

ANNUAL REPORT & FINANCIAL STATEMENTS 2021



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From the Chairperson



The emergency public health measures introduced in response to the pandemic continued to be the dominant theme in 2021. The public health measures and the Government directive to work from home where possible for much of the year ensured that passenger numbers on our public transport services remained subdued. The pandemic created more challenging working conditions for operations personnel on all public transport services. In addition, the Authority's staff continued to work from home for much of the year.

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

Planning for three major capital investments -Bus Connects , Metrolink (TII) and the Dart expansion (IE) - continued during the year. Significant progress was made in this regard and all three projects were submitted to the Government for approval in early 2021. The approval of the DART+ Programme Provisional Business Case by the Government in December 2021 marks a major milestone in the progression of the DART expansion. However, the Authority would be concerned if a similar time frame

was applied to further decision gates for these important projects.

In December, three new Board members were appointed by the Minister for Transport to the Board. I would like to wish Iain Docherty, Eleanor O'Neill and Joyce Loughnan all the best and I look forward to working with them in 2022. In addition, I would like thank all Board members for their commitment throughout the year. It would be amiss of me not to mention the NTA personnel. They have been excellent and truly professional in their response to all the challenges brought about by Covid-19, demonstrating a strong commitment to public service.

I would also like to extend my thanks and appreciation to the Minister for Transport, Eamon Ryan, the Department of Transport,TII, CIE, and to all the state bodies, local authorities and contracted operators with whom we deal with.

A handwritten signature in dark ink, which appears to read 'Fred Barry'.

Fred Barry, Chairperson

Chief Executive's Overview



The emergency public health measures introduced as part of the response to Covid-19 continued to operate and affect public transport for much of 2021. Despite capacity on public transport restricted for much of the year, the Authority, supported by the Government, continued to work closely with operators to maintain and provide subsidised public transport services in the state. I would once again like to thank the operators and their staff for all their efforts in this regard.

Despite the challenges presented by the pandemic, there were a number of key achievements for the Authority in 2021. The licensed services support scheme continued to operate successfully throughout the year. Two phases of the BusConnects Dublin network were launched. The H & C spines of the network were launched in June and November respectively which have resulted in an enhancement of high frequency bus services as well as new local, and radial routes on the Malahide and Maynooth bus corridors.

The Authority published the Draft BusConnects Network redesign for Cork City in 2021 representing the start of the BusConnects Cork programme of work.

As the Authority begins to transition the bus fleet to greener and more environmentally friendly vehicles, two major advancements were announced

in 2021. The Galway City Bus Services are now provided entirely with electric hybrid double deck fleet. In addition, the tenders for battery electric single deck and double deck bus fleet was completed.

In cooperation with the Local Authorities, a significantly increased number of walking & cycling schemes were delivered across the country compared to previous years. The delivery of these schemes will assist in encouraging more people to use active and sustainable modes of transport and help us to meet our climate action targets

The Authority continued its support for the small public service vehicles (SPSV) sector due to the ongoing restrictions caused by Covid-19. In addition, the wheelchair accessible fleet in the SPSV sector grew to 17% of the total fleet by end of 2021 with the support of the Authority's grant scheme to assist new and existing SPSV operators with the purchase of wheelchair accessible vehicles.

The Authority approved the preliminary business cases for Metrolink, BusConnects Dublin and DART+ programmes for submission to the Department of Transport. Related to the DART+ programmes, the Governments approval of the preliminary business case in December 2021 allowed Iarnród Éireann to place an order for the first tranche of

electric and battery electric DART rail fleet units.

The Connecting Ireland Rural Transport Plan was published for public consultation in October 2021. Its aim is to increase public transport connectivity, particularly for people living outside our major cities and towns. 3491 submissions were received as part of the public consultation process and the Authority is currently working on an implementation plan for the rollout of the Connecting Ireland.

The Authority has a significant role which is governed by legislation for the strategic transport planning for the Greater Dublin area. Following the issues paper consultation launched in 2020, the Authority published the Draft Transport Strategy for the Great Dublin Area 2022-2042 in November 2021 where over 1000 submissions were received. In addition, the Park and Ride Strategy for the Greater Dublin area was approved by the Authority in April 2021.

Work also commenced in 2021 on the Waterford Metropolitan Area Transport (WMATS) and the revised Limerick Shannon Metropolitan Area Transport Plan (LSMATs) with both of these expected to be released for public consultation feedback in Q2 of 2022.

In November 2021, the Authority invited applications from members of the public to apply for membership of the newly established Transport Users Advisory Group (TUAG). The group will provide advice and recommendations to the Authority from the perspective of both transport users as well as those engaged in active travel.

It is important to once again 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.

Finally, I would like to acknowledge the work of staff in the Authority who despite the challenges posed by the pandemic, worked tirelessly and successfully throughout the year.



Anne Graham, Chief Executive



KEY DEVELOPMENTS & ACHIEVEMENTS 2021

JANUARY

Appointment of specialist engineering teams to carry out a review of the current public transport infrastructure and bus services in Cork City and to design an improved bus network

FEBRUARY

Allocation of €240 million to selected local authorities to support sustainable transport projects in Greater Dublin Area and regional cities

Electric SPSV Grant Scheme - eSPSV21 - opened with funding for €15m in 2021. 580 grant-assisted electric vehicles were added to the fleet - 854 electric vehicles now licensed with 4.5% of the SPSV fleet electric

MARCH

Allocation of €73 million to 19 local authorities for development and implementation of 340 sustainable transport projects

Authority is given responsibility for implementation of Safe Routes to School project to support active travel infrastructure for schools
Launch of wheelchair accessible vehicle grant scheme for taxi and hackney operators
Small Public Service Vehicle Regulations 2021 were enacted to permit each SPSV licence to remain inactive for two years after its annual expiry date prior to its full termination. This amendment was made as an exceptional provision and emergency measure resultant from the COVID-19 pandemic, noting that public transport, specifically including the SPSV sector was deemed by Government as an essential service. This amendment allowed SPSV operators to remain attached to the industry during the pandemic and is a permanent amendment to the Regulations

APRIL

New subsidised bus service introduced in Waterford City (Route W6) to facilitate travel to Covid-19 vaccination centre at WIT Arena

Release of Leap Top-Up App for Apple devices enabling TFI Leap Card users to check their balance, top-up on the go and collect pre-purchased tickets, including TaxSaver tickets

Expansion of TFI Local Link services along the Dingle Peninsula providing increased access to local amenities and will make a real difference to those living in the surrounding isolated or rural areas
Appointment of multi-disciplinary design consultants for the DART+ Coastal route, from Drogheda in the north to Greystones in the south (approx. 86km), as part of the DART+ Programme
Implementation of improved levels of bus service on Route 275A Dun Chaoin - Dingle

MAY

Taxi vehicle age limits extended in response to impact of Covid-19 on the taxi sector. These emergency regulations permitted a one year extension to the final operation date of vehicles due to reach their final date of operation/maximum permissible age in 2021
Launch of new TFI Go App on selected Bus Éireann services providing another convenient way to reduce the need for cash payments on public transport

JUNE

Implementation of first phase of new Dublin area bus network in north-east Dublin (H-Spine)
Launch of new TFI Local Link service connecting Portlaoise to Thurles (Route 858) and enhancement of TFI Local Link service between Cashel and Portlaoise (Route 828) providing greater connectivity and flexibility for communities in Urlingford, Johnstown, Cullahill, Durrow and Abbeyleix
Major expansion of TFI Local Link network in Leitrim offering increased connectivity between towns and villages across the county as well as improved integration with mainstream public transport services
TFI sponsors Dublin LGBTQ+ Pride 2021

KEY DEVELOPMENTS & ACHIEVEMENTS 2020

JULY

Signing of framework agreement for the delivery of up to 200 zero emission battery-electric single-deck buses including an initial order for 45 buses commencing delivery in 2022

Waiver on SPSV licence renewal fees was extended to the end of 2022 following the introduction of further emergency regulations. This also included an extension on the waiving of late renewal fees and the introduction of reduced late renewal fees from July 2022

Entry into service between Dublin and Ratoath (Route 105X) of three new hydrogen-fuel-cell-electric double-deck buses as part of an alternative fuels technology pilot scheme
Cork citizens asked for their views on the structure of the existing bus network and how it can best meet their priorities for bus services

Routes 828 Cashel – Portlaoise and 858 Thurles to Portlaoise introduced

AUGUST

Commencement of new subsidised bus service (Route 245X) between Cork and Dublin, serving Fermoy, Mitchelstown, Cahir and Cashel
Route 884 Ballymore-Eustace – Blessington – Naas (Sallins Rail Station) introduced

Sales of TFI Leap Card Scheme pass the five million mark signifying more than 840 million journeys on public transport and sales and top ups of over €1.8 billion in the decade since its launch

SEPTEMBER

European Court of Justice issues judgment related to EU maritime passengers rights legislation arising from judicial review proceedings related to NTA decision as enforcement body

Publication of Safe Routes to School Design Guide to provide technical guidance on the creation of safer, calmer, more attractive routes to school and front of school environments
Taxi vehicle age limits extended in response to impact of Covid-19 on the taxi sector. These emergency regulations permitted a one year extension to the final operation date of vehicles due to reach their final date of operation/maximum permissible age in 2022

Start of consultation process around locations for stations for the bike share scheme in Waterford City

Introduction of schemes to reimburse taxi, hackney and limousine operators for the cost of motor tax paid and provide them with free NCT tests in respect of licensed vehicles

Commencement of public procurement process for Next Generation Automatic Vehicle Location System

OCTOBER

Commencement of public consultation on Connecting Ireland Rural Mobility Transport Plan with the aim of increasing public transport connectivity, particularly for people living outside major cities and towns

Launch of introductory offer for customers using the new TFI Go mobile ticketing app in Cork, Limerick, Athlone and Navan

NOVEMBER

Implementation of second phase of new Dublin area bus network in west Dublin and east Kildare (C-Spine) including 24 hour routes
Introduction of TFI 90 minute fare enabling seamless interchange by passengers between bus, DART and Luas services in the Dublin area

Applications sought from users of public transport wishing to join a new Transport Users Advisory Group to support future policy development and programme implementation by the Authority
Launch of public consultation on six-year review of Transport Strategy for the Greater Dublin Area

Start of public consultation on draft new bus network for Cork as part of BusConnects Cork Programme

DECEMBER

Publication of preferred route for Luas Finglas for public consultation
Completion of upgrades of on-street real time passenger information (RTPI) display signs

About the **NTA**



Purpose and Function

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

The remit of the Authority is primarily concerned with the planning, development and funding of sustainable transport modes, that is public transport, cycling and walking, on a national basis. The Authority's remit also extends to the regulation of commercial public bus services as well as the small public service vehicle sector and vehicle clamping.

The Authority manages the capital investment programme nationally for public transport, cycling and walking, funding transport operators, local authorities and other bodies for approved projects on behalf of the Department of Transport.

The NTA is also the approving authority for the three mega public transport projects supported by the current National Development Plan 2021 – 2030. These are:

- » Bus Connects Dublin,
- » Metrolink
- » Dart+ Programme

The Authority's remit includes meeting the demand for sustainable transport services across Ireland as well as working with stakeholders to reduce carbon emissions from a transport perspective.

Enabling Legislation

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.

Role and Governance

Board of the Authority

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 for a further term. Board members may serve a maximum of ten years as set out in enabling legislation. This restriction does not apply to the ex officio members who stand appointed for as long as they occupy the relevant position.

Our Board Members



Fred Barry was appointed Chairman of the NTA in November 2017. He is a non-executive director of Ervia, and is a non-executive director of the PM Group. He was previously Chairman of the National Paediatric Hospital Development Board, a director of the National Development Finance Agency, and of the National Roads Authority, and of 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.



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 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 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 P. Keegan was appointed Dublin City Manager in September 2013 having served as County Manager of Dún Laoghaire-Rathdown County Council from February 2006. Before joining the Council, he worked for Dublin City Council, where he was Assistant City Manager and the Director of Traffic.

Prior to October 1993 he worked as an economist for DKM Economic Consultants/Davy Stockbrokers. He has also worked in the Department of Finance, and the Economic and Social Research Institute and for two periods in the Department of the Environment, Community and Local Government. Mr Keegan is from Dublin. He holds degrees in public administration, economics and civil engineering.



Pat Mangan 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 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.



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 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.



Iain Docherty is Dean of the Institute for Advanced Studies and Professor of Public Policy and Governance at the University of Stirling, Scotland. Iain has been a researcher of transport policies and their impacts on economic performance, environmental sustainability, and social inclusion for more than 25 years. He has worked with and advised a range of organisations including governments and public agencies in the UK, US, Australia, Canada, The Netherlands and Sweden, and the OECD. He was Non-Executive Director of Transport Scotland between 2006 and 2010, and of the Scotrail train operating company between 2015 and 2019. Iain holds Fellowships of the Academy of Social Sciences, the Royal Society of Edinburgh, the Royal Society of Arts, the Royal Geographical Society and the Institution of Civil Engineers, and is a Chartered Member of the Chartered Institute of Logistics and Transport.



Eleanor O'Neill was appointed to the NTA board in December, 2021. She is an IT Consultant with extensive experience in Digital Transformation, Operational Management, Cybersecurity, Mergers and Acquisitions. She has more than 30 years' experience in senior executive roles in technology multinationals, Symantec, Visio, Microsoft, Marrakech, and Digital Equipment Corporation.

Eleanor also serves as a Non-Executive director of Children's Health Ireland (CHI) and Coillte.

Eleanor is an Engineering graduate of NUI Galway. In addition she has postgraduate qualifications in Systems Analysis from University of Galway, Cybersecurity from UCD and Corporate Governance from the Institute of Directors Ireland.



Joyce Loughnan is a non-executive director of St John of God's Housing Association where she is a member of the Finance, Audit and Risk committee and Development committee. She is also a member of the St Patrick's Mental Health Services Research Ethics Committee and is the Secretary for the Friends and Family Association of St Joseph's Intellectual Disability Services, Portrane. Joyce has previously served as a Board director of the Dublin Business Chamber, The Wheel and BoardMatch Ireland and on the Dublin City University Strategic Advisory committee, International Women's Forum Ireland committee, Dept. of Environment Steering Committee on Housing and Homelessness and IBEC's Regional Committee for the Eastern Region. Joyce was Chief Executive of Focus Ireland from 2008 to 2014. Prior to that her 25-year, international career was managing large-scale organisational transformation driven by Information Technology for numerous organisations including AIB, An Garda Síochána, Aer Lingus, Dublin Airport Authority, Hibernian Insurance, Amdahl Europe, Bank of Western Australia, Goldman Sachs (London), Quarryman (RSA) and Volkswagen. Joyce has a Masters in Business Administration from DCU and is a member of the Institute of Directors Ireland.

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 2021, the Board had 4 (33 % female) and eight (66 % male) members.

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 future vacancies at Board member level.

Our Organisation/Our People

As of 31 Dec 21, the Authority had a total employee headcount of 211 all working on a blended/hybrid basis from our head office in Dublin. A total of 67 staff were recruited in 2021 covering new and existing roles and back-filling roles vacated by leavers. The Authority also has a number of project staff who are not directly employed working to assist the Authority meet its large programme of work both on day to day business/support roles and on major projects.

Table 1 - The gender profile of the employees at 31/12/2021

2021 Employees	Number	Percentage
Male	139	66
Female	72	34
Total	211	100

The roles in the NTA are predominantly in the Science, Technology, Engineering and Mathematics (STEM) fields. The primary drivers behind the imbalanced gender profile of the organisation is due to lower levels of female participation in technology and engineering roles and a lower proportion of females engaging in STEM qualifications in general. The Authority is working towards reducing this imbalance through an Action Plan developed under Equality, Diversity and Inclusion (EDI). The Authority recognises that it will take some time to shift this balance but a series of planned steps and actions can reduce this imbalance.

Covid-19 and the measures taken to mitigate its impact continued to result in unprecedented change for the Authority's

workforce throughout 2021. As with 2020, the Authority's offices remained largely closed for much of the year with the majority of staff working remotely. Notwithstanding this upheaval, the Authority continued to successfully deliver on its broad range of business functions.

Key Learning & Development opportunities delivered during 2021 included:

- » A Leadership programme specifically designed for line managers in the NTA
- » 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; and

- » the rollout of training courses designed to address issues related specifically to remote working including courses in:
 - Managing Remote Teams
 - Managing & Engaging Blended Teams
 - Rolling out an internal mentoring programme designed to support women and in recognition of how many women experienced the workplace differently during the pandemic

Equality, Diversity and Inclusion (EDI)

A focus on EDI became increasingly important for the Authority in 2021, particularly with respect to the responsibilities of the Authority under the Public Sector Equality and Human Rights Duty outlined within Section 42 of the Irish Human Rights and Equality Act 2015. This Duty places a legal requirement on public sector organisations to proactively promote equality, prevent discrimination and protect the human rights of their employees, customers, service users and everyone affected by their policies and plans.

Building upon existing efforts to promote EDI corporately, the Authority undertook the following actions in 2021:

- the “Delivery of Diversity and Inclusion Awareness/Sensitivity Training for staff
- consulting with staff via an online survey to gather feedback and identify any EDI actions for consideration.

Work undertaken in 2021 assisted the Authority in mapping the current maturity of the NTA with respect to EDI and identified actions for the NTA to undertake in 2022 to advance this maturity further. The maturity model outlined in “Our Public Service 2020” (Action 16) acted as the benchmark/reference point for this work.

New Statement of Strategy for the Authority

As the Authority’s current Statement of Strategy runs from 2018 to 2022, work commenced in 2021 in terms of reviewing this strategy as well as planning its next iteration for the period 2023-25.

Project Big Move

Consolidating the Authority’s office accommodation from its four existing locations to one centralized location took a step forward in 2021 as Project Big Move was initiated. Project Big Move stemmed from a need not only to employ a more efficient operating model from a general facilities management perspective but to also cater for increased staffing numbers arising from the Authority’s expanded areas of responsibility.

In terms of progressing a proposed office move, an internal working group was established in early 2021 to commence the planning process for Project Big Move. Follow up actions undertaken included:

- notification to relevant stakeholders of the Authority’s intention to seek new office accommodation
- the preparation of an NTA Head Office Requirements specification, and the use of this specification to engage with the market in Dec 2021 on the accommodation requirements of the Authority.

Our Corporate Responsibilities Protected Disclosures

The Authority received one protected disclosure during the year in relation to a public procurement matter. An investigation was commenced by an external party which continued into 2022.

Official Languages Act 2003

The Authority continued to implement its approved Irish Language Scheme in accordance with the Official Languages Act 2003.

During the year, the Authority had 12 press releases in the Irish Language and it significantly increased its Irish Language posts on social media.

Oireachtas Liaison

The Authority received 1,451 enquiries from public representatives during the course of the year.

Over the course of the year, the Authority responded to thirteen specific written requests from Oireachtas Committees.

In March, the Chief Executive and Deputy Chief Executive attended the Joint Committee on Climate Action. In April and November, the Chief Executive and Deputy Chief Executive attended the Joint Committee on Transport and Communications Networks and in June, they attended the Joint Committee on Disability Matters.

Access to Information

In all, 163 requests were received by the Authority under Freedom of Information legislation.

The Authority also received 22 requests for environmental information under the European Communities (Access to Information on the Environment) Regulations.

Information and Communications Technology (ICT)

A strong focus on maintaining business continuity and providing secure remote working environments continued during 2021. Likewise, a similar focus was maintained 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. These included the rollout of Office 365, Azure Virtual Desktop, delegated printing, improved resilience for many Corporate systems and refresh of some key systems. 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.

The Business Intelligence Platform has been expanded by introducing more data sets and by rolling out analytics to over half of the Authority's staff. Access has also been enabled to Transport Operator staff.

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, data protection and achieve GDPR compliance.

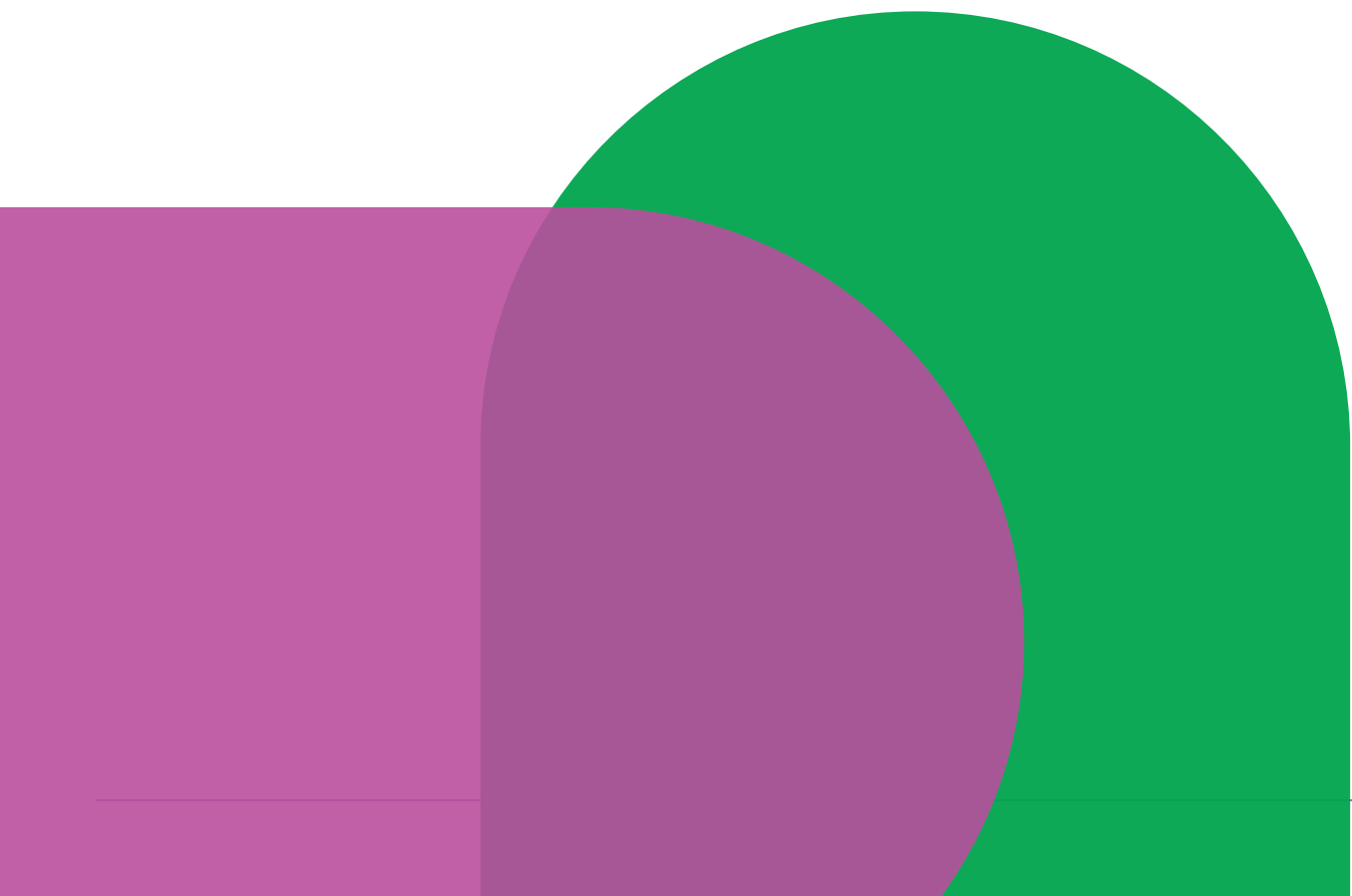


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Planning for our **Future**

“Throughout 2021 the Authority’s commitment to improving public transport in Ireland, was demonstrated via a number of major planning and infrastructural projects.”



Transport Planning Initiatives

Key transport planning initiatives undertaken by the Authority in 2021 included:

Greater Dublin Area - publishing the Draft Transport Strategy for the Greater Dublin Area 2022 – 2042 in November 2021 for public consultation. A number of online events were held throughout the 8-week consultation period with over 1,000 submissions received. The strategy report was finalised early in 2022 and submitted to the Eastern and Midlands Regional Assembly, the Joint Oireachtas Committee on Transport and the Minister for Transport for their consideration, in accordance with the legislative requirements.

Cork Metropolitan Area - following the Authority's completion of the Cork Metropolitan Area Transport Strategy (CMATS) in early 2020, in conjunction with Cork City Council, Cork County Council and Transport Infrastructure Ireland, a number of projects progressed during 2021 as part of CMATS' implementation. These included the Cork BusConnects Infrastructure and Network Redesign projects, Cork Light Rail, Cork Commuter Rail Programme and various projects funded under the Active Travel Programme. The NTA engaged with the preparation of a Transportation and Public Realm Enhancement Plan for Carrigaline as well as continuing its participation in the Cork Area Strategic Plan (CASP) Group.

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 2021. This included the re-examination in greater detail of the potential for suburban rail to play a more significant role in transport in the LSMA. The Authority took the opportunity

to re-engage with a number of selected stakeholders in early 2021 to give initial responses to their feedback on the draft LSMATS. The revised draft was finalised by June 2021 but its publication was deferred in order to take account of the emerging revised National Development Plan and Climate Action Plan. The revised draft has now been published for public consultation. The Authority also engaged on the preparation of a local transport plan for Shannon.

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.

Waterford Metropolitan Area - the Authority, in conjunction with Waterford City and County Council, Kilkenny County Council, Transport Infrastructure Ireland and the Southern Regional Assembly, continued the preparation of a Transport Strategy for the Waterford Metropolitan Area. It is expected that the transport strategy will be completed during 2022.

Transport Modelling - following the delivery of the non-Dublin models at the end of 2020, work on the maintenance of Regional Modelling System (RMS) started in 2021. In parallel to the completion of the RMS, a suite of reference case model runs were prepared to forecast the impact of the National Development Plan and the National Planning Framework in 2030 and 2040 and to provide baseline scenarios for other projects. The East Regional Model (ERM) & National Demand Forecasting Model were also updated to bring all models to a consistent code base.

To assist in the planning and design of cycle infrastructure under the Active Travel programme, a Cycle Propensity Scenario methodology was developed. This was launched on the NTA website at the end of the year.

Use of the Regional Modelling System for the assessment of major transport projects

and other plans increased significantly in 2021.

Connecting Ireland -Connecting Ireland is the Authority's plan to transform rural and interurban mobility by improving bus and rail services across the country over five years 2021 – 2025 inclusive.

The preparation of a Preliminary Business Case (PBC) for Connecting Ireland was undertaken in 2021 to assess the quantum of funding required to support the delivery of a network of public transport services in rural Ireland. In parallel, the Connecting Ireland planning team continued to engage in a broad stakeholder consultation processes nationally, meeting for example with all the Local Authorities during the period March to August 2021.

The Connecting Ireland draft strategy & public consultation process was launched in October by Eamon Ryan T.D., Minister for Transport. By the close of the consultation process in December, some 3000+ responses were received.

Additionally, the Authority engaged with local authorities nationally on the preparation of development plans and local area plans as well as being consulted on the preparation of numerous local transport plans for key towns and other settlements. Much of this work was undertaken to assist with the prioritisation of transport investment in local areas.

Rail Timetable Review - In October, a Joint Working Group (JWG) of NTA and IE convened, facilitated by rail specialists to review the appropriateness of the national rail timetable in the context of probable changes in travel behaviour brought about by the pandemic. This was timely and is being considered as part of the Connecting Ireland work, as many stakeholders emphasised the need for more and better rail services where infrastructure exists across the country.

BusConnects Dublin

BusConnects Dublin - Core Bus Corridors - this work involves the development of

continuous bus priority infrastructure and improved pedestrian & cycling facilities on **sixteen** radial core corridors in the Greater Dublin Area.

Planning and design work by the Authority continued throughout 2021 including the preparation of the Environmental Impact Assessment Report, Natura Impact Assessment, and the Compulsory Purchase Order documentation for each of the **12** Proposed Core Bus Corridor Schemes, for formal submission of the statutory planning applications to An Bord Pleanála.

Following approval by Government of the BusConnects Dublin Preliminary Business Case the formal submission of the statutory planning applications to An Bord Pleanála will be progressed on a phased basis from early-2022.

BusConnects Dublin Network Review - The Authority published the new Dublin Area bus network in 2021 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.

Phase 1, involving the H Spine and Route 6 serving Malahide, Portmarnock, Howth, Baldoyle and Raheny was introduced in May 21. The C Spine and associated local and express routes, serving Maynooth, Leixlip, Celbridge, Lucan, Adamstown and Sandymount was introduced in November. These improved services were delivered in partnership with our transport operators particularly Dublin Bus in 2021.

DART+ Programme

The DART+ Programme is a transformative programme of projects which aims to

modernise and improve existing rail services in the Greater Dublin Area (GDA). It will provide a sustainable, reliable and more frequent rail service improving capacity on and electrifying the rail corridors serving Dublin. The planning and design of all elements of the DART+ Programme progressed in 2021. Public Consultations were held on DART+ West (Maynooth Line) and DART+ SouthWest (Kildare Line) and preparations for consultation on the DART+ Coastal North and South is on-going.

In December 2021 the Government confirmed the approval of the DART+ Programme Preliminary Business Case, approval to submit a railway order for the DART+ West element of the programme as well as the first order of fleet. Iarnród Éireann completed a tender process for the procurement of new DART Electric and Battery Electric Trains and an initial order of Electric and Battery Electric trains was placed following government approval.

MetroLink

The MetroLink Project is the development of a high capacity high frequency segregated light rail rail corridor from Charlemont to Swords, via Dublin Airport.

The MetroLink Project integrates with Iarnród Éireann, Dublin Bus and Luas to provide a fully integrated public transport system in the Greater Dublin Area. The corridor is predominantly in tunnel and includes 16 new stations, 11 of which are underground and a park and ride facility.

Planning and design for the MetroLink Project developed throughout 2021. The Project team further developed the Preliminary design, Environmental Impact Assessment Report and Preliminary Business Case for the Project.

The Preliminary Business Case was submitted to the Department of Transport in March 2021 for consideration for onward submission to Government for

approval. Pending Government approval of the Preliminary Business Case the formal submission of Railway Order documentation to An Bord Pleanála will be progressed in 2022.

Luas Green Line Capacity Enhancement

The Green Line Capacity Enhancement (GLCE) project aims to cater for future demand along the Luas Green Line corridor. It involves a number of key elements to increase capacity including the extension of 26 existing Citadis 402 trams, manufacturing 8 new Citadis 502 trams, developing options for a turn back at St. Stephens Green and extending the Sandyford depot.

All 26 tram extensions and 8 new trams were fully delivered and operational by Q2 2021.

Transport modelling and options assessment on a proposed turn back at St. Stephens Green to increase capacity of the Green line was further developed in 2021.



Urban Bus Fleet Renewal

During 2021, the Authority took delivery of 256 hybrid double deck urban buses out of a total of 280 that were on order at the start of 2021. The remaining 24 hybrid double deck buses are programmed to be delivered during the first half of 2022. 219 of the Hybrid Buses will operate in Dublin, with the remaining 61 operating in Limerick and Galway. In fact all PSO services in Galway are now operated by Hybrid buses which could result in up to 30% reduction in carbon emissions.

In addition, a milestone order for 45 battery-electric single deck buses for the urban bus fleet was placed on 19th July 2021, with all buses currently programmed for delivery during 2022. 11 of these battery electric buses will allow for the full transition of bus services in Athlone to a zero emission bus fleet. The remaining buses will be operate in the Dublin region.

The procurement process for new battery-electric double deck buses was also completed during 2021 and contractual documentation is in the process of being finalised.

Non-Urban Fleet

A total of 61 low floor single deck regional commuter vehicles were delivered in 2021, of which 52 were added to the non-urban fleet for use by Bus Éireann.

The other 9 vehicles, along with a further 11 vehicles that were on order at the end of 2021, will enter service in 2022.

A total of 53 double deck regional commuter vehicles were also delivered in 2021, all of which were added to the non-urban fleet for use by Bus Éireann.

These vehicles incorporate a flat floor 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 within the lower saloon accessible via a ramp at the centre doorway.

In addition, an order was placed on 1st October 2021 for a further 50 new double deck regional commuter vehicles for the non-urban fleet, all of which are programmed for delivery during 2022.

Bus Shelters and Bus Stops

The Authority continued to work closely with local authorities to coordinate the development and implementation of bus shelters and bus stops in 2021.

Bus Shelters - installation of 56 standard bus shelters in 2021 as follows:

- 43 of the 56 were new shelter locations; and
- 13 of the 56 were replacement shelter locations.

Works continued at a further eleven locations and are due to be completed in early 2022.

Bus Stops

In 2021 over 700 TFI branded poles were installed in Dublin, of which the majority were installed at stops served by Phase 1 and 2 of the Dublin Network Redesign. Thirty six hard standing installations to facilitate the launch of the new services were also delivered. Work on the installation of new infrastructure to support the launch of Phase 3 of the Dublin Network Redesign also commenced.

Outside Dublin, the NTA undertook upgrade works at bus stops in Sligo and Limerick which included installation of new TFI branded bus poles. The NTA also provided resources to Dublin Bus, Bus Éireann and Meath County Council to upgrade additional stops nationwide.



A Good Public Transport Experience



SG 165

Covid-19

The ongoing presence of Covid-19 necessitated the introduction of further additional measures and supports at various stages during 2021 to ensure the safe operation of essential public transport services in compliance with Government policy and public health guidelines.

As in 2020, some of 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, 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. These 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 throughout the year in response to changes to restrictions on the carrying capacity of public transport vehicles and restrictions on the movement of people.

The Authority maintained the emergency arrangements to provide funding to the licensed bus sector, allowing essential bus services to continue operating.

Vaccination shuttle bus services were also provided in Limerick and Waterford for five months to assist the public in accessing vaccination centres.

Impact of Covid-19 on Passenger Numbers and Revenues

Covid-19 continued to have an impact on public transport patronage in 2021 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 continued operation of essential public transport services in compliance with Government policy and public health guidelines.

Overall, passenger numbers on contracted bus and rail services increased by 2.8 million (+2%), with resulting revenues also increasing by just over 6 million to €328.7 compared to the previous year.

Luas operating costs continued to exceed revenues for a second year. An operating deficit of €31.18 million was incurred.

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

Year	Dublin Bus	Bus Éireann	Iarnród Éireann	Luas Light Rail	Other PSO Services ¹	Rural Transport Programme	Totals
2020	68.9	20.0	17.9	19.2	10.3	1.4	137.7
2021	69.9	21.4	17.4	19.5	10.8	1.5	140.5
Difference	1.0	1.4	-0.5	0.3	0.5	0.1	2.8

1. see Table 5

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
2020	119.7	52.4	101.6	33.5	13.8	1.5	322.5
2021	125.2	53.8	100.1	32.9	14.9	1.8	328.7
Difference	5.5	1.4	-1.5	-0.6	1.1	0.3	6.2

Fares

In light of the ongoing pandemic and the impact on passenger confidence, the Authority chose to focus on making the small number of remaining adjustments necessary to support the roll out of major projects such as BusConnects in Dublin and to bring forward proposals to incentivise a return to public transport.

The 2021 fares determination introduced a new short distance and 90 minute fare on Leap on Dublin city bus, Luas and commuter rail and Dart services within the Short Hop Zone in Dublin, with a free transfer to any mode within 90 minutes of initial tap on.

A new flat child Leap fare was also introduced, enabling children to travel anywhere on bus, rail and light rail services in the Dublin metropolitan area, also with the option of free onward travel within 90 minutes.

Contractual Payments

Transport operations 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.

2. see Table 5

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

Operator / Service type	Mode	Contract type	Operational Area or Route	2020 payment	2021 payment
Iarnród Éireann	Rail	Direct Award	National	239.3	210.2
Dublin Bus	Bus	Direct Award	Dublin	133.4	146.0
Bus Éireann (Direct Award)	Bus	Direct Award	National (excluding Dublin)	101.1	66.6
Rural Transport Services	Bus / Demand Responsive Transport	Various	National	24.6	25.3
Tendered Services⁴	Bus	Tendered	Various	35.7	33.1
Transdev Dublin Light Rail Limited	Light Rail (Luas)	Tendered	Dublin Metropolitan	30.2	32.2
Commercial Bus Operators⁵	Bus	Direct Award / Grant Aid	National	32.3	27.5
Totals	-	-	-	596.6	540.9

Contracted Bus and Rail Services Direct Award Contracts

Work continued in 2021 to migrate the Authority's direct award contracts with Dublin Bus, Bus Éireann and Iarnród Éireann from net cost contracts to gross cost contracts. Both Dublin Bus and Bus Éireann completed this process.

Dublin Bus and Bus Éireann transitioned to monitoring and incentivising service performance at an individual route level, allowing for more focused and targeted performance management.

Service level agreements were also established for Bus stop maintenance throughout Ireland.

Competitively Tendered Contracts

Two significant tenders were prepared and published this year, with award and mobilisation anticipated in 2022.

The first was for the new W4/W6 routes in Dublin. This forms a key new service as part of the Bus Connects Network Redesign project.

The second was for the Eastern Coastal Commuter Corridor, currently operated under the Bus Éireann Direct Award Contract as routes 101 & 133. This will enhance connectivity from Co. Louth and Co. Wicklow into Dublin.

In March, and following a competitively tendered competition, the Authority

3. after performance deductions and net of fare revenues

4. See Table 5

5. See Table 6

entered into a contract with Andrew Wharton Coach Hire Ltd to operate route 975 between Cavan and Longford. The contract is for three years with an option to extend for a further two years.

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

- » contract with Bernard Kavanagh & Sons Limited in respect of Route 817 between Dublin and Kilkenny extended from December 2020 to June 2022.
- » contract with JJ Kavanagh & Sons Limited in respect of Route 139 between Naas and Blanchardstown extended to March 2022.

Table 5 - 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	25 urban routes in Dublin
Go-Ahead Ireland	5 regional routes in Kildare
Go-Ahead Ireland	Route 197 between Swords and Ashbourne
JJ Kavanagh & Sons	Route 139 between Naas and Blanchardstown

Performance of Contracted Operators

The Authority's contracts with public transport operators include performance standards. An Annual Report detailing the performance of operators against these performance standards in 2021 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. Operators can also receive incentive payments where certain minimum performance standards are exceeded.

Table 5 shows the deductions incurred and incentive payments received by operators during 2021.

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. It should be noted that consideration of the impact of the Covid 19 pandemic on the ability of the operators to achieve performance standards was taken into consideration by the Authority.

Table 6 – Performance-related deductions and incentives applied in 2021 (€m)

Operator	Deductions Applied	Incentives Applied
Iarnród Éireann	0.072	0.775
Dublin Bus	0.697	0.228
Bus Éireann (Direct Award Contract)	0.795	0.224
Bus Éireann Waterford City (Competitively Tendered Contract)	0.015	0.036
Go-Ahead Ireland Outer Dublin Metropolitan Area	0.317	0.024
Go-Ahead Ireland Dublin Commuter Outer Metropolitan	0.120	0.061
Luas	1.775	0.002

6. <https://www.nationaltransport.ie/public-transport-services/public-transport-contracts/operator-performance/>

Network Development

As previously, contracted bus and rail services were regularly revised in 2021 to stimulate growth in public transport use and to respond to changes in demand. Key developments in 2021 included:

- BusConnects Dublin
- BusConnects Cork
- Connecting Ireland
- Finalising plans to implement a dedicated town bus service for Carlow town,
- Planning for the provision of new town bus networks in Mullingar, Portlaoise, Letterkenny and Ennis as well as undertaking work to further improve and enhance pre-existing town services in Sligo Town, Athlone and Drogheda.

Rural Transport / TFI Local Link

As with 2020, the pandemic continued to impact on the operations of TFI Local for most of 2021 with restrictions on capacity and social distancing measures in place. During the earlier part of the year TFI Local Link continued to provide a 'collect and delivery' service to elderly or other vulnerable members of rural communities. As restrictions eased over the course of the pandemic, passenger numbers on Regular Rural Services (RRS) returned to almost pre pandemic levels very quickly each time the restrictions were lessened.

In June the roll out of the Pilot Integrated Transport Project for Leitrim began with the introduction of new and improved RRS routes along with an enhanced Demand Responsive network. This project, in conjunction with the HSE, enhances the TFI Local Link network across Leitrim, while integrating former HSE 'closed' routes with the open public transport network. Other improvements for passengers include increased connectivity to transport, education, health, retail and employment hubs and a significant improvement in fleet, all of which are now

accessible with many of the vehicles low floor.

A number of other improvements to the TFI Local Link network were introduced during 2021, including a significant increase level of service to the area west of Dingle, re-design of Routes 828/858 serving Cashel/Thurles to Portlaoise, along with a number of enhancements to services in West Clare.

The pilot Community Car Scheme continued to operate throughout 2021 – a review of the operation of this pilot is to be completed in early 2022.

Licensed Bus Services

Covid-19

Due to the impact of COVID-19, emergency funding for licensed bus operators continued in 2021. This funding was considered to be vital as there are many areas where licensed bus operators provide most, and in some locations all, of the public bus services. In December 2021, the Authority received confirmation from Government that funding would continue in the first quarter of 2022. At the end of 2021, 53 licensed operators continued to be in receipt of funding. The amounts included below exclude the CBO support costs plus a credit note from Bus Éireann regarding 2020 payments.

Contract Type	No. of operators	Funding Amount (€m)
Direct Award	18	20.66
De Minimis Grant Aid / Temporary Framework Agreement	48	6.35

Table 7 – Covid-19 related compensation payments to public transport operators in 2021

Statistics

Each year the Authority prepares and publishes a statistical bulletin on licensed bus services for the preceding year⁷. In 2021, the Authority published an abridged bulletin which emphasised the differences between 2019 and 2020 to demonstrate the impact of COVID-19 and the resultant drop in passenger numbers. Comparisons were also drawn between 2013, the first year data was collected across the entire State, and 2020.

Licensing Activity

Due to the ongoing impact of the COVID-19 pandemic, there was a significant decrease in applications for new licences or for amendments to existing licences in 2021.

The Authority has continued to allow individual services, as well as complete licences, to be suspended. The Authority has permitted suspensions in place of amendments to enable licensed operators to be able to react to changes as quickly as possible, to minimise financial losses, and to allow operators to resume services as quickly as possible.

Table 8 provides data on the Authority's bus licensing work during 2022.

Of the applications for new and/ or amended licences, 65% 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 8 – Bus licensing activity in 2020

Type	Received	Decisions Made ⁸	Offered	Issued	Cancelled	Refused
New application	47	71	35	32	7	2
Amendment of existing licence	191	209	43	154	11	3
Renewal of licence	55	67	0	62	0	0
Transfer of licence between operators	4	6	0	6	0	0
Revocation of licence	3	4	0	4	1	0
Temporary suspension of licence	409	0	0	409	0	0

7. See <https://www.nationaltransport.ie/publications/>

8. Includes decisions made on applications received during 2020, which were carried over into 2021.

International Bus Services

The Authority engaged extensively with the Department of Transport and worked closely with bus operators and their representative organisations to ensure a smooth transition to the new arrangements for bus travel to the United Kingdom.

Public Transport Accessibility Retrofit 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.

Wheelchair Accessible Bus Stops / Bays

During 2021, construction was completed of eight wheelchair accessible bus stops including locations at Shannon, Tullamore, Arklow and New Ross. The Covid construction shutdown had a significant impact on these projects, however a further 24 stops nationwide were at various stages of the construction phase at the end of 2021.

Wheelchair accessible bus bays were also constructed in Athlone, Tramore and Wexford Bus Stations and construction of a wheelchair accessible bus bay at Ballina Bus Station commenced in 2021.

Bus Stations

NTA previously funded audits of bus stations to determine what works are required to bring the stations to the required standard under Technical Guidance Document (TGD) - Part M Accessibility. This led to a new project in 2021 for internal accessibility retro-fit upgrades in Bus Stations which is currently at design stage.

Rail Stations

In 2021 the construction of accessible lifts and a footbridge was completed at Edgeworthstown station and opened to the public.

Accessible lifts and footbridges were also opened to the public at Ennis Station in 2021. The construction of a roof covering for the footbridge at Carlow station was completed and the accessible footbridge was opened to the public at the New Year 2022.

Wheelchair accessible lifts and bridges commenced construction at Gormanston and Dalkey in Q4 2021.

The wider upgrade of accessibility in Rail Stations is being progressed to the Technical Specifications for Interoperability for Persons with Reduced Mobility (PRM-TSI). Ennis station has been identified as the first station for implementation for this upgrade to compliment the new wheelchair lifts and bridge opened in 2021. The upgrade of two platforms to the updated accessibility standard commenced in 2021.

NCBI Wayfinding Centre

The National Council for the Blind Ireland are developing a transport training centre on Botanic Road in Dublin. The Wayfinding Centre will provide a safe and controlled indoor environment which replicates the real-world experience of using public transport including lighting, acoustics, hazards and the built environment that surrounds public transport. The NTA are part-funding this project which received planning permission from Dublin City Council and was tendered for construction in 2021.

Enhancing Customer Experience

All of the above initiatives were supported by comprehensive marketing and

communications plans designed to inform and engage public transport passengers. Specific campaigns undertaken in 2021 included:

Pride -the Authority, as part its commitment to diversity and inclusion, became a main sponsor of the 2021 Dublin Pride Festival. With the theme being 'Destination: Inclusion'. The Authority, under its TFI brand, created a campaign to emphasise that public transport is for everyone. A 90-second campaign video was broadcast during the virtual Pride Festival. In addition, the sponsorship included training sessions for NTA staff.

Post-Covid Activity -from September 2021, the Authority deployed an advertising campaign to encourage people back to public transport. Building on customer research and a workshop with the transport operators, the Authority developed a campaign centred on 'Reconnecting with Public Transport'. The campaign promoted the use of public transport to reconnect passengers with people, places and activities that are important to them.

Anti-Racism Campaign -the Authority continued its annual anti-racism partnership with the Immigrant Council of Ireland, Dublin City Council and transport operators. As well as promoting equality and respect the 2021 campaign celebrated diversity on public transport.

JAM Card - in November, the Authority continued its work with the NOW Group, in promoting the 'Just a Minute' JAM Card. The campaign objective was to remind passengers returning to public transport, who may have a hidden disability, the card is available at transport hubs free of charge.

Promotion of TFI Leap Card -TFI Leap Card communications for 2021 focussed on the contactless features of TFI Leap Card, convenience of the Leap Top-Up App and fare savings when using the card.

The most significant campaign, which ran throughout April and May, involved the introduction of the new Leap Top-Up App for iPhone. Over 30,000 new users registered with the app within that initial period. The App quickly became the most popular means of topping up a Leap Card.

August saw the introduction of the new online application and verification feature for the Child 16-18 card. In addition, promotion of the new application process for Student Leap Card went ahead in August. A digitally focused awareness campaign ran to coincide with the new 2021-22 Student Card going on sale from September 1st.

In November, the new TFI 90 Minute Fare (TFI 90) launched as part of the new Leap Card fare structure in the Dublin area. A large-scale multimedia campaign focusing on education and awareness of the new fare ran throughout December.





TFI Go App - the Authority's 'TFI Go' mobile ticketing App was upgraded during the summer to include bus services in Cork, Kerry, Navan and Athlone. A targeted marketing campaign was launched in August to promote App usage within the locality of these routes. In October and November a promotional fare of €10 for 10 journeys was introduced and successfully marketed. Ticket sales and usage increased significantly during this period, especially with students.



Promotion of TFI Local Link - the Authority ran a TFI Local Link branded “Above & Beyond” campaign throughout the year. This campaign highlighted the hard work TFI Local Link teams throughout Ireland. TFI Local Link managers nationwide submitted stories of how their team went over and above the call of duty for passengers during the pandemic. These were shared across social media to generate awareness and uptake of the services. These good news stories generated over 1 million impressions.

Social media and website engagement on the Authority’s social media channels increased during the year with content mainly focusing on Covid-19 and public health guideline messaging.

Table 9 - Authority social media following

		2020	2021	% Change
Facebook		13,538	14,029	+3.6%
Twitter		36,200	37,584	+3.8%
Instagram		1,862	2,529	+35.8%
LinkedIn		7,699	9,213	+19.6%
Totals		59,299	63,355	+6.8 %

Website traffic reflected the reduction in travel demand due to Covid-19. The only website with an increase in traffic was busconnects.ie with an increase of 1.34%.

Table 10 - Authority website visits

Website	2020	2021	% Change
transportforireland.ie	1,641,764	1,625,436	-0.99%
leapcard.ie	769,142	681,914	-11.34%
nationaltransport.ie	591,393	379,394	-35.85%
busconnects.ie	124,415	126,081	1.34%
Totals	3,256,958	2,812,825	-13.64%

Planning for a new Transport Users Advisory Group

A significant amount of work was undertaken in 2021 regarding the establishment of a Transport Users Advisory Group. The purpose of this group is to provide advice and recommendations to the Authority from the perspective of both transport users as well as those engaged in active travel.

A call for applications from suitably qualified individuals to participate on this new group issued in November 21, seeking participants who would provide the Authority with valuable insights that can feed into future policy development and programme implementation.

The deadline for receipt of applications was Friday 17th December with a first meeting of this group is planned for early 2022.

EU Passenger Rights

As the designated National Enforcement Body for Ireland for EU Passenger Rights, the Authority responded to 84 enquiries from the public regarding their rights under the Regulations, 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.

In September, a landmark judgment was delivered by the Court of Justice of the European Union (CJEU) in relation to the Maritime Regulation in favour of passengers. It followed a 2020 hearing in the case of Irish Ferries Ltd v National Transport Authority, after a request for a preliminary ruling by the Irish High Court in connection with the rights of passengers in relation to cancelled or delayed sailings. This was the first CJEU judgment concerning the interpretation

and application of the Maritime Regulation and for the first time provides clarity for maritime carriers and passengers in relation to certain aspects of the Maritime Regulation.

The Authority continued to work closely with the European Commission, providing further inputs to the ongoing evaluation of the Bus and Coach and Maritime regulations and attending briefing meetings on the evaluations.

The Authority provided information to the public and carriers in relation to the new Rail Passenger Rights' Regulation (EU) 2021/782, a recast of the previous regulations on rail passengers' rights and obligations, which entered into force on 7 June 2021 and applies, in the main, as of 7 June 2023.

Customer Complaints

As previously, public transport passengers were requested in 2021 to deal directly with public transport operators in the first instance for complaints and enquiries relating to the provision of public transport services. Issues relating to fares and ticketing, punctuality & reliability as well as issues relating to driver behaviour/passenger interaction, overcrowding & Anti-Social Behaviour were typically referred to transport operators for their attention.

Where customers had already raised an issue with a public transport operator and were dissatisfied with their response, these cases were escalated to the Authority. In 2021, a total of 662 cases were received via the Authority's Customer Relationship Management system in respect of Public Transport Service complaints.



Planning for a new Consolidated Contact Centre (CCC)

To support the growing public transport network which is being provided by a diverse group of operators and to ensure that customers get a consistently positive customer experience, the Authority progressed its plans in 2021 regarding the establishing of a Consolidated Contact Centre for public transport in Ireland. The aim of this project is to establish a centralised hub which will enable customers to route their queries in relation to a wide array of public transport services via a single source.

Key achievements in 2021 included:

- the recruitment of a Service Delivery Manager for the Consolidated Contact Centre;
- Commencing the procurement process regarding the selection of a vendor responsible for the day-to-day operations of the Consolidated Contact Centre on behalf of the NTA.

Vehicle Clamping Complaints

Vehicle clamping legislation provides the public the opportunity to raise complaints directly with the Authority on four distinct grounds:

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).

Of the complaints investigated in 2021, over 50% were regarding the conduct, behaviour and identification of clamping operators, with the discharge of responsibilities by parking controllers being the next largest category investigated. The Authority may take proceedings against parking controllers and clamping operators for breaches of the statutory requirements when carrying out clamping activities.

Table 11 - Complaints

	2020	2021
Complaints brought forward from previous year	14	7
New complaints	39	42
Totals	53	49
Complaints completed	46	37
Complaints awaiting determination on 31 December	7	12

Table 12 - Complaint Outcomes

Total	Upheld	Partly Upheld	Not Upheld
37	22	3	12

Where complaints have been upheld or partly upheld, parking controllers or clamping operators have been required in some circumstances to refund motorists and in others to review or amend internal procedures. Compliance investigations are also carried out on foot of complaints submitted.

Small Public Service Vehicles Sector (SPSV) Complaints

The Authority received 560 complaints in 2021 in respect of the SPSV sector, an increase of 20% on 2020. Half of all complaints (49%) could not be advanced due to insufficient evidence or the complainant not wishing to pursue the complaint on contact. Another 7% of the complaints received were referred to other agencies for attention, including An Garda Síochána, the Department of Social Protection and Revenue.

Table 13 - Consumer Complaints about SPSVs

Category of Complaint	2019	2020	2021
Condition, roadworthiness and cleanliness of the vehicle	78	11	31
Conduct, behaviour and identification of an SPSV driver	496	204	228
Overcharging and other matters relating to fares	529	189	215
Hiring and booking of the SPSV	277	61	86
Identification and general appearance of the SPSV	3	1	0
Total	1,383	466	560



Transport & Sustainability

A large part of the Authority's work in 2021 focused on 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 climate action targets. The Government's Climate Action Plan 2021 set out a number of actions whereby the Authority is responsible for leading on the delivery of targeted reductions in carbon emissions.



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;
- » engagement with local authorities to assist in their preparation of Local Transport Plans, using the Area Based Transport Assessment (ABTA) methodology, developed with Transport Infrastructure Ireland;
- » 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

Whilst Covid-19 disrupted many activities during 2021, work continued in all of these areas, contributing to the overall goal of reducing transport emissions. In terms of investment in low carbon/zero carbon emission fleet for example, and as highlighted elsewhere in this Annual Report, 2021 saw the purchase of additional Luas fleet, plus tenders obtained for new DART electric and battery-electric fleet as well as:

- Signing of framework agreement for the delivery of up to 200 zero emission battery-electric buses including an initial order for 45 buses commencing delivery in 2022
- Supply of 196 “next generation” diesel-electric hybrid double-deck buses, capable of continuous operation of up to 2.5 kilometres in zero-emission mode
- Entry into service between Dublin and Ratoath (Route 105X) of three new hydrogen-fuel-cell-electric double-deck buses as part of an alternative fuels technology pilot scheme

In terms of the SPSV sector, 2021 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. In recognition of the important role the sector plays in decarbonizing the broader transport system, the scheme was increased from €2m in 2020 to €15m in 2021. Grants of up to €20K were made available to existing SPSV drivers who scrap older, high mileage vehicles for new fully electric models.

The eSPSV grant scheme is operated by the Authority on behalf of the Department of Transport. 580 grant-assisted electric vehicles were added to the fleet in 2021. The total number of eSPSV's in the fleet at the end of 2021 represents a 764% increase on the number of eSPSV's in the fleet in 2020.

Active Travel

As a result of the Covid-19 pandemic, rapid and significant changes in travel patterns and modal choices occurred with a significant shift towards walking and cycling. Throughout 2021, the Authority funded a wide variety of projects under its Regional Local Authorities Active Travel Programme and its Sustainable Transport Measures Grant Programme as summarised below. A detailed report on the projects supported by the Authority is published and available on the Authority's website.

Regional Local Authorities (Active Travel Programme) - 2021 was the first year of the rural Active Travel Investment Programme, in which 340 sustainable transport projects in 19 local authorities were allocated funding. This programme seeks to develop high quality walking and cycling facilities which will encourage more people to switch to active travel and will contribute to tackling climate change.

Sustainable Transport Measures Grant (STMG) - the Sustainable Transport Measures Grant (STMG) programme continued to fund important local projects in 2021 supporting pedestrian and cyclist permeability, safety and access to schools and public transport. This programme aims to improve transport options for those choosing alternatives to the private car with the funding being an important driver of change within urban centres across the country.

Active Travel & STMG projects funded in 2021 by the Authority are detailed below:

Table 14 –STMG & Active Travel projects funded by Authority

Agency	< €500,000	€0.5 - €10 million	> €10 million
Cork City Council	11	43	5
Cork County Council	2	32	0
Dublin City Council	13	39	36
Dún Laoghaire Rathdown County Council	2	36	1
Fingal County Council	5	12	2
Galway City Council	3	18	7
Kildare County Council	2	12	0
Limerick City and County Council	6	21	1
Meath County Council	9	25	0
Regional Bike Scheme	0	1	0
South Dublin County Council	8	15	0
An Taisce	1	0	0
University College Dublin	2	0	0
St James Hospital	1	0	0
Trinity College Dublin	1	0	0
Galway University Hospital	1	0	0
Wicklow County Council	4	39	1

Agency	< €500,000	€0.5 - €10 million	> €10 million
Waterford City and County Council	1	15	6
Carlow County Council	13	2	0
Cavan County Council	12	1	0
Clare County Council	21	6	0
Donegal County Council	24	4	0
Galway County Council	9	15	0
Kerry County Council	9	7	7
Kilkenny County Council	11	6	0
Leitrim County Council	9	0	0
Laois County Council	14	5	0
Longford County Council	14	0	0
Louth County Council	5	9	0
Mayo County Council	16	0	0
Monaghan County Council	11	9	0
Offaly County Council	11	3	0
Roscommon County Council	20	0	0
Westmeath County Council	9	9	0
Sligo County Council	1	5	0
Tipperary County Council	5	12	0
Wexford County Council	13	7	0
Total	299	408	66

Additional Outdoor Infrastructure Fund-

In April, the Authority received an additional allocation of €15 million for an 'Additional Outdoor Infrastructure Fund'. The allocation was provided to help ensure a Safe Outdoor Summer by enhancing outdoor urban space and improving walking and cycling infrastructure. The fund also sought to promote economic and business recovery in response to Covid-19. All Local authorities were invited to apply under the funding stream for short term measures that could be quickly implemented. Examples of projects eligible for funding included:

- » Street pedestrianisation measures
- » Reallocation of road and street space, using footpath extensions, bollards, public seating etc.
- » Traffic management arrangements

Safe Routes to Schools - In March 2021, the Government launched the Safe Routes to School programme to support active travel infrastructure for selected schools around the country. The programme aims to create safer walking and cycling routes within communities, alleviate congestion at the school gates and increase the number of students who walk or cycle to school by providing walking and cycling facilities. Examples of improvements to the school commute include:

- » New or upgraded footpaths
- » Pedestrian crossings
- » New or upgraded cycle lanes
- » Full reworking to front of school's entrance with bollards, roadmarkings, crossings etc.

The programme is funded by the Department of Transport through the National Transport Authority (NTA) and is supported by the Department of Education. An Taisce's Green-Schools is co-ordinating the programme, while funding will be made available to local

authorities to deliver the infrastructure along access routes and at the school gate.

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 15 - Public bike schemes (trips made)

City	Total Trips in 2019	Total Trips in 2020	Total Trips in 2021
Cork	241,064	81,504	54,615
Galway	27,190	6,604	7,898
Limerick	22,129	10,447	4,862
Total	290,383	98,555	67,375

Table 16 - Public bike schemes (number of registered users⁹)

City	2019	2020	2021
Cork	6,594	5,220	4,048
Galway	4,127	4,349	937
Limerick	1,824	1,344	829
Total	12,545	10,913	5,814

9. The number of registered users is averaged across the year

Green-Schools Travel

The Green-Schools Travel Programme works with schools 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.

In 2021, Travel Officers carried out 831 school visits and completed 150 'walkability' and 17 'cycleability' audits, identifying the barriers to walking and cycling to schools. The audit findings were presented to the relevant local authorities for consideration. Due to Covid-19 restrictions during other times in the year, Travel Officers developed online resources and held virtual school visits as well as outdoor events, workshops and lessons.

Funding was provided for 4,700 cycle parking spaces, 248 cycle parking shelters and 954 scooter parking spaces in schools. Part-funding was provided for 3,456 primary school students and 60 secondary school students to undertake Cycle Right training.

Green-Schools Travel undertook a broad range of actions and events to encourage schoolchildren to get active on their school commute and in their locality. Specific highlights in 2021 included:

- » The launch of the #andshecycles Ambassador programme in January to engage teenage girls in the campaign to support cycling in secondary school. The programme has since been adopted by Sustrans in Scotland. In July, #andshecycles ran the 'Bike with your Bestie' campaign to encourage cycling over the summer months. The campaign featured a bike giveaway on social media and asked followers to share a bike ride with a friend and to post it on their social media channels. #andshecycles Ambassador Awards took place in December and three students received an Outstanding Achievement Award;
- » The development and launch of the

new Cycle Bus Network webpage (<https://greenschoolsireland.org/travel/cyclebusnetwork/>) in April;

- » Cycle parking was funded and installed at 263 schools nationwide, at schools taking part in the Green-Schools and the Safe Routes to School programmes; and
- » The Safe Routes to School programme was launched in March 2021 and 931 schools expressed interest in the programme. The programme has been rolled out to an initial 170 schools in round one with the remaining schools coming onto the programme on a rolling basis.

Smarter Travel Programmes

TFI Smarter Travel - TFI Smarter Travel is a national behaviour change programme, supporting workplaces and campuses to develop and implement sustainable and active travel plans for staff and students. There are over 200 partners in the programme across the public and private sectors. Behaviour change interventions such as the walking and cycling challenges encourage staff and students to walk and cycle for commuting and leisure trips.

Key initiatives undertaken in 2021 included: with the European Commission, providing further inputs to the ongoing evaluation of the Bus and Coach and Maritime regulations and attending briefing meetings on the evaluations.

The Authority provided information to the public and carriers in relation to the new Rail Passenger Rights' Regulation (EU) 2021/782, a recast of the previous regulations on rail passengers' rights and obligations, which entered into force on 7 June 2021 and applies, in the main, as of 7 June 2023.

Step Challenges

The Spring and Autumn step challenges aimed to encourage staff and students

to change their mode of travel from the private car to walking. On average, over 6,000 people from partner organisations participated in each challenge. With Covid-19 restrictions in place during Marchathon (Spring) the main benefits of participation were reported as increased activity throughout the day and the enjoyment of being part of a team. For Walktober, when some participants were back in the workplace or campus, sixty-four percent reported walking as a mode of transport instead of the car and eighty-two percent reported an increase in their awareness of their walking and behaviour change based on their participation.

National Bike Week

During National Bike Week, which was held in September, people across Ireland were able to join events and consider making the switch to cycling as a convenient way to travel on the commute, for personal trips and leisure. 31 local authority areas were represented with over 680 events held nationwide including Family Fun Cycles, Festivals, Cycle Safety Training, Women on Wheels, Disability Inclusion Cycling, Bike Clinics, Lunchtime City Cycles, Heritage Cycles, School Cycling, Bike Yoga and more.

Student Awards

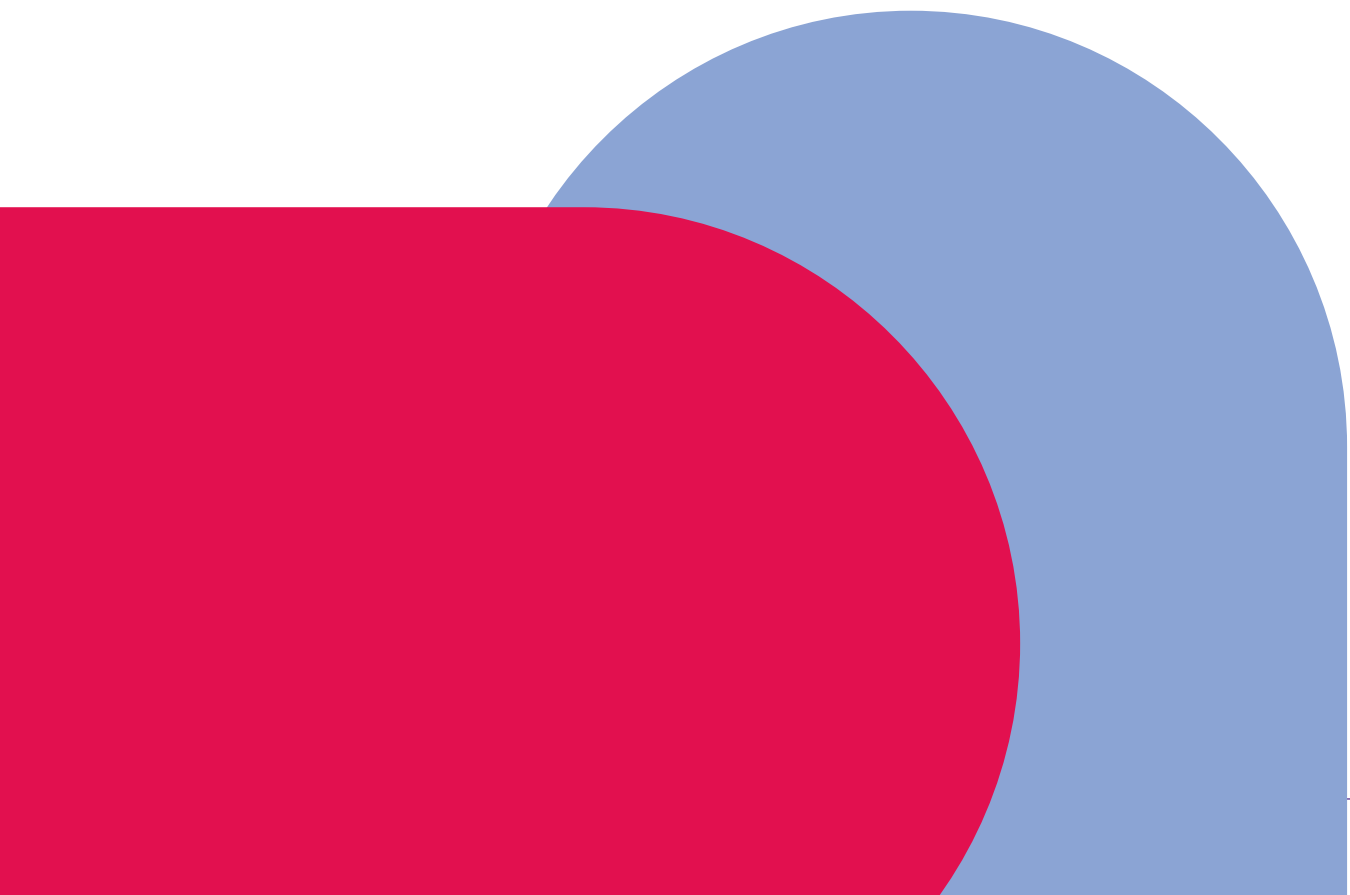
The Smarter Travel Student Awards invite students to develop projects that support, facilitate or enable smarter travel choices, ideally as part of their coursework. The awards link in with a broad range of third-level courses. Entries are reviewed by an independent panel of judges who are experts in their industry. The 2021 Awards faced challenges associated with the Covid-19 restrictions throughout the academic year. Despite this, 92 entries were received representing 14 campuses.





Transport & Innovation

The year 2021 saw an acceleration of the trend in customers moving away from using pre-paid tickets in favour of paying for individual journeys using Travel Credit. Prior to 2021 the exception to this trend had been TaxSaver ticket sales which accounted for 80% of ticket sales by value; however, the continued working from home has significantly reduced the sales of TaxSaver tickets to just €14.2m compared to €88.6m in 2019.



The growth in the total value of top-ups carried out using the Leap Apps was the high point of the year. In April 2021 the iPhone Leap Top-up app was launched and this played a significant role in increasing the app channel share to peak at 56% in November, meaning that 56% of all top-ups in that month were done using the app – equating to €10.6m out of a monthly total of €18.9m. Overall the Leap Apps processed €68m in top-ups in 2021, a €28.6m increase on 2020 and accounting for 48% of all top-ups (€142m).

Table 17 – Leap Card Statistics

Measure	2021	2020	% Change 2021 v 2020
TFI Leap Cards sold	432,959	347,166	+25%
Free Travel Passes issued¹⁰	-330,809 ¹¹	-19,113	-
Travel Credit Value topped up	€142.4m	€136.0m	+5%
Travel Credit Value used	€122.5m	€119.4m	+3%
Ticket product sales	€20.6m	€36.4m	-43%
Journeys (excluding Free Travel Passes)	81.5m	83.1m	-2%
Journeys on Free Travel Passes	19.4m	18.4m	+5%
TFI Leap Top-Up App top-ups	€68.33m	€39.66m	+72%

TFI Leap Card

2021 Leap Card key performance indices showed modest increases in the total amount of travel credit spent over 2020, increasing from €136m to €142m, as well as an increase in the total number of Leap Cards sold, which increased by 25% from 347k to 433k. However, although the number of journeys taken using Free Travel passes also increased by 6% (from 18.4m to 19.4m), the overall number of journeys taken using Leap Cards declined by 2% (from 83.1m to 81.5m) compared to 2020.

Relative to pre-pandemic 2019 KPI's, activity levels during 2021 were still significantly lower. Card sales were down by 53%, travel credit spend down by 49% and journeys on Leap Cards down 52%.

During 2021 432,959 cards were issued, a 25% increase on 2020 bringing the cumulative total figure to 5.3m. The increase is largely due to the return to college of third level students leading to particularly strong sales in September and October 2021.

10. Free Travel Passes are issued by the Department of Social Protection

11. 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.

Planning for a new Consolidated Contact Centre (CCC)

To support the growing public transport network which is being provided by a diverse group of operators and to ensure that customers get a consistently positive customer experience, the Authority progressed its plans in 2021 regarding the establishing of a Consolidated Contact Centre for public transport in Ireland. The aim of this project is to establish a centralised hub which will enable customers to route their queries in relation to a wide array of public transport services via a single source.

Key achievements in 2021 included:

- the recruitment of a Service Delivery Manager for the Consolidated Contact Centre;

Commencing the procurement process regarding the selection of a vendor responsible for the day-to-day operations of the Consolidated Contact Centre on behalf of the NTA.

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. During 2021 NTA completed the preliminary phase of the procurement which identified five experienced candidates who will be brought forward into the next phase of the procurement in 2022.

TFI Go App

The TFI Go mobile ticketing app allows customers to purchase bus tickets on their app, activate a journey and present it to the driver upon boarding. In 2021 over 12,809 tickets were sold covering over 38,700 journeys.

In August, a new version of the TFI Go mobile ticketing solution was rolled out,

bringing in additional Bus Éireann routes into the app, including services in Kerry and Cork. Additional ticket types were also added including zonal tickets for Limerick and Cork along with Navan and Athlone Town service tickets. Following the release of that update, a promotional campaign “10 Trips for €10” started in September covering Limerick, Cork, Athlone and Navan.

Automatic Vehicle Location (AVL)

AVL is required for service control of buses, communications with drivers, tracking of route performance and generation of real time passenger information for on-street displays and mobile apps. AVL 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 in 2021 the Authority commenced a public procurement competition to find a single supplier of a modern national bus AVL system to replace the variety of systems currently in place. In 2021 the Authority completed the preliminary phase of the procurement which identified five experienced candidates who will be brought forward into the next phase of the procurement in 2022.

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 via Data.Gov.ie, Ireland's open data portal.

During 2021 all electronic real time

departure displays at bus stops across the country were upgraded and repointed to a new cloud based system.

In 2021 the Authority commenced work to introduce a new suite of applications to include a new National Journey Planner and new timetable production software. This new solution will be launched in 2022.

GO CASHLESS WITH THE TFI GO APP

Search TFI GO



Regulatory and Compliance Environment

Within the regulatory and compliance environment, the Authority is responsible for:

- *developing the regulatory framework and compliance regime for the Small Public Service Vehicle (SPSV.¹²) and commercial bus sectors in order to enhance the quality, safety and accessibility of services;*
- *regulating clamping activities to ensure that they are carried out to an appropriate standard and in accordance with regulatory requirements;*
- *ensuring compliance by operators with statutory regulations in the SPSV, commercial bus and vehicle clamping sectors; and*
- *ensuring that the regulatory licensing and appeals systems in place in these sectors are efficient and fair for operators and appellants.*



Small Public Service Vehicle (SPSV) Sector

Covid-19 -Covid-19 continued to have a very significant impact on the capacity of SPSV operators to earn a livelihood during 2021. The restrictions on travel and the experience, hospitality and tourism sectors had a direct bearing on the demand for passengers services.

Some of the specific actions undertaken by the Authority in 2021 in response to this included:

- » A series of confidential telephone surveys of SPSV drivers nationwide (February, June and October) were completed to establish how the cost of operation and supply/demand changed as a result of COVID-19. Online national surveys of taxi users were conducted in parallel. The purpose was to better inform NTA, and thus Government, of the reality being endured by the industry and how the industry may change post -Covid to better shape policy.
- » Enactment of emergency COVID regulations to ensure that no taxi or hackney reaching its maximum permissible age up to 01 January 2023 would have to exit the fleet until the day and month of its original age limit during 2023:
 - o Small Public Service Vehicle (Emergency Measure COVID-19) Regulations 2021; and
 - o Small Public Service Vehicle (Emergency Measure COVID-19) (Maximum Permissible Age) Regulations 2021.
- » Waived all standard vehicle licence renewal fees for 2021 and 2022 through the Small Public Service Vehicle (Emergency Measure COVID-19) (Fees) Regulations 2021.
- » Doubled the period in which an SPSV

vehicle licence can rest in 'Inactive' status from 12 to 24 months through the Small Public Service Vehicle (Emergency Measure COVID-19) (Expired Licence) Regulations 2021

- » Resumed the SPSV Driver Entry Testing Programme in May, with additional safeguards, following positive public health advice and completing 2,754 tests for new driver candidates.
- » Implemented a Motor Tax Refund Scheme for SPSVs: 1,753 refunds issues in 2021
- » Implemented an SPSV NCT Fee Waiver Scheme: 5,948 free NCT tests completed in 2021.

Additionally, the Advisory Committee on Small Public Service Vehicles continued to meet in 2021 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.

Vehicle Licensing

The number of licenced taxi, hackney and limousine vehicles fell by 10% in 2020. A further reduction occurred in 2021 which was significantly smaller at 2% to 19,946 vehicles.

Vehicle Suitability Inspections

All taxi, hackney and limousine licences must be renewed at least annually to continue operating. Those over 10 years of age require six-monthly renewals. The roadworthiness of each 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.

A total of 24,751 individual vehicle suitability inspections were conducted in 2021, an increase of 8% on 2020.

12. 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 on its website annually in the Taxi Statistics Bulletin.

Local Area Hackney Services

The Authority recognises that current public transport cannot meet the travel demands of some communities in rural Ireland, either because it is not available or it is not available at the time needed. The local area hackney licence category was established to provide individual transport services in isolated rural areas which have an unmet demand but cannot support a full time taxi or hackney service. Accordingly, the licence category facilitates low-cost entry for service providers. Whilst the pick-up area is limited to a mapped area around the drivers place of residence, the journey can terminate wherever the passenger requires. However, no local area hackney service may replace or displace any standard taxi or hackney service already operating in the area.

Applicants must meet local SPSV licensing requirements only (drivers do not have to pass the county area knowledge test) and do not have to provide wheelchair accessible vehicles, as is the case for full time taxi or hackney service. However, the licence to drive a local area hackney remains obtainable only from An Garda Síochána after a successful vetting process.

At the end of 2021, there were 21 local area hackney services licensed throughout the State.

Driver Licensing

The Authority works closely with An Garda Síochána to administer the licence application and renewal processes, including the SPSV Driver Entry Test and the issue of SPSV driver identification cards. An Garda Síochána, as the licensing authority for SPSV driver licences remains responsible for the vetting process completed on all candidate drivers and again at each five year licence renewal.

An Garda Síochána issued 541 licences to new drivers in 2021. The total number

of licenced drivers fell by 2.5% to 25,426 in the year, as candidates were unable to complete the SPSV Driver Entry Test for over a year before the centres were permitted to reopen. Provision of the SPSV Driver Entry Test resumed in May on foot of public health advice and demand is back to pre-Covid levels. In all, 2,754 tests were undertaken by 961 candidates this year.

Enforcement Activities

Over 185,000 remote vehicle and driver checks were undertaken by the Authority's compliance officers in respect of 15,284 individual vehicles (81% of the fleet) despite the ongoing pandemic, with appropriate follow-up activity undertaken where discrepancies were found. Compliance officers also undertook 5,068 face to face roadside audits in 2021 (18% of the fleet).

As a result of the checks and audits undertaken, 157 fixed payment notices were issued for a variety of offences, of which 24% was due to the failure of SPSV drivers to comply with the requirement to notify the Authority when the vehicle being operated by that driver. This legal requirement supports one of our safety tools for passengers, the Driver Check App, which allows the public to check the licence status and identity of their chosen vehicle and driver.

Prosecutions

The Authority initiated 153 criminal prosecutions in 2021, of which almost half (47%) related to the operation of an unlicensed service. A further 32% prosecutions taken were due to a failure of operators to pay fines received for other breaches of legislation.

The Authority was successful in 92% of prosecutions taken.

Table 18 – Prosecutions by offence category

Offences		2020 Cases	2021 Cases
Operation of unlicensed SPSV	No driver licence and no vehicle licence	15	14
	No driver licence	18	33
	No vehicle licence	41	13
	Allow an unlicensed driver/vehicle to operate or failure to keep accurate records of licenced operation	16	15
Overcharging (addition of unwarranted but legal ‘extras’ to a fare)		3	2
Vehicle condition		0	1
Duties of drivers of SPSVs		8	1
Illegal display of taxi sign/Failure to remove signage from unlicensed vehicle		16	16
Advertising an unlicensed SPSV service		3	5
Exceeding the maximum number of passengers		1	0
Knowingly giving false or misleading information to the Authority		3	5
Hackney/limousine standing for hire		3	0
		127	105

Table 18 – Continued

Fixed Payment Notice Offences Prosecutions	2020 Cases	2021 Cases
Failure to comply with vehicle standards	2	9
Removal of tamper-proof disc from SPSV	1	0
Failure to display in-vehicle information	3	1
Failure to comply with taxi roof sign requirements	4	8
Failure to notify details of SPSV being operated	12	12
Failure to comply with taximeter requirements	1	5
Failure to print and offer a receipt	1	2
Unreasonable refusal to carry a passenger	4	2
Standing for hire in a taxi otherwise than at an appointed stand	6	2
Displaying unauthorised sign on a hackney or limousine	0	1
Standing at appointed stand while vehicle is not available for hire.	0	1
Failure to display driver ID	0	2
Failure to operate taximeter while taxi is on hire	0	1
Operating taximeter while taxi is standing for hire or plying for hire	0	2
Total Fixed Payment Notices	34	48
Total	161	153

Licensed Bus Services Compliance Activity

In all, 78 “on-the-ground” operations were undertaken and more than 1,500 bus and coach services were monitored throughout the course of the year.

As a result, 23 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 focus on education and deterrence brought four new operators into the licensing system, and four operators ceasing their operations.

Vehicle Clamping

The remit of the NTA in the area vehicle clamping includes regulation of clamping activities and the management of the legislatively required second-stage appeals process.

Vehicle clamping regulation activities were impacted by the pandemic throughout 2020 and 2021. It resulted in a reduction in the level of regulation and compliance activities having been undertaken. A reduction in the number of second stage appeals received was also experienced with a reduction of 35% on the level appeals received compared to pre-pandemic (2019) figures.

Second-Stage Appeals

A motorist whose vehicle has been clamped or relocated is entitled to appeal that decision by the clamping operator. A two-stage appeal process has been established for this purpose. A second-stage appeal may be submitted to the Authority

only after a motorist has received an unsatisfactory outcome to a first-stage appeal to a clamping operator. Each second-stage appeal submitted to the Authority is reviewed by an independent Clamping Appeals Officer who, following examination of the evidence from both parties, makes a determination on that appeal.

In 2021, the primary grounds of appeal cited by motorists in their second-stage appeal submissions were inadequate signage, issues associated with paid parking, including parking app functionality, the display of tickets and appeals based on the use of permits.

Where a Clamping Appeals Officer allows a second-stage appeal, the parking controller is required to refund the motorist the relevant charge(s).



Table 19 - Second-Stage Appeals

	2019	2020	2021
Appeals brought forward from previous year	106	209	105
New appeals received	2,532	1,121	1,659
Totals	2,638	1,330	1,764
Appeals completed	2,429	1,272	1,357
Appeals awaiting determination on 31 December	320	105	407

Table 20 - Outcome of Second-Stage Clamping Appeals 2021

No. of Appeals Considered	Allowed (Full Refund)	Not Allowed (No Refund)
1,357	489 (36%)	868 (64%)



Financial Statement

For the year ended 31 December 2021



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Authority Information

Board Members	
Mr. Fred Barry (Chairperson)	
Ms. Anne Graham (Chief Executive Officer)	
Mr. Hugh Creegan	
Mr. Owen Keegan	
Ms. Ann Fitzgerald	
Mr. Pat Mangan	
Mr. Frank O'Connor	
Mr. Brian McCormick	
Mr. David Gray	
Mr. Iain Docherty	(appointed 23rd December 2021)
Ms. Eleanor O'Neill	(appointed 23rd December 2021)
Ms. Joyce Loughnan	(appointed 23rd December 2021)

Solicitors	Bankers
McCann Fitzgerald Riverside One 37-42 Sir John Rogerson's Quay Dublin 2 D02 X576	Allied Irish Banks plc 1-4 Baggot Street Lower Dublin 2 D02 X342
Auditors	National Treasury Management Agency Treasury Dock North Wall Quay D01 A9T8
Comptroller and Auditor General 3A Mayor Street Upper Dublin 1 D01 PF72	

Governance Statement and Board Members' Report

For the year ended 31 December 2021

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 in November 2021. 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 2021.

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, 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 12 occasions and minutes of board meetings are published on the Authority's website. At 31 December 2021 the Board had four (33%) female and eight (67%) male members, with no positions vacant.

The table below details the appointment period for current members:

Board Members	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. Iain Docherty	Ordinary member	23 December 2021
Ms. Eleanor O'Neill	Ordinary member	23 December 2021
Ms. Joyce Loughnan	Ordinary member	23 December 2021

The Board completed a Board effectiveness review in September 2021.

The Board 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 the 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. David Gray (Chairperson), Mr. Pat Mangan, 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). Frank O'Connor’s term as ARC Chair ended on 19th November 2021. David Gray was appointed ARC chair on 20th November 2021. There were six meetings of the ARC in 2021.

Schedule of attendance, fees and expenses

A schedule of attendance at the Board and Committee meetings for 2021 is set out below including the fees and expenses received by each member:

	Board	ARC	Fees 2021 €	Expenses 2021 €	Fees 2020 €	Expenses €
Number of meetings	12	6				
Mr. Fred Barry	12(12)	1(0)	20,520	-	20,520	-
Ms. Anne Graham	12(12)	-	-	-	-	-
Mr. Hugh Creegan	12(12)	-	-	-	-	-
Ms. Ann Fitzgerald	12(11)	-	11,970	-	11,970	83
Mr. Owen Keegan	12(11)	-	-	-	-	83
Mr. Pat Mangan	12(12)	6(6)	-	-	-	83
Mr. Frank O'Connor	12(12)	5(5)	11,970	-	11,970	-
Ms. Sinead Walsh	-	-	-	-	9,084	83
Mr. Kevin Kelly	-	-	-	-	11,970	181
Mr. Brian McCormick	12(12)	-	11,970	-	11,970	83
Mr. David Gray	12(11)	6(6)	11,970	-	11,970	679
Other Expenses*			-	-	-	3,199
			68,400	-	89,413	4,474

* 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 six of the ARC meetings during the year. His fee for the year, payable to the accountancy practice Moore, was €17,664 (including VAT) (2020: €20,520 (including VAT)).

Mr. John Smyth, who is an external member of the ARC attended all six ARC meetings during the year. His fee for the year, payable to Chartered Direction Limited, was €17,664 (including VAT) (2020: €20,520 (including VAT)).

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

There were three directors – Ms. Anne Graham, Mr. Hugh Creegan and Mr. Owen Keegan – who did not receive a Board fee under the One Person One Salary (“OPOS”) principle. Expenses for Ms. Anne Graham and Mr. Hugh Creegan are incurred as part of their contract of employment and not as a result of their attendance at board meetings; therefore, their expenses have not been included in this note.

Key personnel changes

The following board members were appointed during the year but were not eligible to attend any meetings:

- Iain Docherty, appointed 23rd December 2021;
- Eleanor O'Neill, appointed 23rd December 2021;
- Joyce Loughnan, appointed 23rd December 2021.

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.

	2021 €'000	2020 €'000
Transport advisory services	3,448	3,184
Legal	1,423	1,072
Tax and financial advisory	738	341
Data protection and GDPR preparation	19	91
Pensions and human resources	41	10
	5,669	4,698
Consultancy costs charged to the Statement of Income and Expenditure and Retained Revenue Reserves	5,428	4,375
Consultancy costs capitalised	241	323
	5,669	4,698

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.

	2021 €'000	2020 €'000
Legal proceedings	89	29
Conciliation and arbitration payments	-	-
Settlements	-	-
	89	29

Travel and subsistence expenditure

Travel and subsistence expenditure is categorised as follows:

	2021 €'000	2020 €'000
Domestic travel and subsistence		
Board	-	4
Employees	23	13
International travel and subsistence		
Board	-	-
Employees	2	9
	25	26

Hospitality expenditure

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

	2021 €'000	2020 €'000
Staff hospitality	12	11
Client hospitality	-	-
	12	11

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 2021.

Signed on behalf of the Board of the National Transport Authority



Mr. Fred Barry
Chairperson



Ms. Anne Graham
Chief Executive Officer

Date: 17 June 2022

Statement on Internal Control

For the year ended 31 December 2021

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 2021 and up to the date of approval of the financial statements.

Capacity to manage risk

The Authority has an Audit and Risk Committee (“ARC”) comprising three Board members, one of whom is the Chair, and two external members, one of whom has financial and audit expertise. The ARC met six times in 2021.

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 which includes communicating any control deficiencies identified to those responsible to take corrective action. Deficiencies are also reported to senior 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 2021 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 2021 amounted to €1m (2020: €0.7m).

The Authority consulted with the Office of Government Procurement (“OGP”) in June 2021 in relation to the appropriate mechanism for availing of cloud consumption. At present, the OGP has no framework agreements in place for the provision of such services. The OGP advised that prior to conducting a public procurement procedure for cloud consumption, that a market consultation be undertaken to determine if value for money could be achieved. The Authority conducted a market consultation process through eTenders and the Official Journal of the European Union in August 2021. The findings of the process concluded that cloud consumption would most likely be via

a re-seller if a contract was publically advertised and incur an associated premium. The Authority has initiated the drafting of tender documents and intends to publically advertise contracts for cloud consumption services, although the Authority will reserve its right not to award based on determining if value for money would be achieved.

Capital Investment funding – controls

Capital Investment funding in 2021 amounted to €719m (2020: €410m). Controls over this funding include the following:

- Ensuring that individual projects are aligned with the four public transport capital investment programmes (i.e., Sustainable Urban Transport, 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 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 or other relevant sectoral guidance such as the Common Appraisal Framework;
- Ensuring individual project budgets are established and monitored (including regular forecasting activities) 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;
- Ensuring projects and programmes are governed in line with the requirements of the Authority's Project Approval Guidelines which provide a framework for, and a phased approach to, the development, management and delivery of sustainable mobility projects of all types, for all capital values, and for Information and Communication Technology ("ICT") projects, funded by the Authority;
- Liaising with the Board of the Authority and other relevant Boards / committees such as the DoT Major Project Governance Oversight Group 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 2021 amounted to €526m (2020: €576m). 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;
- Ensure for larger contracts, operators submit Revenue Protection Plans to the Authority detailing how revenues are protected;

- For all larger contracts, the Authority undertakes Fare Evasion Surveys to audit levels of fare evasion;
- Ensure where fare evasion levels exceed a defined threshold, the Authority can deduct payments from operators to compensate for lost revenue;
- 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 initially for a six-month period in 2020 and continued throughout 2021. €28m in funding was provided in 2021 (2020: €32m). Controls similar to those outlined above for PSO funding were applied to the funding provided to the commercial bus sector.

Leap card integrated ticketing scheme - controls

Public transport fare revenue processed through the Leap card scheme in 2021 amounted to €157m (2020: €163m). 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 2021 have a net book value of €339m (2020: €227m). Controls over the assets include the following:

- Ensuring all purchasing processes apply and comply with all EU public procurement regulations in its purchase of Road Passenger Vehicles;
- Procurement teams are actively engaged and included in all aspects of Road Passenger Vehicles procurement;
- Contract awards in excess of Board approval thresholds are approved by the Board for the Authority’s purchase of Road Passenger Vehicles;
- Ensuring competitively tendered services and 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;
- Detailed Road Passenger Vehicle inspections at depots completed by an expert contractor;
- 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.

Cyber security

The Authority has implemented a number of cyber security controls to mitigate cyber risk and anticipate cyber security threats occurring. To achieve a cyber-resilient set of security controls, the Authority has implemented the following:

- Ensuring that cyber security governance, risk and compliance processes are effectively implemented across the Authority, with effective reporting to Chief Information Officer (“CIO”), Senior Management, Audit and Risk Committee and Board as appropriate and with defined frequency. The Authority has implemented security controls in line with the National Institute of Standards and Technology

(“NIST”) Cyber Security framework, structured around five security functions (Identify, Protect, Detect, Respond, Recover). Additionally, the Authority security team supports compliance with PCI DSS (“Payment Card Industry Data Security Standard”), GDPR (“General Data Protection Regulation”), the NIS (“Network and Information Security”) Directive and the Irish Public Sector Cyber Security Baseline Standard;

- Effectively implementing vulnerability management processes to ensure that all security vulnerabilities are identified, tracked, risk assessed/accepted and resolved in accordance with the agreed vulnerability and patch management policy;
- Ensuring that all security incidents and data breaches are effectively managed through the incident management process;
- Providing a secure cloud and on-premise posture by securing our networks, infrastructure and applications, and by implementing industry security practices defined by our cloud providers;
- Implementing security monitoring and threat intelligence capabilities to ensure that the Authority is able to identify security threats at an early stage, and to be able to anticipate them while protecting our networks, infrastructure and applications;
- Incorporating a comprehensive set of security measures to ensure that business continuity and disaster recovery are managed through specific processes and enabled by appropriate technology solutions. Our business continuity and disaster recovery plans are continuously tested and reviewed annually to ensure that they are up to date and fit for purpose;
- Ensuring that user access is provisioned in line with our internal policies and access assigned to standard and privileged users is valid and in compliance with the business “need-to-know” principle;
- Performing regular third-party risk management reviews of our suppliers and strategic partners to identify risk at the outset of a project and on an ongoing manner. Additionally, appropriate contractual KPIs (“Key Performance Indicators”) are defined and measured monthly. The security team have implemented multiple layers of defense, to oversee contract compliance from a security perspective and segregation of duties so that the security team can effectively consult and advise the IT team in relation to implementing appropriate security controls;
- All our project initiatives are following our secure by design and by default methodology and have security controls built in at the outset of any project or procurement activity. Our advisory and architecture services have been structured to include each phase of the Authority Project Approval guidelines, and our team of security officers and architects are contributing with security-oriented controls and suggestions;
- Ensuring that all Authority employees receive security awareness training at induction and annually. Additionally, regular awareness emails and advisories are sent based on the dynamic cyber threat landscape;
- Undertaking monthly “simulated” phishing campaigns to Authority employees to constantly measure the phishing threat and provide additional training if required;
- Continuously implementing data privacy and data protections controls in our security operations and processes - such as data classification, data loss prevention reviews and security monitoring to ensure that GDPR compliance is achieved and supported with adequate technical and organisational measures.

Covid-19

Covid-19 had a significant effect on the activities of the Authority in 2021 with considerable reduction in demand for transport services and with staff working remotely throughout the year. 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 service providers 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;
- Operation of the DocuSign system to facilitate remote sign of / approvals in a secure environment;
- The operation of a risk register to specifically identify risks presented by Covid-19 and the development and implementation of mitigation actions necessary;
- The operation 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 2021 in February 2022.

Internal Control issues

No weaknesses in internal control were identified in relation to 2021 that require disclosure in the financial statements.

TaxSaver Project Expenditure

In 2019, the National Transport Authority tendered for a solution and associated services to design, develop, commission, operate, support and maintain a centralised TaxSaver service. The Covid-19 pandemic has seen a shift in travel patterns with the majority of TaxSaver customers no longer travelling 5 days per week. As a result, the

centralised TaxSaver solution planned under the original procurement was deemed unsuitable to meet emerging hybrid working/travel arrangements. In March 2022, the Board approved the termination of this project and the authority will instead explore the development of alternative solutions better suited to meet this new reality. In the period 2019 to 2022, €1.5m was incurred on project costs; including resourcing and support costs (€1.3m) and an initial vendor milestone payment (€0.2m).

Signed on behalf of the Board of the National Transport Authority



Mr. Fred Barry
Chairperson



Ms. Anne Graham
Chief Executive Officer

Date: 17 June 2022



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 2021 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 2021 and of its income and expenditure for 2021 in accordance with Financial Reporting Standard (FRS) 102 — *The Financial Reporting Standard applicable in the UK and the Republic of Ireland*.

Basis of opinion

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

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

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

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

I have nothing to report in that regard

Seamus McCarthy
Comptroller and Auditor General

24 June 2022

Responsibilities of Board members

As detailed in the governance statement and Board members' report, the Board members are responsible for

- the preparation of annual 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.

I 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.

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.

Statement of Income and Expenditure and Retained Revenue Reserves

For the year ended 31 December 2021

	Notes	2021 €'000	2020 €'000
Income			
Oireachtas grants			
Public Service Obligation funding	2.1	525,530	576,367
Commercial Bus Operator Support Scheme funding	2.2	27,528	32,304
Capital Investment funding	2.3	719,327	410,119
Other Transport Schemes	2.4	28,054	18,607
Administration grant	2	32,617	16,018
Fare Revenue	3	195,746	18,232
Ticketing and Technology income	4	256	1,402
Licensing income	5	2,209	5,116
Net deferred funding for retirement benefits	16.3	3,807	2,739
Other income	6	4,194	4,099
Total income		1,539,268	1,085,003
Expenditure			
Public Service Obligation expenditure	7	694,810	579,096
CBO Support Scheme expenditure	7.1	25,958	32,562
Ticketing and Technology expenditure	7.2	24,964	25,622
Capital Investment expenditure	8	595,923	349,431
Other Grant expenditure	9	28,723	19,163
Other Programme expenditure	10	2,204	2,551
Licensing expenditure	11	5,197	3,654
Employees, Seconded and Outsourced placements services	12	22,112	18,591
Office accommodation costs	13	2,870	2,649
Other administrative costs	14	7,726	7,169
Retirement benefit cost	15	3,507	2,770
Total Expenditure		1,413,994	1,043,258
Surplus for the year before Appropriations		125,274	41,745
Transfer to capital account	22	(115,691)	(39,237)
Surplus for the year after Appropriations		9,583	2,508
Balance brought forward at 1 January		1,485	(1,023)
Balance carried forward at 31 December		11,068	1,485

Notes 1 to 33 form part of these financial statements.

Signed on behalf of the Board of the National Transport Authority



Mr. Fred Barry
Chairperson



Ms. Anne Graham
Chief Executive Officer

Date: 17 June 2022

Statement of Comprehensive Income

For the year ended 31 December 2021

	Notes	2021 €'000	2020 €'000
Surplus for the year		9,583	2,508
Other comprehensive income			
Remeasurements of net defined benefit obligation	16.2	(3,920)	(7,892)
Adjustment to deferred retirement benefit funding	16.2	3,920	7,892
Total recognised surplus for the year		9,583	2,508

Notes 1 to 33 form part of these financial statements.

Signed on behalf of the Board of the National Transport Authority



Mr. Fred Barry
Chairperson



Ms. Anne Graham
Chief Executive Officer

Date: 17 June 2022

Statement of Financial Position

For the year ended 31 December 2021

	Notes	2021 €'000	2020 €'000
Fixed Assets			
Intangible assets	17	25,031	25,564
Property, plant and equipment	18	350,341	237,846
		375,372	263,410
Current Assets			
Receivables	19	11,021	5,494
Cash and cash equivalents		58,459	46,316
		69,480	51,810
Payables: due within 1 year	20	(60,867)	(57,180)
Net current assets/(liabilities)		8,613	(5,370)
Total assets less current liabilities		383,985	258,040
Retirement benefit obligations	16.2	(61,849)	(54,122)
Deferred retirement benefit funding asset	16.2	61,849	54,122
Payables due after more than 1 year	21	(971)	(300)
Total net assets		383,014	257,740
Financed by			
Capital account	22	371,946	256,255
Retained revenue reserves		11,068	1,485
		383,014	257,740

Notes 1 to 33 form part of these financial statements.

Signed on behalf of the Board of the National Transport Authority



Mr. Fred Barry
Chairperson



Ms. Anne Graham
Chief Executive Officer

Date: 17 June 2022

Statement of Cash Flows

For the year ended 31 December 2021

	Notes	2021 €'000	2020 €'000
Net cash flows from operating activities			
Excess income over expenditure		9,583	2,508
Capital account transfers – fixed assets	22	115,691	39,237
Amortisation of intangible assets	17	6,830	11,301
Impairment of intangible assets	17	1,178	-
Depreciation of property, plant and equipment	18	37,394	22,225
Adjustment for fixed asset reclass		207	255
Loss on disposal of fixed assets	14	-	143
Bank interest payable		295	139
(Increase) / decrease in receivables	19	(5,527)	2,657
Increase in payables	20,21	4,358	6,069
Net cash inflow from operating activities		170,009	84,534
Cash flows from investing activities			
Payments to acquire intangible assets	17	(8,538)	(8,678)
Payments to acquire property, plant and equipment	18	(149,033)	(68,699)
Net cash flows from investing activities		(157,571)	(77,377)
Cash flows from financing activities			
Bank interest paid		(295)	(139)
Net cash flows from financing activities		(295)	(139)
Net increase in cash and cash equivalents in the year		12,143	7,018
Cash and cash equivalents at 1 January		46,316	39,298
Cash and cash equivalents at 31 December		58,459	46,316

Notes 1 to 33 form part of these financial statements.

Signed on behalf of the Board of the National Transport Authority



Mr. Fred Barry
Chairperson



Ms. Anne Graham
Chief Executive Officer

Date: 17 June 2022

Notes to the Financial Statements

For the year ended 31 December 2021

1. Accounting policies

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

a) General

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

The Authority is a public benefit entity.

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

b) Basis of preparation

The financial statements of the Authority for the year ended 31 December 2021 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 the 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 2021 are set out below:

Department	Grant Type
DoT* - Vote	Current grants - subhead B9
DoT* - Vote	Public Service Obligation Funding - subhead B7.1
DoT* - Vote	Sustainable Urban Transport - 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 B8.3
DoT* - Vote	Green schools grant - subhead B8.3
DoT* - Vote	Rural Transport grants - subhead B7.2
DoT* - Vote	Carbon Reduction (Electric SPSV grants) - subhead B6
DSP** - Vote	Free travel funding - subhead A40

* 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 (“Transport for Ireland”) Leap card scheme

In prior years, income arose on the recharge of operating costs to the transport operators who participate in the TFI Leap card scheme. During 2020, operational cost recharges to commercial bus operators were suspended due to Covid-19. This suspension continued in 2021 and Luas and CIE operators’ costs were funded through the Public Service Obligation grant.

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

In 2021, the Authority's direct award contracts with Dublin Bus and Bus Éireann transitioned from a net cost contract to a gross cost contract arrangement. Under gross cost contracts; fare revenues are retained by the Authority. In prior years this revenue was retained by the Operator. In addition, the Authority has a number of contracts for the provision of public passenger services that were competitively tendered; including those services which were previously operated by Dublin Bus or Bus Éireann as part of their direct award 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.

The Authority receipts fare revenue from public passenger services operated by Dublin Bus and Bus Éireann under direct award contracts and public passenger services which were competitively tendered. The Authority recognises revenues through its different revenue streams as follows:

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 to which the products relate.

Department of Social Protection revenue:

DSP revenue is received monthly and is recognised in the month to which it relates. The revenue receipts 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
Transport infrastructure software	10% - 20% straight line
Office equipment software	20% - straight line

The residual values, useful lives and method of amortisation of intangible assets are reviewed annually 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 amortisation period or method, as appropriate, and are treated as changes in accounting estimates. Software development costs are recognised as an intangible asset when all of the following criteria are demonstrated:

- The technical feasibility of completing the development of 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.

j) 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 if shorter
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	5% - 25% straight line

The residual values, useful lives and method of depreciation of property, plant and equipment are reviewed annually 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 and Retained Revenue Reserves 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 Authority reviews 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) annually.

- ***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):

	Notes	2021 €'000	2020 €'000
Department of Transport			
Public Service Obligation funding	2.1	525,353	576,171
CBO Support Scheme funding	2.2	27,528	32,304
Capital investment funding	2.3	719,327	410,119
Other transport schemes	2.4	26,554	17,107
Administration grant		32,617	16,018
		1,331,379	1,051,719
Department of Social Protection			
Other Transport Schemes	2.4	1,500	1,500
Public Service Obligation funding	2.1	177	196
		1,333,056	1,053,415

The Administration grant of €32.6m is stated net of employee retirement benefits contributions totalling €0.722m, €0.405m remitted to the DoT (in respect of the Authority's staff retirement benefits scheme) and €0.317m 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 funding

PSO funding is drawn down from DoT under Public Service Provision Payments subhead B7.1 and DSP subhead A40.

	Department	Subhead	2021 €'000	2020 €'000
Iarnród Éireann	DoT	B7.1	210,196	239,280
Dublin Bus	DoT	B7.1	146,016	133,432
Bus Éireann	DoT	B7.1	66,634	101,110
Tendered bus routes	DoT	B7.1	43,296	43,766
Luas	DoT	B7.1	32,165	30,172
Ticketing and Technology	DoT	B7.1	20,715	16,249
Authority direct activities	DoT	B7.1	6,331	12,162
Free travel	DSP	A40	177	196
			525,530	576,367

2.2 Commercial Bus Operator Support Scheme funding

	2021 €'000	2020 €'000
Direct Awards	19,092	29,223
De Minimis Grants	6,065	3,081
Commercial Bus Operator Support cost funding	2,371	-
	27,528	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 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.

	2021 €'000	2020 €'000
B8.1 Sustainable Urban Transport	37,109	27,706
B8.2 Heavy Rail Safety and Development	239,826	91,834
B8.3 Public Transport Infrastructure	295,386	208,908
B8.5 Cycling and Walking	147,006	81,671
	719,327	410,119

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	2021 €'000	2020 €'000
Rural Transport	DoT	B7.2	14,144	14,996
Electric SPSV Grant Scheme	DoT	B6	10,551	152
Green Schools	DoT	B8.3	1,366	1,464
Smarter Travel	DoT	B8.3	493	495
			26,554	17,107
Rural Transport	DSP	A40	1,500	1,500
			28,054	18,607

3. Fare Revenue

	2021 €'000	2020 €'000
Dublin Bus	102,572	-
Bus Éireann	41,379	-
DSP Revenue – Free Travel	35,748	3,035
Tendered Bus Routes	14,297	13,669
Rural Regular Services	1,314	1,071
Rural Demand Responsive Services	436	457
	195,746	18,232

In 2021, the Authority's direct award contracts with both Dublin Bus and Bus Éireann transitioned from a net cost contract arrangement to gross cost contracts. In prior years, under the terms of the net cost contracts the fare revenue was retained by the operators. In 2021, in accordance with the gross cost contracts the Authority retains all of the fare revenue. In addition to an increase in fare revenue the move to gross costs contracts has led to an increase in free travel revenue from the operators. In total, the transition from net cost contract to gross cost contract has led to an increase in fare revenue of €178.1m (Dublin Bus €123.8m, Bus Éireann €54.3m). The equivalent fare revenues in 2020 total €173.5m (Dublin Bus €120.3m and Bus Éireann €53.2m).

4. Ticketing and Technology Income

	2021 €'000	2020 €'000
Leap transport operator fees	-	740
Leap student card revenue	256	662
	256	1,402

In prior years, Leap card operating costs were recharged to transport operators who participated in the Leap card scheme. In 2021 and 2020, Luas and CIE operators' costs were funded through the Public Services Obligation grant. Due to the onset of Covid-19 operational cost recharges to commercial bus operators were suspended.

5. Licensing income

	2021 €'000	2020 €'000
SPSV driver licensing fees	1,171	1,800
SPSV vehicle licensing fees	645	3,062
Other SPSV income	330	136
Bus licensing income	52	74
SPSV compliance income	11	44
	2,209	5,116

6. Other income

	2021 €'000	2020 €'000
Bus shelter advertising	3,916	3,975
Other Income	188	56
Regional bike scheme - sponsorship, subscriptions & hire	54	60
Coach Park Income	36	8
	4,194	4,099

7. Public Service Obligation expenditure

	2021 €'000	2020 €'000
Dublin Bus	265,591	133,432
Iarnród Éireann	210,196	239,280
Bus Éireann	117,680	101,110
Tendered bus route costs	62,875	62,127
Luas	32,165	30,172
PSO Support Costs	3,777	6,543
Personnel and associated overheads	1,457	5,338
Depreciation	1,069	1,094
	694,810	579,096

The Authority makes payments for the provision of socially necessary but commercially unviable Public Service Obligation 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 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 scheduled services on rural routes – branded as TFI Local Link.

7.1 CBO Support Scheme expenditure

	2021 €'000	2020 €'000
Other Direct Awards	18,021	29,223
De Minimis Grants	5,769	3,081
Commercial Bus Operator Support Costs	2,168	258
	25,958	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 grant, to ensure the continued operation of essential licensed bus services in Ireland.

7.2 Ticketing and Technology expenditure

		2021 €'000	2020 €'000
<i>Operating expenditure</i>			
Leap card scheme expenditure	Note 7.3	18,008	16,673
Travel Information System expenditure		4,120	2,256
TFI Go		67	8
		22,195	18,937
Depreciation		2,769	6,685
		24,964	25,622

7.3 Leap Card Scheme expenditure

	2021 €'000	2020 €'000
Direct operators' costs	11,281	8,914
Personnel Costs	3,245	3,837
Commissions	2,916	3,106
Other administrative costs	566	816
	18,008	16,673

In prior years, all operating costs were recharged to transport operators who participated in the Leap card scheme. In 2021 and 2020 the costs that have previously been recharged to State owned transport operators were directly funded through the Public Services Obligation grant.

8. Capital Investment expenditure

		2021 €'000	2020 €'000
<i>Major capital projects</i>			
Iarnród Éireann		238,102	89,535
Transport Infrastructure Ireland		60,037	63,179
Dublin Bus		6,024	2,771
Bus Éireann		1,882	1,022
		306,045	156,507
Greater Dublin Area transport grant funding	Note 8.1	85,597	73,311
Other expenditure directly incurred by the Authority	Note 8.1	99,895	75,677
Regional transport grant funding	Note 8.1	96,714	37,786
Accessibility scheme funding		7,672	6,150
		595,923	349,431

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

	2021 €'000	2021 €'000	2020 €'000	2020 €'000
Iarnród Éireann				
DART+	160,052		15,780	
National Train Control Centre	42,465		16,554	
Station upgrade programme	17,178		12,624	
Climate Resilience	4,713		-	
Customer experience & ticketing improvement	5,207		1,615	
New Intercity Railcars	2,275		16,029	
City centre resignalling	1,883		5,748	
Other projects	1,486		577	
Car Park programme	1,065		1,178	
Cork Area Commuter Rail	689		10	
Heavy rail maintenance	607		16,750	
Pearse Street station roof renewal	348		2,494	
Route and Interchange Enhancements	134	238,102	176	89,535

Transport Infrastructure Ireland				
MetroLink	35,779		26,637	
Luas Green Line capacity enhancement	12,090		26,518	
Tram refurbishment	8,460		1,872	
Other projects	1,584		4,065	
Luas Finglas	1,391		-	
Cork Light Rail Transit	572		77	
Luas Lucan	80		-	
Luas Cross City	66		3,873	
Park and Ride	15		-	
Luas Green Line infrastructure upgrade	-	60,037	137	63,179

Dublin Bus				
Bus Fleet incl refurbishment	2,983		2,481	
Bus Connects Redesign	1,622		-	
Other projects	1,419	6,024	290	2,771
Bus Éireann				
Other projects	1,882		806	
New buses	-	1,882	216	1,022
		306,045		156,507

8.1 Greater Dublin Area transport grant funding and other projects

	2021 €'000	2020 €'000
<i>Greater Dublin Area transport grant funding</i>		
Dublin City Council	26,705	24,521
Dun Laoghaire Rathdown County Council	17,911	19,742
Meath County Council	11,142	8,617
South Dublin County Council	10,959	8,571
Fingal County Council	9,078	4,926
Wicklow County Council	5,551	3,877
Kildare County Council	3,292	2,297
Córas Iompair Éireann	607	164
An Taisce	292	125
Dublin City University	60	-
University College Dublin	-	471
	85,597	73,311

<i>Other expenditure directly incurred by the Authority</i>		
Depreciation	39,440	24,744
Impairment of intangible asset (see note 17)	1,178	-
BusConnects	31,389	35,544
Personnel and associated overheads	10,991	6,878
Integration and support	6,364	2,768
Active travel support	2,767	-
Ticketing and Travel Information Technology	1,822	1,662
Transport models	1,571	786
Bus pole & shelters maintenance programme	1,519	539
Other systems development	959	381
Park and ride	801	520
MetroLink	439	824
Connecting Ireland	322	-
DART+	224	621
Public bike schemes	101	410
Coach parking development	8	-
	99,895	75,677

	2021 €'000	2020 €'000
<i>Regional transport grant funding</i>		
Cork City Council	19,512	12,131
Limerick City and County Council	18,047	4,640
Cork County Council	11,405	2,672
Waterford City and County Council	9,751	9,636
Galway City Council	5,596	4,816
Tipperary County Council	5,061	53
Galway County Council	4,547	-
Mayo County Council	3,672	-
Wexford County Council	3,040	-
Donegal County Council	2,282	-
Louth County Council	1,788	585
Roscommon County Council	1,673	-
Kilkenny County Council	1,642	758
Cavan County Council	1,323	-
Clare County Council	1,273	291
Sligo County Council	1,233	72
Carlow County Council	1,182	235
Leitrim County Council	1,074	-
Kerry County Council	1,009	364
Offaly County Council	662	-
Laois County Council	413	-
Monaghan County Council	250	-
Westmeath County Council	205	-
Longford County Council	74	-
Transport Infrastructure Ireland	-	78
Iarnród Éireann	-	1,455
	96,714	37,786

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

	2021 €'000	2020 €'000
Rural Transport Programme expenditure	16,025	16,896
Electric SPSV grant scheme	10,724	186
Green schools expenditure	1,365	1,465
Smarter Travel expenditure	510	485
Rural Transport Programme depreciation	80	111
Smarter Travel depreciation	19	20
	28,723	19,163

10. Other programme expenditure

	2021 €'000	2020 €'000
Regional bike scheme expenditure	1,565	1,160
Bus shelter expenditure	250	1,025
Bus Shelter digital panels depreciation	212	212
Coach park expenditure	177	154
	2,204	2,551

11. Licensing expenditure

	2021 €'000	2020 €'000
SPSV compliance costs	997	1,013
SPSV administration costs	976	839
SPSV Covid-19 Support Schemes	898	-
SPSV driver licensing costs	706	562
SPSV vehicle licensing costs	618	454
SPSV licensing - communication costs	555	274
Personnel and associated overheads	278	294
Vehicle Clamping	137	198
Bus licensing costs	32	20
	5,197	3,654

12. Employees, Seconded and Outsourced Placement Services

	2021 €'000	2020 €'000
Personnel costs		
Wages, salaries and staffing costs	14,585	11,182
Outsourced placement services	6,749	6,613
Recruitment and training	390	360
Public sector secondments and assignees	282	306
Board and Committee members fees and expenses	106	130
	22,112	18,591

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 the core work of the Authority. 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 31 December 2021 the Authority had 61 outsourced placements in positions performing business as usual activities (2020:86) and 116 in project-based roles (2020:87).

Public sector secondments

In 2021, €Nil (2020: €Nil) of secondees costs were charged directly to projects and €Nil (2020: €Nil) were capitalised. During the year no secondees transferred to the Authority as an employee (2020: one).

Capitalised employee costs

Capitalised employee costs in the financial year amounted to €Nil (2020: €Nil).

12.1 Wages, salaries and staffing costs

a) Aggregate employee benefits

	2021 €'000	2020 €'000
Staff short-term benefits	13,250	10,203
Employer's PRSI	1,335	979
	14,585	11,182

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

b) Staff short-term benefits

	2021 €'000	2020 €'000
Basic pay	13,183	10,136
Allowances	67	67
	13,250	10,203

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

c) There were no termination benefits, other long-term benefits or share based payment transactions during the year (2020: €Nil).

12.2 Employees and public sector secondees

	2021	2020
<i>Headcount numbers at year end, on a whole-time equivalent basis:</i>		
Employees	225	161
Public sector secondees	1	1
	226	162

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:

	2021 €'000	2020 €'000
Basic pay	1,157	1,012
Allowances	-	-
	1,157	1,012

Termination benefits, post-employment benefits, other long-term benefits and share based payment transactions during the year were €Nil (2020: €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:

	2021 €'000	2020 €'000
Basic pay - Ms A. Graham	190	187
Allowances	-	-
	190	187

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:

Range		Number of personnel	
From	To	2021	2020
€60,000	€69,999	46	30
€70,000	€79,999	36	32
€80,000	€89,999	15	14
€90,000	€99,999	8	5
€100,000	€109,999	7	7
€110,000	€119,999	3	3
€120,000	€129,999	-	-
€130,000	€139,999	-	-
€140,000	€149,999	2	4
€150,000	€159,999	1	-
€160,000	€169,999	3	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

	2021 €'000	2020 €'000
Accommodation	2,640	2,376
Cleaning	82	60
Repairs and maintenance	81	131
Lighting and heat	67	82
	2,870	2,649

14. Other Administrative costs

	2021 €'000	2020 €'000
ICT expenditure	4,369	3,769
Legal and litigation	805	567
Depreciation	638	662
Professional service fees	521	531
Bank charges and interest	320	187
Advertising and promotion	276	494
Internal audit fees	212	251
Telephone and internet	177	155
Insurance	109	78
General expenses	99	63
External audit fees	69	69
Printing, postage and stationery	56	56
Library and subscriptions	39	50
Travel, subsistence and hospitality	36	46
Loss on disposal of fixed assets	-	143
Meeting expenses *	-	48
	7,726	7,169

* An amount of €Nil (2020: €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:

	2021 €'000	2020 €'000
<i>Defined benefit pension scheme - NTA Scheme and Single Scheme</i>		
Current service costs	3,741	2,686
Interest on pension scheme liabilities	431	519
Plan participants' contributions	(722)	(494)
	3,450	2,711
<i>Defined contribution scheme - RPA Scheme</i>		
Employer contributions	57	59
	3,507	2,770

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 2022, by a qualified independent actuary and takes into account the requirements of FRS 102 in order to assess the scheme liabilities at 31 December 2021. The principal actuarial assumptions at 31 December are as follows:

	2021 ¹	2020 ²
Discount rate	1.25% p.a.	0.80% p.a.
Expected future pensionable salary increases	3.20% p.a.	2.50% p.a.
Expected future pension increases	2.70% p.a.	2.00% p.a.
Expected state pension increases	2.20% p.a.	1.50% p.a.
Consumer Price Index increase	2.20% p.a.	1.50% p.a.

1. The rates for 2021 are used as the basis for calculating the Deferred Benefit Obligation at 31 December 2021 and current service costs and the interest on pension scheme liabilities for 2022.

2. 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.

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 2021 and 2041:

	2021	2041
Year of attaining age 65		
Life expectancy – male	21.8	24.1
Life expectancy – female	24.2	26.2

16.2 Movement in net retirement benefit obligation during the financial year

	2021 €'000	2020 €'000
Net retirement benefit obligation at 1 January	(54,122)	(43,491)
Current service costs	(3,741)	(2,686)
Interest costs	(431)	(519)
Pensions paid in the year	365	466
Remeasurement of net defined benefit obligation - actuarial loss	(3,920)	(7,892)
Net retirement benefit obligation at 31 December	(61,849)	(54,122)

In 2021, the Authority incurred an actuarial loss of (€3.9m) (2020: loss of €7.9m) primarily due to changes in actuarial assumptions (€3.4m) (2020: €5.0m) and the scheme's membership (€0.5m) (2020: €2.9m).

16.3 Net 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:

	2021 €'000	2020 €'000
Funding recoverable in respect of current year retirement benefit costs	4,172	3,205
State grant applied to pay retirement benefits	(365)	(466)
	3,807	2,739

16.4 History of defined benefit obligations

	2021 €'000	2020 €'000	2019 €'000	2018 €'000	2017 €'000
Defined benefit obligations	61,849	54,122	43,491	32,095	30,910
Actuarial gain / (loss) on defined benefit obligations	(3,920)	(7,892)	(9,392)	467	(6,059)
As a percentage of the scheme liabilities	6.3%	14.6%	21.6%	1.5%	19.6%

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 2021	9,472	312	91,270	1,087	102,141
Additions in the year	6,012	294	2,197	35	8,538
AUC transfers	(12,392)	63	11,266	-	(1,063)
At 31 December 2021	3,092	669	104,733	1,122	109,616
Amortisation					
At 1 January 2021	-	98	75,937	542	76,577
Charge for the year	-	75	6,552	203	6,830
Impairment	1,178	-	-	-	1,178
At 31 December 2021	1,178	173	82,489	745	84,585
Net book values					
At 31 December 2021	1,914	496	22,244	377	25,031
At 1 January 2021	9,472	214	15,333	545	25,564

In 2019, the National Transport Authority tendered for a solution and associated services to design, develop, commission, operate, support and maintain a centralised TaxSaver service. The Covid 19 pandemic has seen a shift in travel patterns with the majority of TaxSaver customers no longer travelling 5 days per week. As a result, the solution planned under the original procurement was deemed unsuitable to meet emerging hybrid working/travel arrangements. In March 2022, the Board approved the termination of this project. The Authority has determined that this is an adjusting subsequent event as the conditions that have given rise to the termination of this project were in existence at the 31 December 2021. Accordingly, the Authority have reflect this termination through a €1.2m impairment of the intangible asset. Refer also to note 8.1, note 22 and the Statement of Internal Control.

Assets Under Construction (AUC) transfers reflects completed assets transferred into use within the period. These assets are appropriately classified as intangible or tangible upon transfer into use. In 2021, €207k of AUC spend on individual items was transferred back to expenses in the period as they ultimately did not meet the FRS102 recognition criteria for fixed assets or are below the Authority's capitalisation threshold.

17.1 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 amortisation 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 change 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 amortisation 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. Amortisation 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 amortised or disposed of. This change does not represent a change in the National Transport Authority's accounting policies as the effect of the change is deemed to be immaterial to the financial statements.

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 2021	1,733	275,583	2,327	2,609	22,363	8,575	313,190
Additions in the year	1,133	147,050	10	-	672	168	149,033
AUC transfers	(898)	-	-	83	730	941	856
At 31 December 2021	1,968	422,633	2,337	2,692	23,765	9,684	463,079

Depreciation							
At 1 January 2021	-	48,450	1,968	2,039	16,443	6,444	75,344
Charge for the year	-	34,869	123	280	1,374	748	37,394
At 31 December 2021	-	83,319	2,091	2,319	17,817	7,192	112,738

Net book values							
At 31 December 2021	1,968	339,314	246	373	5,948	2,492	350,341
At 1 January 2021	1,733	227,133	359	570	5,920	2,131	237,846

AUC transfers reflects completed assets transferred into use within the period. These assets are appropriately classified as intangible or tangible upon transfer into use. In 2021, €207k of AUC spend on individual items was transferred back to expenses in the period as they ultimately did not meet the FRS102 recognition criteria for fixed assets or are below the Authority's capitalisation threshold.

18.1. 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 2020	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.

19. Receivables

	2021 €'000	2020 €'000
Prepayments and accrued income	9,776	2,262
Trade debtors	1,062	2,970
Licensing income	8	4
Other debtors	175	258
	11,021	5,494

20. Payables: amounts falling due within one year

	2021 €'000	2020 €'000
Leap card scheme liabilities	34,906	30,921
Accruals and deferred income	11,369	6,166
VAT	9,215	10,000
PSWT payable	2,315	2,273
Bus payment retention	1,136	5,448
Trade creditors	858	1,508
PAYE/PRSI	656	508
Employee pension contributions and levies payable to the state	240	185
Onerous Lease liability	124	124
Other creditors	48	47
	60,867	57,180

Leap card scheme liabilities

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

21. Payables: amounts falling due after more than one year

	2021 €'000	2020 €'000
Onerous lease liability	165	289
Bus payments retention	806	11
	971	300

22. Capital account

	2021 €'000	2020 €'000
Balance at 1 January	256,255	217,018
Transfer to/(from) Statement of Income and Expenditure:		
Income allocated for capital purposes	160,881	71,710
Amortisation adjustment for fixed assets not funded through grants	212	212
Amortisation in line with depreciation	(37,394)	(22,215)
Amortisation in line with amortisation	(6,830)	(10,470)
Impairment of intangible assets (see note 17)	(1,178)	-
Movement in year	115,691	39,237
Balance at 31 December	371,946	256,255

There is a timing difference between 'income allocated for capital purposes' and the recognition of the asset additions in notes 17 and 18. This timing difference arises due to amounts retained by the Authority on the purchase of certain buses. The full cost of the buses inclusive of retentions is capitalised on purchase. The retentions are billed to the Authority subject to the completion of certain terms and conditions in subsequent periods. Income is allocated for capital purposes as the amounts are billed.

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 €1m in 2021 in respect of this office accommodation (2020: €0.9m).

Iarnród Éireann provides office accommodation to the Authority at 1 Horgan's Quay, Waterfront Square, Cork. The agreement covers the period from 1 October 2021 to 1 November 2024. The Authority has the right to a breakout clause at any time in the duration of the agreement. The Authority paid €21,525 in 2021 in respect of this accommodation (2020: €nil).

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 Authority 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 €618,518 (including VAT) with a commitment term to 30 September 2022. The current rent includes discounts and there is a notice period of 6 months (for termination after 30 September 2022).

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 2004 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 2021, the remaining provision of €288,620 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 to April 2024 and provides for periodic upward revision of the rental charge according to prevailing market conditions. A rent review for 2020 was agreed in May 2021. There are no options for early termination of the lease.

The commercial property (72 Charlemont Street) lease has a lease term of nine years to July 2025 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 to July 2024 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 to Jan 2029 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 2022 with a notice period of 6 months (for termination after 30 September 2022).

Future minimum rentals payable under non-cancellable operating leases as at 31 December 2021 are as follows:

	2021 €'000	2020 €'000
Within one year	1,530	1,475
After one year but not more than five years	1,619	2,488
More than five years	-	-
	3,149	3,963

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 2021 are as follows:

	2021 €'000	2020 €'000
Within one year	80	80
After one year but not more than five years	106	186
More than five years	-	-
	186	266

25. Capital commitments

The authority had capital commitments for road passenger vehicles of €64.6m at 31 December 2021 (2020: €174.6m).

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 2021, an amount of €464.9m (2020: €276.1m) is yet to be drawn down on approved projects as follows:

	2021 €'000	2020 €'000
Iarnród Éireann	294,122	152,165
Sustainable transport management & Active Travel Programme	121,423	74,302
BusConnects Infrastructure Dublin	25,256	21,234
Transport Infrastructure Ireland	8,849	18,030
Dublin Bus	3,248	1,220
Transport Technology Capital	6,177	7,502
Accessibility	5,081	1,505
Bus Éireann	743	155
	464,899	276,113

	Cumulative expenditure to 31/12/2020 (previous years) €'000	Expenditure in 2021 (current year) €'000	Committed: subsequent years* €'000
National Transport Authority			
BusConnects Infrastructure Dublin	45,437	28,064	21,176
Iarnród Éireann			
National Train Control Centre and Third-Party Control Centres	27,009	42,465	26,749
Purchase of 41 Intermediate Class 2200 Intercity Railcars	55,857	2,275	91,547
Dart + Programme	22,040	160,410	161,123
Cork City Council			
McCurtain Street Public Transport Improvements	593	1,945	11,200
Total in relation to projects where expenditure > €10m			311,795
Contractual commitments in relation to other projects < €10m			153,104
Total contractual commitments			464,899

*There may be further future committed expenditure on these projects pending additional stage gate reviews for projects including governmental approval of final business cases.

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 2021, the Authority continued to monitor key Brexit-related developments to assess any 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 was applied provisionally from 1 January 2021 and entered into force on 1 May 2021. The agreement includes a Free Trade Agreement providing for zero tariffs or quotas on goods traded. This removed any risks regarding tariffs and the Authority's bus fleet purchases from the UK have not been impacted. The Authority continues to work with suppliers to ensure compliance with regulations and to ensure risks are monitored and managed appropriately.

31. Covid-19

Public Service Obligation

Public passenger services continued to be impacted by the Covid-19 pandemic in 2021, passenger demand remained low at 47% of 2019 levels. Additional PSO subvention was required to provide the appropriate levels of service and offset the loss of fare revenue from reduced passenger demand.

Several measures were introduced in 2020 and remained in place in 2021 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. In 2020, 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. Funding was provided initially for a six-month period in 2020 and continued throughout 2021. 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 2021, €27.5m in grant aid was provided to commercial bus operators.

Capital Investment Programme

Throughout 2021, the Authority remained abreast of key Covid-related impacts to the Authority's portfolio of capital projects and programmes. In total, €719.3m capital expenditure was incurred in 2021 out of a total of the €867.3m capital grant allocated by the Department of Transport, the reduction primarily being driven by Covid impacts. Significant impacts to the Authority's 2021 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.

A number of additional factors in 2021 have been reported as having impacted progress and/or cost on the capital investment programme in 2021, such as:

- Construction Cost inflation across certain materials for example steel;
- Shortage of sub-contractors and increase in labour costs.

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

Licensing

The Authority initiated 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. As a direct result of the pandemic, the DoT has funded support schemes, which are administered by the Authority.

- The Authority approved the Small Public Service Vehicle (Emergency Measure Covid-19) (Fees) Regulations to waive all standard vehicle licence renewal fees for 2021 and 2022. Normal prescribed fees will resume on 01 January 2023. The intention of the renewal fee waiver is to keep operators attached to the industry through financial assistance, coupled with the regulatory, technical and health guidance provided;
- The Authority also approved the Small Public Service Vehicle (Emergency Measure Covid-19) (Maximum Permissible Age) Regulations 2021 to extend the age limits of serving SPSVs such that no vehicle would have to exit the industry prior to 2023 solely on the grounds of age;
- In September 2021, the Authority commenced a one-year NCT Fee Waiver Scheme for SPSV's throughout the period 01 September 2021 to 31 August 2022;
- Also in September 2021, another one-year industry support was launched to facilitate a rebate of the €95 Motor Tax fee to operators taxing their SPSVs throughout the period 01 September 2021 to 31 August 2022;
- The SPSV (Emergency Measure COVID-19) (Expired License) Regulation 2021 was permanently amended to double the period (to 24 months) that a taxi, hackney or limousine licence may rest in inactive status after its expiry. After this period the licence cannot be replaced. This will enable operators to remain in the industry whilst awaiting an uptake in passenger demand.

32. Subsequent Events

In March 2022, the Board approved the termination of a TaxSaver project. This was determined to be a significant adjusting event and the financial statements have been adjusted to reflect its impact. Please refer to the Statement on Internal Control and note 17 for further details.

There have been no other 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 17 June 2022.

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