



# Annual Report & Financial Statements 2022

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# Introduction

2022 was a year of huge significance for the National Transport Authority (“NTA”) and for the travelling public.

It was a year when we guided the public transport system from a mini-lockdown in January, to levels of passenger demand that hadn’t been seen since pre-Covid by the end of the year.

It was also a year when we were able to deliver significant changes to the fares and ticketing for our customers. Thanks to the introduction of a Young Adult and Student Leap Card, fares for young people were reduced by 50%, while fares for everybody else were reduced by 20%.

The implementation of Connecting Ireland got under way in earnest in 2022, with the introduction of 37 new or enhanced bus routes in rural Ireland. In Dublin, we improved bus services for communities across the region with the implementation of two phases of the BusConnects network redesign.

In terms of climate action, we ordered 165 battery-electric single and double deck buses for use on urban services. We also ordered an additional 90 new DART carriages, bringing to 185, the number that are now in production for delivery to Ireland from next year.

It was also a year of delivery for Active Travel, with investment of €310m in hundreds of projects in every city and county.

In the coming years, we are likely to see unprecedented levels of activity in terms of investment in transport infrastructure and services. The work that we have done in 2022 has laid the ground work for much of that investment, and means we are geared up to face the challenges that lie ahead.



# From the Chairperson

As the restrictions on society that were required by the Covid-19 pandemic were the dominant themes in 2020 and 2021, 2022 was a year in which society began to return to some semblance of normality. Almost all restrictions were removed in early 2022. The removal of restrictions and the Government objective to encourage people back to using public transport services meant that the NTA was required to respond accordingly. Government objectives that were announced for 2022 such as the 20% reduction on all Public Service Obligation, (PSO) fares and the introduction of the Young Adult Card which reduced fares for younger people in the 18-24 age group by 50% were implemented by NTA during the second quarter of the year. These measures have made a significant contribution in encouraging people back to using public transport services.

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 –BusConnects, MetroLink (Transport Infrastructure Ireland (TII)) and the DART+ (Iarnród Éireann) - continued during the year. Significant progress was made regarding all three projects. The DART+West Railway Order application was submitted to An Bord Pleanála for its consideration in July with planning continuing on other elements of the DART+ Projects. The Railway Order application for Metrolink was submitted to An Bord Pleanála for its consideration in September. Lastly, in terms of BusConnects Dublin, during 2022, we submitted six core bus corridor applications to An Bord Pleanála for their consideration. We look forward to seeing these major capital projects progress further in 2023.

I would like to thank all Board members for their commitment throughout the year and in particular Fred Barry who chaired the board so diligently up to November 2022 through some very challenging times for the NTA. It would be remiss of me not to mention NTA personnel. They have been excellent and truly professional in their response to the post Covid-19 challenges, 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, Transport Infrastructure Ireland, transport and contracted operators, and to all the state bodies and local authorities with whom we partner.

Peter Strachan, Chairperson



# Chief Executive's Overview

Whereas 2020 and 2021 were dominated by the State's response to the Covid-19 pandemic and the Authority's role in ensuring public transport remained operational for essential workers, 2022 was a year where the Authority shifted the focus to encouraging people back to using public transport in line with government advice earlier in the year to ease restrictions. 2022 was an exceptionally busy year for the Authority with several major projects and initiatives commenced, advanced and completed.

In that context there were a number of key achievements and some challenges that the Authority had to contend with in 2022. One of the main challenges was the reliability and punctuality of PSO bus services that became apparent in the second half of the year. The Authority acknowledges that this caused disruption and inconvenience to customers. One of the main reasons for the drop in reliability and punctuality was the problem associated with recruiting additional drivers. The knock-on effect of the lack of drivers was service cancellations which in turn affected reliability. It was also a case that due to the recovery in the economy from Covid-19, traffic congestion was causing significant issues, particularly in our urban areas and this affected punctuality. That said, the Authority in consultation with the operators worked extremely hard to resolve the issues and jointly ran a campaign to encourage more people to consider bus-driving as a career choice. As the year came to a close, there were signs that the measures were beginning to bear fruit with reliability improving somewhat from its low point in autumn 2022.

In terms of key achievements in 2022, a number of milestones were reached. Regarding strategic planning, we completed and published the Limerick Shannon Metropolitan Area Transport Strategy (LSMATS) and the Waterford Metropolitan Area Transport Strategy (WMATS). We also completed the Draft Greater Dublin Area Transport Strategy 2022-2042, which we submitted to the Minister for Transport in line with governing legislation.

In terms of the major capital projects, significant advancements were made. Railway Order applications for DART+ West and MetroLink were submitted to An Bord Pleanála in July and September respectively. In respect of BusConnects in Dublin, six of the 12 core bus corridor applications were made to An Bord Pleanála. In Cork, the first round of public consultation was held for the Sustainable Transport Corridors (STCs) which is part of BusConnects Cork. Over 3,000 submissions were received.

Regarding bus and rail fleet, a second order was made for battery and battery electric DART rail fleet. Delivery continued throughout 2022 of the 41 additional diesel intercity railcars which are expected to enter service in 2023. In respect of bus fleet, the first

orders were made for the battery electric single deck and double deck buses. Our investment in active travel continued apace in 2022. The number of walking and cycling schemes delivered throughout the country was significantly greater than anticipated, with planning design commencing and continuing on many other. In 2022, almost €310m was allocated to active travel projects throughout the state.

In 2022, we commenced the procurement process on two significant projects: Next Generation AVL (Automatic Vehicle Locator) and on Next Generation Ticketing (NGT).

Our bus network redesign continued in 2022. Two phases of the BusConnects Dublin network redesign were delivered. The G Spine and route 60 and the N4 and N6 routes commenced operations in May and October respectively. Our Connecting Ireland Rural Mobility Plan commenced implementation with phase 1 of the plan delivered in 2022 bringing a range of new routes and improvements to public transport users throughout the state. The services under Connecting Ireland have led to a significant increase in the number of passengers using public transport in rural areas.

In terms of fares and ticketing, we were able to deliver the Government decision to cut public transport fares by 20% and introduce a Young Adult and Student Leap Card (YASC) for PSO and commercial bus operators. Both of these schemes were delivered on time and on budget and represented a major body of work within the NTA and with our transport operator stakeholders. As the year came to a close, total passenger numbers on PSO services were back to pre-Covid levels with the reduction of fares and the introduction of the YASC playing a significant part in the recovery.

We introduced amended regulations in 2022 for the Small Public Service Vehicles (SPSV) sector to try and retain as many of SPSVs in the sector as possible.

We also published our first Gender Pay Gap Report in accordance with the Gender Pay Gap Information Act 2021.

It is important to once again acknowledge that the Authority received significant additional Exchequer funding during the year in particular to address the increased cost of delivery of PSO services and the shortfall in fare revenue.

Finally, I would like to acknowledge the work of staff in the Authority who despite the challenges and work pressures posed by the various projects that the NTA are involved in, worked tirelessly and successfully throughout the year.



Anne Graham, Chief Executive



# Key Developments & Achievements 2022

- » **Limerick & Shannon Transport Strategy completed and published**
- » **Waterford Transport Strategy completed and published**
- » **Railway Order applications made for MetroLink and DART+ West**
- » **Luas Finglas Preferred Route Non statutory Public Consultation completed**
- » **BusConnects Dublin – six of 12 applications submitted to An Bord Pleanála**
- » **Second order for battery & battery/electric rail fleet placed**
- » **First orders of battery electric single deck and double deck bus fleet**
- » **Significantly greater than planned walking & cycling schemes delivered across the country**
- » **Procurement of Next Generation AVL commenced**
- » **Procurement of Next Generation Ticketing commenced**
- » **Two phases of BusConnects Dublin bus network delivered**
- » **Phase 1 of Connecting Ireland Rural Transport Plan delivered**
- » **Covid financial assistance scheme continued to successfully support licensed commercial bus services until it came to a conclusion at the end of June**
- » **Young Adult and Student Leap Card delivered for PSO and commercial bus operators**
- » **20% fare reduction delivered**
- » **Back to pre-Covid weekly passenger numbers by year end**
- » **Amended regulations to retain as many small public service vehicles (SPSVs) in the industry and available to customers**
- » **99.5% availability achieved on all NTA systems**
- » **Successfully introduced hybrid working model**
- » **First Culture Survey completed**
- » **First Gender Pay Gap Report published**



# About the NTA



## Purpose and Function

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

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

NTA 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.

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

- » BusConnects Dublin
- » MetroLink
- » DART+ Programme

NTA'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

NTA 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 NTA'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 organisation's functions nationally.

The Public Transport Act 2016 further extended NTA'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 NTA responsibility for the regulation of clamping activities nationally, came into operation on 1st October 2017.

NTA 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*

NTA 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 NTA 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. The Board members in office at year end were:

### Our Board Members



Hugh  
Creegan

Hugh Creegan is Director of Transport Investment at the NTA and is the Deputy CEO. He previously worked with the National Roads Authority as Section Head with responsibility for Public-Private Partnerships, Commercial Operations and Strategic Planning. He is a civil engineer with wide experience on major projects in the public and private sectors, including the Dublin Port Tunnel, and the M50 widening and associated free-flow toll collection.



Ann  
Fitzgerald

Ann Fitzgerald is an independent non-executive director. 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 five-year term.



Anne  
Graham

Anne Graham was appointed Chief Executive Officer of the National Transport Authority in January 2015. Prior to that she served as NTA's Director of Public Transport Services. Anne is a Chartered Engineer and is a Fellow of Engineers Ireland and of the Irish Academy of Engineering. She holds a Masters of Engineering Science in Transportation from UCD and an MBA from DCU. She has worked with the Dublin local authorities as a civil engineer, as project manager on many projects and as an Area Manager in the South West area of Dublin City, bringing local authority services closer to consumers in four local offices.



Owen Keegan

Owen P. Keegan was appointed Dublin City Manager in September 2013 having served as County Manager of Dún Laoghaire-Rathdown County Council from February 2006. Before joining the Council, he worked for Dublin City Council, where he was Assistant City Manager and the Director of Traffic. Prior to October 1993 he worked as an economist for DKM Economic Consultants/Davy Stockbrokers. He has also worked in the Department of Finance, and the Economic and Social Research Institute and for two periods in the Department of the Environment, Community and Local Government. Mr Keegan is from Dublin. He holds degrees in public administration, economics and civil engineering.



Pat Mangan

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

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

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



Frank O'Connor

Frank O'Connor is a former 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 five-year term.



Brian McCormick

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

Brian was re-appointed to the Board in July 2022 for a five-year term.





David  
Gray

David Gray is a chartered accountant and independent consultant based in Belfast. He has spent the majority of his career in public practice in the disciplines of corporate finance and corporate governance. He was previously Partner in Charge of External Audit and Corporate Governance Services for RSM UK LLP in Belfast.

He has extensive audit committee and corporate governance experience and is currently non-executive director and audit and risk committee chair for both Irish Blood Transfusion Service and Warrenpoint Harbour Authority.

Previous appointments include non-executive director and/or audit committee chair for Department for Infrastructure (NI); Police Service of Northern Ireland; Livestock and Meat Commission for NI; and Ulster Community and Hospitals Trust.

David is a qualified mediator and has extensive dispute Resolution experience.

David was re-appointed to the Board in July 2022 for a five-year term.



Iain  
Docherty

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, 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

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

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 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 Chairperson

The term of appointment of our Chairperson Fred Barry came to an end in November 2022. The Minister for Transport appointed Mr Peter Strachan as Chairperson of the NTA on 11th April 2023.

## 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 2022, the Board had four female (36%) and seven male (64%) members.

NTA 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 31st Dec 2022, NTA had a total employee headcount of 240 all working on a blended/hybrid basis from our head office in Dublin. A total of 69 recruitment competitions were held across eight recruitment sprints in 2022 covering new and existing roles. NTA also had a number of project staff who are not directly employed, working to assist NTA 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 31st December 2022*

2022 Employees	Number	Percentage
Male	154	64%
Female	86	36%
<b>Total</b>	<b>240</b>	<b>100%</b>

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. NTA is working towards reducing this imbalance through an action plan developed under Equality, Diversity and Inclusion (EDI). NTA recognises that it will take some time to shift this balance but a series of planned steps and actions can reduce this imbalance.

## Gender Pay Gap Reporting

In December 2022, gender pay gap reporting became a requirement under the Gender Pay Gap Information Act 2021. This legislation obliged organisations with 250 or more employees to publish annual calculations illustrating pay gaps between what women earn and what men earn by 31st December 2022. Although NTA was not required to



report on its gender pay gap due to having less than 250 employees in 2022, a decision was made to publish our gender pay gap data as a demonstration of our commitment to advancing gender diversity in our workplace.

Across the Authority, the mean gender pay gap for all employees in 2022 was 3.78% (Irish gender pay gap average of 11.3% and EU average of 13% in 2022).

## Blended Working

Covid-19 and the measures taken to mitigate its impact continued to result in unprecedented change for NTA's workforce throughout 2022. An initial reopening of NTA's offices commenced in February 2022 and much work was undertaken to ensure a successful and safe return by all staff later in the year. Following the rollout of its blended working policy, all staff returned to the office from October 2022 onwards on an average attendance pattern of two days on site/three days working remotely.

## Learning & Development

Key Learning & Development ("L&D") opportunities delivered during 2022 included the delivery of 12 organisation wide internal courses delivered focussing on:

- » Leadership Development,
- » Irish Language training,
- » Plain English training,
- » Accessibility training,
- » FOI Decision Making,
- » Skills training for staff at Executive Officer and Higher Executive Officer levels.

A new L&D feature was also developed on NTA's HR system to streamline the application process for Internal, External and Further Education training requests.

## Equality, Diversity and Inclusion (EDI)

NTA continued to progress its EDI agenda in 2022, particularly with respect to the responsibilities of NTA 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, NTA delivered upon a number of EDI actions in 2022 including:

- » Events supporting staff wellness generally as well as specific events in support of LGBTI+ colleagues,
- » Disability awareness sessions,
- » Review of recruitment processes in relation to EDI including diversity data tracking,

- » Publication of 2022 Gender Pay Gap Report,
- » Roll out of internal mentoring programme as well as participation in the IMI/30% Network Mentoring Programme,
- » Roll out of eLearning training focusing on unconscious bias and requirements under the Public Sector Duty Act,
- » Conducting of a Culture Audit to assess organisational wellbeing,
- » Successfully meeting requirements under Part 5 of the Disability Act 2005 in relation to both reporting and employment of people with a disability. The NTA has again exceeded the minimum 3% requirement with 5.2% of employees working with a disability. This is growth on last year of almost 1%. This target will increase to 6% in 2024 and the NTA is confident of meeting this target.

The above work assisted the NTA in mapping the current maturity of the organisation with respect to EDI. 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 NTA

The Authority developed a new Statement of Strategy in 2022, which was informed by public consultation engagement conducted in the second quarter of the year. The new Statement of Strategy 2023-2025 was approved by the Board and includes NTA’s mission, vision and strategic objectives for the next three years.

## Climate Action Roadmap

The Climate Action Plan 2021 (CAP21) introduced a requirement for public sector bodies to complete ‘Climate Action Roadmaps’ by the end of 2022 (subsequently revised to end Q1 2023). These roadmaps are to be prepared in line with the related guidance document issued by the Sustainable Energy Authority of Ireland (SEAI) and the Environmental Protection Agency (EPA).

The Climate Action Roadmap communicates how each public body aims to meet the requirements of the Public Sector Climate Action Mandate and reach its 2030 carbon emission and energy efficiency targets.

The NTA has finalised its first Climate Action Roadmap and the document will be reviewed and updated on an annual basis.

This relates to the organisation corporately, and is separate to the work NTA is doing on delivering sustainable transport across the country.

From an ESG perspective generally, NTA invested time and resources in 2022 assessing economic, social and governance risks and opportunities, working to embed ESG considerations into its core business operations and developing the right data to critically measure ESG outcomes.

## Corporate Relocation (Project Big Move)

Project Big Move involves the consolidation of NTA's office accommodation from its four existing locations to one centralised location. 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 NTA's expanded areas of responsibility.

A preferred location was subsequently identified as Haymarket House in Smithfield, Dublin and the NTA approved the Heads of Terms (HOT) for a lease of this location in September 2022. Lease negotiations were at an advanced stage by the end of 2022.

A procurement process was initiated to appoint an integrated design team to assist the NTA in the design and delivery of a modern fit for purpose workplace for the NTA.

## Our Corporate Responsibilities

### *Protected Disclosures*

No protected disclosures were made to the Authority during 2022.

### *Official Languages (Amendment) Act 2021*

NTA noted the enactment of the Official Languages (Amendment) Act 2021 and began to prepare for the commencement of the new Act's provisions. These preparations included staff attending an information seminar on the new Section 10A requirements on advertising in October 2022. NTA also continued to implement its approved Irish Language Scheme 2020-2023.

During the year, NTA published 282 Irish language posts on social media and continued to publish press releases in the Irish Language.

Irish language versions of materials such as Greater Dublin Area Transport Strategy (GDA), Connecting Ireland plan and BusConnects consultation documents were produced.

### *Parliamentary Affairs*

NTA received 2,323 enquiries from public representatives and local authorities during the course of the year. The breakdown was as follows;

- » Parliamentary Questions (PQs) - 955
- » Public Representative Query - 1,290
- » Local Authority/ Department - 78

Over the course of the year, NTA responded to eight specific written requests from Oireachtas Committees.

In May and June, the Chief Executive and Deputy Chief Executive attended the Joint Committee on Transport and Communications to discuss the Draft GDA. In September, the Chief Executive attended the Joint Committee on Transport and Communications to discuss issues impacting the Taxi industry. In November and December the Chief Executive and the Director of Public Transport Services attended the Joint Committee on Transport and Communications to discuss services issues being encountered with PSO operators.

### ***Media and Stakeholder Engagement***

NTA produced a total of 55 press releases in 2022. NTA undertook ten public consultation exercises via our online consultation portal in 2022. In the latter part of 2022, NTA commenced work on a new stakeholder engagement strategy.

### ***Access to Information (FOI & AIE)***

In all, 155 requests were received by NTA under Freedom of Information legislation.

NTA also received 12 requests for environmental information under the European Communities (Access to Information on the Environment) Regulations.

### ***Office of the Ombudsman***

NTA was notified of 15 complaints made to the Office of the Ombudsman.

### ***Data Protection***

NTA is fully committed to our data protection obligations, and we ensure that the processing of personal data is in accordance with data protection legislation. In 2022, we continued to enhance our data protection framework. The key enhancements included the recruitment of a standalone Data Protection Officer, the establishment of a committee to monitor data protection, which is made up of the most senior staff, and the participation of our Data Protection Officer in the civil service DPO network.

An integral part of our data protection framework is the network of Data Champions, who work closely with their business unit managers and staff ensuring data protection principals, policies and practices are embedded into day-to-day operations. This group meets regularly to discuss data protection compliance across NTA and to share knowledge.

We also continued our awareness and training programme amongst our staff with several internal presentations ensuring that everyone is aware of our data protection resources and their responsibilities. NTA will continue to build on our maturing data protection culture over the coming twelve months.



## *Information and Communications Technology (ICT)*

A strong focus on maintaining business continuity and providing secure remote working environments continued during 2022. Likewise, a similar focus was maintained on the security governance of our key suppliers who need to access and manage NTA's systems using remote working technology. NTA's Security Operations matured considerably again over the year with a large focus on incident management, cyber incident simulation and incident recovery. NTA assesses its maturity against industry standards (namely the National Institute of Standards and Technology (NIST) Cyber Security Framework) annually, and uses this process to drive constant improvement. A number of strategic ICT initiatives were implemented to make NTA's systems more stable and resilient. These included support for hybrid/remote working, rollout of modern collaboration tooling, extended and more integrated rollout of DocuSign, support of the Project Big Move, procurement support for the major technology programmes, delegated printing and improved resilience for many corporate systems and refresh of some key systems. The business continuity and disaster recovery plan was further updated to reflect the return to the office, and disaster recovery testing took place on all key systems.

The Business Intelligence Platform has been further expanded by introducing ticketing data sets from Irish Rail data, commercial bus operator and some Local Link operators. The platform is also extensively used by a number of external stakeholders - including Transport Operator staff.

NTA 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 in line with the Network Information Security Directive.





# Planning for our Future



A good transport system is one that benefits people by facilitating and encouraging social, cultural and economic development. From this point of view Ireland's needs are set to become more and more complex in the years ahead, and providing for those future needs is at the heart of what NTA is about.

In terms of transport investment and planning, 2022 was very much about looking to the future. Not only was the GDA Transport Strategy 2022-2042 completed and approved, but major progress was made on implementing the Cork Metropolitan Area Transport Strategy 2040, and the Limerick Shannon Metropolitan Area Transport Strategy was finalised.

Planning applications for six core bus corridors in Dublin were submitted as part of BusConnects and the application for a Railway Order was submitted for DART+ West. A Railway Order application was also made for Metrolink.

In terms of climate action, we ordered 165 battery-electric single and double deck buses for use on urban services. We also ordered an additional 90 new DART carriages, bringing to 185, the number that are now in production for delivery to Ireland from next year.

Throughout 2022, NTA 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.

## Transport Planning Initiatives

Key transport planning initiatives undertaken by NTA in 2022 included:

**Greater Dublin Area** - The Greater Dublin Area Transport Strategy 2022-2042 was completed and approved by the Minister for Transport in December 2022, providing for the continued progression of BusConnects, DART+, MetroLink, Luas Finglas and the Cycle Network Plan, while providing a statutory basis for a range of NTA initiatives such as Next Generation Ticketing and Smarter Travel Workplaces and Campuses.

**Cork Metropolitan Area** - As part of the implementation of the Cork Metropolitan Area Transport Strategy (CMATS), further progress was made on a number of projects during 2022. These included the Cork BusConnects Sustainable Transport Corridors and Network Redesign projects, Cork Light Rail, Cork Commuter Rail Programme and various projects funded under the Active Travel Programme. The NTA also continued its engagement with the Cork Area Strategic Plan (CASP) Group.

**Limerick - Shannon Metropolitan Area** - A Revised Draft Limerick Shannon Metropolitan Area Transport Strategy (LSMATS) was published for a second round of public consultation in April 2022. 89 submissions were received and the LSMATS was finalised and published in December.



**Galway Metropolitan Area** - NTA continued to work with Galway City Council on the implementation of the objectives set out in the Galway Transport Strategy (GTS). Following a decision to review the GTS, tenders were issued for the preparation of a Galway Metropolitan Area Transport Strategy (GMATS) in 2022, with work to commence during 2023 on the Draft GMATS.

**Waterford Metropolitan Area** - All major stages of the Waterford Metropolitan Area Transport Strategy (WMATS) were effectively completed during 2022, namely the publication of the Draft WMATS, public consultation, revisions, and the publication of the final report. 70 submissions were received during the public consultation and a number of changes were made prior to the finalisation of the Transport Strategy.

### **Other Areas**

The NTA worked with numerous local authorities around the country on the preparation of Local Transport Plans (LTP), with funding provided for LTPs across 20 different locations. These are being undertaken based on the ABTA (Area Based Transport Assessment) methodology developed by the NTA and TII.

## **Transport Policy Implementation and Monitoring**

During the course of the year, NTA made nearly 150 submissions on planning applications and 45 submissions on City & County Development Plans and Local Area Plans.

**Transport Modelling** - In 2022, extensive modelling was undertaken to support projects and initiatives including the MetroLink, Bus Connects, Climate Action Plan, Regional Cities Cost of Congestion, Greater Dublin Area Transport Strategy, Limerick Shannon Metropolitan Area Transport Strategy, Cork Metropolitan Area Transport Strategy, Waterford Metropolitan Area Transport Strategy, Cork Area Commuter Rail Programme, Cork Light Rail Transit Scheme, DART+ and DART Underground and DART+ Coastal Line, Galway Cross City Link and Luas Finglas. In addition, the NTA Regional Models were used to support the EPA and relevant local authorities in meeting their EU obligations for noise and air quality mapping.

**Connecting Ireland** - Connecting Ireland is NTA's plan to transform rural and interurban mobility by improving bus and rail services across the country over five years 2021 - 2025 inclusive. The public consultation process ended in December 2021 with over 3,000 submissions received.

During 2022, NTA developed an implementation plan and commenced the phased delivery of the Connecting Ireland Rural Mobility Plan. In 2022, Phase 1 of the plan delivered 38 new and enhanced bus services throughout Ireland. These services have improved access to public transport and increased connections between villages, towns and cities in rural Ireland.

**Rail Timetable Review** - In September, Irish Rail launched a public consultation process on the timetable review of their rail services. The timetable review was published in the latter part of 2022 and the changes to services were implemented in December 2022.

## BusConnects Dublin

**BusConnects Dublin Infrastructure** - Core Bus Corridors – this work involves the development of continuous bus priority infrastructure and improved pedestrian and cycling facilities on sixteen radial core corridors in the Greater Dublin Area making up 12 Schemes for construction.

During 2022 NTA submitted formal statutory applications to An Bord Pleanála for approval for construction under Section 51 of the Roads Act for 6 Core Bus Corridor Schemes. These are:

- » Clongriffin to City Centre;
- » Belfield/Blackrock to City Centre;
- » Blanchardstown to City Centre;
- » Liffey Valley to City Centre;
- » Ballymun/Finglas to City Centre; and
- » Lucan to City Centre.

Each Scheme was accompanied by an Environmental Impact Assessment Report and Natura Impact Statement. Compulsory Purchase Orders were also made and submitted for confirmation in relation to each of these six Schemes.

Planning and design work continued on the remaining six schemes during 2022 which will be submitted in 2023.

Development commenced on the contract documentation in relation to the construction phase, with procurement of the initial schemes due to commence in 2023 following approval by Government of the updated business case.

## BusConnects Dublin Network Review

The third phase of the Network Redesign, which involved the introduction to the Northern Orbitals, was launched in May 2022. The Northern Orbitals span the north side of the city from Blanchardstown/Finglas in the west to Marino/Killester in the east. The fourth phase, which involved the introduction of the G Spine and Route 60, was launched in October, providing services from Red Cow and Liffey Valley into the city centre. The launch of these phases has resulted in increased capacity and frequency, including increased evening and weekend services to the communities through which they operate.

## 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 further progressed in 2022.

In July 2022 a significant milestone was reached with the submission of the DART+ West Railway Order application to An Bord Pleanála. The DART+ West project includes the electrification of the existing railway between Maynooth and M3 Parkway and the city centre, enhancements to the railway network in the city centre along with a new depot facility to accommodate the new DART Fleet. Iarnród Éireann also progressed the DART+ South West project, which will electrify the exiting railway between Hazelhatch / Celbridge and the city centre via the Phoenix Park Tunnel. The updated DART+ Preliminary Business Case was submitted for approval in September 2022 and to enable submission of a Railway Order in Q1 2023. Public Consultations were held on the DART+ Coastal North project extending DART services along the northern line from Malahide to Drogheda.

In December 2022, Government gave approval for a further order of 90 Battery Electric train carriages to supplement to existing DART Fleet order and enable operation of electric services on parts of the DART network prior to the wider electrification projects being completed.

## MetroLink

The MetroLink Project is the development of a high capacity high frequency segregated light 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 2022. The Project team further developed the Preliminary design, Environmental Impact Assessment Report and Preliminary Business Case for the Project.

The Preliminary Business Case was approved by Government in July 2022 and the formal submission of Railway Order documentation was submitted to An Bord Pleanála in September 2022.

## Urban Bus Fleet: Transition to Zero

During 2022, NTA took delivery of 24 double-deck hybrid urban buses, 66 double-deck battery-electric urban buses and 41 single-deck (long length) battery-electric urban buses. These deliveries represented the completion of two orders for a combined total of 280 hybrid double-deck buses and the first deliveries from initial orders for 165 electric buses which are planned to be brought into operation in Dublin, Limerick and Athlone during 2023. These buses are zero-emission vehicles that will contribute to a significant reduction in CO2 emissions and to improved air quality along the routes upon which they will operate.

A procurement process for single-deck (shorter lengths) battery-electric urban buses was also progressed during 2022 and contract award is programmed for Q1 2023.

## Non-Urban Bus and Coach Fleet

During 2022, NTA took delivery of a total of 11 low-entry single-deck regional commuter vehicles and 30 low-entry double-deck regional commuter vehicles, the former representing the final vehicles from an order for 40 vehicles placed in early 2021 and the latter representing the first deliveries from an order for 50 vehicles placed in late 2021.

In addition, an order was placed on 6th December 2022 for a further 30 new double deck regional commuter vehicles for the non-urban fleet, which are programmed for delivery during late 2023/early 2024.

## Bus Shelters and Bus Stops

NTA continued to work closely with local authorities to coordinate the development and implementation of bus shelters and bus stops in 2022.

### Bus Shelters

During 2022, the NTA installed 127 new standard bus shelters nationwide. In addition, the NTA undertook a programme to deliver solar power lighting solutions at bus shelters where lighting was not available due to power supply issues. By the end of 2022 approximately 425 out of identified 896 shelter locations had solar panels fitted to illuminate the shelters with lighting.

### Bus Stops

The upgrade of bus stop infrastructure and travel information nationwide continued throughout 2022 with over 3,500 stops benefitting including the following key highlights:

- » Installation of over 720 TFI branded poles nationwide at a number of locations including Dublin, Kilkenny, Sligo, Cork, Limerick and Waterford amongst others. Installation of bus pole sockets at a further 541 locations to enable installation of additional TFI poles in 2023.
- » 130 new stop locations agreed with Local Authorities and constructed during the year.
- » A further 400 stop upgrades including new pole installations and hardstands were tendered in 2022 and will commence construction in early 2023 at the following locations:- Kildare, Dublin, Carlow, Offaly, Meath, Louth, Wicklow and Wexford.
- » Enhanced travel information posted at over 3,500 stops nationwide during 2022.
- » The NTA also provided resources to Dublin Bus, Bus Éireann and a number of County Councils to upgrade and maintain the existing stop infrastructure nationwide.
- » Construction work was completed to support the introduction of the northside orbital routes (N4, N6), the G-Spine routes (G1, G2 & 60) and the Southside orbitals phases of Dublin Network Redesign.

# A Good Public Transport Experience





Encouraging people to make the shift to public transport is primarily about making sure we can provide a positive customer experience and in 2022 there was plenty of good news on that front.

Thanks to the introduction of a Young Adult and Student Leap Card, fares for young people were reduced by 50%, while fares for everybody else were reduced by 20%.

The implementation of Connecting Ireland got under way in earnest in 2022, with the introduction of 38 new or enhanced bus routes in rural Ireland. In Dublin, we improved bus services for communities across the region with the implementation of two phases of the BusConnects network redesign.

The response by customers was very positive and while public transport was still experiencing Covid restrictions in January, by the end of the year overall numbers had fully recovered to 2019 levels.

## Covid-19

As the country navigated its way out of the Covid-19 pandemic further additional measures and supports were required at various stages during 2022 to ensure the safe operation of essential public transport services in compliance with Government policy and public health guidelines.

As in 2020 and 2021, some of the key measures introduced by public transport operators with the support of NTA were:

- » 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, NTA 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.

Emergency agreements were put in place at the outset of the pandemic, for NTA to provide PSO funding subsidise commercial bus operators for the provision essential bus services, formerly licensed to operate on a commercial basis. These agreements ceased during the year, as Covid-19 restrictions eased, or the agreements reached the maximum allowable term. Most services then returned to operating on a commercial basis. A number of services transferred to operating under a permanent PSO arrangement, allowing essential bus services which were no longer commercially viable to continue operating.

## Passenger Numbers and Revenues

2022 saw a strong return to public transport services nationally, with patronage returning to levels last seen in 2019 by the end of the year.

Overall, passenger numbers on contracted bus and rail services increased by €109.2m (+77.7%), with resulting revenues also increasing by €136.4m when compared to the previous year, to €465.1m.

Luas operating costs continued to exceed revenues for a third year. An operating deficit of €1.32m 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 <sup>1</sup>	Rural transport programme	Totals
2022	121.0	35.7	35.8	38.7	15.7	2.8	249.7
2021	69.9	21.4	17.4	19.5	10.8	1.5	140.5
2020	68.9	20.0	17.9	19.2	10.3	1.4	137.7
2019	138.3	39.9	50.1	48.3	15.4	2.5	294.5
<b>Difference (2022 v 2021)</b>	<b>51.1</b>	<b>14.3</b>	<b>18.4</b>	<b>19.2</b>	<b>4.9</b>	<b>1.3</b>	<b>109.2</b>

Table 3 - Passenger revenues for contracted services (€'m)

Year	Dublin Bus	Bus Éireann	Iarnród Éireann	Luas Light Rail	Other PSO Services <sup>2</sup>	Rural transport programme	Totals
2022	158.6	71.2	166.5	48.4	17.6	2.8	465.1
2021	125.2	53.8	100.1	32.9	14.9	1.8	328.7
2020	119.7	52.4	101.6	33.5	13.8	1.5	322.5
2019	230.6	94.5	233.8	81.0	18.5	1.8	660.2
<b>Difference (2022 v 2021)</b>	<b>33.4</b>	<b>17.4</b>	<b>66.4</b>	<b>15.5</b>	<b>2.7</b>	<b>1.0</b>	<b>136.4</b>

## Fares

In its response to rising prices across the economy, the government announced a package of measures in February 2022, including a 20% cost of living fares reduction across all PSO public transport services. This initiative was in addition to the previously

1. see Table 5  
2. see Table 5



announced introduction of young adult fares as part of Budget 2022, which would provide young people with an average 50% discount of equivalent adult fares.

Due to the complex nature of implementing both schemes in a timely and simultaneous manner, this became the focus of the 2022 fares determination in order to further incentivise a return to public transport. A small number of other changes to fares structures were also introduced in 2022 including Mallow in the commuter fares zone in Cork and a new flat bus fare for all children in regional cities, in line with that introduced in Dublin.

NTA has also developed a strategy for the implementation a more equitable and consistent fares structure for all PSO bus and rail services outside Dublin and regional towns and cities. The strategy was approved by the NTA Board in November 2022, and was published in Q2 of 2023.

## Contractual Payments

Transport operators recorded substantial revenue losses due to Covid-19 and the significant reduction in the use of public transport in 2020 and 2021. These losses have since been absorbed through increased Exchequer funding to ensure that public transport services have continued to operate as we have emerged from the pandemic.

Table 4 - PSO payments to public transport operators (€'m)<sup>3</sup>

Operator / Service type	Mode	Contract type	Operational Area or Route	2022 payment	2021 payment
Iarnród Éireann	Rail	Direct Award	National	225.6	210.2
Dublin Bus	Bus	Direct Award	Dublin	147.5	146.0
Bus Éireann (Direct Award)	Bus	Direct Award	National (excluding Dublin)	115.0	66.6
Rural Transport Services <sup>4</sup>	Bus / Demand Responsive Transport	Various	National	32.2	25.3
Tendered Services	Bus	Tendered	Various	24.8	33.1
Transdev Dublin Light Rail Limited	Light Rail (Luas)	Tendered	Dublin Metropolitan	24.5	32.2
Commercial Bus Operators <sup>5</sup>	Bus	Direct Award / Grant Aid	National	13.7	27.5
<b>Totals</b>				<b>583.3</b>	<b>540.9</b>

3. after performance deductions and net of fare revenues

4. see Table 5

5. see Table 7

## Contracted Bus and Rail Services

### *Direct Award Contracts*

Work continued in 2022 to migrate financial reporting for NTA's direct award contract with Iarnród Éireann from net cost to gross cost. Work was substantially complete by the end of 2022, with a go live date set for early 2023.

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.

Operator teams and work programmes were also established under the direct award contract for bus stop maintenance and information provision throughout Ireland.

Fare evasion surveys were undertaken for larger contracts, with fare evasion performance payments/deductions introduced for these contracts from Q3 2022.

### *Competitively Tendered Contracts*

Mobilisation progressed on three significant tenders during 2022.

The first was for the new W4/W6 routes in Dublin. These services are a key 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 December, and following a competitively tendered competition, NTA awarded a contract with Bus Éireann to operate regular bus services in Carlow Town. The contract is for an initial five years with an option to extend for a further two years.

NTA extended the terms of a number of existing contracts as follows:

- » The Outer Dublin Metropolitan Area Contract provided by Go Ahead Ireland for one year to October 2024.
- » Contract with City Direct Ltd. in respect of city services in Kilkenny to January 2024.
- » Contract with JJ Kavanagh & Sons Limited in respect of Route 139 between Naas and Blanchardstown to March 2023.
- » Contract with Go Ahead Ireland Limited in respect of Route 197 Swords to Ashbourne to May 2023.



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 (expired end December 2022)
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

NTA's contracts with public transport operators include performance standards. A 2022 Report detailing the performance of operators against these performance standards is published on the Authority's website.

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 6 which is outlined below shows the deductions incurred and incentive payments received by operators during 2022.

As services returned to normal once pandemic restrictions eased, bus driver shortages began to severely impact on bus reliability. This phenomenon is known to have affected bus services worldwide, and in Ireland we have seen this in Dublin and Cork in particular. Towards the end of 2022, bus reliability showed some signs of improvement.

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. Weekly or more frequent meetings were held in the latter part of the year as driver shortages began to seriously affect performance.

The unexpectedly rapid return of traffic congestion to levels at or exceeding pre-pandemic levels meant operators had insufficient time to revise schedules to account for longer journey times, which significantly impacted on their ability to meet contractual punctuality standards in the latter part of 2022.

In applying deductions, the impact of the Covid-19 pandemic on the ability of the operators to achieve performance standards was taken into consideration by NTA.

Table 6 - Performance-related deductions and incentives applied in 2022 (€m)

Operator	Deductions Applied	Incentives Applied
Iarnród Éireann	0.105	0.389
Dublin Bus	8.002	0.103
Bus Éireann (Direct Award Contract)	2.035	0.090
Bus Éireann Waterford City (Competitively Tendered Contract)	0.035	0.023
Go-Ahead Ireland Outer Dublin Metropolitan Area	2.441	0
Go-Ahead Ireland Dublin Commuter Outer Metropolitan	0.609	0
Luas	4.148	0

## Network Development

As previously, contracted bus and rail services were regularly revised in 2022 to stimulate growth in public transport use and to respond to changes in demand. Key developments in 2022 included:

- » BusConnects Dublin,
- » BusConnects Cork,
- » Connecting Ireland - 37 new or enhanced routes in 2022,
- » 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

Since the easing of travel restrictions which were implemented during the Covid-19 pandemic, passenger numbers returned to pre-pandemic figures almost immediately. During 2022, there were a total of 2.8 million passenger journeys on TFI Local Link services (1.8 million passenger journeys on Regular Rural Services and 1 million on Demand Responsive services). Factors for the growth include:

- » Reduction in cost of fares - 20% cost of living, YASC, TFI Leap and TFI Go cheaper fares
- » Connecting Ireland - developing new and enhanced routes for the TFI Local Link network

In addition to reduction in the cost of fares and the expansion of the network, TFI Local Link introduced a number of improvements to ticketing systems and technologies across the network. Since early 2022, Leap has been introduced on TFI Local Link services along with the option to purchase tickets on the TFI Go App. These alternatives mean that all regular rural services now accept cashless payments offering passengers a more convenient way to pay and savings of up to 30% on cash fares.

The implementation of the Connecting Ireland Rural Mobility Plan saw a considerable number of new or enhanced routes introduced across the TFI Local Link network during 2022. The roll out of these enhancements immediately resulted in increased passenger numbers following implementation of the changes.

In April 2022, funding was allocated to provide emergency transport services to Ukrainian refugees placed in rural locations. The NTA and TFI Local Link have introduced a number of transport options to enable better access to a range of services and onward public transport connections, as well as a community once-off fund to aid integration of the new arrivals into local communities.

The Community Car Scheme was reviewed during 2022 and following on from this review it will now be expanded to include up to 15 additional locations.

## Licensed Bus Services

### Covid-19

Due to the impact of Covid-19, emergency funding for licensed bus operators continued in 2022. 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. Forty-nine licenced operators had continued to be in receipt of funding until the end of the funding scheme on 30th June 2022.

*Table 7 – Covid-19 related compensation payments to public transport operators in 2022<sup>6</sup>*

Contract Type	No. of operators	Funding Amount (€m)
Direct Award	14	9.49
De Minimis Grant Aid / Temporary Framework Agreement	35	4.64

### Statistics

Each year NTA prepares and publishes a statistical bulletin on licensed bus services for the preceding year<sup>7</sup>. In 2022, NTA again published an abridged bulletin which emphasised the differences between 2019, the last full year of normal operations, and the years 2020 and 2021 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 2021.

6. Scheme only applied for the first six months of 2022 (January to June)

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

## Licensing Activity

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

824 decisions were made in 2022, the highest in one year since NTA was established. Of the applications for new and/ or amended licences, 50% 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 2022

Type	Received	Decisions Made <sup>8</sup>	Offered	Issued	Cancelled	Refused
New applications	328	311	302	213	139	1
Amendment of existing licence	193	146	60	127	33	0
Renewal of licence	222	221	0	221	2	0
Transfer of licence between operators	4	4	0	4	0	0
Revocation of licence	25	24	0	0	1	0
Temporary suspension of licence	118	118	0	118	0	0

## International Bus Services

NTA continued to engage extensively with the Department of Transport and work closely with bus operators and their representative organisations to ensure a smooth transition to the new arrangements for bus travel to the United Kingdom, including Northern Ireland.

228 books of waybills for occasional journeys between Ireland and the United Kingdom were issued, as well as seven authorisations for new or amended regular services between Ireland and the United Kingdom and one authorisation for a new regular service between Ireland and Romania.

## Public Service Obligation (PSO) Determinations

During 2022 several licensed bus services ceased operation. In each case NTA determined whether or not there was a PSO requirement to procure and fund a replacement public transport service. Where it was determined a PSO replacement service was required these were planned in the context of the existing network and Authority investment plans such as Connecting Ireland. New services implemented in this manner include Route 310 Sarsfield Street to Castletroy in Limerick, Route 354 Portlaw to Dunmore East and Route 358 Tramore to Waterford.

8. Includes decisions made on applications received during 2021, which were carried over into 2022.



## ***Young Adult Card Fares Scheme***

The Young Adult and Student Leap Card (YASC) scheme was introduced in May of 2022, allowing a 50% reduction for young adults on PSO services. A decision to extend this to commercial operators required a Fares Scheme to be set up by NTA, using Section 59 of the DTA Act of 2008. This was completed in the summer of 2023, allowing the YASC scheme to be extended to commercial operators from September 2022. There are now over 40 commercial operators participating in the Fares Scheme.

## ***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 NTA undertakes numerous activities in this area.

## ***Wheelchair Accessible Bus Stops / Bays***

During 2022, construction was completed on 21 wheelchair accessible bus stops including locations at Bantry, Buttevant, Castlebar, Fermoy, Kells, Mitchelstown, Navan and Nenagh.

Wheelchair accessible bus bays were also constructed in Ballina Bus Station and Bus Éireann commenced the upgrade of the next group wheelchair accessible bus bays in late 2022.

## ***Bus Stations***

The wider upgrade of works, required to bring bus stations to the required standard under Technical Guidance Document (TGD) - Part M Accessibility, is continuing. This large scale project will enhance Bus Éireann stations for all users.

## ***Rail Stations***

Wheelchair accessible lifts and bridges were completed at Gormanston, Co. Meath and Dalkey, Co. Dublin in 2022 and expect to be opened to the public in early 2023. Construction commenced on a wheelchair accessible lifts and bridge at Little Island station in Co. Cork.

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, Co. Clare was identified as the first station for implementation for this upgrade to complement the new wheelchair lifts and bridge opened in 2021. The upgrade of two platforms to the updated accessibility standard was completed in 2022. Iarnród Éireann is preparing a business case to bring all stations in its current programme up to current accessibility standards.

## ***NCBI Wayfinding Centre***

The National Council for the Blind Ireland is 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 is part-funding this project which commenced construction in 2022.



# Enhancing Customer Experience



NTA introduced a significant programme of initiatives to enhance customer experience in 2022 with each one being supported by communications campaigns designed to inform and engage public transport passengers. Some of the key campaigns undertaken in 2022 were:

## TFI 90 minute fare

The TFI 90 Minute Fare was introduced in the Dublin area in late 2021; but the main marketing campaign commenced in early 2022 once Covid-19 restrictions began to lift. The campaign included radio, social media, on-board posters, bus shelters and press and ran at various points throughout the year. By Q4 2022 awareness of TFI 90 minute fare was as high as 61% in the Dublin area among public transport users, which includes infrequent users.

## Reconnecting with Public Transport

From February to April NTA launched a national 'Reconnecting with Public Transport' advertising campaign to encourage people back to public transport. The campaign included TV, national radio, cinema, online advertising and digital audio. A second round of the campaign also went live in June and July.

## Fares Reduction

From February 2022, fares across the TFI public transport network were reduced on a phased basis. This was supported by comprehensive marketing and communications plans commencing with promotion of reduced Tax saver fares in March. From the 11th of April fares reduced by an average of 20% across services outside the Greater Dublin Area and finally on all PSO services from May 9th. The campaign used TV, outdoor, social media, radio and digital advertising to promote the reduced fares and resulting awareness was high. In August a refreshed creative advertising approach was deployed to remind passengers of the great savings on TFI services. This 'TFI Price Drop' campaign was supported by media advertising as well as public transport operator support and ran for the rest of the year.

## TFI Go App

Marketing for TFI Go mobile ticketing app commenced in March to mark the introduction of new routes on Bus Éireann, Go-Ahead Ireland commuter services and TFI Local Link. The campaign ran until the end of the year in multiple phases to support each of the new locations and services being introduced on the app.

## 2022 Anti-Racism Campaign

This annual campaign ran in March to coincide with the United Nations International Day for the Elimination of Racial Discrimination. NTA partnered with the Immigrant Council of Ireland (ICI) and TFI public transport operators with the campaign focusing on how everyone is welcome and diversity is celebrated on public transport.

## TFI Young Adult and Student LeapCard

The new Young Adult and Student Leap Card (YASC) was made available to all 19-23 year olds and 24 year olds and over in full time third level education. These cards introduced reduced fares of 50% on average for cardholders on public transport services and can also be used to avail of reduced fares on participating commercial bus operators. The 'Half the Fare, Double the fun' campaign ran alongside the 20% fare reductions introduced as part of the cost of living measures. It was also used as the creative concept when YASC was extended to participating commercial bus operators. Individual campaigns also ran to promote the low fares with the card on regional bus services.

## BusConnects Dublin Area Network Redesign launches

Phase 3 (N4, N6) of the Dublin Area Bus Network Redesign, serving the North of Dublin launched in May and Phase 4 (G1, G2 and 60), serving the West of Dublin, launched in October. Communications to launch these two phases included local press, local radio, social media, bus shelters, booklet door drops within the vicinity of the new routes and brand ambassador activity.

## Pride

In June, as part of its ongoing commitment to diversity and inclusion, NTA was a Silver sponsor for Dublin Pride 2022. NTA, under its TFI brand, ran a 'Destination Inclusion' campaign to emphasise that public transport is for everyone.

## TFI Bikes

From 27th June a campaign promoting the TFI Bikes in Waterford City commenced. Part of this 'Zip around Waterford City' campaign included free membership until the end of August for those who registered for the scheme by the end of August. In October and November radio advertising also ran in Cork, Waterford, Limerick and Galway to promote the initiative in those areas.

## Please Offer Me a Seat (POMAS) Card/Badge

In July NTA launched the new 'Please Offer Me a Seat' card and badge initiative. The campaign's 'No Need to Explain' messaging aimed at providing passengers with an invisible disability or hidden illness the opportunity to discretely communicate their need for a seat using the new TFI POMAS badge or card. The POMAS badge/card can be collected at key public transport hubs free of charge.

## Bus Driver Recruitment

Throughout September NTA ran a Bus Driver Recruitment campaign on National and Regional radio stations for four weeks. The 30 second radio ad encouraged people to consider bus driving as a career.

## Staff Respect

In November NTA ran its 'Staff Respect' campaign encouraging passengers to remain respectful towards public transport drivers and staff. Media for this campaign included radio, social media, operator space and bus shelters.

## JAM Card

In November, NTA ran its 'Just a Minute' JAM Card awareness campaign in partnership with the NOW Group. This campaign served to remind passengers with a hidden disability that the JAM card is available for collection at transport hubs nationwide, free of charge.

## Christmas 2022

The aim of the campaign was to remind customers that TFI public transport services continue to operate, some with altered schedules, during the holidays. This campaign ran in English and Irish on radio, social, programmatic, bus and digital shelters and operator space.

## TFI Local Link

Brand awareness research indicates that TFI Local Link brand awareness, as of Q4 2022, is 77% (up from 66% in June 2021) with patronage also increasing significantly. All campaigns and launches were supported by comprehensive marketing and communications plans including:

- » **'Above and Beyond' Campaign** - NTA ran the TFI Local Link "Above & Beyond" campaign in 2022. This campaign highlighted the hard work of the TFI Local Link teams throughout Ireland. TFI Local Link managers and passengers nationwide submitted stories of how their TFI Local Link went over and above the call of duty for passengers during the pandemic. The stories were shared across social media to help generate awareness and encourage uptake of the services. The campaign generated over one million impressions on social media.
- » **TFI GO & TFI Leap** - Throughout 2022, TFI GO and TFI Leap was added to TFI Local Link Regular Rural Services throughout the country. To help promote TFI Local Link accepting cashless payments and offering cheaper new ways to pay for fares, a campaign was run regionally on radio stations across Ireland and on social media. A digitally focused awareness campaign ran in the second half of the year to support individual TFI Local Link TCUs as they introduced TFI Leap Card as a payment method, further expanding the scheme in rural Ireland.
- » **Connecting Ireland** - Since the implementation of Phase 1 of the Connecting Ireland Rural Mobility Plan in January 2022, the programme has delivered a mix of 38 new and enhanced bus services throughout the country. The introduction of these services has increased connectivity, particularly for people living outside major towns and cities. As each of these route enhancements / route launched went live a bespoke geo targeted campaign was created for each to help create awareness and increase patronage.

- » **Door-to-Door** – To help promote TFI Local Link Door-to-Door services, a new campaign was developed to help create awareness for the service and increase patronage. The new campaign was titled “if you’re on our route, we’re on our way”. The campaign helped to promote that there are over 1300 door-to-door services available across the country and to book, you just need to call your closest TFI Local Link.

Table 9 – National Transport Authority website visits

Website	2022	2021	% Change
www.TransportforIreland.ie			
Visits – Page views	6,078,579	2,850,993	+ 113.21%
Users	1,702,553	820,353	+ 107.54%
About.leapcard.ie			
Visits – Page views	3,087,008	1,350,346	+128.61%
Users	962,828	441,050	+118.30%
www.NationalTransport.ie			
Visits – Page views	995,488	905,604	+ 9.93%
Users	229,362	186,454	+ 23.01%
www.busconnects.ie			
Visits – Page views	62,690	82,527	-24.04%
Users	220,257	278,385	-20.88%
<b>Totals Page views</b>	<b>10,223,765</b>	<b>5,189,470</b>	<b>+97.01%</b>
<b>Total Users</b>	<b>3,115,000</b>	<b>1,726,242</b>	<b>+80.45%</b>

## Consolidated Contact Centre

To support the growing public transport network and ensure that customers get a consistently positive customer experience, NTA progressed its plans to establish a Consolidated Contact Centre for public transport in Ireland. The aim of this project is to establish a centralised contact 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 2022 included:

- » Prequalification of vendors concluded;
- » ITN (Invitation to tender) documents were released to shortlisted potential vendors who would be bidding for the final tendering process; and
- » Final Invitation to Submit Final Tenders (ISFT) was released to the potential vendors.

The responses to the ISFT are expected to be submitted by the potential vendors in early 2023. These responses will then be evaluated with the intention of awarding a contract in 2023.

## Transport User Advisory Group (TUAG)

The NTA Transport User Advisory Group (TUAG) was established in February 2022 and met three times remotely in 2022.

The role of the group is to provide commentary and feedback on proposed projects, programmes, purchases and designs by the NTA.

The TUAG includes representatives from a variety of users of the public transport system and active travel infrastructure nationally. This engagement provides NTA with a wide spectrum of views from both service users and other stakeholders.

The TUAG consists of 15 members and includes representatives from the various modes of transport nationwide as well as people representing the interests of persons with disabilities, pedestrians, cyclists, older persons, tourism, students, Small Public Service Vehicles and Local Link.

## Customer Contact

Customer contact with NTA has increased significantly as the organisation's remit has expanded in recent years. In recognition of this, NTA recruited a dedicated Customer Contact Manager in September 2022 with responsibility for the operation and development of the NTA's Customer Relationship Management (CRM) System. The NTA's CRM system is used for answering a wide range of customer complaints and queries in relation to NTA functions with one of the main contact areas relating to the provision of public transport services. Where customers have already raised an issue with a public transport operator and are dissatisfied with the response, these cases are escalated to NTA. Typical areas of complaint/enquiry relate to:

- » Operational matters: Bus stop infrastructure, Fares and ticketing
- » Service Issues: Real time passenger information, punctuality, reliability
- » Staff Issues: Driving issues, driver passenger interaction, misconduct, number of passengers on bus



In 2022, a total of 15,209 cases were received via NTA’s Customer Relationship Management system.

## Customer Contact - Vehicle Clamping - Complaints

The public can make a complaint directly to NTA 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 advertisements on such vehicles).

In 2022, almost 50% of complaints made were regarding the discharge of responsibilities by parking controllers, with the conduct, behaviour and identification of clamping operators being the next largest category investigated. NTA may take proceedings against parking controllers and clamping operators for breaches of the statutory requirements when carrying out clamping activities.

*Table 10 - Clamping Complaints*

	2022	2021
Complaints brought forward from previous year	12	7
New complaints	81	42
Totals	93	49
Complaints completed	87	37
Complaints awaiting determination on 31 December	6	12

*Table 11 - Clamping Complaint Outcomes*

Total	Upheld	Partly Upheld	Not Upheld
81	47(54%)	12 (14%)	28 (32%)

Where complaints have been upheld or partly upheld, parking controllers and clamping operators have been required in some circumstances, to refund motorists, review and/or amend procedures as required. Compliance checks on the operations of parking controllers and clamping operators were carried out as a result of complaints submitted.

## Customer Contact - Small Public Service Vehicles Sector (SPSV) Complaints

NTA received 1,625 complaints in 2022 in respect of the SPSV sector, an increase of 190% on 2021. Over half of all complaints (57%) could not be advanced due to insufficient evidence, no evidence or the complainant not wishing to pursue the complaint on contact. Another 2% of the complaints received were referred to other agencies for attention, including An Garda Síochána, the Department of Social Protection and Revenue.

*Table 12 - Consumer Complaints about SPSVs*

Category of Complaint	2022	2021	2020	2019
Condition, roadworthiness and cleanliness of the vehicle	42	31	11	78
Conduct, behaviour and identification of an SPSV driver	481	228	204	496
Overcharging and other matter relating to fares	793	215	189	529
Hiring and booking of the SPSV	308	86	61	277
Identification and general appearance of the SPSV	1	0	1	3
<b>Total</b>	<b>1,625</b>	<b>560</b>	<b>466</b>	<b>1,383</b>



# Transport & Sustainability



With an increasing emphasis on reducing harmful emissions in the transport sector, 2022 saw NTA make substantial strides in creating provision for more and more sustainable transport options.

This included a massive increase in funding provided to local authorities under the Active Travel Grants Programme, not just in our major cities, but in towns and villages across the entire country.

The aim of the programme is to provide infrastructure that will help deliver at least 500,000 additional daily active travel and public transport journeys by 2030.

2022 was also the year when NTA ordered 165 battery-electric single and double deck buses for use on urban services. In addition, we ordered an additional 90 new DART carriages, bringing to 185, the number that are now in production for delivery to Ireland from next year.

A large part of NTA's work in 2022 was concerned with providing active travel and public transport infrastructure and services to facilitate a transition to a more sustainable transport system. Moving more people onto environmentally sustainable forms of travel is fundamental to meeting Ireland's objectives in relation to climate action. The Government's Climate Action Plans 2021 and 2023 sets out a number of actions which are the responsibility of the NTA to lead on delivery all leading to assisting in meeting the target reductions in carbon emissions.

NTA 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.

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, 2022 saw:

- » Government approval for a further order of 90 Battery Electric train carriages to supplement the existing DART Fleet order and enable operation of electric services on parts of the DART network;
- » Delivery of 24 double-deck hybrid buses, 66 double deck battery electric urban buses and 41 single deck battery electric urban buses.

## Active Travel

The NTA has managed the Sustainable Transport Measures Grants (STMG) for many years in the Greater Dublin Area and Regional Cities. 2021 saw the expansion of grants under the Active Travel Programme for Local Authorities outside of the GDA and Regional Cities, which increased the number of local authorities being managed by the Transport Development Division from 12 to 31. The STMG and Active Travel grants were merged in 2022 under the Active Travel Grant Programme title.

The various grants being managed by the NTA in this area are outlined below:

### *Active Travel Grants Programme*

The National Sustainable Mobility Policy, the Climate Action Plan, and other Government policies encourage modal shift, where possible, away from private car use and towards more sustainable transport modes such as walking or cycling. The Active Travel Grants Programme funds projects supporting strategic pedestrian and cyclist routes, access to schools, permeability links, urban greenways and some minor public transport improvement projects. The aim of the programme is to provide active travel infrastructure that will help deliver at least 500,000 additional daily active travel and public transport journeys and a 10% reduction in kilometres driven by fossil fuelled cars by 2030 in line with metrics for transport set out in the Climate Action Plan.

The 2022 funding covered approximately 1,200 Active Travel projects, which will contribute to the development of almost 1,000km of new and improved walking and cycling infrastructure across the country by 2025.

### *Safe Routes to School*

In March 2021 the Safe Routes School programme was launched by the Department of Transport and the NTA. The Safe Routes to School 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. The improvements to the school commute could range from an upgraded footpath or new cycle lane to a complete reworking of a school's entrance. At the closing date for applications, over 900 schools from every county in Ireland had requested to participate in the new programme. Following assessment 170 schools were selected for inclusion in the Round 1 programme in June 2021, with the Green Schools team of An Taisce, our delivery partner, immediately starting to liaise with the successful schools. Round 2, which included 108 schools throughout the country, were launched in December 2022.

By the end of 2022 cycle parking has been provided to 436 schools as part of the Safe Routes to School programme, with an additional 4,860 spaces for both bicycles and scooters provided in 2022 (4,410 bicycles and 468 scooters). The provision of this infrastructure will support students who can now cycle in the knowledge that their bike will be safe and dry at the end of the school day.



Active Travel & STMG projects funded in 2022 by NTA are detailed below:

*Table 13 - STMG & Active Travel projects funded by Authority*

	Band 1		Band 2		Band 3		Total
	<€500k		>€500k<€10		>€10		
Sponsoring Agency	No.	%	No.	%	No.	%	
Dublin City Council	8	13%	45	71%	10	16%	63
South Dublin County Council	4	19%	16	76%	1	5%	21
Dún Laoghaire Rathdown County Council	7	15%	39	85%	0	0%	46
Fingal County Council	2	8%	19	76%	4	16%	25
Wicklow County Council	22	48%	24	52%	0	0%	46
Kildare County Council	4	14%	25	86%	0	0%	29
Meath County Council	7	22%	23	72%	2	6%	32
Cork City Council	10	15%	51	78%	4	6%	65
Cork County Council	2	7%	27	90%	1	3%	30
Limerick City and County Council	9	20%	35	78%	1	2%	45
Waterford City and County Council	8	36%	8	36%	6	27%	22
Galway City Council	2	8%	22	88%	1	4%	25
Galway County Council	6	23%	20	77%	0	0%	26
Carlow County Council	18	75%	6	25%	0	0%	24
Cavan County Council	27	93%	2	7%	0	0%	29
Clare County Council	19	73%	7	27%	0	0%	26
Donegal County Council	22	79%	6	21%	0	0%	28
Kerry County Council	5	38%	8	62%	0	0%	13
Kilkenny County Council	15	56%	12	44%	0	0%	27
Laois County Council	10	77%	3	23%	0	0%	13

Table 13 - STMG &amp; Active Travel projects funded by Authority (continued)

	Band 1		Band 2		Band 3		Total
	<€500k		>€500k<€10		>€10		
Sponsoring Agency	No.	%	No.	%	No.	%	
Leitrim County Council	14	100%	0	0%	0	0%	14
Longford County Council	15	94%	1	6%	0	0%	16
Louth County Council	5	29%	10	59%	2	12%	17
Mayo County Council	30	83%	6	17%	0	0%	36
Monaghan County Council	16	64%	9	36%	0	0%	25
Offaly County Council	8	53%	7	47%	0	0%	15
Roscommon County Council	17	100%	0	0%	0	0%	17
Sligo County Council	8	47%	9	53%	0	0%	17
Tipperary County Council	21	57%	16	43%	0	0%	37
Westmeath County Council	6	75%	2	25%	0	0%	8
Wexford County Council	12	60%	8	40%	0	0%	20
Galway University Hospital	1	100%	0	0%	0	0%	1
Iarnród Éireann	0	0%	0	0%	1	100%	1
National Transport Authority	0	0%	8	100%	0	0%	8
St James Hospital	1	100%	0	0%	0	0%	1
Trinity College Dublin	1	100%	0	0%	0	0%	1
University College Dublin	3	100%	0	0%	0	0%	3
<b>Grand Total</b>	<b>365</b>	<b>42%</b>	<b>474</b>	<b>54%</b>	<b>33</b>	<b>4%</b>	<b>872</b>



## Public Bike Schemes

The regional bike scheme has been operated by the NTA since 2014, with schemes in Cork, Limerick and Galway. Covid-19 had a significant impact on bike usage in all three locations, with 2022 showing a small rebound with increased usage in Cork and Limerick, however it is still less than half of its 2019 usage levels. The usage in Galway has not rebounded to the same extent.

In July 2022 Waterford was added to the public bike share scheme. Fourteen docking stations and 220 bikes were strategically located throughout Waterford City, with almost 10,000 individual rentals taken out between July and December 2022. This usage is significantly ahead of usage in Galway and Limerick in this period.

Table 14 - Public bike schemes (trips made)

City	Total trips in 2022	Total trips in 2021	Total trips in 2020	Total trips in 2019
Cork	109,699	54,615	81,504	241,064
Galway	6,264	7,898	6,604	27,190
Limerick	9,414	4,862	10,447	22,129
Waterford	9,637 (6 months only)	N/A	N/A	N/A
<b>Total</b>	<b>135,014</b>	<b>67,375</b>	<b>98,555</b>	<b>290,383</b>

Table 15 - Public bike schemes (number of registered users<sup>9</sup>)

City	Total trips in 2022	Total trips in 2021	Total trips in 2020	Total trips in 2019
Cork	4,230	4,048	5,220	6,594
Galway	832	937	4,349	4,127
Limerick	843	829	1,344	1,824
Waterford	1,284 (No. of subscribers after 6 months)	N/A	N/A	N/A
<b>Total</b>	<b>7,189</b>	<b>5,814</b>	<b>10,913</b>	<b>12,545</b>

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 students, school staff, and parents. An Taisce operate the Programme on NTA's behalf.

In 2022, Green-Schools Travel Officers carried out 1,524 school visits and completed 156 'walkability' and 25 'cycleability' audits, identifying the barriers to walking and cycling to schools. The audit findings were presented to the relevant local authorities for consideration and schools were engaged to report findings locally and practise "active citizenship" when tackling issues.

## Cycle Right & Parking Infrastructure

- » Funding was provided for 358 schools to receive cycle parking infrastructure. 284 of these 358 schools were Safe Routes to School (SRTS) schools and the remaining 74 were Green-Schools Travel schools. 38 schools received kick scooter-specific parking. 18 of those 38 were Safe Routes to School schools and the remaining 20 were Green-Schools Travel schools.
- » 6,194 students from 179 schools were funded by Green-Schools Travel for Cycle Right training in 2022.

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 2022 included:

- » 138 schools around Ireland were awarded the Green Flag for Travel or Global Citizenship Travel in May 2022. This was particularly significant as all of these schools started or undertook most of their work on the Travel themes during years heavily impacted by the Covid19 pandemic and resulting school closures.
- » Green-Schools Travel celebrated four key week-long awareness raising events including Walk to School Week in September 2022 (14,254 students walked on National WOW Day according to figures returned from schools but Green-Schools estimate the actual figure to be much higher).
- » Other key week-long celebrations included: Scoot to School Week (March 2022): 1,647 students scooted on National SOW Day 2022; Bike Week (May 2022): 4,468 students cycled on National COW Day 2022 and Clean Air Week in November 2022.
- » In February 2022 Green-Schools celebrated their annual competition: the Big Travel Challenge and had the pleasure of the first in-person award ceremony since 2019 in Dublin Zoo for the winning schools held in May 2022. Gort Community School students were the overall winners of the "Travel School of the Year" award for their incredible work promoting walking to school.
- » The new #AndSheCycles Ambassador Programme awarded its second group of students for their work on the programme in May 2022 and in October 2022 welcomed 50 new Ambassadors into the programme. The programme was

oversubscribed by two to one this academic year. This year's group have been the first group to do their initial and follow-on training in person which has made a huge difference to their experience of the programme and connections they make with each other. During 2022 the #AndSheCycles campaign was buoyed by interest from an organisation in Australia who are hoping to use elements of the campaign to encourage cycling amongst teen girls in Perth.

- » Green-Schools also continued to support the Cycle Bus Network<sup>10</sup>(CBN) during 2022, keeping new and existing cycle buses up to date on developments and news and offering support, advice and resources when applicable. The CBN also ran a Cycle Bus Challenge at the start of the 2022/2023 academic year encouraging the cycle buses to track their numbers cycling and send photos to Green-Schools. The two winning cycle buses were Rothar14 and Galway Cycle Bus Knocknacarra.

## 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 2022 included:

### *Step Challenges*

The springtime Marchathon and autumn's Walktober encouraged staff and students to change their mode of travel from the private car to walking on the commute and beyond. Over six thousand staff and students from 105 Smarter Travel partners took part in Walktober, forming a total of 1,478 teams. Results show that participants collectively took almost 1.75 billion steps during Walktober, an average of approximately 9,000 steps per person daily. Team 'Worst Pace Scenario' from MTU Cork were the overall winners.

### *National Bike Week*

National Bike Week is a celebration and promotion of cycling, encouraging new and lapsed cyclists to make cycling part of their lifestyle. During Bike Week 2022, 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. Bike Week took place from Saturday 14th to Sunday 22nd May. All 31 Local Authority areas were represented with sports partnerships, Green-Schools Travel and Cycling Ireland involved. Events included family fun cycles, bike festivals, cycle safety training, balance bike events, bike clinics, heritage cycles, school cycles and many more. NTA ran a targeted advertising campaign accompanying Bike Week 2022, included a mix of radio, digital audio, digital and social media advertising.

10. CBN is a parent/guardian/community-led initiative whereby several parents and volunteers lead groups of cycling students to one or more schools.



## *Student Awards*

The Smarter Travel Student Awards programme invites students to develop projects that support, facilitate or enable sustainable travel choices to campus and for other trips. The awards link in with a broad range of college courses. The lecturer special recognition award acknowledges lecturers who bring sustainable travel projects into the graded curriculum. Entrants have their work reviewed by an independent panel of judges who are experts in their industry. The 2022 awards had a significant increase in entries. There were over 230 projects submitted with more than 400 students involved. The Student Awards Ceremony took place on Thursday, 28th April 2022 in the Light House Cinema, Smithfield, Dublin.

## *Light Up Your Life*

This annual campaign reminds cyclists to 'Light Up' as the darker evenings approach when the clock falls back in October. Programme partners are encouraged to highlight the importance of lighting up to their staff and students using the promotional posters and bike lights provided. 14,500 bike lights were distributed across partner organisations and cycling groups in 2022.





# Transport & Innovation



In 2022, we had the best year ever for Leap Card sales at over 950,000.

It was also a year when the penetration of Leap grew significantly across Ireland thanks to the rollout on TFI Local Link services, and by the end of the year, over 100 services across all areas around the country were accepting Leap.

Use of our mobile ticketing solution, TFI Go also grew substantially and it is now in use on all Bus Éireann PSO services and on Go Ahead Ireland Dublin Commuter services.

In relation to Next Generation Ticketing procurement, in 2022 NTA commenced detailed dialogues with five shortlisted bidders. Three bidders are expected to submit final tenders in 2023.

Separately, substantial progress was also made on the Automatic Vehicle Location (AVL) procurement process.

## TFI Leap Card

In 2022, Leap Card Sales increased by 120%, from 432,959 in 2021 to 951,522 in 2022, the highest figure ever, and over 4% higher than the previous high in 2019. This indicates a substantial increase in the use of Leap Card and reflects the post-Covid-19 return to public transport. By the end of 2022, over 6.25 million Leap Cards had been issued since the launch of the Leap Card scheme in 2011.

In 2022 the number of Public Services Cards enabled for free travel that expired decreased compared to 2021, as the Department resumed card issuance and renewals following the Covid-19 lockdowns. More cards expired during the year than new cards were issued, resulting in the negative number shown in Table 16. It is expected that this will be addressed in 2023 as the Department renews expired Public Service Cards.

In tandem with the recovery of public transport, travel credit top-ups showed an increase of 52%, from €142.4 million in 2021 to €215.9 million in 2022. Travel credit usage also showed an increase of 49%, from €122.5 million in 2021 to €182.6 million in 2022, consistent with the trend seen in top-ups. In parallel sales of tickets onto Leap Cards increased by 42%, from €20.6 million in 2021 to €29.2 million in 2022. The number of journeys made through travel credit increased significantly by 95%, from 76.4 million in 2021 to 149.5 million in 2022. This trend is consistent with the trend seen in travel credit top-ups and travel credit usage.

Total turnover increased by 48%, from €143.0 million in 2021 to €211.8 million in 2022. This trend reflects a substantial increase in the overall fare revenue collected, despite the implementation of 20% and 50% fare discounts during the year, added to the introduction of the 90 minute fare in the Dublin area.

Overall, the data indicates a substantial increase in the use of Leap Card in 2022.

Table 16 – TFI Leap Card Statistics

Measure	2022	2021	% Change 2022 v 2021
TFI Leap Cards sold	951,522	432,959	+120%
Free Travel passes issued <sup>11</sup>	-92,586	-330,809 <sup>12</sup>	-
Travel Credit Value topped up	€215.9m	€142.4m	+52%
Travel Credit Value used	€182.6m	€122.5m	+50%
Ticket product sales	€29.2m	€20.6m	+42%
Journeys (excluding Free Travel Passes)	158.5m	81.5m	+95%
Journeys on Free Travel Passes	28.0m	19.4m	+44%
TFI Leap Top-Up App top-up	€125.4m	€68.3m	+83%

## TFI Leap Card Rollout on TFI Local Link Regular Rural Services

During 2022 NTA collaborated with the 15 regional offices that deliver the TFI Local Link services to rollout Leap Card and Free Travel compatible ticketing equipment to all regular rural services. By the end of 2022 over 100 services across all areas around the country had been enabled and the remainder will be completed in Q1 2023. The overall objective was to provide the Local Link scheduled services with ticketing equipment that is enabled for Leap and Free Travel pass acceptance, so that:

- (a) Leap can now be accepted as a means of payment;
- (b) Free travel pass usage can be electronically recorded;
- (c) To provide consolidated central revenue reporting via the consolidated cloud hosted back office;
- (d) To position the NTA and Local Link teams for further expansion of services using the same equipment thus providing a consistent ticketing service on all services. This will be continued as the Connecting Ireland programme adds additional services.

## TFI Leap Card Operations Contract Transition

The contract to support the operations of the Leap Card scheme is due to transition to a new supplier in 2023. In 2022 the transition process was commenced, with a focus on ensuring uninterrupted services to customers as the new supplier takes over day-to-day

11. Free travel passes are issued by the Department of Social Protection.

12. Issuance of free travel passes was suspended by the Department of Social Protection during Covid-19. Card issuance and renewals has resumed, however, the net volume of cards that expired during the year exceeded the number of newly issued cards during the year, leading to a negative number.



responsibility. This includes a change of supplier of retail Leap Card sales and reload services which is being taken on by An Post and Postpoint.

## TFI Go Mobile Ticketing

Usage of NTA's mobile ticketing app, TFI Go, expanded significantly in 2022. By the end of 2022 the app was selling tickets for 31 bus operators both publicly and privately owned, notably including all Bus Éireann PSO services, Go Ahead Ireland Dublin Commuter services and all TFI Local Link Regular Rural Services nationwide. This expansion was primarily driven by the use of TFI Go to facilitate the involvement of private bus operators in the young adult fares discount scheme that involves compensation being paid to participating private bus companies for all ticket sales that take place in the TFI Go app, but also reflected some natural growth as customer awareness of the app has grown. On the back of this growth, usage of the app hit a new high in November, with 40,000 tickets sold during the month, the highest figure to date. Usage is anticipated to continue to grow into 2023 as additional features and operators are added.

Table 17 - TFI Go Mobile Ticketing

Measure	2022	2021	% Change 2022 v 2021
Mobile Tickets sold (volume)	191,118	12,809	+1,393%
Mobile Tickets sold (value)	€1,013,797	€98,177	+932%
Journey Taken (volume)	313,11	38,701	+709%

## Next Generation Ticketing (NGT)

NTA is seeking to implement new and more flexible ticketing systems through its NGT project, which is a key element of the BusConnects Programme and intended to be the eventual successor to the successful TFI Leap Card integrated ticketing scheme. During 2022, following on from the 2021 completion of the shortlisting phase of the procurement which identified five experienced candidates, NTA commenced the detailed dialogues with the shortlisted bidders. An iterative process was followed, where bidders evolved their proposed solutions based on feedback from the NTA. As part of this process, the five shortlisted candidates were reduced to three, who are expected to submit final tenders in 2023.

## Automatic Vehicle Location (AVL)

Current AVL systems are approaching end of life and in 2021 NTA commenced a public procurement competition to find a single supplier of a modern system to replace the variety of systems currently in place. In 2022 NTA contacted clients of the five shortlisted bidders identified in 2021, and also held discussions with the five shortlisted bidders on key aspect of the NTA's functional requirements. NTA intends to appoint the supplier on foot of a final tender in mid-2023.



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

## 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. NTA commenced a procurement competition in 2022 to source a supply of additional on-street display signs, to include additional options such as battery powered displays and displays that can be incorporated into new bus stops.

During 2022 customers experienced a number of issues with the quality of real time data. One of the root causes was that the bus operators were experiencing issues delivering services due to a shortage of bus drivers, and additionally there were issues cancelling services on the various systems, leading to disappearing buses and frustrated customers. NTA commenced a number of remedial actions to address these issues. One of the most impactful actions will be to the sourcing of a new single AVL system for all bus operators in Ireland - under the aforementioned AVL project, which shall ensure a single consistent source of real time data in a single data feed and single format.

In addition, NTA continued to work to introduce a new suite of applications to include a new National Journey Planner and new timetable production software. This new solution, TFI Live, was intended to be launched in 2022 but will now launch in Q1 2023. This will include the provision of new data feeds (GTFS v2) that 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.

## Young Adults Fares Scheme

In early 2022 NTA coordinated the implementation of a Government initiative to apply 50% fare reductions for young people on all fares and tickets for public transport journeys on Dublin Bus, Iarnród Éireann, Bus Éireann, Luas, Go-Ahead Ireland and TFI Local Link. This reduction was supported for holders of Student Leap Cards, for whom no action was required. They simply pay for their journey by Leap, and the reduced fare is deducted from their card in the normal way. For non-student young adults, NTA worked with a key Irish supplier to provide a facility to apply for a Young Adult and Student Leap Card (YASC) which is entirely done online. The cards are all produced in Ireland, and fulfilment is completed promptly, with cards being delivered by post to the customers once the uploaded documents have been digitally verified. Once the customer has received the YASC, they can use it on all relevant public transport services. This was completed in time for launch on 9th May. Subsequently, throughout summer 2022 Transport Technology worked to extend the YASC initiative to the commercial bus sector. This led to 31 commercial bus operators being on-boarded into the TFI Go mobile ticketing app, and a further number joined the Leap Card scheme and were provided with Leap compatible ticketing equipment. This went live on 5th September and was well received by customers.

# Regulatory & Compliance Environment



With some Covid restrictions still in place at the beginning of the year, 2022 was not without its challenges for the SPSV sector. However, emergency regulatory measures remained in place to support the industry.

There were regulatory changes introduced in 2022 including a new regulation welcomed by customers that requires all taxi drivers to accept cashless payments when requested by passengers via an in-taxi point of sale cashless payment terminal.

A new fares order came into operation in September designed to incentivise the provision of transport services at peak late-night demand times.

Generous grants were offered to new and existing licence holders to encourage the acquisition of electric and low emission vehicles, as well as wheelchair accessible vehicles.

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

- » developing the regulatory framework and compliance regime for the Small Public Service Vehicle (SPSV)<sup>13</sup> and commercial bus sectors in order to enhance the quality, safety and accessibility of services;
- » ensuring compliance by operators with statutory regulations in the SPSV, commercial bus and vehicle clamping sectors;
- » ensuring that the regulatory licensing and appeals systems in place in these sectors are efficient and fair for operators and appellants; and
- » the enforcement of EU Passenger Rights legislation in relation to maritime, rail and bus/coach travel.

## Small Public Service Vehicle (SPSV) Sector

### *Post Covid-19*

With travel restrictions lifted in February 2022 and the reopening of the hospitality and tourism sectors, the SPSV industry started to enter its first phase of recovery from what was a very challenging two years. NTA had undertaken numerous actions and commenced temporary emergency regulatory measures to support the industry during Covid-19 many of which were still in place throughout 2022. These included:

- » Ensuring that no taxi or hackney would have to exit the fleet on the basis of its age until 2023. This assisted hugely economically impacted self-employed vehicle licence holders to continue providing transport services to the public, through the Small Public Service Vehicle (Emergency Measure Covid-19) (Maximum Permissible Age) Regulations 2020 and the Small Public Service Vehicle (Emergency Measure Covid-19) Regulations 2021;
- » Waiving all standard vehicle licence renewal fees until 2023 through the Small Public Service Vehicle (Emergency Measure Covid-19) (Fees) Regulations 2021;

13. The Small Public Service Vehicle (SPSV) sector comprises taxi, hackney and limousine vehicles, together with self-employed drivers, owners and ancillary SPSV services such as booking services and dispatch operators. NTA publishes detailed statistical information for the SPSV sector on its website in the annual SPSV Bulletin.

- » Doubling of the period in which a vehicle licence could rest in 'Inactive' status, not having to accrue and licence or insurance costs, from 12 to 24 months, to keep industry members available to provide transport services to the public, through the Small Public Service Vehicle (Emergency Measure Covid-19) (Expired Licence) Regulations 2021;
- » Reopening all SPSV Driver Entry Testing Centres in line with Covid-19 restrictions to facilitate 4,997 tests for new driver candidates, an increase of 96% over 2021;
- » Completing the one year Motor Tax Refund Scheme, with 5,115 refunds issued to those vehicle licence holders who applied;
- » Completing the one year NCT Fee Waiver Scheme, with 19,414 free NCT tests completed for taxis, hackneys and limousines; and
- » Carrying out of a series of rolling surveys of both consumers and service providers nationwide to assess supply and demand, the rate of industry recovery and operating costs, including fuel and insurance, to better inform NTA, and Government, of the challenges being faced by the industry and consumers and how policy could be shaped to support full recovery.

Additionally, the Advisory Committee on Small Public Service Vehicles continued to meet in 2022 to provide advice to NTA and the Minister for Transport, as appropriate, in relation to issues relevant to small public service vehicles and their drivers.

## **2022 Industry Challenges**

As detailed above, one of the measures taken to support the SPSV industry during Covid-19 was the introduction of emergency regulations to temporarily extend the maximum permissible age of taxis and hackneys in the SPSV fleet. At the time, this was due to a lack of passenger demand during the Covid-19 restrictions which decimated the earning capacity of SPSV operators. As a result of these emergency regulations, no taxi or hackney was required to exit the SPSV fleet as a result of vehicle age during the restrictions (2020, 2021 and 2022).

This temporary measure was due to end in 2022 but although passenger usage returned to pre-Covid-19 levels, 2022 brought new challenges in relation to vehicle availability. Climate, energy and geopolitical challenges, in particular, made it unfeasible for all end of life SPSVs to be replaced in 2023 and beyond. The factors facing licence holders for the replacement of end of life SPSVs are made up of a number of contributing factors, which include:

- » Russia's military aggression against Ukraine leading to the unpredicted continuation of the global shortage of semiconductor chips, neon, nickel and palladium as both countries are major producers of key raw materials used in semiconductor manufacturing;
- » Energy rationing in Europe;
- » Logistics disruptions in Germany;
- » Covid-19 lockdowns in China; and
- » Supply to Ireland.

As a result, on 18th November 2022 NTA enacted regulations to facilitate the licensing of eligible taxis and hackneys for additional operation in excess of the usual Maximum permissible age requirements through the Small Public Service Vehicle (Contingency Measure – Vehicle Supply) (Maximum Permissible Age) Regulations 2022.

These regulations permit an extension to the final operation date of licenced vehicles due to reaching their final date of operation/maximum permissible age between 13th March 2020 and 31st December 2024. Significant industry communications programmes continued throughout 2022.

## **Regulatory Changes 2022**

In line with the strategic objective to mature the regulatory framework for the SPSV sector in order to enhance the quality, safety, sustainability and accessibility of these public transport services NTA completed five regulatory reviews with associated public consultations in 2022.

### » **National Maximum Taxi Fare**

Pursuant to section 24 of the Taxi Regulation Act 2013 (No. 37 of 2013), the Taxi Regulation (Maximum Fares) Order 2022 was commenced on 1st September 2022. It increased the maximum fare and weighted the increase heavily towards night time trips to reflect the increase in operating costs faced by taxi drivers and incentivise the provision of transport services at peak late night demand times. The increase averaged at 12% with little change for non-peak travel.

### » **In-Taxi Cashless Payment Facilities**

Pursuant to section 20 and section 48 of the Taxi Regulation Act 2013 (No. 37 of 2013), from 1st September 2022, the Small Public Service Vehicle (Cashless Payment Facility) Regulations 2022 made it mandatory for all taxi drivers to accept cashless payments when requested by customers via an in-taxi point of sale cashless payment terminal.

### » **Maximum Taxi and Hackney Age**

Pursuant to section 31 of the Taxi Regulation (Small Public Service Vehicle) Regulations 2015 as may be amended, the Small Public Service Vehicle (Contingency Measure – Vehicle Supply) (Maximum Permissible Age) Regulations commenced in November 2022. As detailed above, these provided a temporary exceptional contingency provision to permit taxis and hackneys to remain in the fleet on a temporary basis.

### » **Fines – Focus on Safety, Consumer Protection and Services for Users with a Disability**

Pursuant to section 73 of the Act and in order to promote consumer safety and protection NTA revised the prescribed amount for fixed payment offences in Schedule 8 of the Regulation (Small Public Service Vehicle) Regulations 2015. Along with this, NTA also introduced a new fixed penalty (fine) for discrimination against service users with a disability. This will help to ensure public safety and quality of service delivery, together with compliant operators and consumer protection. The Small Public Service



Vehicle (Fixed Payment Offences and Driver Licence Period) Regulations 2022 took effect on 1 January 2023.

» **SPSV Driver Licence Validity Period**

Amendment made to section 7(3)(a) of the Taxi Regulations (Small Public Service Vehicle) Regulations 2015 in relation to the SPSV Driver Licence Validity Period as requested by An Garda Síochána. This took effect on 1 January 2023.

### ***Vehicle Licensing***

The ongoing impact of Covid-19 resulted in the number of licensed active taxi, hackney and limousine vehicles falling 9.6% nationwide in 2020 and a further 2% in 2021. In 2022 however, the fleet numbers began to recover growing by 2%. There were 3,247 vehicle licences in inactive status on 1 January 2022; of these licences, 903 have subsequently returned to active status, bringing the total fleet to 19,281.

### ***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 NTA. A total of 25,195 individual vehicle suitability inspections were conducted in 2022, an increase of 2% on 2021.

### ***Sustainable Vehicles***

2022 marked the fourth year during which the eSPSV grant scheme, designed to encourage the acquisition of electric and low emission vehicles by new and existing taxi, hackney and limousine licence holders, was made available. The Department of Transport increased the scheme funding in 2021 from €2m to €15m and was replicated in 2022. Grants of up to €20,000 were made available to existing SPSV licence holders who scrapped older and/or high mileage diesel/petrol vehicles for new fully electric models. NTA administers this grant on behalf of the Department of Transport. 634 grant-assisted electric vehicles were added to the fleet in 2022.

In 2018, five fully-electric vehicles were in the fleet. By year-end 2022 there were 1,369 electric vehicles representing 7.1% of the overall fleet.

### ***Wheelchair Accessible Vehicles***

A key objective of NTA under the Taxi Regulation Act 2013 Act is the promotion of a quality service by small public service vehicles and their drivers and the promotion of access to small public service vehicles by persons with disabilities. The 2022 Wheelchair Accessible Vehicle (WAV) Grant Scheme opened at the start of January in furtherance of this objective.

Grants of up to €7,500 were made available to any person deemed suitable under SPSV legislation to hold a vehicle licence (for example, a tax clearance requirement). 717 applications were received for WAV22 and 312 grant-assisted vehicles were added to



the fleet (231 new licences and a further 81 replacement /upgraded vehicles). A further 22 wheelchair accessible vehicles which did not receive grants were also licensed during the year. The current lack of suitable vehicle supply impacted negatively on targets but this is expected to reverse in 2023/2024.

In 2014, 4% of the fleet was wheelchair accessible (850 vehicles); by year-end 2022 this had increased to over 17% (3,347 vehicles).

The Authority's compliance team continues to focus on the appropriate provision of services by WAV drivers with grant repayments being pursued where any service is not being delivered in accordance with licensing conditions.

### *Local Area Hackney Services*

NTA 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 2022, there were 23 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 processes completed on all applicant drivers and again at each five year licence renewal.

Given the SPSV driver licence decrease of 6.6% nationally from March 2020 (pre-Covid-19) to the end of 2021, NTA completed a focused driver recruitment campaign across radio, press and social media in July 2022 to attract new entrants to the industry. This campaign promoted the benefits of working as an SPSV driver and outlined the simple steps required to enter the industry. Such a recruitment campaign was previously carried out by NTA in 2018, following which there was an increase of 103% in new drivers in 2019. Following 2022 campaign, there has already been a 121% increase in new driver licences issued on 2021; this brings us to well over pre-2018 levels again, with the Covid-19 period now outpaced. In all, 4,997 SPSV Driver Entry Tests were undertaken by 2,461 candidates although the test centres only reopened to full capacity

in May.

12% of inactive SPSV driver licences returned to active status and overall existing SPSV driver licence numbers (renewals) remained steady in 2022 giving a total number of 25,393 licensed drivers. This represents a 6.7% decrease (1,835) compared to pre-Covid-19 (March 2020). For Dublin entitled drivers, the decrease is 4.7% (15,390 to 14,665).

### ***Enforcement Activities***

Over 204,000 vehicle and driver licence checks were carried out during 2022 in respect of 17,296 individual vehicles (90% of SPSV licences were checked whilst operating throughout the year, rising to 98% for wheelchair accessible vehicles and 96% of standard taxis).

With Covid-19 restrictions easing, Compliance Officers were able to carry out 12,688 face-to-face audits at the roadside, a 150% increase on 2021 and a return of pre-Covid-19 volumes.

Because of these compliance activities, 655 Fixed Payment Notices (on-the-spot fines) were issued in 2022 for offences cited in Schedule 8 to the Taxi Regulation (Small Public Service Vehicles) Regulations 2015 in line with customer protection and safety. This is a 317% increase on 2021 but is not yet at pre-Covid-19 levels. This is due to the fact that during the pandemic NTA compliance took the approach of 'educating and reminding' licence holders of their legal obligations for the less serious of offences recognising that many SPSV operators had stopped working for prolonged periods due to the pandemic.

85% of Fixed Payment Notices issued were paid promptly in 2022, with the remainder being referred for court prosecution in the District Courts nationwide, a number of which remain to be heard before the courts in 2023 given the backlog of court cases nationwide.

### ***Prosecutions***

NTA initiated 146 criminal prosecutions in 2022, of which over half (55%) related to the operation of an unlicensed service, which is our current focus coming out of the pandemic. NTA was successful in 89% of prosecutions taken.



Table 18 – SPSV Prosecutions

Offences		2022 Cases	2021 Cases
Operation of unlicensed SPSV	No driver and no vehicle licence	54	14
	No driver licence	12	33
	No vehicle licence		
	Allow an unlicensed driver/vehicle to operate failure to keep accurate records	20	15
Overcharging (addition of unwarranted but legal 'extras' to a fare)		2	2
Vehicle condition		0	1
Duties of drivers of SPSVs towards passengers		1	1
Illegal display of taxi sign/Failure to remove signage from unlicensed vehicle		22	16
Advertising an unlicensed SPSV service		2	5
Exceeding the maximum number of passengers		3	0
Knowingly giving false or misleading information to an authorised person		3	5
Hackney/limousine standing for hire		7	0
		<b>140</b>	<b>105</b>
Additional Prosecutions			
Fixed Payment Notice Offences Prosecutions		6	48
<b>Total</b>		<b>146</b>	<b>153</b>

## Vehicle Clamping

The remit of NTA with respect to vehicle clamping includes the regulation of clamping activities, the management and administration of an appeals process and the investigation of complaints.

Vehicle clamping regulation activities, which were impacted significantly throughout the pandemic, returned to pre pandemic levels in 2022. The number of appeals received also returned to pre pandemic levels.

## Appeals to a Clamping Appeals Officer

A motorist whose vehicle has been clamped or relocated is entitled to appeal that decision. A two-stage appeals process has been established for this purpose. An appeal may be made to NTA following an unsatisfactory outcome to an initial appeal to the parking controller. An appeal submitted to NTA is reviewed by an independent Clamping Appeals Officer who will make a determination following an examination of the information provided by both parties.

In 2022, the primary grounds of appeals cited by motorists in appeals made to NTA were issues with paid parking, including parking app functionality, the display of tickets, the use of permits and inadequate signage.

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

*Table 19 - Clamping Appeals to National Transport Authority*

Measure	2022	2021
Appeals brought forward from previous year	105	407
New appeals received	1,659	2,350
<b>Totals</b>	<b>1,764</b>	<b>2,757</b>
<b>Appeals completed</b>	<b>1,357</b>	<b>2,540</b>
<b>Appeals awaiting determination on 31 December</b>	<b>407</b>	<b>217</b>

*Table 20 - Outcome of Clamping Appeals 2022*

No. of Appeals Considered	Allowed (Full Refund)	Not Allowed (No Refund)
2,540	1,051 (41%)	1,489 (59%)

## Clamping Information Signage

The evaluation of the compliance of clamping information signage at clamping places continued in 2022. There were 100 inspections carried out to verify if vehicle clamping signs were compliant with legislation. The findings of the inspections continue to be forwarded to the relevant parking controllers outlining where necessary what actions are required to achieve compliance.

## Clamping Activities Compliance

There was a total of 60 compliance checks carried out in 2022. The majority of these checks confirmed that clamping activities were carried out in compliance with regulations with a small number detecting non-compliances with vehicle clamping regulations. In these instances, parking controllers and clamping operators were required to carry out remedial actions to demonstrate compliance. There were three

directions issued in accordance with the Vehicle Clamping Act 2015 where Parking Controllers were directed to carry out actions to demonstrate compliance with the Vehicle Clamping and Signage Regulations 2017.

## EU Passenger Rights

As the designated National Enforcement Body for Ireland for EU Passenger Rights, NTA responded to 45 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.

September 2021 saw a landmark judgment in favour of passengers delivered by the Court of Justice of the European Union (CJEU) in relation to the Maritime Regulation, where NTA had taken action as the National Enforcement Body of Ireland against Irish Ferries arising from the cancellation of certain W.B. Yeats sailings in 2018. Following this, in 2022, Irish Ferries with the agreement of NTA devised a scheme to provide compensation to qualifying passengers in accordance with Article 18 and Article 19 of EU Regulation 1177/2020 arising from the cancellation of certain W.B. Yeats sailings in 2018. This scheme ran from 1st March 2022 to 31st May 2022.

NTA 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 a number of briefing meetings on the evaluations. The Authority also participated in a number of meetings of the National Enforcement Bodies expert groups in 2022.

NTA was invited to participate in a study on the future-proofing of the passenger rights framework across all modes. NTA attended a number of workshops to discuss proposals on revised policy measures and policy options.

NTA continues to inform and prepare both carriers and public 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 applies, in the main, from 7th June 2023.

## Licensed Bus Services Compliance Activity

NTA continued its practice of targeting compliance operations on activities by operators that pose the greatest threat to the integrity of the bus licensing system. Compliance operations were conducted nationwide and comprised of a mixture of overt and covert activity. In 2022, a total of 96 operations took place with 2,013 buses and coaches inspected during the course of these operations.

As a result, NTA issued 110 clarification letters in relation to potential unlicensed services, breaches of licence conditions or following up on complaints received. Compliance activities during this period achieved 74 applications/amendments for Public Bus Passenger Services submitted following this work. 21% of all new applications received for bus licences by NTA occurred on foot of compliance intervention.

In addition, a number of operations took place monitoring services in receipt of funding under the Emergency Direct Award Contract or De Minimis Grant Agreement.





# Financial Statements

For the year ended 31st December 2022





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## Authority Information

<b>Board Members</b>	
Mr. Fred Barry (Chairperson)	(Appointment came to an end on 27th November 2022)
Mr. Peter Strachan	(Appointed 11th April 2023)
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	(Reappointed 31st July 2022)
Mr. David Gray	(Reappointed 31st July 2022)
Mr. Iain Docherty	
Ms. Eleanor O'Neill	
Ms. Joyce Loughnan	
<b>Solicitors</b>	<b>Bankers</b>
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
<b>Auditors</b>	National Treasury Management Agency Treasury Dock 70 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 31st December 2022*

## 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, and 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 a 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 2022. 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 31st December 2022.

## 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 11 occasions and minutes of board meetings are published on the Authority's website. At 31st December 2022, the Board had 4 (36.4%) female and 7 (63.6%) male members.

The table below details the appointment period for current members:

Board Members	Role	Date Appointed
Ms. Anne Graham (Chief Executive Officer)	Ordinary member (ex officio)	7th January 2015
Mr. Hugh Creegan (Deputy Chief Executive Officer)	Ordinary member (ex officio)	29th November 2010
Mr. Owen Keegan (Chief Executive Officer, Dublin City Council)	Ordinary member (ex officio)	3rd September 2013
Ms. Ann Fitzgerald	Ordinary member	24th September 2015 Reappointed 23rd September 2020
Mr. Pat Mangan	Ordinary member	24th September 2015 Reappointed 23rd September 2020
Mr. Frank O'Connor	Ordinary member	24th September 2015 Reappointed 23rd September 2020
Mr. Brian McCormick	Ordinary member	1st August 2019 Reappointed 31st July 2022
Mr. David Gray	Ordinary member	1st August 2019 Reappointed 31st July 2022
Mr. Iain Docherty	Ordinary member	23rd December 2021
Ms. Eleanor O'Neill	Ordinary member	23rd December 2021
Ms. Joyce Loughnan	Ordinary member	23rd December 2021

The Board completed a Board effectiveness review in September 2022.

The Board has established an Audit and Risk Committee ("ARC") comprising three Board members and two external members. The role of the ARC is to support the Board in relation to its responsibilities for issues of risk, control and governance and associated assurance. The ARC is independent from 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) reappointed 13th September 2022, Mr. Brian McCormick appointed 21st April 2022, Ms. Joyce Loughnan appointed 18th November 2022, Dr Cyril Sullivan appointed 15th July 2022 and Mr Bernard McLoughlin appointed 15th July 2022. There were six meetings of the ARC in 2022.

## Schedule of attendance, fees and expenses

A schedule of attendance at the Board and Committee meetings for 2022 is set out below including the fees and expenses received by each member:

	Board	ARC	Fees 2022 €'000	Expenses 2022 €'000	Fees 2021 €'000	Expenses 2021 €'000
<b>Number of meetings</b>	<b>11</b>	<b>6</b>				
	Meetings eligible to attend (Meetings attended)					
Mr. Fred Barry	10(10)	3(2)	18,483	-	20,520	-
Ms. Anne Graham	11(11)	-	-	-	-	-
Mr. Hugh Creegan	11(11)	-	-	-	-	-
Ms. Ann Fitzgerald	11(11)	-	11,970	-	11,970	-
Mr. Owen Keegan	11(9)	-	-	-	-	-
Mr. Pat Mangan	11(11)	5(5)	-	-	-	-
Mr. Frank O'Connor	11(10)	-	11,970	-	11,970	-
Mr. Brian McCormick	11(11)	5(5)	11,970	-	11,970	-
Mr. David Gary	11(10)	6(6)	11,970	1,211	11,970	-
Mr. Iain Docherty	11(11)	-	11,970	1,891	-	-
Ms. Eleanor O'Neill	11(10)	-	11,970	-	-	-
Ms. Joyce Loughnan	11(10)	1(1)	10,966	-	-	-
*Other Expenses			-	1,023	-	-
			<b>101,269</b>	<b>4,125</b>	<b>68,400</b>	<b>-</b>

\* Other Expenses relate to the cost of holding one Board lunch within the period.

Mr. Brian Hayes, who was an external member of the ARC, attended two of the ARC meetings during the year. His fee for the year, payable to the accountancy practice Moore, was €5,904 (including VAT) (2021: €17,664 (including VAT)).

Mr. John Smyth, who was an external member of the ARC, attended four of the ARC meetings during the year. His fee for the year, payable to Chartered Direction Limited, was €17,712 (including VAT), which included fees for two additional internal meetings, (2021: €17,664 (including VAT)).

Dr Cyril Sullivan, who was an external member of the ARC, attended three meetings of the ARC during the year. His fee for the year was €769.

Mr. Bernard McLoughlin, who was an external member of the ARC, attended three meetings of the ARC during the year. His fee for the year was €769.

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 changes to Board membership took place during the year:

- Fred Barry, term came to an end on 27th November 2022;
- Brian McCormick, reappointed 31st July 2022; and
- David Gray, reappointed 31st July 2022.

In 2022 there was significant changes to the ARC membership. The following changes to ARC membership took place during the year:

- Brian McCormick, appointed 21st April 2022;
- Brian Hayes, term came to an end on 17th May 2022;
- Dr. Cyril Sullivan, appointed 15th July 2022;
- Bernard McLoughlin, appointed 15th July 2022;
- Fred Barry, temporary appointment came to an end on 15th July 2022;
- David Gray, reappointed 13th September 2022;
- John Smyth, term came to an end on 20th September 2022;
- Pat Mangan, term came to an end on 17th November 2022; and
- Joyce Loughnan, appointed 18th November 2022.

## 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, NDP Delivery 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.

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
Transport advisory services	2,342	3,448
Legal	2,775	1,423
Tax and financial advisory	627	738
Data protection and GDPR preparation	14	19
Pensions and human resources	5	41
	<b>5,763</b>	<b>5,669</b>
Consultancy costs charged to the Statement of Income and Expenditure and Retained Revenue Reserves	5,514	5,428
Consultancy costs capitalised	249	241
	<b>5,763</b>	<b>5,669</b>

## 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.

	2022 €'000	2021 €'000
Legal proceedings	232	89
Conciliation and arbitration payments	-	-
Settlements	-	-
	<b>232</b>	<b>89</b>

## Travel and subsistence expenditure

Travel and subsistence expenditure is categorised as follows:

	2022 €'000	2021 €'000
<i>Domestic travel and subsistence</i>		
Board	3	-
Employees	62	23
<i>International travel and subsistence</i>		
Board	1	-
Employees	42	2
	<b>108</b>	<b>25</b>

## Hospitality expenditure

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

	2022 €'000	2021 €'000
Staff hospitality	9	12
Client hospitality	-	-
	<b>9</b>	<b>12</b>

## 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 2022.

## Signed on behalf of the Board of the National Transport Authority



**Mr. Peter Strachan**  
Chairperson



**Ms. Anne Graham**  
Chief Executive Officer

19th May 2023

# Statement on Internal Control

*For the year ended 31st December 2022*

## 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, NDP Delivery and Reform, has been in place in the Authority for the year ended 31st December 2022 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. Individual members of the ARC have appropriate expertise in the areas of finance, audit and risk. The ARC met six times in 2022.

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, to 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 for taking 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 2022 the Authority complied with those procedures.

## Capital Investment funding – controls

Capital Investment funding in 2022 amounted to €807m (2021 : €719m). Controls over this funding include the following:

- Ensuring that individual projects are aligned with the four public transport capital investment programmes (i.e. Heavy Rail Safety & Development, Public Transport Infrastructure, Retrofit Accessibility and Active Travel Investment) and with strategic plans;
- Regular liaison with and setting of objectives, targets, budgets and funding availability with the Department of Transport (DoT) and reporting on progress;
- Preparation and approval of project implementation plans and close liaison in planning projects and monitoring of State agencies, transport operators and local authorities who act on behalf of the Authority in implementing the various projects;
- Maintain and update relevant NTA project policy and procedures documents in line with any updates to governmental policy and procedures such as 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 2022 amounted to €590m (2021 : €526m). 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 and to 30th June 2022 when the scheme ended following the easing of Covid-19 restrictions and improvement in passenger numbers. €14m in funding was provided in 2022 (2021: €28m).

In budget 2022 the Government announced a plan to introduce a Young Adult Card (YASC) scheme on all public transport, which would give a 50% discount to YASC holders from the standard adult fare. The scheme applies to young adults in the age group 19 to 23 inclusive and those in full time third level education. The scheme was introduced on PSO services initially. The Young Adult card scheme for CBO’s came into operation on 5th September 2022. The CBO’s were provided with relevant funding to compensate for the adverse financial effects of fare reductions. €2m in funding was provided in the period from commencement of the scheme on 5th September 2022 to 31st December 2022.

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 2022 amounted to €237m (2021: €157m). 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 2022 have a net book value of €404m (2021: €339m). Controls over the assets include the following:

- Ensuring all procurements apply and comply with all EU public procurement regulations in its purchase of Road Passenger Vehicles;
- Procurement 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 that handover arrangements for Road Passenger Vehicles, to and from the Transport Operators, are included as a core provision within all contracts. Ensuring the Operator's responsibilities in relation to asset management are clearly outlined within these contracts;
- 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 the 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, and 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;
- Undertaking security reviews and penetration tests of systems ensuring systems are secure when launched and remain secure on an ongoing basis;
- 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 regularly 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 basis. Additionally, appropriate contractual KPIs (Key Performance Indicators) are defined and measured monthly. Our security team have implemented multiple layers of defence, 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 be included in each phase of the Authority Project Approval guideline 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 protection controls in our security operations and processes - such as data classification, data loss preventions reviews and security monitoring to ensure that GDPR compliance is achieved and supported with adequate technical and organisational measures.

## Covid-19

Covid-19 has had a significant effect on the activities of the Authority in the three years up to and including 2022.

During 2022, there was a steady improvement in the previous reduction experienced in demand for transportation services with passenger numbers returning to more normal levels. Staff returned to work during the year on a hybrid basis following the publication of the ‘Blended Working Policy Framework for Civil Service Organisations’ published by the Department of Public Expenditure, NDP Delivery and Reform in March 2022 and the development of the ‘NTA Blended Working Policy 2022’ successfully implemented with effect from 1st October 2022.

The additional controls introduced during the early Covid period to ensure no diminution in the control environment continued to operate during 2022. Those controls included the following:

- Regular communication with and assessment of the effects of Covid-19 on transport operators and other providers of services to the Authority.
- An emphasis through communication by management of an increased awareness among management and staff on the possible negative impact of Covid-19 on the control environment.
- Support for home working through the provision of equipment, secure IT platforms and linkages and other staff supports to create a secure working environment in remote locations.
- 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 'C&AG insights: The impact of Covid-19 on your control environment' issued by the Office of the Comptroller and Audit General (C&AG).
- 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 control framework.

I confirm that the Board conducted an annual review of the effectiveness of the internal controls for 2022 in February 2023.

## Internal Control issues

No weaknesses in internal control were identified in relation to 2022 that require disclosure in the financial statements.

## Signed on behalf of the Board of the National Transport Authority



**Mr. Peter Strachan**  
Chairperson



**Ms. Anne Graham**  
Chief Executive Officer

19th May 2023

## Comptroller and Auditor General Report for presentation to the Houses of the Oireachtas (p1/2)



### 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 2022 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 2022 and of its income and expenditure for 2022 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

23 May 2023

## Comptroller and Auditor General Report for presentation to the Houses of the Oireachtas (p2/2)

### Appendix to report of the Comptroller and Auditor General

#### 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

As at 31st December 2022

	Notes	2022 €'000	2021 €'000
<b>Income</b>			
Oireachtas grants			
Public Service Obligation funding	2.1	589,617	525,353
Commercial Bus Operator Support funding	2.2	13,743	27,528
Capital Investment funding	2.3	806,914	719,327
Other Transport Schemes	2.4	31,874	28,054
Administration funding	2	34,664	32,617
Fare Revenue	3	252,115	195,923
Licensing income	4	3,371	2,209
Net deferred funding for retirement benefits	15.3	4,760	3,807
Other income	5	6,279	4,450
<b>Total income</b>		<b>1,743,337</b>	<b>1,539,268</b>
<b>Expenditure</b>			
Public Service Obligation expenditure	6	809,907	694,810
CBO Support Scheme expenditure	6.1	14,972	25,958
Ticketing and Technology expenditure	6.2	27,107	24,964
Capital Investment expenditure	7	735,601	595,923
Other Grant expenditure	8	33,523	28,723
Other Programme expenditure	9	2,540	2,204
Licensing expenditure	10	5,920	5,197
Employees, Secondees and Outsourced placements services	11	24,285	22,112
Office accommodation costs	12	3,464	2,870
Other administrative costs	13	8,276	7,726
Retirement benefit cost	14	4,406	3,507
<b>Total Expenditure</b>		<b>1,670,001</b>	<b>1,413,994</b>
<b>Surplus for the year before Appropriations</b>		<b>73,336</b>	<b>125,274</b>
Transfer to capital account	21	(64,061)	(115,691)
<b>Surplus for the year after Appropriations</b>		<b>9,275</b>	<b>9,583</b>
Balance brought forward at 1st January		11,068	1,485
<b>Balance carried forward at 31st December</b>		<b>20,343</b>	<b>11,068</b>

Notes 1 to 31 form part of these financial statements.

**Signed on behalf of the Board of the National Transport Authority**

  
**Mr. Peter Strachan**  
 Chairperson

  
**Ms. Anne Graham**  
 Chief Executive Officer

19th May 2023

# Statement of Comprehensive Income

As at 31st December 2022

	Notes	2022 €'000	2021 €'000
<b>Surplus for the year</b>		<b>9,275</b>	<b>9,583</b>
<b>Other comprehensive income</b>			
Remeasurements of net defined benefit obligation	15.2	19,096	(3,920)
Adjustment to deferred retirement benefit funding	15.2	(19,096)	3,920
<b>Total recognised surplus for the year</b>		<b>9,275</b>	<b>9,583</b>

Notes 1 to 31 form part of these financial statements.

## Signed on behalf of the Board of the National Transport Authority



**Mr. Peter Strachan**  
Chairperson



**Ms. Anne Graham**  
Chief Executive Officer

**19th May 2023**

# Statement of Financial Position

As at 31st December 2022

	Notes	2022 €'000	2021 €'000
<b>Fixed Assets</b>			
Intangible assets	16	22,049	25,031
Property, plant and equipment	17	420,299	350,341
		<b>442,348</b>	<b>375,372</b>
<b>Current Assets</b>			
Receivables	18	11,914	11,021
Cash and cash equivalents		77,191	58,459
		<b>89,105</b>	<b>69,480</b>
Payables: due within 1 year	19	(72,939)	(60,867)
<b>Net current assets/(liabilities)</b>		<b>16,166</b>	<b>8,613</b>
<b>Total assets less current liabilities</b>		<b>458,514</b>	<b>383,985</b>
Retirement benefit obligations	15.2	(47,513)	(61,849)
Deferred retirement benefit funding asset	15.2	47,513	61,849
Payables due after more than 1 year	20	(2,164)	(971)
<b>Total net assets</b>		<b>456,350</b>	<b>383,014</b>
<b>Financed by</b>			
Capital account	21	436,007	371,946
Retained revenue reserves		20,343	11,068
		<b>456,350</b>	<b>383,014</b>

Notes 1 to 31 form part of these financial statements.

## Signed on behalf of the Board of the National Transport Authority



**Mr. Peter Strachan**  
Chairperson



**Ms. Anne Graham**  
Chief Executive Officer

**19th May 2023**

# Statement of Cash Flows

For the year ended 31st December 2022

	Notes	2022 €'000	2021 €'000
<b>Net cash flows from operating activities</b>			
Excess income over expenditure		9,275	9,583
Capital account transfers - fixed assets	21	64,061	115,691
Amortisation of intangible assets	16	6,929	6,830
Impairment of intangible assets	16	-	1,178
Depreciation of property, plant and equipment	17	40,225	37,394
Assets under construction ("AUC") transfers to expenses	16/17	456	207
Loss on disposal of fixed assets	13	15	-
Net bank interest payable		142	295
(Increase) / decrease in receivables	18	(893)	(5,527)
Increase in payables	19,20	13,265	4,358
<b>Net cash inflow from operating activities</b>		<b>133,475</b>	<b>170,009</b>
<b>Cash flows from investing activities</b>			
Payments to acquire intangible assets	16	(4,403)	(8,538)
Payments to acquire property, plant and equipment	17	(110,198)	(149,033)
<b>Net cash flows from investing activities</b>		<b>(114,601)</b>	<b>(157,571)</b>
<b>Cash flows from financing activities</b>			
Net bank interest paid		(142)	(295)
<b>Net cash flows from financing activities</b>		<b>(142)</b>	<b>(295)</b>
<b>Net increase in cash and cash equivalents in the year</b>		<b>18,732</b>	<b>12,143</b>
<b>Cash and cash equivalents at 1st January</b>		<b>58,459</b>	<b>46,316</b>
<b>Cash and cash equivalents at 31st December</b>		<b>77,191</b>	<b>58,459</b>

Notes 1 to 31 form part of these financial statements.

**Signed on behalf of the Board of the National Transport Authority**



**Mr. Peter Strachan**  
Chairperson



**Ms. Anne Graham**  
Chief Executive Officer

**19th May 2023**

# Notes to the Financial Statements

*For the year ended 31st December 2022*

## 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 31st December 2022 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.

Grants are utilised as per the conditions of the grant allocation. Details of the grant sources and types for 2022 are set out below:

Department	Grant Type
DoT* - Vote	Current grants - subhead B6
DoT* - Vote	Public Service Obligation Funding - subhead B4
DoT* - Vote	Connecting Ireland - subhead B4.4
DoT* - Vote	Heavy rail safety & development - subhead B5.1
DoT* - Vote	Public transport infrastructure - subhead B5.2
DoT* - Vote	Accessibility retrofit programme - subhead B5.3
DoT* - Vote	Active Travel - subhead A3.1
DoT* - Vote	Smarter travel grant - subhead A3.2
DoT* - Vote	Cycling and walking - subhead A3.3
DoT* - Vote	Green schools grant - subhead A3.4
DoT* - Vote	Rural Transport grants - subhead B4.2
DoT* - Vote	Carbon Reduction (Electric SPSV grants) - subhead B3
DoT* - Vote	Administration expenditure - subhead B6.2
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. Funding through state investment is protected and will not be used as security for any other activity without prior consultation with DoT and the Department of Public Expenditure, NDP Delivery and Reform.

*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 and 2021, operational cost recharges to commercial bus operators were suspended due to Covid-19. This suspension continued in 2022 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**

The Authority's receives fare revenue through its gross cost contract arrangements with Dublin Bus and Bus Éireann. 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. Under these contracts; fare revenues are retained by the Authority. 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 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.

**i) Property, plant and equipment**

Property, plant and equipment are stated at their historical cost or valuation, less accumulated depreciation. Depreciation is charged to the Statement of Income and Expenditure and Retained Revenue Reserves on a straight-line basis, at the rates set out below calculated to write off the assets adjusted for residual value over their expected useful lives. A full year's depreciation is charged on the addition of all property, plant and equipment in the year of acquisition and no depreciation is charged in the year of disposal.

Leasehold property improvements	5% straight line or in line with the lease life if shorter
Road passenger vehicles	8.33% - 10% 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 1st 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 1st January 2013. Members' contributions are paid over to the Department of Public Expenditure, NDP Delivery and Reform. 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	2022 €'000	2021 €'000
<b>Department of Transport</b>			
Public Service Obligation funding	2.1	589,617	525,353
CBO Support Scheme funding	2.2	13,743	27,528
Capital investment funding	2.3	806,914	719,327
Other transport schemes funding	2.4	30,374	26,554
Administration funding		34,664	32,617
		<b>1,475,312</b>	<b>1,331,379</b>
<b>Department of Social Protection</b>			
Other Transport Schemes funding	2.4	1,500	1,500
		<b>1,476,812</b>	<b>1,332,879</b>

The Administration grant of €34.7m (2021: €32.6m) is stated net of employee retirement benefits contributions totalling €1.3m (2021: €0.7m), €0.8m remitted to the DoT (in respect of the Authority's staff retirement benefits scheme) (2021: €0.7m) and €0.5m remitted to the Department of Public Expenditure, NDP Delivery and Reform (in respect of the single service retirement benefits scheme) (2021: €0.3m).

### 2.1 Oireachtas grants - Public Service Obligation funding

PSO funding is drawn down from DoT under Public Service Provision Payments subhead B4.

	Department	Subhead	2022 €'000	2021 €'000
Iarnród Éireann	DoT	B4	225,602	210,196
Dublin Bus	DoT	B4	147,503	146,016
Bus Éireann	DoT	B4	114,989	66,634
Tendered bus routes	DoT	B4	38,233	43,296
Luas	DoT	B4	24,460	32,165
Ticketing and Technology	DoT	B4	25,241	20,715
Authority direct activities	DoT	B4	7,267	6,331
Connecting Ireland	DoT	B4.4	3,880	-
Young Adult Cards Grant	DoT	B4	2,442	-
			<b>589,617</b>	<b>525,353</b>

### 2.2 Commercial Bus Operator Support Scheme funding

	2022 €'000	2021 €'000
Direct Awards	7,862	19,092
De Minimis Grants	4,349	6,065
Commercial Bus Operator administration costs	1,532	2,371
	<b>13,743</b>	<b>27,528</b>

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. The Commercial Bus Operator funding closed to new claims in June 2022.

## 2.3 Oireachtas grants - Capital Investment Funding

Capital investment funding is drawn down from DoT under Public Transport Investment Programme subheads.

	2022 €'000	2021 €'000
A3.1 Active Travel Investment Asset Protection & Renewal	19,242	-
A3.3 Active Travel Investment Cycling and Walking	291,022	184,115
B5.1 Heavy Rail	240,659	239,826
B5.2 Public Transport Infrastructure	244,574	287,740
B5.3 Accessibility	11,417	7,646
	<b>806,914</b>	<b>719,327</b>

## 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	2022 €'000	2021 €'000
Rural Transport	DoT	B4.2	16,016	14,144
Electric SPSV Grant Scheme	DoT	B3	12,435	10,551
Green Schools	DoT	A3.4	1,445	1,366
Smarter Travel	DoT	A3.2	478	493
			<b>30,374</b>	<b>26,554</b>
Rural Transport	DSP	A40	1,500	1,500
			<b>31,874</b>	<b>28,054</b>

## 3. Fare Revenue

	2022 €'000	2021 €'000
Dublin Bus	136,409	102,572
Bus Éireann	58,965	41,379
DSP Revenue - Free Travel	37,159	35,925
Tendered Bus Routes	16,648	14,297
Rural Regular Services	2,290	1,314
Rural Demand Responsive Services	644	436
	<b>252,115</b>	<b>195,923</b>

## 4. Licensing income

	2022 €'000	2021 €'000
SPSV driver licensing fees	1,407	1,171
SPSV vehicle licensing fees	1,139	645
Other SPSV income	578	330
Bus licensing income	184	52
SPSV compliance income	63	11
	<b>3,371</b>	<b>2,209</b>

## 5. Other income

	2022 €'000	2021 €'000
Bus shelter advertising	5,715	3,916
Other Income	479	444
Regional bike scheme - sponsorship, subscriptions & hire	73	54
Coach Park Income	12	36
	<b>6,279</b>	<b>4,450</b>

## 6. Public Service Obligation expenditure

	2022 €'000	2021 €'000
Dublin Bus	296,441	265,591
Iarnród Éireann	225,602	210,196
Bus Éireann	184,792	117,680
Tendered bus services	63,717	62,875
Luas	24,460	32,165
PSO Support Costs	5,688	3,777
Connecting Ireland	3,880	-
Young Adult Cards Scheme	2,447	-
Personnel and associated overheads	1,882	1,457
Depreciation	998	1,069
	<b>809,907</b>	<b>694,810</b>

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 and fare revenues received on these services.

### *Tendered bus services*

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.

## 6.1 CBO Support Scheme expenditure

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
Other Direct Awards	8,770	18,021
De Minimis Grants	4,593	5,769
Commercial Bus Operator Support Costs	1,609	2,168
	<b>14,972</b>	<b>25,958</b>

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. The scheme closed in June 2022.

## 6.2 Ticketing and Technology expenditure

		<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
<i>Operating expenditure</i>			
Leap card scheme expenditure	Note 6.3	20,130	18,008
Travel Information System expenditure		3,974	4,120
TFI Go		398	67
		<b>24,502</b>	<b>22,195</b>
Depreciation		2,605	2,769
		<b>27,107</b>	<b>24,964</b>

## 6.3 Leap Card Scheme expenditure

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
Direct operators' costs	12,403	11,281
Personnel Costs	2,483	3,245
Commissions	4,391	2,916
Other administrative costs	853	566
	<b>20,130</b>	<b>18,008</b>

## 7. Capital Investment expenditure

		<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
<i>Major capital projects</i>			
Iarnród Éireann		242,457	238,102
Transport Infrastructure Ireland		44,482	60,037
Dublin Bus		7,690	6,024
Bus Éireann		7,782	1,882
		<b>302,411</b>	<b>306,045</b>
Greater Dublin Area transport grant funding	Note 7.1	131,313	85,597
Other expenditure directly incurred by the Authority	Note 7.1	116,513	99,895
Regional transport grant funding	Note 7.1	174,104	96,714
Accessibility scheme funding		11,260	7,672
		<b>735,601</b>	<b>595,923</b>

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

	2022 €'000	2022 €'000	2021 €'000	2021 €'000
<b>Iarnród Éireann</b>				
DART+	106,018		160,052	
New Intercity Railcars	42,047		2,275	
Station upgrade programme	34,221		17,526	
National Train Control Centre	23,435		42,465	
Route and Interchange enhancements	15,681		134	
Cork Area Commuter Rail	7,604		689	
Customer experience & ticketing improvement	5,403		5,207	
Climate Resilience	3,658		4,713	
Other projects	2,238		2,093	
Car Park programme	2,112		1,065	
City centre resignalling	40	<b>242,457</b>	1,883	<b>238,102</b>

<b>Transport Infrastructure Ireland</b>				
MetroLink	25,368		35,779	
Tram refurbishment	11,041		8,460	
Luas Finglas	2,792		1,391	
Other projects	2,647		1,584	
Cork Light Rail Transit	966		572	
Network enhancement	940		-	
Luas Green Line capacity enhancement	494		12,090	
Luas Cross City	146		66	
Luas Lucan	48		80	
Park and Ride	40	<b>44,482</b>	15	<b>60,037</b>

<b>Dublin Bus</b>				
Bus Fleet incl refurbishment	3,521		2,983	
Bus Connects Redesign	1,705		1,622	
Other projects	1,431		1,419	
Depot Electrification	1,033	<b>7,690</b>	-	<b>6,024</b>

<b>Bus Éireann</b>				
Depot Electrification	4,831		-	
Other projects	2,620		1,882	
New pilot buses	331	<b>7,782</b>	-	<b>1,882</b>
		<b>302,411</b>		<b>306,045</b>



## 7.1 Greater Dublin Area transport grant funding and other projects

	2022 €'000	2021 €'000
<i>Greater Dublin Area transport grant funding</i>		
Dublin City Council	43,561	26,705
Dun Laoghaire Rathdown County Council	24,631	17,911
Meath County Council	15,640	11,142
South Dublin County Council	15,497	10,959
Fingal County Council	13,608	9,078
Kildare County Council	9,814	3,292
Wicklow County Council	7,864	5,551
Córas Iompair Éireann	353	292
Trinity College Dublin	123	-
St. James Hospital	119	60
University College Dublin	103	607
	<b>131,313</b>	<b>85,597</b>

<i>Other expenditure directly incurred by the Authority</i>		
Depreciation	42,649	39,440
Bus Connects	32,323	30,665
Personnel and associated overheads	14,509	10,991
Active travel support	8,214	2,767
Bus pole & shelters maintenance programme	6,111	1,519
Integration and support	5,082	6,364
Ticketing and Travel Information Technology	4,532	1,822
Park and ride	1,162	801
Connecting Ireland	522	322
Other systems development	438	959
Bus Fleet Support	312	724
Accessibility	297	-
DART+	212	224
MetroLink	148	439
Public bike schemes	2	101
Impairment of intangible asset (see note 16.1)	-	1,178
Transport models	-	1,571
Coach parking development	-	8
	<b>116,513</b>	<b>99,895</b>

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
<b><i>Regional transport grant funding</i></b>		
Waterford City and County Council	40,591	9,751
Cork City Council	29,888	19,512
Cork County Council	18,638	11,405
Limerick City and County Council	18,423	18,047
Galway City Council	9,068	5,596
Tipperary County Council	7,453	5,061
Donegal County Council	4,595	2,282
Louth County Council	4,482	1,788
Mayo County Council	4,445	3,672
Clare County Council	3,948	1,273
Cavan County Council	3,506	1,323
Laois County Council	3,168	413
Kilkenny County Council	3,065	1,642
Wexford County Council	2,840	3,040
Galway County Council	2,667	4,547
Carlow County Council	2,371	1,182
Westmeath County Council	2,333	205
Sligo County Council	2,025	1,233
Kerry County Council	1,914	1,009
Offaly County Council	1,831	662
Monaghan County Council	1,588	250
Roscommon County Council	1,558	1,673
Leitrim County Council	1,558	1,074
Longford County Council	1,099	74
Galway University Hospital	50	-
	<b>173,104</b>	<b>96,714</b>

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

## 8. Other Grant expenditure

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
Rural Transport Programme expenditure	17,620	16,025
Electric SPSV grant scheme	13,831	10,724
Green schools expenditure	1,445	1,365
Smarter Travel expenditure	477	510
Rural Transport Programme depreciation	146	80
Smarter Travel depreciation	4	19
	<b>33,523</b>	<b>28,723</b>

## 9. Other programme expenditure

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
Regional bike scheme expenditure	1,962	1,565
Bus Shelter digital panels depreciation	212	212
Coach park expenditure	205	177
Bus shelter expenditure	161	250
	<b>2,540</b>	<b>2,204</b>

## 10. Licensing expenditure

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
SPSV compliance costs	1,220	997
SPSV administration costs	1,212	976
SPSV Covid-19 Support Schemes	905	898
SPSV driver licensing costs	922	706
SPSV licensing - communication costs	587	555
SPSV vehicle licensing costs	494	618
Personnel and associated overheads	331	278
Vehicle Clamping	233	137
Bus licensing costs	16	32
	<b>5,920</b>	<b>5,197</b>

## 11. Employees, Secondees and Outsourced Placement Services

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
<b><i>Personnel costs</i></b>		
Wages, salaries and staffing costs	17,455	14,585
Outsourced placement services	6,014	6,749
Recruitment and training	406	390
Public sector secondments and assignees	283	282
Board and Committee members fees and expenses	127	106
	<b>24,285</b>	<b>22,112</b>

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 31st December 2022, the Authority had 97 outsourced placements in positions performing business as usual activities (2021: 61) and 123 in project-based roles (2021: 116).

**Public sector secondments**

In 2022, €Nil (2021: €Nil) of secondees costs were charged directly to projects and €Nil (2021: €Nil) were capitalised. During the year no secondees transferred to the Authority as an employee (2021: €Nil).

**Capitalised employee costs**

Capitalised employee costs in the financial year amounted to €Nil (2021: €Nil).

**11.1 Wages, salaries and staffing costs***a) Aggregate employee benefits*

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
Staff short-term benefits	15,845	13,250
Employer's PRSI	1,610	1,335
	<b>17,455</b>	<b>14,585</b>

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

*b) Staff short-term benefits*

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
Basic pay	15,780	13,183
Allowances	65	67
	<b>15,845</b>	<b>13,250</b>

c) There were no termination benefits, other long-term benefits or share based payment transactions during the year (2021: €Nil).

**11.2 Employees and public sector secondees**

	<b>2022</b>	<b>2021</b>
<i>Headcount numbers at year end, on a whole-time equivalent basis:</i>		
Employees	254	225
Public sector secondees	1	1
	<b>255</b>	<b>226</b>

**11.3 Key management personnel**

Key management personnel in the Authority consist of the Board members, the Chief Executive Officer, the Director of Finance and Corporate Services, the Director of Transport Planning & Investment, 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 on the following page:

	2022 €'000	2021 €'000
Basic pay	1,247	1,157
Allowances	-	-
	<b>1,247</b>	<b>1,157</b>

Termination benefits, post-employment benefits, other long-term benefits and share based payment transactions during the year were €Nil (2021: €Nil).

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

## 11.4 Chief Executive Officer

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

	2022 €'000	2021 €'000
Basic pay - Ms A. Graham	202	190
Allowances	-	-
	<b>202</b>	<b>190</b>

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

The Chief Executive Officer is a member of the NTA Scheme.

## 11.5 Employee and public sector secondees short-term benefits breakdown

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

Range		Number of personnel	
From	To	2022	2021
€60,000	€69,999	44	46
€70,000	€79,999	42	36
€80,000	€89,999	23	15
€90,000	€99,999	20	8
€100,000	€109,999	6	7
€110,000	€119,999	7	3
€120,000	€129,999	-	-
€130,000	€139,999	-	-
€140,000	€149,999	-	2
€150,000	€159,999	2	1
€160,000	€169,999	2	3
€170,000	€179,999	2	-
€180,000	€189,999	-	1
€190,000	€199,999	-	-
€200,000	€209,999	1	-

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

## 12. Office Accommodation costs

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
Accommodation	2,992	2,640
Cleaning	139	82
Repairs and maintenance	200	81
Lighting and heat	133	67
	<b>3,464</b>	<b>2,870</b>

## 13. Other Administrative costs

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
ICT expenditure	4,734	4,369
Legal and litigation	794	805
Depreciation	540	638
Professional service fees	516	521
Advertising and promotion	396	276
Internal audit fees	309	212
Insurance	233	109
Bank charges and interest	208	320
Telephone and internet	160	177
Travel, subsistence and hospitality	117	36
Printing, postage and stationery	81	56
External audit fees	70	69
General expenses	62	99
Library and subscriptions	29	39
Loss on disposal of fixed assets	15	-
Meeting expenses	12	-
	<b>8,276</b>	<b>7,726</b>

## 14. Retirement benefit costs

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

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
<i>Defined benefit pension scheme - NTA Scheme and Single Scheme</i>		
Current service costs	4,875	3,741
Interest on pension scheme liabilities	769	431
Plan participants' contributions	(1,297)	(722)
	<b>4,347</b>	<b>3,450</b>
<i>Defined contribution scheme - RPA Scheme</i>		
Employer contributions	59	57
	<b>4,406</b>	<b>3,507</b>



## 15. General description of the defined benefit schemes

### NTA Scheme

This is a public service, defined benefit, final salary pension scheme with standard entitlements. In accordance with the public sector scheme regulations, the scheme provides a pension calculated at the rate of one eightieth of final salary for each year of pensionable service at the date of retirement. A gratuity or lump sum (three eightieths per year of pensionable service) and spouse's and children's pensions are also applicable.

### Single Scheme

The Authority operates the Single Scheme, which is a defined benefit average salary scheme for pensionable public servants appointed on or after 1 January 2013. Single Scheme members' contributions are paid over to the Department of Public Expenditure and Reform (DPER).

## 15.1 Actuarial assumptions

The valuation for FRS 102 disclosures is based on a full actuarial valuation conducted in January 2023, by a qualified independent actuary and takes into account the requirements of FRS 102 in order to assess the scheme liabilities at 31st December 2022. The principal actuarial assumptions at 31st December are as follows:

	2022 <sup>1</sup>	2021 <sup>2</sup>
Discount rate	3.60% p.a.	1.25% p.a.
Expected future pensionable salary increases	3.60% p.a.	3.20% p.a.
Expected future pension increases	3.10% p.a.	2.70% p.a.
Expected state pension increases	2.60% p.a.	2.20% p.a.
Consumer Price Index increase	2.60% p.a.	2.20% p.a.

1. The rates for 2022 are used as the basis for calculating the Deferred Benefit Obligation at 31 December 2022 and current service costs and the interest on pension scheme liabilities for 2023.

2. 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.

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 2022 and 2021:

	2022	2021
<b>Year of attaining age 65</b>		
Life expectancy - male	21.9	21.8
Life expectancy - female	24.3	24.2

## 15.2 Movement in net retirement benefit obligation during the financial year

	2022 €'000	2021 €'000
<b>Net retirement benefit obligation at 1st January</b>	(61,849)	(54,122)
Current service costs	(4,875)	(3,741)
Interest costs	(769)	(431)
Pensions paid in the year	884	365
Remeasurement of net defined benefit obligation - actuarial gain/(loss)	19,096	(3,920)
<b>Net retirement benefit obligation at 31st December</b>	<b>(47,513)</b>	<b>(61,849)</b>

In 2022, the Authority incurred an actuarial gain of €19.1m (2021: loss of €3.9m) primarily due to changes in actuarial assumptions being a gain of €27.3m (2021: (€3.4m)) and the scheme's membership being a loss of €8.2m (2021: (€0.5m)).

## 15.3 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 15.1 above and a number of past events. These events include the statutory basis for the establishment of the pension scheme and the policy and practice currently in place in relation to funding public service pensions including contributions by employees and the annual estimates process. The Board has no evidence that this funding policy will not continue to meet such sums in accordance with current practice.

The net deferred funding for retirement benefits recognised in the Statement of Income and Expenditure and Retained Revenue Reserves is as follows:

	2022 €'000	2021 €'000
Funding recoverable in respect of current year retirement benefit costs	5,644	4,172
State grant applied to pay retirement benefits	(884)	(365)
	<b>4,760</b>	<b>3,807</b>

## 15.4 History of defined benefit obligations

	2022 €'000	2021 €'000	2020 €'000	2019 €'000	2018 €'000
Defined benefit obligations	47,513	61,849	54,122	43,491	32,095
Actuarial gain / (loss) on defined benefit obligations	19,096	(3,920)	(7,892)	(9,392)	467
As a percentage of the scheme liabilities	40.2%	6.3%	14.6%	21.6%	1.5%

## 16. Intangible assets

	Intangible assets under construction (AUC) €'000	Transport infrastructure software €'000	Transport systems software €'000	Office equipment software €'000	Total €'000
<b>Cost</b>					
At 1st January 2022	1,914	669	104,733	1,122	108,438
Reclass	-	-	13	(13)	-
Additions in the year	3,318	38	939	108	4,403
AUC transfers to assets	(1,885)	-	1,804	81	-
AUC transfers to expense	(456)	-	-	-	(456)
Disposals	-	-	-	(7)	(7)
<b>At 31st December 2022</b>	<b>2,891</b>	<b>707</b>	<b>107,489</b>	<b>1,291</b>	<b>112,378</b>
<b>Amortisation</b>					
At 1st January 2022	-	173	82,489	745	83,407
Reclass	-	-	13	(13)	-
Charge for the year	-	98	6,613	218	6,929
Disposals	-	-	-	(7)	(7)
<b>At 31st December 2022</b>	<b>-</b>	<b>271</b>	<b>89,115</b>	<b>943</b>	<b>90,329</b>
<b>Net book values</b>					
<b>At 31st December 2022</b>	<b>2,891</b>	<b>436</b>	<b>18,374</b>	<b>348</b>	<b>22,049</b>
At 1st January 2022	1,914	496	22,244	377	25,031

Assets Under Construction (AUC) transfers to assets reflects completed assets transferred into use within the period. These assets are appropriately classified as intangible or tangible upon transfer into use. In 2022, €456k of AUC spent 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.

## 16.1 Intangible assets

	Intangible assets under construction (AUC) €'000	Transport infrastructure software €'000	Transport systems software €'000	Office equipment software €'000	Total €'000
<b>Cost</b>					
At 1st 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	(12,229)	63	11,266	-	(900)
Disposals in the year	(163)	-	-	-	(163)
<b>At 31st December 2021</b>	<b>3,092</b>	<b>669</b>	<b>104,733</b>	<b>1,122</b>	<b>109,616</b>

<b>Amortisation</b>					
At 1st January 2021	-	98	75,937	542	76,577
Charge for the year	-	75	6,552	203	6,830
Impairment	1,178	-	-	-	1,178
<b>At 31st December 2021</b>	<b>1,178</b>	<b>173</b>	<b>82,489</b>	<b>745</b>	<b>84,585</b>

<b>Net book values</b>					
<b>At 31st December 2021</b>	<b>1,914</b>	<b>496</b>	<b>22,244</b>	<b>377</b>	<b>25,031</b>
At 1st 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 had 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. Accordingly, the Authority reflected this termination through a €1.2m impairment of the intangible asset in 2021.

Assets Under Construction (AUC) transfers to assets reflect completed assets transferred into use within the prior period. These assets are appropriately classified as intangible or tangible upon transfer into use. In 2021, €163k of AUC spent 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. 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
<b>Cost</b>							
At 1st January 2022	1,968	422,633	2,337	2,692	23,765	9,684	463,079
Additions in the year	7,309	102,440	-	-	449	-	110,198
AUC transfers to assets	(1,572)	-	-	-	1,319	253	-
Disposals	-	-	-	(350)	(68)	(583)	(1,001)
<b>At 31st December 2022</b>	<b>7,705</b>	<b>525,073</b>	<b>2,337</b>	<b>2,342</b>	<b>25,465</b>	<b>9,354</b>	<b>572,276</b>
<b>Depreciation</b>							
At 1st January 2022	-	83,319	2,091	2,319	17,817	7,192	112,738
Charge for the year	-	38,035	123	235	1,209	623	40,225
Disposals	-	-	-	(335)	(68)	(583)	(986)
<b>At 31st December 2022</b>	<b>-</b>	<b>121,354</b>	<b>2,214</b>	<b>2,219</b>	<b>18,958</b>	<b>7,232</b>	<b>151,977</b>
<b>Net book values</b>							
<b>At 31st December 2022</b>	<b>7,705</b>	<b>403,719</b>	<b>123</b>	<b>123</b>	<b>6,507</b>	<b>2,122</b>	<b>420,299</b>
At 1st January 2022	1,968	339,314	246	373	5,948	2,492	350,341

AUC transfers to assets reflects completed assets transferred into use within the period. These assets are appropriately classified as intangible or tangible upon transfer into use.

In 2022, 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 Coaches from 12 years to 10 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 November 2022. This change in estimate has resulted in increased depreciation of €328k for tangible fixed assets for 2022 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 €328k less in future years for these assets.

## 17.1 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
<b>Cost</b>							
At 1st January 2021	<b>1,733</b>	<b>275,583</b>	<b>2,327</b>	<b>2,609</b>	<b>22,363</b>	<b>8,575</b>	<b>313,190</b>
Additions in the year	1,133	147,050	10	-	672	168	149,033
AUC transfers to assets	(854)	-	-	83	730	941	900
AUC transfers to expenses	(44)	-	-	-	-	-	(44)
<b>At 31st December 2021</b>	<b>1,968</b>	<b>422,633</b>	<b>2,337</b>	<b>2,692</b>	<b>23,765</b>	<b>9,684</b>	<b>463,079</b>
<b>Depreciation</b>							
At 1st January 2021	-	<b>48,450</b>	<b>1,968</b>	<b>2,039</b>	<b>16,443</b>	<b>6,444</b>	<b>75,344</b>
Charge for the year	-	34,869	123	280	1,374	748	37,394
<b>At 31st December 2021</b>	<b>-</b>	<b>83,319</b>	<b>2,091</b>	<b>2,319</b>	<b>17,817</b>	<b>7,192</b>	<b>112,738</b>
<b>Net book values</b>							
<b>At 31st December 2021</b>	<b>1,968</b>	<b>339,314</b>	<b>246</b>	<b>373</b>	<b>5,948</b>	<b>2,492</b>	<b>350,341</b>
At 1st January 2021	1,733	227,133	359	570	5,920	2,131	237,846

AUC transfers to assets reflect completed assets transferred into use within the period. These assets are appropriately classified as intangible or tangible upon transfer into use. In 2021, €44k 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. Receivables

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
Prepayments and accrued income	10,757	9,776
Trade debtors	957	1,062
Other debtors	200	183
	<b>11,914</b>	<b>11,021</b>

## 19. Payables: amounts falling due within one year

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
Leap card scheme liabilities	42,112	34,906
VAT	12,469	9,215
Accruals and deferred income	8,580	11,369
Trade creditors	3,521	858
Bus payment retention	2,946	1,136
PSWT payable	2,041	2,315
PAYE/PRSI	796	656
Employee pension contributions and deductions	350	288
Onerous Lease liability	124	124
	<b>72,939</b>	<b>60,867</b>

### *Leap card scheme liabilities*

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

## 20. Payables: amounts falling due after more than one year

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
Onerous lease liability	41	165
Bus payments retention	2,123	806
	<b>2,164</b>	<b>971</b>

## 21. Capital account

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
Balance at 1st January	371,946	256,255
<b>Transfer to/(from) Statement of Income and Expenditure:</b>		
Income allocated for capital purposes	110,011	160,881
Amortisation adjustment for fixed assets not funded through grants	212	212
Amortisation in line with depreciation of tangible assets	(39,240)	(37,394)
Amortisation in line with amortisation of intangible assets	(6,922)	(6,830)
Impairment of intangible assets (see note 16.1)	-	(1,178)
<i>Movement in year</i>	<i>64,061</i>	<i>115,691</i>
<b>Balance at 31st December</b>	<b>436,007</b>	<b>371,946</b>

There is a timing difference between 'income allocated for capital purposes' and the recognition of the asset additions in notes 16 and 17. 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.

## 22. Taxation

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

## 23. Operating leases

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

The Office of Public Works ("OPW") provides office accommodation to the Authority in Dun Scéine, Harcourt Lane, Dublin 2. There is no formal lease in place. The Authority paid €1m in 2022 in respect of this office accommodation (2021: €1m).

### 23.1 Operating leases - rental obligations

The Authority leases office accommodation at 72 Charlemont Street, Dublin 2. The lease period expires in July 2025 and annual lease charges are €87,950 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.

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. The Authority has a right to terminate this lease on 26th 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 €708,480 with a commitment term to 31st March 2024.

Iarnród Éireann provides office accommodation to the Authority at 1 Horgan's Quay, Waterfront Square, Cork. The agreement covers the period from 1st October 2021 to 1st November 2024. The Authority paid €91,271 in 2022 in respect of this accommodation (2021: €21,525).

The Authority entered into an agreement in 2022 for the lease of a site in Jamestown Road, Finglas, Dublin 11. Planning permission was obtained for a temporary bus depot facility in October 2022 which is due to be completed by the Authority in 2023. The lease period expires in November 2028 and annual lease charges are €350,000 per annum. A 5 month rent free period was agreed in the first year of the lease.

The Authority entered into an agreement in 2021 for the development and lease of sites at Liffey Valley, Dublin 22. This agreement facilitated the funding by the Authority of the construction of a Bus Plaza, Driver Hut and Bus Lay-bys on these lands. On completion of this work in February 2023, five leases for the associated lands with a €1 each per annum nominal rent came into effect. These leases have a term of 999 years with a break clause after 15 years that can be exercised by either party and at agreed intervals thereafter by both parties.

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 25th 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 31st December 2022, the remaining provision of €164,624 is disclosed across notes 19 and 20. The current annual rent payable is €204,000 to the end of the lease.

## 23.2 Operating lease as a lessee

### *Commercial property*

The commercial property (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 January 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 31st March 2024.

The property (1 Horgan's Quay, Waterfront Square, Cork) agreement has a commitment term to 1st November 2024.

The site (a site in Jamestown Road, Finglas, Dublin 11) lease has a commitment term to 1st November 2028.

The commercial property (Liffey Valley, Dublin 22) lease has a term of 999 years with a break clause after 15 years that can be exercised by either party and at agreed intervals thereafter by both parties.

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.

Future minimum rentals payable under non-cancellable operating leases as at 31st December 2022 are as follows:

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
Within one year	2,205	1,530
After one year but not more than five years	2,366	1,619
More than five years	293	-
	<b>4,864</b>	<b>3,149</b>

### 23.3 Operating lease as a lessor

The commercial property (35 Fitzwilliam Square) lease is due to finish April 2024. Future minimum rentals receivable under non-cancellable operating leases as at 31st December 2022 are as follows:

	<b>2022</b> <b>€'000</b>	<b>2021</b> <b>€'000</b>
Within one year	80	80
After one year but not more than five years	26	106
More than five years	-	-
	<b>106</b>	<b>186</b>

### 24. Capital commitments

The authority had capital commitments for road passenger vehicles of €76.9m at 31st December 2022 (2021: €64.6m).

## 25. Other commitments

### Capital grant - contractual commitments

The Authority has commitments with Local Authorities and delivery agencies to provide them with funding for various projects. At 31st December 2022, an amount of €716.7m (2021: €464.9m) is yet to be drawn down on approved projects as follows:

	2022 €'000	2021 €'000
Iarnród Éireann	428,653	294,122
Sustainable transport management & Active Travel Programme	223,629	121,423
Dublin Bus	19,091	3,248
BusConnects Infrastructure Dublin	15,539	25,256
Transport Technology Capital	13,137	6,177
Transport Infrastructure Ireland	7,526	8,849
Accessibility	6,054	5,081
Bus Éireann	3,101	743
	<b>716,730</b>	<b>464,899</b>

Project	Cumulative expenditure to 31/12/2021 (previous years) €'000	Expenditure in 2022 (current year) €'000	Committed: subsequent years* €'000
<b>National Transport Authority</b>			
BusConnects Infrastructure Dublin <sup>a</sup>	73,500	31,029	11,731
<b>Iarnród Éireann</b>			
National Train Control Centre and Third-Party Control Centres <sup>b</sup>	69,474	23,435	14,066
Purchase of 41 Intermediate Class 2200 Intercity Railcars <sup>c</sup>	58,131	42,047	70,822
Dart + Programme <sup>d</sup>	182,450	106,229	298,079
Limerick Colbert Station Upgrade <sup>e</sup>	839	7,346	10,098
Coastal Infrastructure Protection Programme <sup>f</sup>	326	1,256	12,591
<b>Dublin Bus</b>			
Depot Electrification <sup>g</sup>	-	1,033	12,876
<b>Dublin City Council</b>			
Fairview to Amiens Street Cycle Route <sup>h</sup>	2,883	11,904	35,000
Royal Canal Cycle Route Phase 3 (North Strand Road to Phibsboro Road) <sup>i</sup>	1,207	120	20,000
Total in relation to projects where expenditure > €10m			485,263
Contractual commitments in relation to other projects < €10m			231,467
Total contractual commitments			<b>716,730</b>

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

- a** The BusConnects Infrastructure Dublin project total expenditure including commitments has increased by €21.6m compared to 2021 as work on the project progressed to the development phase and contract awards to a number of suppliers.
- b** The National Train Control Centre and Third Party Control Centres total expenditure including commitments has increased by €10.8m compared to 2021 due to additional expenditures incurred in 2022 for some elements of the initial scope along with an inflation in the labour and material costs.
- c** The Purchase of 41 Intermediate Class 2200 Intercity Railcars project total expenditure including commitments has increased by €21.3m compared to 2021 due to an increase of the cost of the railcars and the addition of €16m in future operational maintenance costs.
- d** The Dart+ programme total expenditure including commitments has increased by €243.2m compared to 2021 driven by the commitment to purchase new DART+ fleet.
- e** The Limerick Colbert Station upgrade project has increased above the commitment disclosure threshold as the project has moved to the design phase and several contracts were awarded to construction contractors.
- f** The Coastal Infrastructure Protection programme expenditure has increased above the commitment disclosure threshold in 2022 as several studies were undertaken and a tender with the main engineering firm was awarded.
- g** The Depot Electrification Programme expenditure has increased above the commitment disclosure threshold in 2022 as the construction phase started and several design and the primary build contract was awarded.
- h** The Fairview to Amiens Street cycle route programme expenditure has increased above the commitment disclosure threshold in 2022 as several contracts were awarded with the building and engineering contractors.
- i** The Royal Canal Cycle route programme expenditure has increased above the commitment disclosure threshold in 2022 as several contracts were awarded with the building and engineering contractors.

## 26. Contingent liabilities

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

## 27. Projects administered on behalf of other bodies

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

## 28. Related party disclosures

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



The Board of the Authority adopted procedures in accordance with guidelines issued under the Code of Practice for the Governance of State Bodies in relation to the disclosure of interests by Board members and these procedures have been adhered to in the year. There were no transactions in the year in relation to the Board's activities in which the Board Members had any beneficial interest.

## 29. Covid-19

### *Public Service Obligation*

The lifting of the restrictions in 2022 led to a return to passenger demand of 84% of 2019 levels. Increased fare revenue due to this demand was offset by a 20% reduction in fares that was introduced by the Government in May 2022.

Several measures that were introduced in 2020 remained in place until April 2022 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 and 2022. 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 2022, €15.0m in grant aid was provided to commercial bus operators. The scheme closed on the 30th June 2022.

### *Capital Investment Programme*

Throughout 2022, the Authority remained abreast of key Covid-related impacts to the Authority's portfolio of capital projects and programmes. In total, €806.9m capital expenditure was incurred in 2022 out of a total of the €963.9m capital grant allocated by the Department of Transport. Significant impacts to the Authority's 2022 Capital Programme due to the Covid-19 crisis are outlined below:

#### a) Construction Restrictions

Domestic construction slow-down due to past Covid-19 restrictions impacted projects at construction stage across the Capital Programme. Several projects timelines were extended, and some were postponed to 2023.

#### b) Social Distancing

Covid outbreaks overseas constrained some factories to stop their activities, resulting in a disruption of the production and deliveries of necessary equipment and materials.

Several additional factors in 2022 have been reported as having impacted progress and/or cost on the capital investment programme in 2022, such as:

- Construction Cost inflation across certain materials for example steel.
- Shortage of sub-contractors and increase in labour costs,
- War in Ukraine resulting in a further disruption of the supply chain and in an increase of the energy costs such as gas, petrol, and electricity,
- Euro (EUR) to Pound (GBP) conversion weakened incurring a price increase.

The uncertainty impact of the Covid-19 on the Authority's Capital Investment Programme was controlled thanks to an active management of the Programmes. The Capital Investment Programme worked in close collaboration with the key stakeholders, and provided regular forecasts to inform and mitigates these risks.

### ***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 resumed on 1st 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 1st September 2021 to 31st August 2022. This scheme has now closed;
- 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 1st September 2021 to 31st August 2022. This scheme has now closed;
- 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 increase in passenger demand.

### **30. Subsequent Events**

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

### **31. Approval of financial statements**

The financial statements were approved by the Authority on 19th May 2023.