

Aoife Brennan

From: oireachtaslaison <oireachtaslaison@nationaltransport.ie>
Sent: Tuesday 8 November 2022 10:58
To: Aoife Brennan
Subject: RE: Motion 76599 Passed

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Dear Ms Brennan,

I wish to thank you for your email which you sent to Hugh Creegan. Your email has been forwarded to the Oireachtas Liaison Unit to issue a response. The response to the issues raised are set out below.

As with many industries, bus operators are experiencing significant challenges in recruiting qualified staff, following the return to economic activity in the aftermath of the COVID-19 pandemic. The public transport industry has been particularly hard-hit with driver shortages as operators attempt to return to pre-pandemic levels of activity as well as deliver intended service improvements such as the BusConnects Network Redesign in Dublin.

The Authority is in regular contact with bus operators, who are making every attempt to recruit more drivers so that all services can run as scheduled. Operators have undertaken extensive driver recruitment campaigns in recent months and significant numbers of additional drivers are expected to become available once their required training and tests are complete and licences are issued by the Road Safety Authority (RSA). The Authority has engaged with the RSA to expedite the testing and licence issue process for new bus drivers. In addition the Authority has undertaken a national advertising campaign to attract bus drivers to the industry.

The impact of shortfalls in driver numbers is felt the most when low-frequency services are cancelled. The Authority and operators have been working to ensure that such cancellations are minimised, that – where possible – consecutive low frequency services are not withdrawn, and that first and last daily services on a route operate.

The Authority formally meets Go-Ahead Ireland on a weekly basis to review performance, associated customer feedback and driver recovery plans. The Authority tracks cancellation/curtailments by the number of scheduled km's not completed by an Operator in a given period. Where poor reliability and punctuality performance occurs across the wider Go-Ahead Ireland bus network it will result in financial penalties (performance payment deductions) being applied. The payment deductions for poor operating performance were applied to Go-Ahead Ireland for Q1 2022 and Q2 2022, amounting to €209,188 and €676,306 respectively for the ODMA contract.

The Authority sincerely apologises to passengers for the major inconvenience that the current poor service performance is causing them. Over the last few weeks the Authority has seen improvements in the performance of the operator and expects this positive upward trend to continue.

From: Aoife Brennan <abrennan@SDUBLINCOCO.ie>
Sent: Thursday 27 October 2022 09:46
To: Hugh Creegan <Hugh.Creegan@nationaltransport.ie>
Subject: Motion 76599 Passed

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Dear Mr Creegan,

The following motion was passed at the October meeting of the Lucan/Palmerstown/North Clondalkin Area Committee Meeting.

"That this committee agree to relaying the frustration and dissatisfaction being experienced by commuters residing in Lucan, Palmerstown and North Clondalkin, dependent on the bus services being provided by Go-Ahead. Furthermore a report to be sought from the NTA with regards to the breakdown of penalties/fines issued to GO-Ahead in relation to specific service deficits in not meeting planned scheduling for this jurisdiction."

Any reply received will be circulated to the members and will be available to the public as part of the minutes of the meeting. An early response would be appreciated.

Kind Regards
Aoife Brennan

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