

Eimear O Sullivan

From: oireachtaslaiison <oireachtaslaiison@nationaltransport.ie>
Sent: Tuesday 3 December 2024 16:18
To: Eimear O Sullivan
Subject: RE: 84273 October 2024 Rathfarnham, Templeogue, Firhouse & Bohernabreena Area Committee Meeting
Attachments: Transport for Ireland 84273 - Letter from SDCC.pdf

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Dear Ms Sinclair,

I refer to your correspondence dated 23rd October 2024 regarding a motion that was adopted at the October meeting of the Rathfarnham, Templeogue, Firhouse and Bohernabreena Area Committee. I attached a copy of your correspondence for ease of reference.

Regarding the aspects of the correspondence relating to RTPI (Real Time Passenger Information), the NTA is greatly concerned about the quality and accuracy of real time information that is presented to passengers and is working to improve it. NTA is particularly conscious of the impact on customers where a bus is not operating, but predicted arrival times are appearing on the signs and in the apps, which count down but no bus appears at the stop.

This scenario has regrettably been of particular concern to NTA and passengers in recent times due to a number of factors, most notably due to a shortage of bus drivers, which has caused services not to be operated by the bus company.

In the first instance, the information that is displayed in the TFI Live app and bus stop signs is provided directly by the bus operator responsible for operating the particular service. It is the responsibility of the operator to provide accurate vehicle location data relating to all their services. The TFI Live app receives this data from each bus operator and republishes it in the app. The issue of a bus service being displayed in the app and signs but not showing up at the stop (i.e. a disappearing bus) is typically caused by the operator not cancelling that service in their AVL system when that service is not being operated which may be due several reasons, including a shortage of drivers.

The TFI Live app cannot display a service as cancelled if it has not received the appropriate cancellation message from the operator and as a result it reverts to showing the timetabled time that the bus is due to arrive at a stop. So even if a service is not running, unless it has been cancelled in the system by the bus operator, the timer on the app and on RTPIs will count down as if the bus is running. This leads customers to believe that there is a bus on the way, when in fact, there is none.

The NTA is constantly working to improve the quality of the data that is provided to customers. Some of the actions that we are taking to improve the situation are as follows:

- a) NTA has recently awarded a contract for a new single AVL system for all bus operators in Ireland. Using a newer single system to replace the five disparate systems currently in use will ensure a single source of real time data in a single data feed and single consistent format and including better arrival time prediction algorithms. This will lead to better quality information being made available to customer.



- b) NTA continues to work closely with the bus operators to ensure that they are cancelling services on the real time system in a timely manner, and;
- c) NTA has worked closely with the bus operators to assist in the recruitment of additional drivers and mechanics which has led to a reduction in the volume of cancelled services.

It should also be noted that the NTA regularly reviews the transport operator’s performance in relation to punctuality, reliability and customer service, and contractual penalties are applied if the performance standards are not met by the operator in question.

In relation to the issues raised in your correspondence regarding current services on routes 15, 15b, S6 and S8, we will raise these matters with Dublin Bus and Go Ahead Ireland for their review and attention. We are aware of some capacity issues across the network including on the routes outlined above and that we are actively engaging with the operators to determine how best to address these issues. It should be noted that any potential capacity improvements (should they be feasible) will be subject to PSO funding and resource availability. Regarding route 15 specifically, it should be noted that under the BusConnects Network Redesign for Dublin, it will be replaced by new route A1, part of the introduction of the A-Spine. This is currently planned for Q1 of 2026 subject to funding and resource availability.

We trust that the above is of assistance.

Yours Sincerely,

Richard Kelly
Higher Executive Officer & NTA Oir
Liaison, Public Affairs Unit

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thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Tá cosc ar rochtain don teachtaireacht leictreonach seo do aon duine eile. Murab ionann tusa agus an té a bhfuil an teachtaireacht ceaptha dó bíodh a fhios agat nach gceadaítear nochtadh, cóipeáil, scaipeadh nó úsáid an eolais agus/nó an chomhaid seo agus b'fhéidir d'fhéadfadh bheith mídhleathach.

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