

Letterkenny Town Bus Service

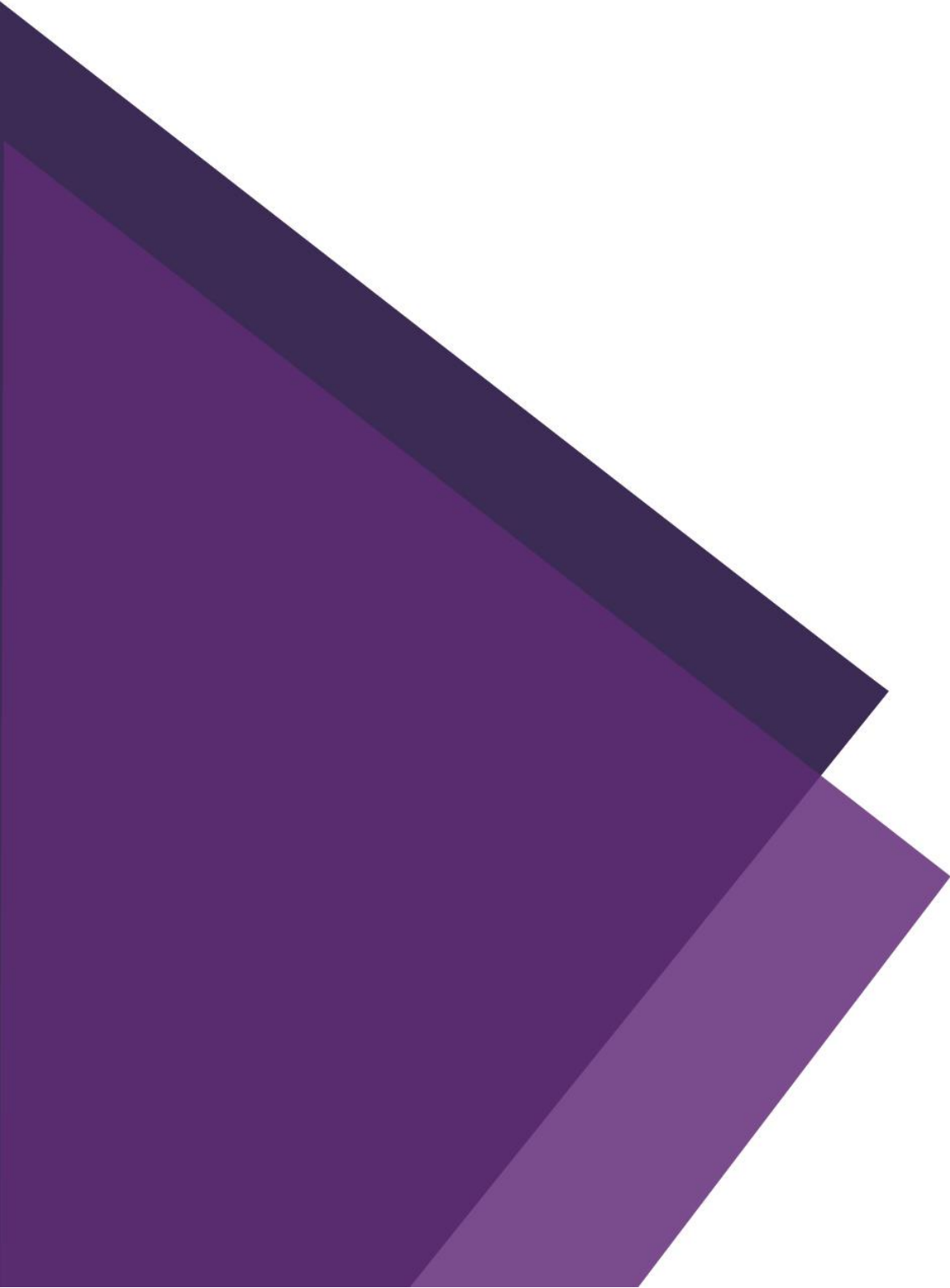
Public Consultation Report



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1. Introduction

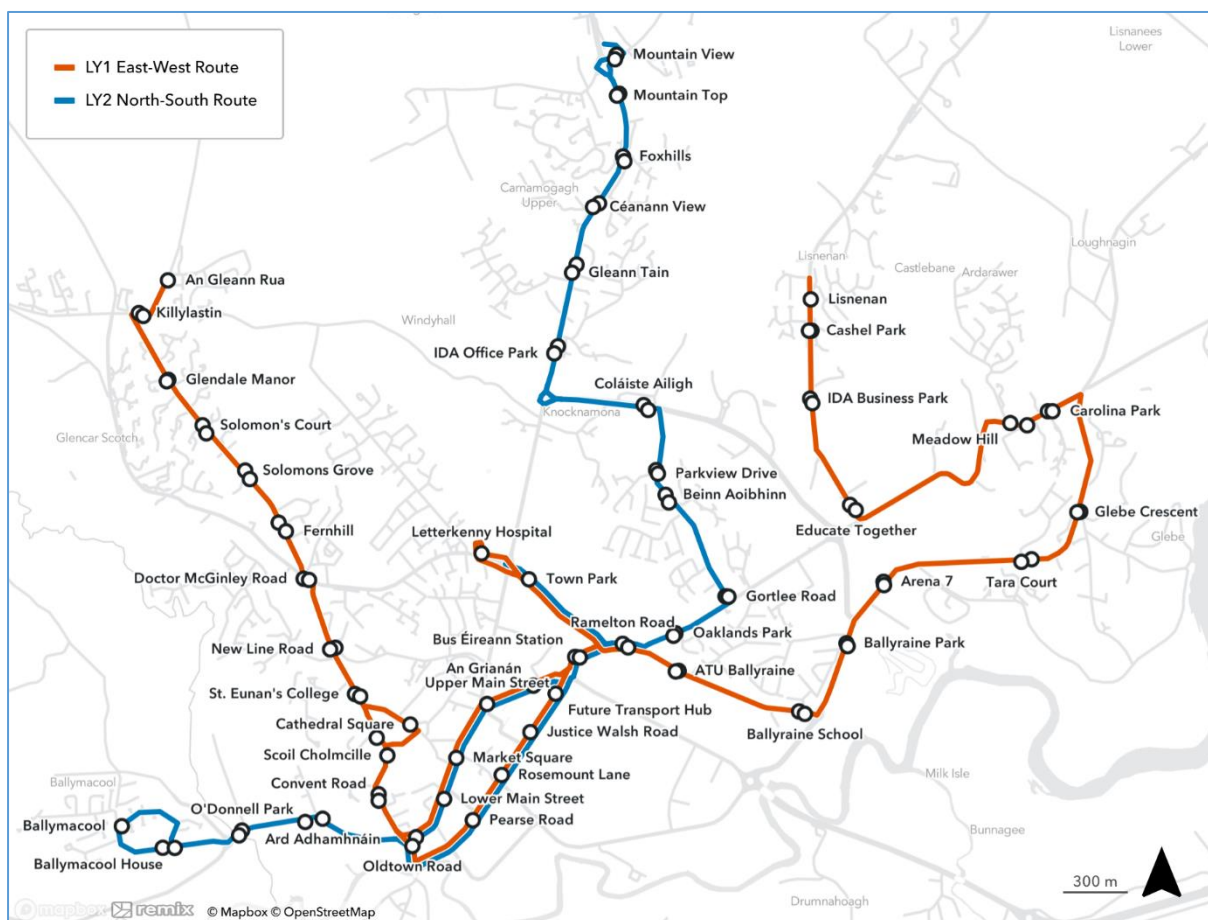


1.1 Proposed Town Bus Service

The National Transport Authority (NTA) is proposing to provide a local urban bus service in Letterkenny to operate within the town up to 17 hours a day, 7 days a week, aligned to the objectives and policies for enhancement of the local urban public transport network for Letterkenny as set out in the Letterkenny Plan and Local Transport Plan 2023-2029.

We plan to introduce two new routes. There will be a bus every half hour in each direction, on each route starting from early morning and running until late at night.

A map of the proposed routes and stops is shown below:



A trip to the town centre will take about 15 minutes and over 80% of the population of the town will be within walking distance of a stop with over 60% within less than 400 meters. The routes will overlap on a shared section between the hospital, ATU, bus station, town centre and Skittle Alley providing for double the frequency of service on this higher demand corridor and the opportunity to change between routes.

The services will be operated by clean, low floor, fully accessible, high capacity, single deck buses. A simple fare structure aligned to the National Fares Strategy will apply, consistent with other PSO town bus network (currently this is a standard flat fare of €2 for adults paying cash or €1.50 for adults using Transport for Ireland (TFI) Leap card). All passengers under the age of 26 and children will pay half price and free travel passes will be honoured on the new service.

New fully accessible bus stops will be provided each showing timetables, route diagrams and other useful information about the service.

The Authority has provided urban bus networks in towns of similar size and diversity to Letterkenny elsewhere in the Country. Residents of these towns have responded well, and the services are growing in both usefulness and popularity.

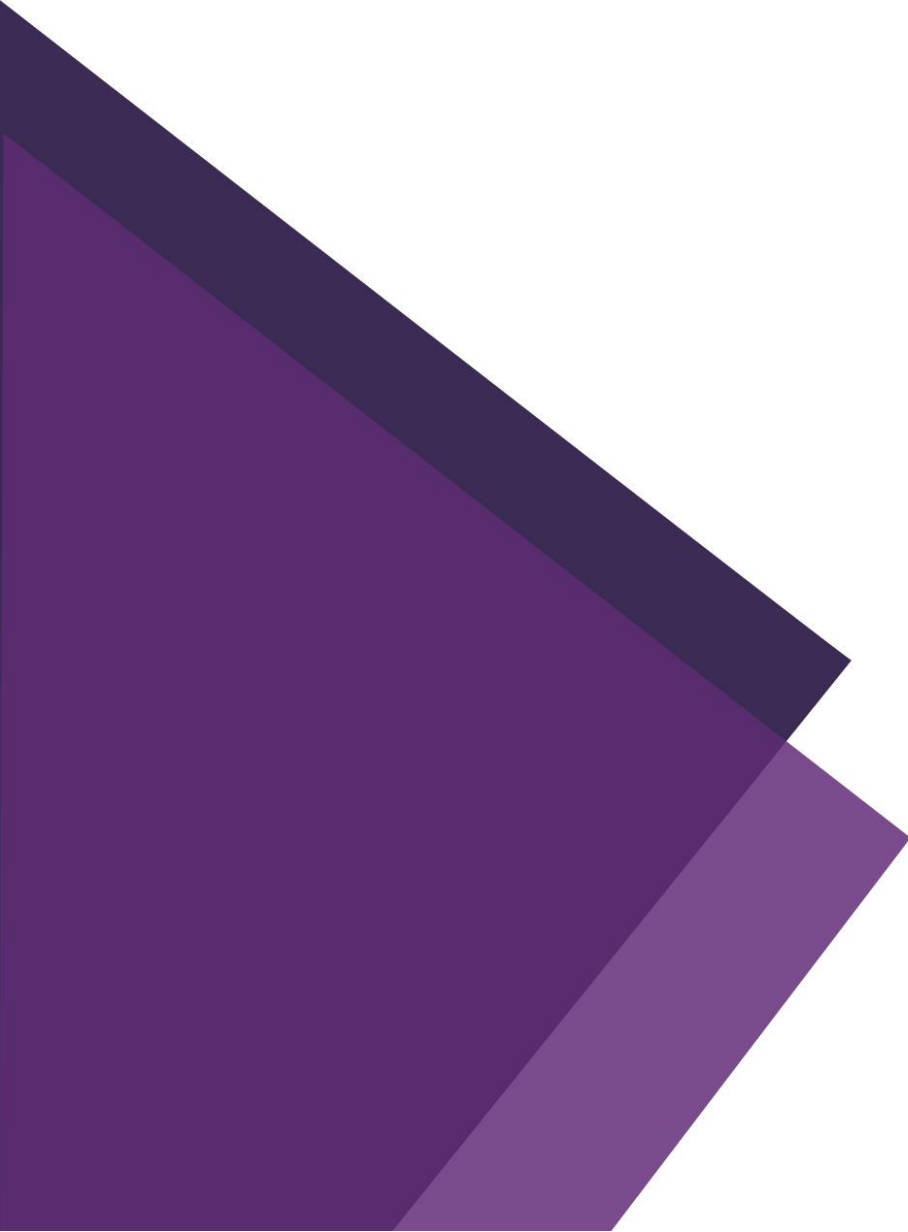
Following this public consultation, the NTA will now engage with Donegal County Council to agree stop locations, designs and installation. We hope to have the service in place by the end of 2026.

1.2 Public Consultation

In order to ensure that we provide the best service for residents, businesses and visitors to Letterkenny, a public consultation was undertaken, to give the public the opportunity to tell us if they support our proposal and to give us their views on routes, stops, places served, times of operation etc.

For a period of 4 weeks from 17/07/2024 to 14/08/2024, the public were able to submit feedback on the Letterkenny Town Bus Service proposals via the NTA consultation portal. An in-person consultation session was also held on the 17th July in the Radisson Hotel in Letterkenny, where a number of written and oral submissions were received. A total of 26 submissions were made over numerous topics. These submissions, along with NTA responses, are listed in section 2. A summary of issues arising from the public consultation, and the next steps to addressing them, is provided in section 3.

2. Summary of Responses Received and Next Steps



2.1 General Summary

The consultation submissions show that there is significant support for the introduction of a town bus service in Letterkenny. The majority of submissions expressed support for the proposed town bus service. None of the submissions objected to the introduction of a town bus service in principle. The most common item to come up in submissions was requests to serve additional areas of the town, not covered by the two routes proposed, while the second most common item was concerns about the operation of the service.

2.2 Requests to Serve Additional Areas

Requests were received for the town bus service to serve the following additional locations:

- To the south of the River Swilly, including Old Town, Lismonaghan, Rahan, Scribly, Rannmor and The Spires
- Letterkenny Retail Parks, Paddy Harte Road and Neil T. Blayney Road
- McGovern Road/Glencar Scotch including The Grange, The Croft and Chestnut Grove – submissions suggested operating a one-way loop along Glencar Irish in one direction and Glencar Scotch in the opposite direction
- National Learning Network in Rossvie Business Park, off Port Road
- Drumnahoagh and Bonagee, along the N56 to the east of Letterkenny
- North of the N13 dual carriageway to the east of Letterkenny
- High Road
- Circular Road, Long Lane and above the hospital
- IDA Business and Technology Park
- Golf Club at Barnhill

The most frequently raised area was the housing estates to the south of the River Swilly around Old Town/Lismonaghan/Rahan/Scribly/Rannmor/The Spires. The pattern of development to the south of the River Swilly makes it difficult to serve this area with a legible alignment, and diverting one of the proposed town routes via here would significantly increase the route length and journey times. The NTA believes that the south of the town could instead be served by diverting or extending another PSO route to serve this area, and options for this will be examined. A similar approach was taken in Clonmel, where Local Link route 356 was amended to serve the Oldbridge and Marlfield areas, with town fares and a free interchange applying to the part of this route within Clonmel town.

The next most frequently raised area was the Letterkenny Retail Parks/Paddy Harte Road/Neil T. Blayney Road. The road layout in the town centre makes it difficult to serve both Main Street and the retail parks in both directions, without introducing long diversions into the route alignments. The NTA believes that access to the traditional town centre of Main Street should be the priority, and on this basis, it was decided to route the services along Main Street instead of via the retail parks.

In relation to the suggestions for a one-way loop between Glencar Irish and Glencar Scotch, to ensure a high level of reliability and punctuality for the town bus service, a certain amount of recovery time will need to be provided at the terminus locations, so that if one trip is delayed, the subsequent trip can still start on time. If the outbound direction was to operate along one road while the inbound direction was to operate along the other road, this would significantly increase journey times for all passengers in one direction, as in either the outbound or inbound direction, passengers would need to sit on the bus as it travels to Gleann Rua and waits for its next service to commence. Unfortunately, this would not provide an attractive level of service to any part of the loop, and would be unlikely to be competitive against the private car for such journeys. The NTA believes that operating a two-way alignment through Glencar Irish would provide a two-way service to the greatest number of people, and is the option which is likely to provide the largest benefit and attract the most passengers.

Port Road, Drumnahoagh/Bonagee and along the N13 dual carriageway are already well-served by regional bus services. In relation to Port Road and Drumnahoagh/Bonagee, the NTA will look at including these regional services within the town fare zone, so that passengers travelling on these services within the town will pay the same fare as the town service, and will have a free transfer to/from the town bus routes within 90 minutes. In relation to the area north of the N13 dual carriageway, the NTA recognises that the lack of safe pedestrian access across the dual carriageway hinders access to the bus service. This issue is outside the scope of this consultation but will be forwarded to Donegal County Council for their consideration.

While it is not proposed to operate the town bus service along either High Road or Circular Road, these will be served from bus stops at either end of them. It is hoped that a new pedestrian entrance can be developed into the IDA Business & Technology Park from the Lisnennan Road, which will provide access to the town bus service. Similarly, the Carolina Park stop will be within a 200 metre walk from the boundary of the golf course at Barnhill, so the golf club could consider creating a new pedestrian entrance if they want to provide access from the bus service.

While all of the above requests are valid, it also needs to be recognised that the town bus service won't be able to serve every possible part of the town. Serving additional places will require either diversions or extensions to one of the routes, or the introduction of additional routes, all of which will

require additional resources and funding to provide. In addition to this, any diversion added to one of the proposed routes will increase journey times for other passengers, which could reduce the attractiveness of the town bus service and reduce its competitiveness against the private car for journeys within the town.

The NTA's initial priority for Letterkenny is to provide an attractive and frequent town bus service of 2 routes in the immediate future, of a similar standard to that provided in other large towns, and which serves a large proportion of the town's population. However, this is not the end goal. The NTA believes that there is merit in further developing the town bus network beyond this to serve more areas, and to adapt as the town expands and transitions to more sustainable travel patterns into the future. The NTA is committed to continuing to review the travel needs of the town, develop further proposals to expand the town bus network, and seek funding from government to implement those proposals, on an ongoing basis into the future.

2.3 Concerns about the Operation of the Service

Concerns were raised in relation to the following aspects of the operation of the service:

- That it will be difficult to provide a reliable and punctual service due to the traffic congestion in Letterkenny
- That a 30-minute frequency mightn't provide sufficient capacity at peak times, particularly during school terms
- That more than 90 minutes should be allowed to let people transfer between routes for free with a Leap Card
- That bus stops need to have a shelter to encourage people to use public transport in the Irish climate

The impact of traffic congestion on the reliability and punctuality of the town bus service is acknowledged. The introduction of a frequent town bus service should encourage a proportion of the population to take the bus instead of driving, and will be part of the solution to reducing traffic congestion in the town. However, it is not the only part of the solution, and other measures, such as improvements to footpaths and cycle lanes, better management of parking demand and smarter travel planning will also be required to fully address this issue.

To mitigate the impacts of traffic congestion, a reasonable amount of spare recovery time will be built into the schedules at terminus locations, so that if one trip is delayed, this can avoid having knock-on impacts to subsequent trips throughout the day. Following the launch of the town bus routes, journey

times and passenger numbers will be monitored, and if required, services can be re-timed to reflect actual journey times, and additional capacity can be provided at peak times.

With all terminus locations anticipated to be within a 15-minute journey of the town centre, and both routes running at a 30-minute frequency, a 90-minute Leap fare is considered more than enough time to allow passengers to transfer between the two routes. Bus shelters are the subject of a separate funding stream, and will be provided separately under that, on the basis of need.

2.4 Other Observations

A number of items raised are outside the scope of this consultation, but will be referred to Donegal County Council for their consideration. These include:

- Bicycle and scooter parking at bus stops
- Traffic congestion on Old Town Bridge, and lack of a footpath
- Park and ride (south of Clanree Hotel suggested as a location)

Finally, one submission complimented the existing town bus service operated by Doherty's Travel, and their drivers, which has been noted.

3. Appendix 1: Detailed Submissions and NTA Responses

3.1 Appendix 1: Detailed Submissions and NTA Responses

Submission	Author	Body	NTA Response
NTA-C27-1 Bicycle and scooter lock-up facilities in Letterkenny	Tracey Higinio	The new town bus service would be a welcomed addition to Letterkenny as well as dedicated lanes for walking and bikes. Would it be possible to include additional bike/scooter lockup parking options around Letterkenny to accommodate for these extra transport options.	Support for town bus service is noted. Bicycle and scooter parking are outside the scope of this consultation but will be forwarded to Donegal County Council for their consideration.
NTA-C27-2 Comments on Letterkenny Bus Service	Ayrton Kelly	I am fully supportive of the two new bus routes and proposed implementation of a town bus service. The routes as proposed have a large catchment and I'm glad to see that they service the main schools and public services in the town. Having said this, I feel like south Letterkenny (south of the Swilly) is underserved. I acknowledge that the population may not be dense enough to justify servicing the likes of Drumnahoagh and Bonagee but it would be nice to see the route extended to the Polestar rather than the Ballyraine roundabout. On this thread, another gap is the lack of service directly to the retail parks via the Paddy Harte Road and Neil T. Blaney Road. With amenities such as the cinema and the Radisson, I feel this would be important. The High Road is also not served. I feel like it would also be worth exploring if Old Town and Lismonaghan could be serviced in some way as they are quite densely populated areas. In terms of 30 minute frequency, I think this is appropriate for the majority of the day though depending on demand additional frequency should be considered at peak hours during school terms at least.	Support for town bus service is noted. As some regional bus routes pass through Drumnahoagh on their way in and out of Letterkenny, these can be used to provide a service to Drumnahoagh and Bonagee. Drumnahoagh was added as a stop to Local Link route 953 between Greencastle and Letterkenny from the 14th October 2024, and is now served 6-8 times per day in each direction. The road layout in the town centre makes it difficult to serve both Main Street and the retail parks in both directions, without introducing long diversions into the route alignments. The NTA believes that access to the traditional town centre of Main Street should be the priority, and on this basis, it was decided to route the services along Main Street instead of via the retail parks. Due to active travel measures being proposed along High Road, there will be insufficient space to provide two-way bus running along this road. However, stops will be provided at either end of High Road, on Upper Main Street and at Letterkenny University Hospital.

			<p>The pattern of development in the south of the town makes it difficult to serve Old Town and Lismonaghan with a legible alignment, and diverting one of the proposed town routes via here would significantly increase the route length and journey times. The NTA believes that the south of the town could instead be served by diverting or extending another PSO route to serve this area, and options for this will be examined. A similar approach was taken in Clonmel, where Local Link route 356 was amended to serve the Oldbridge and Marlfield areas, with town fares and a free interchange applying to the part of this route within Clonmel town.</p> <p>Following the launch of the town bus routes, passenger numbers will be monitored, and additional capacity can be provided at peak times, if required.</p>
NTA-C27-3 Town bus service	Martin Gibbons	The current bus service is covering my area which there are several people using it the new route will no long be available to me or a large number of other people who depend on it on a daily basis myself I'd be lost without this	The importance of the existing town bus service is noted.

NTA-C27-4 No bus across Old Town Bridge	Dean Kane	<p>As much as the new bus routes should be welcomed, it feels as if a large part of the town has been completely missed.</p> <p>The Old Town Bridge is a complete bottleneck for traffic; it causes severe congestion for people in the areas of Old Town, Lismonaghan, The Spires, Scribly, Rahan, and all other areas that rely on crossing the Old Town Bridge. People need to cross this bridge to access the town and its various amenities. The traffic at Old Town Bridge has knock-on effects for other areas in the town.</p> <p>There is very little on the south side of the bridge, no parks for children being an evident example, despite a large number of children living in the area, and, of course, zero public transport. Another point to highlight is that in part of Old Town, there is no footpath, and pedestrians need to walk onto the road, standing out to look past a large bush to ensure there is no oncoming traffic. Public transport would be safer for people (although the footpath issue is a different matter altogether).</p> <p>The main benefit of a bus that includes the areas immediately south of the Old Town Bridge is offering an alternative to driving, which will help alleviate some of the traffic crossing the bridge. There are also areas, such as Lismonaghan Hill, that some sections of the population may struggle to walk up, and it would support the less able in the community.</p> <p>I propose that either:</p> <p>A. Route 1 is updated to cross Old Town Bridge, with stops in Old Town, going up Lismonaghan Hill, stopping at the larger housing estates, turning in Hillview Estate and returning down the hill, doing something similar in Rahan and returning across the Old Town Bridge to complete the route.</p> <p>B. A new Route 3 is added that covers the above areas.</p> <p>Please see the attached Google Maps screenshot of the proposed areas to cover.</p>	<p>Support for town bus service is noted.</p> <p>The pattern of development in the south of the town makes it difficult to serve Old Town, Lismonaghan and Rahan with a legible alignment. The suggested diversion to route 1 would add a significant amount of journey time to cross-town journeys. While the NTA believes that there is merit for a third town route in the future, this would require additional resources and funding from government to provide. The NTA's priority is to get an initial 2-route network in place in Letterkenny in the immediate future, and additional routes can be considered after this. The NTA believes that the south of the town could instead be served by diverting or extending another PSO route to serve this area, and options for this will be examined. A similar approach was taken in Clonmel, where Local Link route 356 was amended to serve the Oldbridge and Marlfield areas, with town fares and a free interchange applying to the part of this route within Clonmel town.</p> <p>The traffic congestion on Old Town Bridge and the lack of a footpath are outside the scope of this consultation but will be forwarded to Donegal County Council for their consideration.</p>
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NTA-C27-4.1 No bus across Old Town Bridge	Aidan Milligan	I second this recommendation, across old town bridge is a large portion of Letterkenny's population, there is no safe path for people willing to get into town on foot, the old town bridge is also the main route residents take to get into town, aforementioned are the congestion issues at the most unsafe & uncoordinated roundabout in the town, some of this would certainly be alleviated if public transport was available to the residents south of the bridge as there are minimal to no amenities accessible on that side of the river. I would also propose a third route as I believe this an area that would benefit the most from a public transport system, if that is not possible an extension on one of the currently proposed routes would be necessary.	
NTA-C27-4.2 No bus across Old Town Bridge	Liam Thompson	I second this submission, this large section of the town has been overlooked, can this be reviewed.	
NTA-C27-5 Timing	Joe Hunter	While I welcome the introduction of a town bus service, I have the following observation: A bus service can only be successful if it is timely and reliable. However, Letterkenny is an absolute disaster for traffic congestion. How will you be able to guarantee punctuality with no bus lanes in the town? I live in the Ballymacool area, and travel time to town can vary from 5 minutes to over 20 minutes during peak times. I remember using the original "Handy Bus" years ago; it was 20 minutes late picking me up from my stop, and I never used it again. If you want people to use it, the service needs to be reliable for getting people to school, work, appointments, etc. I also agree with other submissions that the area of Lismonaghan / Rahan, which has a massive catchment area, needs to be included as a third route.	Support for town bus service is noted. The impact of traffic congestion on the reliability and punctuality of the town bus service is noted. The introduction of a frequent town bus service should encourage a proportion of the population to take the bus instead of driving, and will be part of the solution to reducing traffic congestion in the town. However, it is not the only part of the solution, and other measures, such as improvements to footpaths and cycle lanes, better management of parking demand and smarter travel planning will also be required to fully address this issue. To mitigate the impacts of traffic congestion, a reasonable amount of spare recovery time will be built into the schedules at

NTA-C27-5.1 Timing	Tracey Higino	I agree, timing is crucial, separate bus lane should be considered.	<p>terminus locations, so that if one trip is delayed, this can avoid having knock-on impacts to subsequent trips throughout the day.</p> <p>While the NTA believes that there is merit for a third town route in the future, this would require additional resources and funding from government to provide. The NTA's priority is to get an initial 2-route network in place in Letterkenny in the immediate future, and additional routes can be considered after this. The NTA believes that the south of the town could instead be served by diverting or extending another PSO route to serve this area, and options for this will be examined. A similar approach was taken in Clonmel, where Local Link route 356 was amended to serve the Oldbridge and Marlfield areas, with town fares and a free interchange applying to the part of this route within Clonmel town.</p>
NTA-C27-6 Letterkenny Bus Service	Michael Purtill	Bus route 2 goes up Glencar Irish and up towards Gleann Rua, I imagine it returns this same route. It would appear to make perfect sense that the journey down could be via the Glencar scotch area and take in a number of estates, The Grange, The Croft, Chestnut Grove, Pine Court, and reconnects to the route at Dr McGinley.	To ensure a high level of reliability and punctuality for the town bus service, a certain amount of recovery time will need to be provided at the terminus locations, so that if one trip is delayed, the subsequent trip can still start on time. If the outbound direction was to operate via Glencar Irish and the inbound direction was to operate via Glencar Scotch, this would significantly increase journey times from estates along Glencar Irish to the town centre, as passengers would need to sit on the bus as it travels to Gleann Rua and waits for its next service to commence. Similarly, passengers travelling from the town centre to estates along Glencar Scotch would similarly need to sit on the bus as it travels to Gleann Rua and waits for its next service to commence. Unfortunately, this would not

			<p>provide an attractive level of service to either Glencar Irish or Glencar Scotch, and would be unlikely to be competitive against the private car for such journeys.</p> <p>The NTA believes that operating a two-way alignment through Glencar Irish would provide a two-way service to the greatest number of people, and is the option which is likely to provide the largest benefit and attract the most passengers.</p>
NTA-C27-7 My comments on the Letterkenny town bus	Susan Doherty	<p>I was delighted to hear that we were finally going to get a town bus that would encompass all of Letterkenny! The present bus service does not come up to where I live. [Personal information redacted]. Although I have been on this bus alot in town, the service is great,the drivers are gentlemen, I hope they get the new contract as they deserve it. As with all big towns timetables are very hard to stick to as traffic and the flow of traffic is dictated by the time of day, schools open or closed, bank holidays, the rally and so many other factors. I hope that we in the Old Town/ Lismonaghan area will be given a third bus that could link up with the main ones? Above the hospital there are alot of housing estates that are also neglected by this newly proposed town bus plan? It's like the councillor who I have spoken regarding the town bus have forgotten about anything but the center of town ?? Letterkenny is an expanding town and this needs to be addressed urgently!! A town bus should be for every one not just people living in and around the town centre. With a simple bit of planning this should be achievable. Join the dots and everyone should be afforded our new and improved town bus. ??</p>	<p>Support for town bus service is noted.</p> <p>Support and compliments for existing commercial town bus service operated by Doherty's Travel is noted.</p> <p>While the NTA believes that there is merit for a third town route in the future, this would require additional resources and funding from government to provide. The NTA's priority is to get an initial 2-route network in place in Letterkenny in the immediate future, and additional routes can be considered after this. The NTA believes that the south of the town could instead be served by diverting or extending another PSO route to serve this area, and options for this will be examined. A similar approach was taken in Clonmel, where Local Link route 356 was amended to serve the Oldbridge and Marlfield areas, with town fares and a free interchange applying to the part of this route within Clonmel town.</p>
NTA-C27-8 Frequency of town bus service	Mary Ryan	<p>I think this service will be very welcome, difficulty in getting parking is one of the biggest issues for staff at my workplace. Hopefully this service will be reliable and cut down on car journeys.</p>	<p>Support for town bus service is noted.</p> <p>Following the launch of the town bus routes,</p>

		As regards teenagers using the bus to get to school, will there be enough seats and services in the early morning and 4 pm onwards periods for this to be a realistic option?	passenger numbers will be monitored, and additional capacity can be provided at peak times, if required.
NTA-C27-9 Letterkenny Town Service	Judith McCarthy	This would be a very positive service for Letterkenny and its communities. It should reduce the number of cars on the roads in and around Letterkenny and benefit those living in and visiting the town.	Support for town bus service is noted.
NTA-C27-10 Bus stop at National Learning Network	National Learning Network	<p>National Learning Network (NLN) are a specialised training service who have 100 students, all with an additional support need.</p> <p>Many of the students at NLN have mobility issues and are restricted to where they can travel in Letterkenny. Until now accessible transport is limited in the area, which means they rely solely on family lifts or accessible taxis. This can be costly and limiting to their independence.</p> <p>A bus stop at NLN would mean students could travel more independently from their homes and access services within Letterkenny on a daily basis. This would be life changing for the students and increase the choices that would be available to them.</p>	It is not proposed that the town bus service will operate along Port Road, as this is already well-served by regional PSO bus services, which are currently in the process of being transitioned to low-floor, step-free accessible vehicles. However, the NTA will look at including these regional services within the town fare zone, so that passengers travelling on these services within the town will pay the same fare as the town service, and will have a free transfer to/from the town bus routes within 90 minutes.

NTA-C27-11 Disability Services Access	Eleanor Campbell	<p>I wish to support the placing of a Bus Stop outside Rossvie Business Pk Letterkenny, to support access to students who attend NLN Letterkenny, Rossvie Business Pk. Students currently spend a large amount of their financial resources and time accessing local taxi services to travel around Letterkenny due to limited accessibility and route of the current bus service. If the students could access public transport outside their door it would have a meaningful impact on their lives. Many of our students attend activities in and around the Vestry and St Conal's Campus having a route from Rossvie to St Conal's Campus/Letterkenny Pk would again be very useful to the students.</p> <p>We are delighted that an accessible bus services is going to be introduced to the town and we hope it will benefit everyone including our students.</p>	<p>It is not proposed that the town bus service will operate along Port Road, as this is already well-served by regional PSO bus services, which are currently in the process of being transitioned to low-floor, step-free accessible vehicles. However, the NTA will look at including these regional services within the town fare zone, so that passengers travelling on these services within the town will pay the same fare as the town service, and will have a free transfer to/from the town bus routes within 90 minutes.</p>
NTA-C27-12 New town bus service	Eddie Margey	<p>I think the new service will be of huge benefit for the people of Letterkenny. I have [personal information redacted] children who will definitely be using the service when up and running. Given our climate, waiting for a bus outdoors any time of the year can be difficult, and it's my view that bus stops should always have a shelter, provided the area/space is there to install it. If we are serious about encouraging people to use public transport, then we need to provide the infrastructure to enable them to use public transport. I don't think I would send my kids or go myself for that matter to wait on a bus if there was no shelter provided. But all in all it's great to see the new plans and hopefully you will take my submission on board.</p> <p>Regards Eddie Margey.</p>	<p>Support for town bus service is noted.</p> <p>Comments in relation to the need for bus shelters is noted. Bus shelters are the subject of a separate programme of work and will be provided separately under that, on the basis of need.</p>
NTA-C27-13 Lismonaghan Hill	In person Submission	<p>We could link up with the bus stopping at "Oldtown-Road". I live in the Maples which is on Lismonaghan Hill our area has been completely neglected in this town plan for the bus routes. Living in Letterkenny. Need the bus service badly.</p>	<p>The pattern of development in the south of the town makes it difficult to serve Old Town and Lismonaghan with a legible alignment, and diverting one of the proposed town routes via here would significantly increase the route length and journey times. The NTA</p>

			believes that the south of the town could instead be served by diverting or extending another PSO route to serve this area, and options for this will be examined. A similar approach was taken in Clonmel, where Local Link route 356 was amended to serve the Oldbridge and Marlfield areas, with town fares and a free interchange applying to the part of this route within Clonmel town.
NTA-C27-14 Lismonaghan Area	In Person Submission 2	We could link up with the bus stopping at "Oldtown-Road". I live in the Maples which is on Lismonaghan Hill our area has been completely neglected in this town plan for the bus routes. Living in Letterkenny. Need the bus service badly.	The pattern of development in the south of the town makes it difficult to serve Old Town and Lismonaghan with a legible alignment, and diverting one of the proposed town routes via here would significantly increase the route length and journey times. The NTA believes that the south of the town could instead be served by diverting or extending another PSO route to serve this area, and options for this will be examined. A similar approach was taken in Clonmel, where Local Link route 356 was amended to serve the Oldbridge and Marlfield areas, with town fares and a free interchange applying to the part of this route within Clonmel town.
NTA-C27-15 Lismonaghan	In Person Submission 3	We could link up with the bus stopping at "Oldtown-Road". I live in the Maples which is on Lismonaghan Hill our area has been completely neglected in this town plan for the bus routes.	The pattern of development in the south of the town makes it difficult to serve Old Town and Lismonaghan with a legible alignment, and diverting one of the proposed town routes via here would significantly increase the route length and journey times. The NTA believes that the south of the town could instead be served by diverting or extending another PSO route to serve this area, and options for this will be examined. A similar approach was taken in Clonmel, where Local Link route 356 was amended to serve the Oldbridge and Marlfield areas, with town fares and a free

			interchange applying to the part of this route within Clonmel town.
NTA-C27-16 Lismonaghan Neglected	In Person Submission 4	I am on disability and cannot afford to leave my house in a taxi 6 days a week I am on a limited budget. It's a disgrace no buses are going to be provided to my area. The pensioners, single people, single mothers and children are being neglected by the NTA and our government.	The pattern of development in the south of the town makes it difficult to serve Old Town and Lismonaghan with a legible alignment, and diverting one of the proposed town routes via here would significantly increase the route length and journey times. The NTA believes that the south of the town could instead be served by diverting or extending another PSO route to serve this area, and options for this will be examined. A similar approach was taken in Clonmel, where Local Link route 356 was amended to serve the Oldbridge and Marlfield areas, with town fares and a free interchange applying to the part of this route within Clonmel town.
NTA-C27-17 Concerns	Brendan Sweeney	No access to TFI Local Link. No access to proposed Letterkenny Town Service. 7 students in the area who attend Letterkenny ATU have to use cars.	The area being referred to is a short distance from the Dromore stop on TFI Local Link route 989, but requires pedestrians to cross the N13 dual carriageway, presenting a barrier to access from this area to the stop. This issue is outside the scope of this consultation but will be forwarded to Donegal County Council for their consideration.
NTA-C27-18 Lismonaghan	Mary Donaghey	We need a bus route in the Lismonaghan and surrounding areas that provides adequate service. This area is not on the proposed route network. Could this oversight be amended to include all areas in the Oldtown and surrounding districts Rahan, Scribly and Lismonaghan. I live in the Lismonaghan area and would appreciate if you take this into consideration.	The pattern of development in the south of the town makes it difficult to serve Old Town and Lismonaghan with a legible alignment, and diverting one of the proposed town routes via here would significantly increase the route length and journey times. The NTA believes that the south of the town could instead be served by diverting or extending another PSO route to serve this area, and options for this will be examined. A similar approach was taken in Clonmel, where Local Link route 356 was amended to serve the Oldbridge and Marlfield areas, with town fares and a free

			interchange applying to the part of this route within Clonmel town.
NTA-C27-19 Notes on this proposal from day of consultation	Nicole Carr	<p>Brief notes taken on the day of public consultation, in-person. Notes contain any repeatedly mentioned neglected areas from the public's point of view as well as some concerns. On concerns noted in this attachment: traffic was a concern in terms of bus efficiency and reliability, some mentioned that a longer window of time for leap card capping (more than 90 mins) should be considered, park and ride was also mentioned in many contexts with some suggesting the area south of the Clanree Hotel as a generally good area for this potential facility. Importantly, park and ride is not a part of this proposal but is mentioned in these notes due to people bringing it up during consultation.</p> <p>Neglected areas: Lismonaghan/Oldtown, Long Lane, South side, National Learning Centre by Polestar - crossview, Golf Club Barnhill (occasionally).</p> <p>Other concerns: Traffic, Leap Card cap, Park & Ride (Clanree).</p>	<p>The pattern of development in the south of the town makes it difficult to serve Old Town and Lismonaghan with a legible alignment, and diverting one of the proposed town routes via here would significantly increase the route length and journey times. The NTA believes that the south of the town could instead be served by diverting or extending another PSO route to serve this area, and options for this will be examined. A similar approach was taken in Clonmel, where Local Link route 356 was amended to serve the Oldbridge and Marlfield areas, with town fares and a free interchange applying to the part of this route within Clonmel town.</p> <p>It is not proposed that the town bus service will operate along Port Road, as this is already well-served by regional bus services. However, the NTA will look at including these regional services within the town fare zone, so that passengers travelling on these services within the town will pay the same fare as the town service, and will have a free transfer to/from the town bus routes within 90 minutes.</p> <p>It is not proposed to serve the golf club at Barnhill, however the Carolina Park stop will be within a 200 metre walk from the boundary of the golf course, so the golf club could consider creating a new pedestrian entrance if they want to provide access from the bus service.</p> <p>The impact of traffic congestion on the reliability and</p>

			<p>punctuality of the town bus service is noted. The introduction of a frequent town bus service should encourage a proportion of the population to take the bus instead of driving, and will be part of the solution to reducing traffic congestion in the town. However, it is not the only part of the solution, and other measures, such as improvements to footpaths and cycle lanes, better management of parking demand and smarter travel planning will also be required to fully address this issue. To mitigate the impacts of traffic congestion, a reasonable amount of spare recovery time will be built into the schedules at terminus locations, so that if one trip is delayed, this can avoid having knock-on impacts to subsequent trips throughout the day.</p> <p>It is proposed that fares and ticketing will for the Letterkenny town bus service will be in line with the fares and ticketing for other PSO town bus services in Ireland. With all terminus locations anticipated to be within a 15-minute journey of the town centre, and both routes running at a 30-minute frequency, a 90-minute fare is considered more than enough time to allow passengers to transfer between the two routes.</p> <p>Park and ride is outside the scope of this consultation but will be forwarded to Donegal County Council for their consideration.</p>
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NTA-C27-20 Letterkenny Town Bus Service July 2024	Letterkenny Chamber	<p>As highlighted in the document 4 out of 5 trips to work or education in Letterkenny start and finish within the town. The majority of travel being by car and as we all know Letterkenny traffic issues are well documented and are a cause for concern for many. Some of the issues are to do with the design of the road system but others relate to our roads being at capacity. We all want to live and work in a greener, more sustainable environment, but currently over reliance on the car prevents this from happening. Currently the high car usage in Letterkenny and the fact that to access many parts of Donegal drivers have to come through Letterkenny is causing reputational damage and may in the long term deter investment and detract visitors.</p> <p>We have argued and lobbied for many years for the provision of a efficient urban bus service that is accessible, user friendly and that operates routes that are well marked for local people and visitors. We have called for a service that enables people to get to their destination in a timely , comfortable and reliable fashion.</p> <p>From a business perspective we welcome this initiative and in particular the goal that a trip to the town centre on each of the designated routes would take 15 -20 minutes. This would enable people to access the town centre to get to work, shop or access education in a timely manner without the added stress of being in traffic. Half-hourly intervals would be very acceptable and we believe would serve the general public well. Starting at 6am would be excellent and running until 11pm would really make a difference to many people accessing the town.</p> <p>In terms of routes one observation is that there is no service to Lismonaghan, across the river. This is now a highly populated area and a route that covers those estates would be attractive. In addition neither of the routes cover the Business Park Road</p>	<p>Support for town bus service is noted.</p> <p>The pattern of development in the south of the town makes it difficult to serve Old Town and Lismonaghan with a legible alignment, and diverting one of the proposed town routes via here would significantly increase the route length and journey times. The NTA believes that the south of the town could instead be served by diverting or extending another PSO route to serve this area, and options for this will be examined. A similar approach was taken in Clonmel, where Local Link route 356 was amended to serve the Oldbridge and Marlfield areas, with town fares and a free interchange applying to the part of this route within Clonmel town.</p> <p>It is hoped that a new pedestrian entrance can be developed into the IDA Business & Technology Park from the Lisnennan Road, which will provide access to the town bus service.</p>
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		<p>closely. Route 1 stops at Colaiste Aligh and Gortlee Road which then means a walk to those larger employers, however the aim of the bus service is to bring people into and around the town centre this is by no means a huge issue.</p> <p>We welcome the implementation of this service by end of 2025. If f this frequent, efficient service is marketed well it would be excellent for Letterkenny. Using buses regularly does require a cultural shift in behaviour, but if routes and bus stops are clear, payment and access is simple then this service should become a success and we would be happy to support it.</p>	
NTA-C27-20 Letterkenny Town Bus Service July 2024	Letterkenny Chamber	<p>Letterkenny Chamber has over the years helped to promote various initiatives that help people access local services, we would happily share any marketing material on these new services on our ShopLK website and social media. It is important for us that local people can access local shopping and services. If, together we can make this service work it will help with the future success of Letterkenny.</p>	Support for town bus service is noted. Offer to assist in marketing the town bus service is noted and appreciated.
NTA-C27-21 Rannmor	Alison O Neill	<p>The route needs to be extended up the hill to Rannmor and neighbouring estates. It's a little unfair to have the bus stop at the bridge meaning walking a fair distance especially when it's raining which it does quite a lot here ...it would be great like in most towns to be able to hop on a bus from home and go to work ..or The hospital etc. I welcome the bus plan for sure but it needs to be extended up the hill to us ..</p>	<p>Support for town bus service is noted.</p> <p>The pattern of development in the south of the town makes it difficult to serve Old Town and Lismonaghan with a legible alignment, and diverting one of the proposed town routes via here would significantly increase the route length and journey times. The NTA believes that the south of the town could instead be served by diverting or extending another PSO route to serve this area, and options for this will be examined. A similar approach was taken in Clonmel, where Local Link route 356 was amended to serve the Oldbridge and Marlfield areas, with town fares and a free interchange applying to the part of this route within Clonmel town.</p>

<p>NTA-C27-22 Small amendment to Bus Route 2</p>	<p>Martin Gallagher</p>	<p>I welcome the new enhanced town bus service and completely understand that it's impossible to service everyone with 2 bus routes. Let's hope that when these 2 new routes are up and running, a third and fourth route can be added as our town/demand expands.</p> <p>However, I think one small change could be made to the Glencar section of Bus Route 2, that would then include a new area with hundreds of houses, without adding anything additional to journey times. Currently, it is proposed that the bus travels the same route, in both directions, between Dr McGinley Road and An Gleann Rua, passing Ferhill, Solomon's Grove, Solomon's Court, Glendale Manor, Killylastin.</p> <p>With a slight variation, the journey between Dr McGinley and Gleann Rua could become a mini loop within itself, which could travel along the McGovern Road/Glencar Scotch in one direction, to include the areas of, The Grange (113 homes alone), The Croft, Chestnut Grove, etc.</p> <p>With a bus stop near/at the Applegreen Cill an Oir, this in turn would bring the bus service closer to the residents of An Clarach, Gleann Eadan and Cluain Ard, which have about 150 homes between them, with new homes planned in this area.</p> <p>Thanks for taking the time to consider this submission.</p>	<p>Support for town bus service is noted.</p> <p>To ensure a high level of reliability and punctuality for the town bus service, a certain amount of recovery time will need to be provided at the terminus locations, so that if one trip is delayed, the subsequent trip can still start on time. If the outbound direction was to operate along one road while the inbound direction was to operate along the other road, this would significantly increase journey times for all passengers in one direction, as in either the outbound or inbound direction, passengers would need to sit on the bus as it travels to Gleann Rua and waits for its next service to commence. Unfortunately, this would not provide an attractive level of service to any part of the loop, and would be unlikely to be competitive against the private car for such journeys.</p> <p>The NTA believes that operating a two-way alignment through Glencar Irish would provide a two-way service to the greatest number of people, and is the option which is likely to provide the largest benefit and attract the most passengers.</p>
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<p>NTA-C27-23 A Welcome Initiative that Needs Important Addition</p>	<p>Nchedo Cyril Obi Igweilo</p>	<p>Letterkenny is one of the fastest growing towns in the country. It is also the only town of its size without a town bus service. It is therefore a welcome initiative from the NTA to have town bus service operating in Letterkenny.</p> <p>It is very important, however to point out that this initiative would only be successful in reducing the traffic congestion being witnessed around Letterkenny town centre if the plan is extended to include Old Town areas of Rannmor, Lismonaghan, Scribly, and Rahan. The bus service will reduce the high number of cars going in and coming out of these fast-growing parts of Letterkenny.</p> <p>It is important to note that when we have better and reliable town bus service that connects schools, social amenities, business parks and large housing estates most people would prefer bus service to using their cars. This means safer roads and greener towns.</p> <p>Thank you for the Letterkenny Town Bus Service initiative, and I look forward to seeing my suggestions taken into consideration.</p> <p>Regard, Nchedo Cyril Obi Igweilo</p>	<p>Support for town bus service is noted.</p> <p>The pattern of development in the south of the town makes it difficult to serve Old Town and Lismonaghan with a legible alignment, and diverting one of the proposed town routes via here would significantly increase the route length and journey times. The NTA believes that the south of the town could instead be served by diverting or extending another PSO route to serve this area, and options for this will be examined. A similar approach was taken in Clonmel, where Local Link route 356 was amended to serve the Oldbridge and Marfield areas, with town fares and a free interchange applying to the part of this route within Clonmel town.</p>
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NTA-C27-24 Welcome service but small additions	Arlen Noonan	<p>This proposal is fantastic and is a service that is badly needed to the town. I hope that this will alleviate traffic congestion which has unfortunately been a staple of Letterkenny in the past number of years. I have two observations on this proposal. Firstly, I think that one of the routes should be extended to include the considerable population living in the Oldtown/Lismonaghan area. This observation is echoed by almost all other respondents to the service. This would hopefully alleviate traffic in the Oldtown area which is a constant headache for many citizens. The extension of either bus route would allow for this.</p> <p>I also think that a number of people in Glencar would benefit from the extension of bus route 2 through the Circular Road (from the Hospital to Glencar Roundabout). A considerable amount of people living in this area may find it difficult to walk to many of the bus stops. I believe that a Bus Stop at Simpson's and/or Glencar Shopping Centre would be a huge welcome to many of the hundreds of people (many of whom are elderly) living in this area.</p> <p>Overall, I welcome this proposal and I am excited for its introduction to the town in due course.</p>	<p>Support for town bus service is noted.</p> <p>The pattern of development in the south of the town makes it difficult to serve Old Town and Lismonaghan with a legible alignment, and diverting one of the proposed town routes via here would significantly increase the route length and journey times. The NTA believes that the south of the town could instead be served by diverting or extending another PSO route to serve this area, and options for this will be examined. A similar approach was taken in Clonmel, where Local Link route 356 was amended to serve the Oldbridge and Marlfield areas, with town fares and a free interchange applying to the part of this route within Clonmel town.</p> <p>It is not proposed to operate the town bus service along Circular Road, however Circular Road will be served from stops at either end of it, at the Dr McGinley Road junction to the west and Letterkenny University Hospital to the east.</p>
NTA-C27-25 Great addition but some areas could be improved	Ryan Patton	<p>While it will be brilliant to have a regular bus service in Letterkenny town and in the current plans it would be a great asset, I believe there are some ways it could be adjusted slightly to greatly improve the effectiveness and uptake of the service. First of which being the adding the retail parks and some part of the Neil T Blaney Road and the port road. I believe adding this could greatly improve the amount of places that could be accessed easily by bus. This could greatly alleviate the traffic situation during peak shopping times as people would be less inclined to use their car to go between shops.</p> <p>As adding this section of road to one of the bus routes would greatly extend that route and possibly create a lot of</p>	<p>Support for town bus service is noted.</p> <p>The road layout in the town centre makes it difficult to serve both Main Street and the retail parks in both directions, without introducing long diversions into the route alignments. The NTA believes that access to the traditional town centre of Main Street should be the priority, and on this basis, it was decided to route the services along Main Street instead of via the retail parks.</p>

		<p>overlapping as the bus goes around the one way system multiple times potentially, another option which would also solve another gap that I see in the plan is adding a third route that services the southern side of Letterkenny including Old town and Lismonaghan potentially along with Bonagee. This route would then serve the retail parks, Neil T Blaney Road and the remainder of the port road.</p> <p>Another addition that I think would be beneficial would be modifying either route to capture a bit more of the large offices in the IDA parks some of which would be left some distance from both routes under the plan, but as its not terribly far maybe just running these modified routes during typical office work start and end times would be enough. If enough people use the service for commuting I could see extra services at these times being helpful too.</p> <p>Whatever form the service takes, glad to see it happen.</p>	<p>The pattern of development in the south of the town makes it difficult to serve Old Town, Lismonaghan and Rahan with a legible alignment. While the NTA believes that there is merit for a third town route in the future, this would require additional resources and funding from government to provide. The NTA's priority is to get an initial 2-route network in place in Letterkenny in the immediate future, and additional routes can be considered after this. The NTA believes that the south of the town could instead be served by diverting or extending another PSO route to serve this area, and options for this will be examined. A similar approach was taken in Clonmel, where Local Link route 356 was amended to serve the Oldbridge and Marlfield areas, with town fares and a free interchange applying to the part of this route within Clonmel town.</p> <p>Drumnahoagh was added as a stop to Local Link route 953 between Greencastle and Letterkenny from the 14th October 2024, and now provides a service to Bonagee 6-8 times per day in each direction.</p> <p>It is hoped that a new pedestrian entrance can be developed into the IDA Business & Technology Park from the Lisnennan Road, which will provide access to the town bus service.</p>
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<p>NTA-C27-26 General Comment on plan and consultation process</p>	<p>Gabriel Conway</p>	<p>I am in approval overall of the Letterkenny Town Service proposals. I would like to comment on the overall consultation process. It is greatly welcomed that TFI are now putting major changes through a consultation process. I would like to suggest that further information should be published about the progress of proposals after consultations have closed and submissions have been considered. To give some recent examples, the proposals for routes 243, 187 and 370 have been closed for some time, and there is no indication if these are progressing towards implementation, and whether any of the submissions have been taken account of. Ongoing information on proposals (such as this one for Letterkenny) would greatly enhance the usefulness of this Consultation portal.</p>	<p>Support for town bus service is noted. The report on the consultation submissions has now been published. As this particular consultation is now complete, it is not intended to provide further updates through the consultation portal. Future updates on the town bus service for Letterkenny will instead be provided via the NTA and Transport for Ireland websites, and via Donegal County Council's communication channels.</p>
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