead B8.1
DoT* - Vote	Heavy rail safety & development - subhead B8.2
DoT* - Vote	Public transport infrastructure - subhead B8.3
DoT* - Vote	Cycling and walking - subhead B8.5
DoT* - Vote	Smarter travel grant - subhead B8.1
DoT* - Vote	Green schools grant - subhead B8.4
DoT* - Vote	Rural Transport grants - subhead B7.2
DSP** - Vote	Free travel funding - subhead A38

* Department of Transport (“DoT”)

** Department of Social Protection (“DSP”)

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

Licensing

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

TFI Leap Card scheme

Income arises on the recharge of operating costs to the transport operators who participate in the TFI 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.

TFI Leap Card integrated ticketing scheme e-purse revenue:

On bus TFI 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 Social Protection (DSP) revenue:

DSP 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

The residual values, useful lives and method of depreciation of intangible assets are reviewed at each financial year end and adjusted prospectively, if appropriate.

Changes in the expected useful life or the expected pattern of consumption of future economic benefits embodied in the asset are considered to modify the depreciation period or method, as appropriate, and are treated as changes in accounting estimates.

Software development costs are recognised as an intangible asset when all 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

The residual values, useful lives and method of depreciation of property, plant and equipment are reviewed at each financial year end and adjusted prospectively, if appropriate.

Changes in the expected useful life or the expected pattern of consumption of future economic benefits embodied in the asset are considered to modify the depreciation period or method, as appropriate, and are treated as changes in accounting estimates.

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 DoT. The costs, liabilities and assets related to the operation of this scheme have been included in the disclosures in Note 15 and 16 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 15 and 16 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	2020 €'000	2019 €'000
Department of Transport ("DoT")			
Public Service Obligation (PSO) funding	2.1	576,171	293,583
CBO Support Scheme funding	2.2	32,304	-
Capital investment funding	2.3	410,271	271,461
Other transport schemes	2.4	16,955	16,299
Administration grant		16,018	16,068
		1,051,719	597,411

	Note	2020 €'000	2019 €'000
Department of Social Protection ("DSP")			

Other transport schemes	2.4	1,500	1,500
Public Service Obligation (PSO) funding	2.1	196	85
		1,053,415	598,996

The Administration grant of €16.018m is stated net of employee retirement benefits contributions totalling €0.494m, €0.269m remitted to the Department of Transport (in respect of the Authority's staff retirement benefits scheme) and €0.225m 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 DoT under Public Service Provision Payments subhead B7 and DSP subhead A38.

	Department	Subhead	2020 €'000	2019 €'000
Iarnród Éireann	DoT	B7.1	239,280	128,370
Dublin Bus	DoT	B7.1	133,432	57,703
Bus Éireann	DoT	B7.1	101,110	67,186
Tendered bus routes	DoT	B7.1	43,766	26,315
Luas	DoT	B7.1	30,172	-
Ticketing and Technology	DoT	B7.1	16,249	-
Authority direct activities	DoT	B7.1	12,162	14,009
Free travel	DSP	A38	196	85
			576,367	293,668

2.2 CBO SUPPORT SCHEME FUNDING

	2020 €'000	2019 €'000
Direct Awards	23,223	-
De Minimis Grants	3,081	-
	32,304	-

Due to the impact of the pandemic, commercial bus operators have been provided with temporary emergency financial support, funded through the Public Service Obligation (PSO) grant, to ensure the continued operation of essential licensed bus services in Ireland.

2.3 OIREACHTAS GRANTS – CAPITAL INVESTMENT FUNDING

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

	2020 €'000	2019 €'000
B8.1 Sustainable Urban Transport	27,706	12,765
B8.2 Heavy Rail Safety and Development	91,834	74,398
B8.3 Public Transport Infrastructure	208,908	157,116
B8.6 Cycling and Walking	81,671	26,823
B6 Carbon Reduction	152	359
	410,271	271,461

2.4 OIREACHTAS GRANTS - OTHER TRANSPORT SCHEMES

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

	Department	Subhead	2020 €'000	2019 €'000
Rural Transport	DoT	B7.2	14,996	14,402
Green Schools	DoT	B8.4	1,464	1,451
Smarter Travel	DoT	B8.1	495	446
			16,955	16,299

Rural Transport	DSP	A38	1,500	1,500
			18,455	17,799

3. FARE REVENUE

	2020 €'000	2019 €'000
Tendered bus routes	13,669	18,628
DSP Revenue – Free Travel	3,035	4,428
Rural Regular Services	1,071	1,225
Rural Demand Responsive Services	457	566
	18,232	24,847

4. TICKETING AND TECHNOLOGY

	2020 €'000	2019 €'000
Leap transport operator fees	731	12,549
Leap student card revenue	662	928
Travel Information System costs recovered from operators	9	2,432
	1,402	15,909

In prior years, TFI Leap Card operating costs were recharged to transport operators who participated in the TFI Leap Card scheme. In 2020, Luas and CIE operators' costs were funded through the Public Service Obligation (PSO) grant. Due to the onset of Covid-19 operational cost recharges to commercial bus operators were suspended.

5. LICENSING INCOME

	2020 €'000	2019 €'000
SPSV vehicle licensing fees	3,062	4,294
SPSV driver licensing fees	1,800	1,086
Other SPSV income	136	629
Bus licensing income	74	199
SPSV compliance income	44	118
	5,116	6,326

6. OTHER INCOME

	2020 €'000	2019 €'000
Bus shelter advertising	3,975	6,290
Regional bike scheme - sponsorship, subscriptions & hire	60	539
Other income	56	100
Coach Park Income	8	38
Bank interest received	-	-
	4,099	6,967

7. PUBLIC SERVICE OBLIGATION (PSO) EXPENDITURE

	2020 €'000	2019 €'000
Iarnród Éireann	239,280	128,370
Dublin Bus	133,432	57,703
Bus Éireann	101,110	67,186
Tendered bus route costs	62,127	46,016
Luas	30,172	-
PSO Support Costs	6,543	8,337
Personnel and associated overheads	5,338	5,755
Depreciation	1,094	1,082
	579,096	314,449

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 DoT.

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.

7.1 CBO SUPPORT SCHEME EXPENDITURE

	2020 €'000	2019 €'000
Other Direct Awards	29,223	-
De Minimis Grants	3,081	-
Commercial Bus Operator Support Costs	258	-
	32,562	-

Due to the impact of the pandemic, commercial bus operators have been provided with temporary emergency financial support, funded through the Public Service Obligation (PSO) grant, to ensure the continued operation of essential licensed bus services in Ireland.

7.2 TICKETING AND TECHNOLOGY OPERATIONAL EXPENDITURE

<i>Operating expenditure</i>		2020 €'000	2019 €'000
TFI Leap Card scheme expenditure	Note 7.3	16,673	12,685
Travel Information System expenditure		2,256	2,157
TFI Go		8	-
		18,937	14,842

Depreciation		6,685	6,584
		25,622	21,426

TFI Go mobile app commenced a pilot in 2020. The app allows you to buy tickets for public transport services in Ireland directly from your phone. The pilot enables passengers to buy 10 journey tickets for adult and student on the Bus Éireann route 133 from Wicklow to Dublin.

7.3 TFI LEAP CARD SCHEME EXPENDITURE

	2020 €'000	2019 €'000
Direct operators' costs	8,914	9,312
Personnel Costs	3,837	2,356
Commissions	3,106	-
Other administrative costs	816	1,017
	16,673	12,685

In prior years, all operating costs were recharged to transport operators who participated in the TFI Leap Card scheme. In 2020, the costs that have previously been recharged to State owned transport operators were directly funded through the Public Service Obligation (PSO) grant. Commission costs for the scheme were allocated directly to operators and as such were not previously recognised as costs by the Authority. As the total cost was now being funded through PSO grants this results in the recording of commission costs of €3.1m in the Authority financial statements for the first time (2019 €5.5m).

8. CAPITAL INVESTMENT EXPENDITURE

		2020 €'000	2019 €'000
Major capital projects			
Transport Infrastructure Ireland		63,179	53,689
Bus Éireann		1,022	1,527
Iarnród Éireann		89,535	73,002
Dublin Bus		2,771	4,032
		156,507	132,250

Greater Dublin Area transport grant funding	Note 8.1	73,311	25,590
Other expenditure directly incurred by the Authority	Note 8.1	75,677	44,125
Regional transport grant funding	Note 8.1	37,786	13,976
Accessibility scheme funding		6,150	6,709
Carbon reduction		186	233
		349,617	222,883

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

	2020 €'000	2020 €'000	2019 €'000	2019 €'000
Transport Infrastructure Ireland				
Luas Green Line capacity enhancement	26,518		22,350	
MetroLink	26,637		14,783	
Tram refurbishment	1,872		10,477	
Luas Cross City	3,873		5,423	
Other projects	4,142		573	
Luas Green Line infrastructure upgrade	137	63,179	83	53,689

Bus Éireann				
New buses	216		922	
Other projects	806	1,022	605	1,527

Iarnród Éireann				
New Intercity Railcars	16,029		39,828	
Pearse Street station roof renewal	2,494		10,465	
City centre resignalling	5,748		7,062	
Central traffic control	16,554		6,046	
Customer experience & ticketing improvement	1,615		3,552	
Route and Interchange Enhancements	176		2,241	
DART+	15,780		1,462	
Other projects	587		1,006	
Car Park programme	1,178		1,002	
Station upgrade programme	12,624		338	
Heavy rail maintenance	16,750	89,535	-	73,002

Dublin Bus				
New buses	2,481		4,032	
Other projects	290	2,771	-	4,032
		156,507		132,250

8.1 GREATER DUBLIN AREA TRANSPORT GRANT FUNDING AND OTHER PROJECTS

<i>Greater Dublin Area transport grant funding</i>	2020 €'000	2019 €'000
Dublin City Council	24,521	15,956
Meath County Council	8,617	2,712
Fingal County Council	4,926	2,292
South Dublin County Council	8,571	1,759
Dun Laoghaire Rathdown County Council	19,742	1,413
Kildare County Council	2,297	752
Wicklow County Council	3,877	399
University College Dublin	471	120
An Taisce	125	125
Córas Iompair Éireann	164	-
Dublin City University	-	62
	73,311	25,590

<i>Other expenditure directly incurred by the Authority</i>		
Depreciation	24,744	20,425
Bus Connects	35,544	12,151
Personnel and associated overheads	6,878	3,724
Technical support	2,768	2,105

Ticketing and Travel Information Technology	1,662	1,610
DART+	621	1,296
Other systems development	381	1,189
Transport models	786	1,113
Bus pole & shelters maintenance programme	539	367
MetroLink	824	145
Park and ride	520	-
Public bike schemes	410	-
	75,677	44,125
<i>Regional transport grant funding</i>		
Cork City Council	12,131	6,809
Limerick City and County Council	4,640	3,497
Waterford City and County Council	9,636	1,723
Cork County Council	2,672	1,328
Galway City Council	4,816	573
Iarnród Éireann	1,455	-
Kilkenny County Council	758	-
Louth County Council	585	-
Kerry County Council	364	-
Carlow County Council	235	-
Clare County Council	291	-
Sligo County Council	72	-
Tipperary County Council	53	-
Transport Infrastructure Ireland	78	46
	37,786	13,976

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 17 and 18.

9. OTHER GRANT EXPENDITURE

	2020 €'000	2019 €'000
Rural Transport Programme expenditure	16,896	15,960
Rural Transport Programme depreciation	111	142
Green schools expenditure	1,465	1,451
Smarter Travel expenditure	485	422
Smarter Travel depreciation	20	19
	18,977	17,994

10. OTHER PROGRAMME EXPENDITURE

	2020 €'000	2019 €'000
Bus shelter expenditure	1,025	257
Bus Shelter digital panels depreciation	212	212
Regional bike scheme expenditure	1,160	1,378
Coach park expenditure	154	143
	2,551	1,990

11. LICENSING EXPENDITURE

	2020 €'000	2019 €'000
SPSV compliance costs	1,013	1,087
SPSV administration costs	839	953
SPSV vehicle licensing costs	454	767
SPSV driver licensing costs	562	647
Personnel and associated overheads	294	518
SPSV licensing – communication costs	274	359
Vehicle Clamping	198	54
Bus licensing costs	20	23
	3,654	4,408

12. EMPLOYEES, SECONDEES AND OUTSOURCED PLACEMENT SERVICES

	2020 €'000	2019 €'000
<i>Personnel Costs</i>		
Wages, salaries and staffing costs	11,182	7,702
Outsourced placement services	6,613	5,865
Public sector secondments and assignees	306	584
Recruitment and training	360	271
Board and Committee members fees and expenses	130	129
	18,591	14,551

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. The costs above include those outsourced placements in central administrative roles including procurement, finance, HR and IT. Employee and seconded staff costs are allocated to Central administration.

The Authority avails of some outsourced placements to perform and supplement business as usual activities that are considered core NTA work. The Authority also utilises outsourced placements for project based roles that would not be required permanently to ensure that there is sufficient flexibility and capacity to complete strategic projects. As at year the Authority had 86 outsourced placements in positions performing business as usual activities (2019: 129) and 87 in project based roles (2019: 64).

Public sector secondments

In 2020, €Nil (2019: €Nil) of secondees costs were charged directly to projects and €Nil (2019: €Nil) were capitalised. During the year two secondees transferred to the Authority as an employee (2019: one).

Capitalised employee costs

Capitalised employee costs in the financial year amounted to €Nil (2019: €Nil).

12.1 WAGES, SALARIES AND STAFFING COSTS

a) Aggregate employee benefits

	2020 €'000	2019 €'000
Staff short-term benefits	10,203	7,017
Termination benefits	-	-
Employer's PRSI	979	685
	11,182	7,702

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

b) Staff short-term benefits

	2020 €'000	2019 €'000
Basic pay	10,136	6,945
Allowances	67	72
	10,203	7,017

c) There were no termination benefits, other long-term benefits or share based payment transactions during the year (2019: €Nil).

12.2 EMPLOYEES AND PUBLIC SECTOR SECONDEES

	2020	2019
Headcount numbers at year end, on a whole time equivalent basis:		
Employees	161	127
Public sector secondees	2	4
	163	131

12.3 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, the Chief Information Officer, the Director of Public Transport Regulation, the Director of Public Transport Technology and the Director of Public Transport Services. Compensation paid to the Authority's key management personnel for the period from their date of appointment is set out below:

	2020 €'000	2019 €'000
Basic pay	1,012	752
Allowances	-	77
	1,012	829

The Chief Information Officer was appointed in May 2019.

The Director of Public Transport Regulation was appointed in December 2019.

The Director of Public Transport Technology was appointed in March 2020.

Termination benefits, post-employment benefits, other long-term benefits and share based payment transactions during the year were €Nil (2019: Nil).

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

12.4 CHIEF EXECUTIVE OFFICER

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

	2020 €'000	2019 €'000
Basic pay - Ms A.Graham	187	111
Allowances	-	77
	187	188

The Chief Executive Officer joined the Authority on 16th December 2019. Prior 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.

12.5 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	2020	2019
€60,000	€69,999	30	26
€70,000	€79,999	32	12
€80,000	€89,999	14	15
€90,000	€99,999	5	6
€100,000	€109,999	7	3
€110,000	€119,999	3	1
€120,000	€129,999	-	-
€130,000	€139,999	-	2
€140,000	€149,999	4	1
€150,000	€159,999	-	2
€160,000	€169,999	2	-
€170,000	€179,999	-	-
€180,000	€189,999	1	1

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

13. OFFICE ACCOMMODATION COSTS

	2020 €'000	2019 €'000
Accommodation	2,376	2,221
Repairs and maintenance	131	323
Lighting and heat	82	141
Cleaning	60	150
	2,649	2,835

14. OTHER ADMINISTRATIVE COSTS

	2020 €'000	2019 €'000
ICT expenditure	3,769	2,673
Depreciation	662	593
Legal and litigation	567	1,245
Advertising and promotion	494	176
Professional service fees	531	894
Internal audit fees	251	121
Bank charges and interest	187	167
Telephone and internet	155	239
Loss on disposal of fixed assets	143	-
Insurance	78	54
External audit fees	69	78
General expenses	63	297
Printing, postage and stationery	56	155
Library and subscriptions	50	24
Meeting expenses *	48	27
Travel, subsistence and hospitality	46	111
	7,169	6,854

*An amount of €3k (2019: €3k) charged to meeting expenses was incurred in respect of the cost of a Board meeting held outside of Dublin.

15. RETIREMENT BENEFIT COSTS

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

	2020 €'000	2019 €'000
<i>Defined benefit pension scheme - NTA Scheme and Single Scheme</i>		
Current service costs	2,686	1,728
Interest on pension scheme liabilities	519	605
Plan participants' contributions	(494)	(318)
	2,711	2,015

<i>Defined contribution scheme - RPA Scheme</i>		
Employer contributions	59	58
	2,770	2,073

16. 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.

16.1 ACTUARIAL ASSUMPTIONS

The valuation for FRS 102 disclosures is based on a full actuarial valuation conducted in January 2021, by a qualified independent actuary and takes into account the requirements of FRS 102 in order to assess the scheme liabilities at 31 December 2020. The principal actuarial assumptions at 31 December are as follows:

	2020 ¹	2019 ²
Discount rate	0.80% p.a.	1.20% p.a.
Expected future pensionable salary increases	2.50% p.a.	2.50% p.a.
Expected future pension increases	2.00% p.a.	2.00% p.a.
Expected state pension increases	1.50% p.a.	1.50% p.a.
Consumer Price Index increase	1.50% p.a.	1.50% p.a.

¹ The rates for 2020 are used as the basis for calculating the Deferred Benefit Obligation at 31 December 2020 and current service costs and the interest on pension scheme liabilities for 2021.

² 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.

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 2020 and 2040:

Year of attaining age 65	2020	2040
Life expectancy - male	21.7	24.0
Life expectancy - female	24.1	26.1

16.2 MOVEMENT IN NET RETIREMENT BENEFIT OBLIGATION DURING THE FINANCIAL YEAR

	2020 €'000	2019 €'000
Net retirement benefit obligation at 1 January	(43,491)	(32,095)
Current service costs	(2,686)	(1,728)
Interest costs	(519)	(605)
Pensions paid in the year	466	329
Remeasurement of net defined benefit obligation - actuarial gain/(loss)	(7,892)	(9,392)
Net retirement benefit obligation at 31 December	(54,122)	(43,491)

In 2020, the Authority incurred an actuarial loss of €7.9m (2019: loss of €9.4m) primarily due to changes in the scheme's membership (€2.9m) (2019: €4.6m) and changes in actuarial assumptions (€5m) (2019: €4.8m).

16.3 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 16.1 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:

	2020 €'000	2019 €'000
Funding recoverable in respect of current year retirement benefit costs	3,205	2,333
State grant applied to pay retirement benefits	(466)	(329)
	2,739	2,004

16.4 HISTORY OF DEFINED BENEFIT OBLIGATIONS

	2020 €'000	2019 €'000	2018 €'000	2017 €'000	2016 €'000
Defined benefit obligations	54,122	43,491	32,095	30,910	23,135
Actuarial gain / (loss) on defined benefit obligations	(7,892)	(9,392)	467	(6,059)	(3,981)
As a percentage of the scheme liabilities	14.6%	21.6%	1.5%	19.6%	17.2%

17. INTANGIBLE ASSETS

	Intangible assets under construction (AUC) €'000	Transport infrastructure software €'000	Transport systems software €'000	Office equipment software €'000	Total €'000
Cost					
At 1 January 2020	2,782	577	90,034	1,171	94,564
Additions in the year	7,122	-	1,278	278	8,678
AUC transfers	(432)	-	305	-	(127)
Disposals in the year	-	(265)	(347)	(362)	(974)
At 31 December 2020	9,472	312	91,270	1,087	102,141

Amortisation					
At 1 January 2020	-	192	65,208	707	66,107
Charge for the year	-	40	11,064	197	11,301
Disposals	-	(134)	(335)	(362)	(831)
At 31 December 2020	-	98	75,937	542	76,577

Net book values					
At 31 December 2020	9,472	214	15,333	545	25,564
At 1 January 2020	2,782	385	24,826	464	28,457

In 2020, the Authority conducted a detailed review of the residual values, useful lives and method of depreciation of intangible assets to assess changes in expected useful life or expected pattern of consumption of economic benefits, in line with policy.

Arising from this review: -

- The Authority amended the useful life of Traffic Modelling software from 10 years to 5 years in accordance with the remaining expected pattern of consumption of economic benefits. The changes in expected useful life is accounted for as a change in accounting estimate and adjusted prospectively from December 2020. This change in estimate has resulted in increased depreciation of €1.9m for intangible fixed assets for 2020 with a corresponding adjustment to the capital account. There is no effect on the surplus for the year. Depreciation for Intangible assets will be in total €1.9m less in future years for these assets.

In 2020, the Authority changed its fixed asset procedure of not capitalising items with a value below €1,000 to €10,000 prospectively from 1 January 2020. All historical items capitalised under the previous threshold will remain on the Statement of Financial Position until fully depreciated or disposed of. This change does not represent a change in the NTA's accounting policies as the effect of the change is deemed to be immaterial to the financial statements.

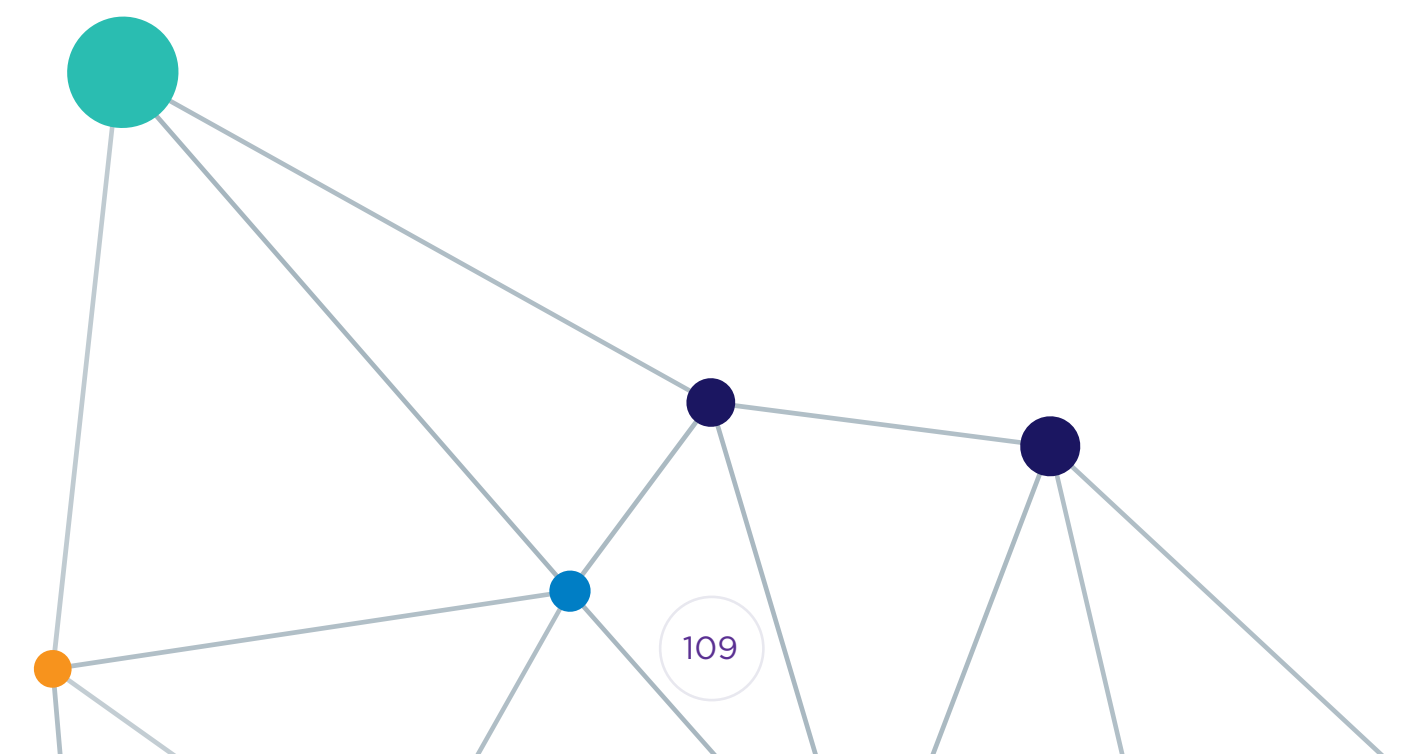
17.1 INTANGIBLE ASSETS

	Intangible assets under construction €'000	Transport infrastructure software €'000	Transport systems software €'000	Office equipment software €'000	Total €'000
Cost					
At 1 January 2019	389	460	87,475	828	89,152
Reclassification *	277	-	375	-	652
Additions in the year	2,967	117	1,333	284	4,701
Transferred into use	(851)	-	851	59	59
At 31 December 2019	2,782	577	90,034	1,171	94,564

Amortisation					
At 1 January 2019	-	129	56,072	539	56,740
Reclassification	-	-	155	-	155
Charge for the year	-	63	8,981	168	9,212
At 31 December 2019	-	192	65,208	707	66,107

Net book values					
At 31 December 2019	2,782	385	24,826	464	28,457
At 1 January 2019	389	331	31,403	289	32,412

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



18. PROPERTY, PLANT AND EQUIPMENT

	Tangible assets under construction (AUC) €'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 2020	193	210,423	2,109	2,430	20,929	8,546	244,630
Additions in the year	1,801	65,160	136	184	1,351	67	68,699
AUC transfers	(261)	-	82	-	83	(33)	(129)
Disposals in the year	-	-	-	(5)	-	(5)	(10)
At 31 December 2019	1,733	275,583	2,327	2,609	22,363	8,575	313,190
Depreciation							
At 1 January 2020	-	29,606	1,303	1,757	14,741	5,722	53,129
Charge for the year	-	18,844	665	287	1,702	727	22,225
Disposals	-	-	-	(5)	-	(5)	(10)
At 31 December 2020	-	48,450	1,968	2,039	16,443	6,444	75,344
Net book values							
At 31 December 2020	1,733	227,133	359	570	5,920	2,131	237,846
At 1 January 2020	193	180,817	806	673	6,188	2,824	191,501

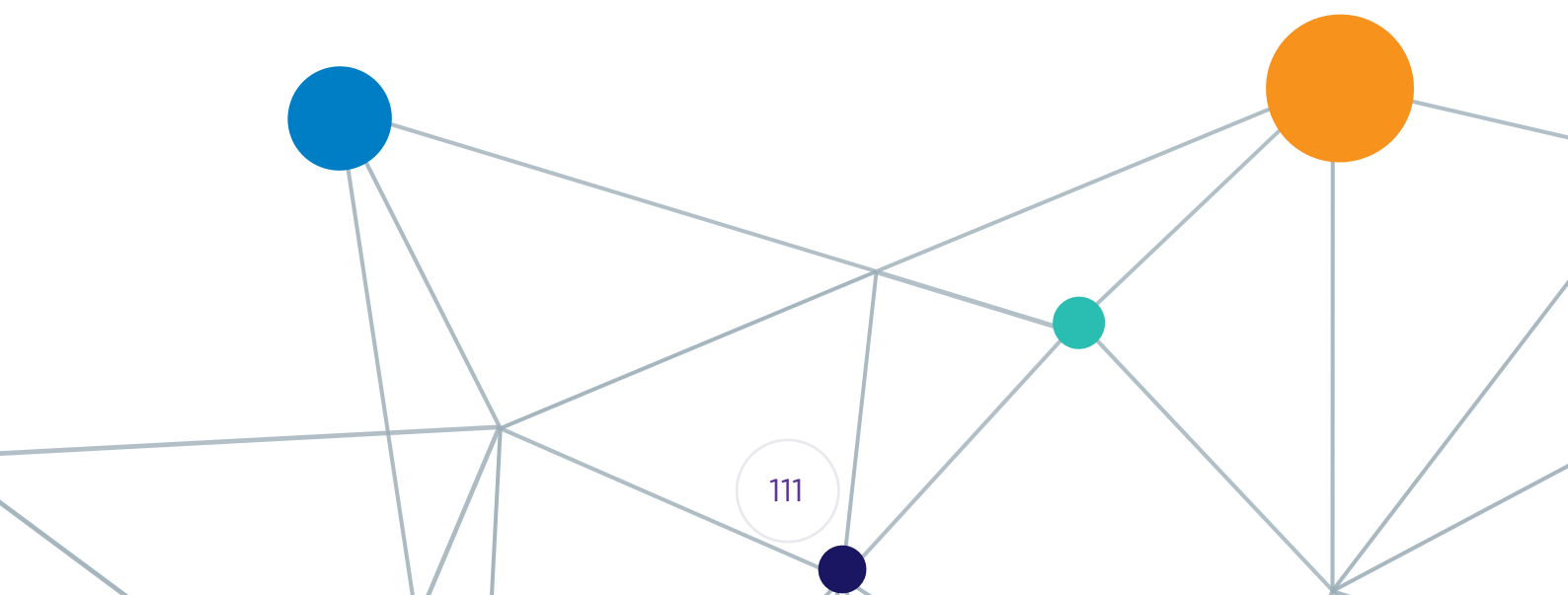
In 2017 the Authority commenced purchasing buses directly. Previously, bus operators who operated public service obligation routes directly acquired buses which were funded through capital grants from the Authority. During 2020, the Authority purchased buses to the value of €65.2m (2019: €75.2m).

In 2020, nine buses were transferred from Dublin Bus to the Authority as part of bus fleet harmonisation to ensure a consistent fleet profile across the bus operators. These were subsequently reassigned to another bus operator. The Authority recognised the transfer of these buses at depreciated cost, on the date of transfer, resulting in an accounting gain on transfer of €0.

In 2020, the Authority conducted a detailed review of the residual values, useful lives and method of depreciation of property, plant and equipment to assess changes in expected useful life or expected pattern of consumption of economic benefits, in line with policy. Arising from this review:

- The Authority amended the useful life of Regional Bike Scheme infrastructure from 5 years to 15 years in accordance with the remaining expected pattern of consumption of economic benefits. The changes in expected useful life is accounted for as a change in accounting estimate and adjusted prospectively from December 2020. This change in estimate has resulted in reduced depreciation of €11k for tangible fixed assets for 2020 with a corresponding adjustment to the capital account. There is no effect on the surplus for the year. Depreciation for tangible assets will be in total €11k more in future years for these assets.
- The Authority corrected the useful life of some leasehold improvements previously misstated in the fixed asset register. The useful life of all leasehold improvements should be aligned to the underlying lease term according to policy, the Authority corrected all instances where they were not aligned. The effects of the correction of prior period errors is not material and corrections are accounted for prospectively from December 2020. This has resulted in increased depreciation of €151k for tangible fixed assets for 2020 with a corresponding adjustment to the capital account. There is no effect on the surplus for the year. Depreciation for tangible assets will be in total €151k less in future years for these assets.

In 2020, the Authority changed its fixed asset procedure of not capitalising items with a value below €1,000 to €10,000 prospectively from 1 January 2020. All historical items capitalised under the previous threshold will remain on the Statement of Financial Position until fully depreciated or disposed of. This change does not represent a change in the NTA's accounting policies as the effect of the change is deemed to be immaterial to the financial statements.



18.1 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 2019	667	129,057	1,990	2,040	17,786	7,808	159,348
Reclassification *	(277)	-	-	(186)	-	(603)	(1,066)
Additions in the year	379	75,161	119	581	3,013	954	80,207
Transfer of buses	-	6,205	-	-	-	-	6,205
Transferred into use	(576)	-	-	-	130	387	(59)
Disposals in the year	-	-	-	(5)	-	-	(5)
At 31 December 2019	193	210,423	2,109	2,430	20,929	8,546	244,630
Depreciation							
At 1 January 2019	-	13,234	832	1,629	12,777	4,975	33,447
Reclassification	-	-	-	(129)	-	(259)	(388)
Charge for the year	-	16,372	471	262	1,964	1,006	20,075
Disposals	-	-	-	(5)	-	-	(5)
At 31 December 2019	-	29,606	1,303	1,757	14,741	5,722	53,129
Net book values							
At 31 December 2019	193	180,817	806	673	6,188	2,824	191,501
At 1 January 2018	667	115,823	1,158	411	5,009	2,833	125,901

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.

19. RECEIVABLES

	2020 €'000	2019 €'000
Trade debtors	2,970	4,198
Prepayments and accrued income	2,262	2,454
Licensing income	4	3
Other	258	1,495
	5,494	8,150

20. PAYABLES: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020 €'000	2019 €'000
Trade creditors	1,508	6,660
TFI Leap Card scheme liabilities	30,921	29,234
Accruals and deferred income	6,166	6,021
VAT	10,000	5,115
PSWT payable	2,273	2,395
PAYE/PRSI	508	252
Employee pension contributions and levies payable to the state	185	137
Onerous Lease liability	124	124
Other creditors	47	27
Bus payment retention	5,448	851
	57,180	50,816

TFI Leap Card scheme liabilities

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

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

	2020 €'000	2019 €'000
Onerous lease liability	289	413
Bus payments retention	11	182
	300	595

22. CAPITAL ACCOUNT

	2020 €'000	2019 €'000
Balance at 1 January	217,018	157,397

Transfer to/(from) Statement of Income and Expenditure:		
Income allocated for capital purposes	71,710	88,460
Amortisation adjustment for fixed assets not funded through grants	212	210
Amortisation in line with depreciation	(22,215)	(19,682)
Amortisation in line with amortisation	(10,470)	(9,367)
Movement in year	39,237	59,621
Balance at 31 December	256,255	217,018

23. TAXATION

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

24. 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 2020 in respect of this office accommodation (2019: €0.9m).

24.1 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).

The Authority also leases 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 has an agreement to rent office accommodation at Charlemont Exchange with a current annual rent of €640,089 (including VAT) with a commitment term to September 2021. The current rent includes discounts and there is a notice period of 6 months (for termination after 30 September 2021).

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 2020, the remaining provision of €412,616 is disclosed across notes 20 and 21. The current annual rent payable is €204,000 to the end of the lease.

24.2 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. 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 commitment term to 30 September 2021 with a notice period of 6 months (for termination after 30 September 2021).

Future minimum rentals payable under non-cancellable operating leases as at 31 December 2020 are as follows:

	2020 €'000	2019 €'000
Within one year	1,475	1,112
After one year but not more than five years	2,488	3,387
More than five years	-	49
	3,963	4,548

24.3 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 2020 are as follows:

	2020 €'000	2019 €'000
Within one year	80	80
After one year but not more than five years	186	266
More than five years	-	-
	266	346

25. CAPITAL COMMITMENTS

The authority had capital commitments for road passenger vehicles of €174.6m at 31 December 2020 (2019: €62.6m).

26. 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 2020, an amount of €298.6m (2019: €229.4m) is yet to be drawn down on approved projects as follows:

	2020 €'000	2019 €'000
Transport Infrastructure Ireland	18,030	39,199
Regional cities / Accessibility capital funding	23,960	5,453
Bus Éireann	155	440
Iarnród Éireann	152,165	128,727
Sustainable transport management & other projects	74,302	14,519
Dublin Bus	1,220	57
TFI Leap Card scheme	7,502	7,889
BusConnects Infrastructure Dublin	21,234	33,128
	298,568	229,412

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

Project	Cumulative expenditure to 31/12/2019 (previous years) €'000	Expenditure in 2020 (current year) €'000	Committed: subsequent years €'000	Uncommitted: subsequent years €'000	Expected project total 2020 €'000	Expected project total 2019 €'000
Transport Infrastructure Ireland						
Luas Green Line capacity enhancement	56,546	26,518	10,086	2,538	95,688	88,820
Carrickmines park & ride	2	197	7,023	93	7,315	7,315
Iarnród Éireann						
National Train Control Centre and Third Party Control Centres	10,455	16,554	49,188	70,003	146,200	-
Purchase of 41 Intermediate Class 2200 Intercity Railcars	39,828	16,029	91,547	2,596	150,000	146,917
Total in relation to projects where expenditure > €6.35m			157,844			
Contractual commitments in relation to other projects < €6.35m			140,724			
Total contractual commitments			298,568			

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

27. 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.

28. PROJECTS ADMINISTERED ON BEHALF OF OTHER BODIES

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

29. RELATED PARTY DISCLOSURES

Please refer to note 12.3 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.

30. BREXIT

Throughout 2020, the Authority monitored key Brexit-related developments to assess any future potential financial exposure. The primary risk facing the Authority related to the purchase of bus fleet from the UK. On the 30th December 2020, a Trade and Cooperation Agreement was signed by the UK and the EU which included a Free Trade Agreement providing for zero tariffs or quotas on goods traded. The agreement largely removes any risks regarding tariffs and it is expected that the Authority's bus fleet purchases from the UK will not be impacted.

31. COVID-19

Public Service Obligation (PSO)

Public transport has been significantly impacted by the Covid-19 pandemic, passenger numbers fell by between 50% to 95% of 2019 levels depending on the level of capacity restrictions and the service type. As a consequence, fare revenues were significantly less than forecasted. Additional Public Service Obligation (PSO) subvention was required to provide the appropriate levels of service.

Several measures were introduced, to ensure the continued operation of services during the pandemic, including enhanced cleaning regimes and social distancing measures. Until passenger levels return to pre-Covid levels continued additional PSO support is required.

CBO Support Scheme

The licenced bus sector was also significantly impacted by the Covid-19 crisis. The Authority was requested by the DoT to provide temporary emergency funding supports for licenced bus operators where there was a clear public interest justification.

The arrangement for temporary support is in line with national and EU legislative frameworks. Under the support framework, bus operators could avail of grant aid up to a maximum of €500k or receive a direct-award public contract for a service. In 2020, €32m in grant aid was provided to commercial bus operators.

Capital Investment Programme

Throughout 2020, the Authority remained abreast of key Covid-related impacts to the Authority's portfolio of capital projects and programmes. In total, planned capital grant expenditure of €497m in 2020 reduced to an out-turn of €410m primarily as a result of Covid impacts.

Significant impacts to the Authority's 2020 Capital Programme due to the Covid-19 crisis are outlined below:

- a) *Construction Restrictions*
Domestic construction stoppages due to Covid-19 restrictions impacted projects at construction stage across the Capital Programme. In addition, international restrictions, where there were manufacturing stoppages, supply chain delays, and/ or travel restrictions in other countries, impacted certain programmes.
- b) *Social Distancing*
Further impacts occurred due to reduced manufacturing/ construction capacity to accommodate social distancing requirements.
- c) *Temporary Cycling & Walking Interventions*
Significant additional work was required to cater for the emerging need for widened footpaths and altered bus stops for social distancing which resulted in delays to other projects as resources were re-assigned to Covid transport interventions.

The impact of the Covid-19 restrictions on the Authority's Capital Investment Programme was mitigated by the introduction of effective remote working arrangements and other measures with the result that significant progress was made on various capital projects, largely in line with expectations.

Whilst it is early in the year to determine the financial impact of the Covid-19 crisis on the Authority's Capital Programme in 2021, close monitoring and active management of the Capital Programme will enable the Authority to estimate potential financial impacts over the coming months.

Licensing

The Authority has taken a series of actions to assist the SPSV industry which has been heavily affected by the Covid-19 crisis and to retain a supply of SPSVs for the travelling public nationwide in the future. In March 2020, SPSV centres were closed resulting in the cancellation of all SPSV Driver Entry Tests. Throughout 2020, test centres remained closed due to renovation requirements to facilitate social distancing and improve ventilation.

In May 2020, the Authority waived late renewal fees (up to €500) from 28 March 2020 to 31 March 2021. This has subsequently been extended to 12th June 2021. There was also a temporary amendment to Regulation 31 of the Taxi Regulation (Small Public

Service Vehicle) Regulation 2015, Maximum Permissible Age Requirements, which extended vehicle age limits for a period of one year.

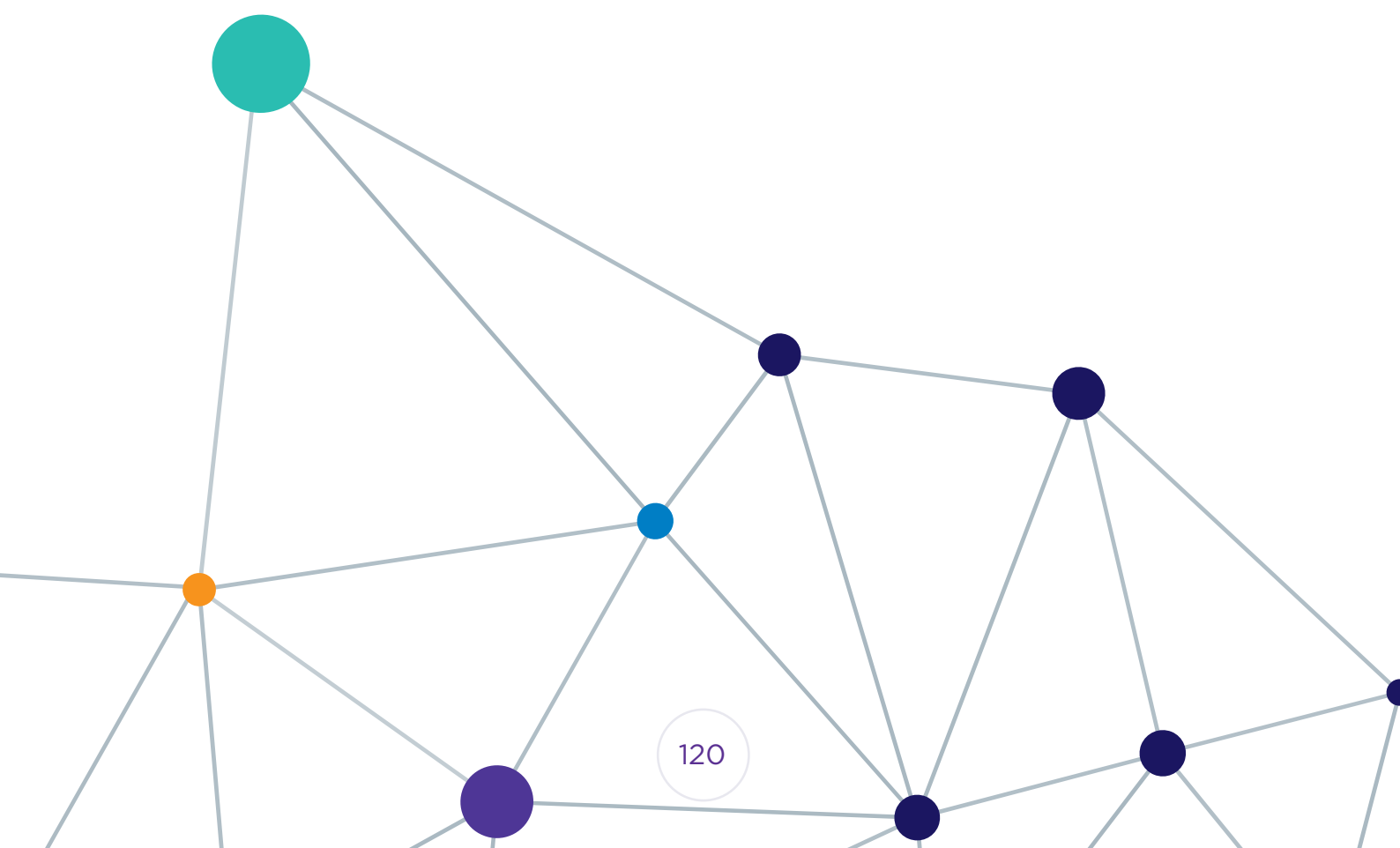
In December 2020, the Authority approved the Small Public Service Vehicle (Emergency Measure Covid-19) (Fees) Regulations 2020. Under this regulation, all standard vehicle licence renewal fees will be waived for 2021 at an estimated revenue foregone of €3.2m. The intention of the renewal fee waiver is to keep operators attached to the industry through financial assistance, coupled with regulatory, technical and health guidance provided.

32. SUBSEQUENT EVENTS

There have been no significant events since the year end that would result in adjustment to the financial statements.

33. APPROVAL OF FINANCIAL STATEMENTS

The financial statements were approved by the Authority on 22 June 2021.



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