**From:** Denise Gormally <Denise.Gormally@nationaltransport.ie>
**Sent:** Monday 17 January 2022 18:04
**To:** John Hegarty <JHegarty@SDUBLINCOCO.ie>; Maeve Cantwell <MaeveCantwell@sdublincoco.ie>; Kevin Reilly <kreilly@SDUBLINCOCO.ie>
**Cc:** Mark J.O'Sullivan <MarkJ.OSullivan@nationaltransport.ie>; John Barry <John.Barry@nationaltransport.ie>; Niall McKiernan <Niall.McKiernan@nationaltransport.ie>; Conor O' Donovan <Conor.ODonovan@nationaltransport.ie>; Mark McGarry <Mark.McGarry@nationaltransport.ie>
**Subject:** Latest Adamstown slide

Answers to the Questions are listed in Blue.

Hi Denise & All,

Thank you for the attached slide and discussions in the meeting last week.

At a recent Area Committee Meeting the elected representative were asking the below queries and I would be grateful if we could get a response from the NTA to bring back to them. I appreciate that some may depend on the developers and other factors.

Queries as follows:

1. At the recent route launch (in Q4 2021) there were Ambassadors along the route to answer queries and deal with complaints. The Councillors would like to know how many complaints were raised? What was the most raised issue? Are all complaints resolved or are some ongoing?

Brand Ambassadors were tasked with providing information brochures to members of the public and answering any related queries. The brand ambassadors interacted well with customers and clarified any issues that they could in relation to the new network on the spot. While they gave information in relation to the new network, they did not have the facility to respond to complaints directly. Instead, they advised customers who continue to have issues or wanted to formally raise complaints to use the contact details on the brochure to do so to ensure that issues and complaints were directed to the right area to be dealt with.

1. What is the programme for routes along Adamstown Boulevard to come on line?

The plan is that routes ‘L51 - Adamstown Station - Lucan Village - Esker - Liffey Valley’ and ‘L52 - Adamstown Station - Lucan Village - Clonsilla – Blanch’ will revert to the boulevard alignment as soon as possible, after the developer has opened the roads. It will also be subject to a successful route proving outcome by the Transport Operators.

1. Complaints were raised regarding the loss of service along Dodsborough Road, are there plans to reinstate?

There was no loss of service as the L51 and L52 between them provide a joint 30 minute frequency. These two routes replaced route 25 (which was hourly) at the same stops. There is still a direct route to the City Centre using the X30 which replaced the 25x. Travel to and from the city centre at other times is by interchange with the C3 and C4 (4 buses an hour) at Lucan Village with no extra charge.

1. Complaints were raised regarding the loss of service along Shackleton Ave, are there update for when Shackleton Ave bus stops are coming online?

To date, there has never been a bus service on Shackleton, but we have commenced as part of the network plan to introduce one. This will be done as soon as the developer makes the roads available. Our intention is to divert route C2 at Finnstown Abbey to run via Gandon Drive, Shackleton Drive and then via the new roads to Adamstown Station. We have engaged with the developer and SDCC over the provision of bus stops on this alignment. As you are already aware this is on the critical path for agreeing the service. The hope would be that this enhanced service could be introduced during late spring, subject to the satisfactory delivery of the above.

1. What is the programme date for the layover on Adamstown Boulevard?

Our plan as outlined above, no longer requires a layover on Shackleton Drive in the short term. We will continue to discuss with yourselves and the developer on how the network will grow as the development is built out and the associated infrastructure is put in place.

1. What is the programme date for the permanent layover?

See above.

1. Lastly, our elected reps have asked for another meeting to discuss the above and other issues with the NTA. With sufficient time to answer any queries they may raise. Would this be possible?

Can you please provide some further clarity on who wants to meet with the NTA? The NTA met with a group pre the launch of Phase 2 from the SDCC area and we were wondering if it is the same people. Post launch, the NTA have met with a number of councillor groups from different areas, including a group representing the people of North Lucan Village. Is this group more representative of the southern Adamstown area? If you could provide further clarity that would be helpful and it is likely that a number of the questions are already addressed above.

I appreciate your assistance on this. We will have another ACM in mid February and would I really like to respond to the Councillors before then if possible.

Regards,

Maeve Cantwell

Executive Engineer

Traffic Section SDCC