

Ms Susan Sinclair, Administrative Officer,
Land Use Planning and Transportation Department,
South Dublin County Council
County Hall,
Tallaght,
Dublin 24.



18th March 2025

Ref: Item 86164 – February 2025 Lucan, Palmerstown and North Clondalkin ACM

Dear Ms Sinclair,

I refer to your correspondence dated 10th March 2025 in relation to a motion passed at a recent meeting of the Lucan, Palmerstown and North Clondalkin Area Committee meeting regarding the provision of certain bus services.

The NTA acknowledges that an inadequate level of service was provided on certain routes operated on our behalf by Go Ahead Ireland in the Dublin area in recent weeks and we apologise for the difficulties and inconvenience experienced by passengers. The issue arose due to buses being unable to operate due to a shortage of mechanics within the Go-Ahead operations, which was exacerbated by absences through seasonal illnesses. Upon the occurrence of the issue, various remedial measures were taken by Go-Ahead, including flying in additional mechanics from their UK operations in addition to obtaining additional support from other sources.

Thankfully the situation has now improved significantly and fleet availability is at a level where service delivery is restored to contractual standards. While the shortage of mechanics is an industry-wide issue, Go Ahead Ireland have an ongoing mechanics recruitment campaign and continue to invest in an apprenticeship program to train new mechanics. In addition, they are considering further recruitment abroad to augment their mechanic resources. Accordingly, we are satisfied that they are taking all reasonable steps to prevent a reoccurrence of this problem.

I trust that the above is of assistance.

Yours sincerely,

Hugh Creegan

Hugh Creegan,
Chief Executive (Interim).