



Annual Report & Financial Statement 2023



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From the Chairperson

The year 2023 was an important year in the further development of an integrated transport system in Ireland which contributes to environmental sustainability and social cohesion while also promoting economic progress. Sustainability is at the heart of the work of the National Transport Authority. We all know the challenges that we face to reduce the carbon emissions in the transport sector. The Avoid - Shift - Improve principle is key in all our work.

On behalf of the NTA, I would like to acknowledge the funding made available to the Authority to invest in new and enhanced public transport infrastructure. With this funding comes significant responsibility. Therefore, project governance and delivery in line with the committed budget is of huge importance to the Authority. To support this governance a new Committee of the Authority was established, the Capital Programme Committee, to oversee the increasing investment in sustainable transport infrastructure.

The key infrastructural projects progressed further into and through the planning system with planning approval given in 2023 to the first Core Bus Corridor in Dublin whilst applications for the remaining six corridors were submitted. The DART+ programme was advanced with a Railway Order application made for DART+ South West.

The Authority also finalised the Transport Strategy for the Greater Dublin Area 2022-2042 with the approval of the Minister. The strategy is a comprehensive outline of what is required to meet the transport demand for the sustainable economic development of the Greater Dublin Area as well as the carbon emission reductions required in the transport sector.

We continued to deliver public transport services through contracts with Dublin Bus, Bus Éireann, Iarnród Éireann, Go-Ahead Ireland and with a number of other operators across the state. The year saw 64 new or enhanced services delivered as part of Connecting Ireland Rural Transport Plan. We have seen a remarkable response from the public on new Connecting Ireland services with passenger numbers growing by 300% compared to 2019.

In Active Travel, many kilometres of new footpaths and cycleways have been added to the national network in 2023. Every new kilometre contributes to a network of safe walking and cycling infrastructure across Ireland. We also launched the Smarter Travel Mark for organisations to further promote active travel in the workplace.

The Authority continues to prioritise the development of initiatives which are critical to the achievement of an integrated public transport system and to

attracting new customers onto public transport services. The TFI Live App was launched to help journey planning as seamless as possible. But we want to do more and so we continue work on the systems for next generation ticketing and real-time information.

In taxis, we witnessed the number of licensed drivers across the industry recovering and we continue to grant-aid the industry to increase the number of wheelchair accessible vehicles in the taxi fleet and the Authority is on target to have 25% of the fleet being wheelchair accessible by 2025.

The progress made in 2023 would not have been possible without the work done by all parts of the Authority comprising the Board, Chief Executive and Staff.

I would like to thank Board members for their commitment and time throughout the year. Thanks are also due to the Authority's Executive and staff for their diligence and professionalism in ensuring the operation of today's public transport system whilst planning for the system of tomorrow. I express my gratitude to the members of the Taxi Advisory Committee and Transport Users Advisory Group who advise us as we develop policies and plans. We also have a number of external members that support the work of our Board Sub-Committees whose expertise and guidance we value.

Finally, I would also like to extend my gratitude to the Minister for Transport, Eamon Ryan TD, the Minister of State, Jack Chambers TD, together with their officials in the Department of Transport, as well as transport and contracted operators, Transport Infrastructure Ireland, and to all other bodies and stakeholders that have supported the work of the NTA during 2023.



Peter Strachan, Chairperson



Chief Executive's Overview

2023 was another exceptionally busy year for the Authority with a record number of people using public transport in Ireland. In addition, major projects, plans and initiatives commenced and were advanced and completed during the year.

There were a number of key achievements and some challenges that the Authority had to contend with in 2023. Although significant improvements were made in 2023, some challenges remained regarding reliability and punctuality of PSO bus services primarily caused by resource availability and traffic congestion particularly in our urban areas. That said, the Authority in consultation with the operators worked tirelessly to resolve the issues. It should be noted that the operators made great strides in 2023 recruiting additional drivers with their focus now turning to recruiting additional vehicle mechanics of which there is a significant shortage in the State at present.

In 2023, new Direct Award Contracts for Dublin Bus and Bus Éireann from end of 2024 were agreed by the Authority and these will commence in December 2024. The Authority also committed to increasing the proportion of subsidised bus services operated following a competitive tender up to 2029.

As part of our move to greener and more sustainable bus and rail fleet, 2023 saw some firsts in Ireland. During the year, the first fully electric bus service commenced in Athlone. We also saw the first tranche of double-deck electric buses entering service in Dublin. Work continued on the DART+ Fleet order for battery electric multiple units (BEMU) with the first deliveries expected in late 2024/ early 2025.

Our investment in active travel continued apace in 2023. In 2023, €341 million was allocated to active travel projects throughout the state. Some of the major active travel schemes completed were the Salmon Weir Bridge in Galway and the Tramore Valley Park pedestrian and cycle link in Cork. Work continued on several other major active travel schemes in 2023.

In 2023, we awarded the contract for the Next Generation AVL (Automatic Vehicle Location) system. In addition, the procurement process for Next Generation Ticketing (NGT) continued in 2023 with conclusion of the procurement competition expected in early 2024.

Our bus network redesign continued in 2023. Two sub-phases, phases 5a and 5b of the BusConnects Dublin network redesign were delivered. In addition, two new town bus services were launched in Carlow and Clonmel. The BusConnects Network Redesigns for Limerick and Galway were finalised and published in 2023 with work commencing on an implementation plan for the new networks in both cities.

The 20% fare reduction for Public Service Obligation (PSO) operated services was maintained in 2023. We also launched the National Fares Strategy during the year which will ultimately bring more equitable and fairer fares throughout the PSO network.

In 2023, we launched the Local Hackney Pilot Scheme which aims to assist in the provision of part-time local hackney services in designated rural areas which cannot support a full time taxi or hackney operation. In addition, the total number of SPSV driver licences has now almost recovered to 2019 levels.

I wish to acknowledge that the Authority continued to receive significant additional Exchequer funding during the year in particular to address the increased cost of delivery of PSO services primarily due to inflationary pressures. The Authority has also received approval to increase its workforce to meet the increasing workload. Through this recruitment, we will strive to have an inclusive workforce that reflects the diversity in our society.

Finally, I would like to acknowledge the work of staff in the Authority who despite the challenges and work pressures posed by the various projects that the NTA are involved in, worked tirelessly and with dedication throughout the year.



Anne Graham, Chief Executive

KEY DEVELOPMENTS & ACHIEVEMENTS 2023:

January

Minister Ryan launches Ireland's first all-electric town bus service in Athlone



March

DART+ South West Railway Order Application



February

New €20m BusConnects Bus Plaza opens at Liffey Valley Shopping Centre

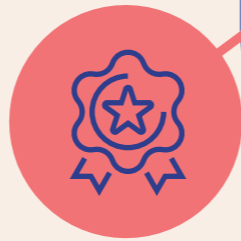
April

NTA publishes National Fares Strategy



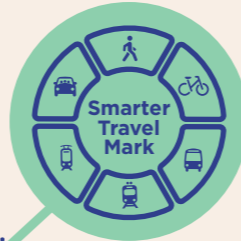
July

First Carlow town bus service 'will prove transformative' - Minister for Transport



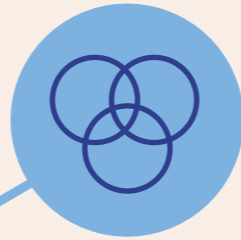
May

Sheol NTA Marc Taistil Níos Cliste



June

Three new orbital routes to launch as part of Phase 5a of BusConnects



August

National Household Travel Survey completed



November

Eight new bus routes launch as part of Phase 5b of BusConnects Dublin



October

New bus service for Phoenix Park



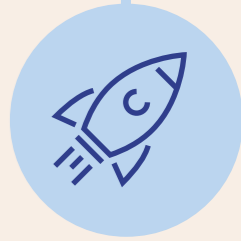
September

Publication of National Cycle Manual



December

New Town bus service launches in Clonmel



1.

About the NTA



Purpose and Function

NTA is a statutory non-commercial State body, which operates under the aegis of the Department of Transport.

The remit of NTA is primarily concerned with the planning, development and funding of sustainable transport modes, that is public transport, cycling and walking, on a national basis. NTA's remit also extends to the regulation of commercial public bus services as well as the small public service vehicle sector and vehicle clamping.

NTA manages the capital investment programme nationally for public transport, cycling and walking, funding transport operators, local authorities and other bodies for approved projects on behalf of the Department of Transport.

NTA is also the approving authority for the three mega public transport projects supported by the current National Development Plan 2021 - 2030.

These are:

- » **BusConnects Dublin**
- » **MetroLink**
- » **DART+ Programme**

NTA's remit includes meeting the demand for sustainable transport services across Ireland as well as working with stakeholders to reduce carbon emissions from a transport perspective.

Enabling Legislation

NTA was established in December 2009 on foot of the Dublin Transport Authority Act 2008.

It was originally conceived as a transport authority for the Greater Dublin Area under the 2008 Act. However, it was subsequently renamed the National Transport Authority in the Public Transport Regulation Act 2009, which extended NTA's functions to include the licensing of buses and small public service vehicles nationally.

The Taxi Regulation Act 2013, which consolidated and updated primary legislation in relation to the licensing of small public service vehicles and drivers, also extended the geographic scope of some of the organisation's functions nationally.

The Public Transport Act 2016 further extended NTA's powers to empower it make bye-laws regulating the use of certain subsidised public bus services by passengers.

The Vehicle Clamping Act 2015, which gives NTA responsibility for the regulation of clamping activities nationally, came into operation on 1 October 2017.

NTA also has some specific functions in respect of infrastructure and the integration of transport and land use planning in the Greater Dublin Area, reflecting the particular public transport and traffic management needs of the region comprising 40% of the population of the State and 43% of total State employment by place of residence.

2.

People and Organisation



PEOPLE & ORGANISATION

Strategy

New Statement of Strategy published



Security

Cyber incident simulations undertaken with operators



EDI

Equality, diversity and inclusivity activities increased, building on 2022 Culture Audit



13

Organisation-wide courses on equality, human rights, Irish Sign Language, Plain English



On the move!

Move to new location progressed and expected to be completed in 2024



261

Total employees, with most working on a hybrid basis



Role and Governance

Board of the Authority

NTA is governed by a Board of twelve members appointed by the Minister for Transport. Three positions on the Board are ex officio positions reserved for the Chief Executive and another senior manager of the NTA and the Chief Executive, Dublin City Council.

Board members may be appointed for a period of up to five years and may be re-appointed for a further term. Board members may serve a maximum of ten years as set out in enabling legislation. This restriction does not apply to the ex officio members who stand appointed for as long as they occupy the relevant position. The Board members in office at year end were:

Our Board Members

The Board members as of 31 December 2023 are;



Hugh Creegan,
Deputy CEO
(ex officio member)



Pat Mangan



Iain Doherty



Brian McCormick



Ann Fitzgerald



Frank O'Connor



Anne Graham, CEO
(ex officio member)



Eleanor O'Neil



David Gray



Richard Shakespeare,
Dublin City Council CEO
(ex officio member)



Joyce Loughnan



Peter Strachan,
Chairperson

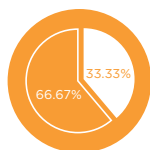
Board Chairperson

The Minister for Transport appointed Mr Peter Strachan as Chairperson of the NTA on 11 April 2023.

Board Gender Balance

The Code of Practice for the Governance of State Bodies (2016) specifies a minimum target of 40% representation of each gender in the membership of State Boards.

At the end of 2023, the Board had four female (33.33%) and eight male (66.67 %) members.



NTA has made the Department of Transport aware of the current gender imbalance on the Board and it is anticipated that this will be taken into consideration by the Department when filling future vacancies at Board member level.

Our Organisation/Our People

As of 31 December 2023, NTA had a total employee headcount of 261 with the majority working on a blended/hybrid basis. A total of 55 recruitment competitions were held across seven recruitment sprints in 2023 covering new and existing roles. NTA also had a number of contract staff who are not directly employed working to assist NTA meet its large programme of work both on day to day business/support roles and on major projects.



Table 1 – The gender profile of the employees at 31/12/2023

2023 Employees	Numbers	Percentage
Male	167	64%
Female	94	36%
Total	261	100%

The roles in the NTA are predominantly in the science, technology, engineering and mathematics (STEM) fields. The primary drivers behind the imbalanced gender profile of the organisation is due to lower levels of female participation in technology and engineering roles and a lower proportion of females engaging in STEM qualifications in general. Interventions to address this issue included the provision of coaching opportunities for staff, the development of the NTA Graduate Programme and signing up to the DCU STEM Teacher Internship Programme (STInt) for 2024.

Gender Pay Gap Reporting

In 2023 the mean gender pay gap for NTA employees was 4.95%. More information is available on this in our Gender Pay Gap Report.

Learning and Development



Key Learning and Development opportunities delivered during 2023 included the delivery of 13 organisation wide internal courses in areas such as Equality and Human Rights, Irish Sign Language and Communicating via Plain English. External training and further education opportunities were also provided to employees coupled with participation at industry specific events.

Equality, Diversity and Inclusion (EDI)

NTA continued to progress its EDI agenda in 2023 with a project to enhance NTA's collection of equality data from employees and to build upon the outcomes of an initial Culture Audit conducted in 2022.

New Statement of Strategy

NTA Statement of Strategy 2023-2025 was published in February 2023.

Project Big Move 2023

Project Big Move involves the consolidation of NTA's office accommodation from its four existing locations to one centralised location. Project Big Move stemmed from a need not only to employ a more efficient operating model from a general facilities management perspective but to also cater for increased staffing numbers arising from NTA's expanded areas of responsibility.

Key milestones achieved in 2023 included approval of the Preliminary Business Case for Project Big Move and the appointment of an Integrated Design team to lead the design of the new workplace.

Lease negotiations for the new location were completed in 2023 with the commencement of the new lease from 01 Sept 2023 onwards. The procurement process for the appointment of a main contractor to deliver the fit-out of the new workplace commenced in Dec 2023.

The move by NTA to its new location is expected to be completed by Q4 2024.

Our Corporate Responsibilities

Protected Disclosures

NTA received one Protected Disclosure in 2023 under three separate communications.

Official Languages (Amendment) Act 2021

In 2023, NTA continued to implement requirements arising from the Official Languages (Amendment) Act 2021. This included work to meet the level of Irish language advertising and placement of advertising in Irish language media as specified in Section 10A of the Official Languages Acts. An official in the Public Affairs Unit has also been appointed to report to the CEO on Irish language matters as required by the Acts.

NTA continued to respond to complaints and issues referred to it by An Coimisinéir Teanga as well as those raised by members of the public. The Authority also corresponded with the Joint Committee on the Irish Language, the Gaeltacht and the Irish-speaking Community in 2023.

Work continued on maintaining the commitments made in the NTA Language Scheme 2020-2023 such as using the official placenames of locations in the Gaeltacht. The Authority also published the NTA Statement of Strategy in Irish together with a number of social media posts and news items in Irish throughout the year.

Data Protection

NTA continued to build on and enhance our data protection framework and culture. The NTA remained fully committed to our data protection obligations by ensuring that where personal data was processed it was in accordance with data protection legislation.

NTA continue to strengthen the data protection framework by allocating additional resources to the data protection unit. The network of Data Champions performed strongly during the year and worked closely with their business unit managers and colleagues ensuring data protection principles, policies and practices remain embedded into day-to-day operations. The group continued to meet regularly to discuss data protection compliance across NTA, upskill and share knowledge. This complemented our continuing awareness and training programme amongst our staff.

NTA reported one data breach to the Data Protection Commission in 2023.

Information and Communications Technology (ICT)

A strong focus on maintaining business continuity and providing secure remote working environments continued during 2023. New suppliers were on-boarded successfully and securely to manage and operate key systems (Leap and Journey Planner). There was a similar focus on the security governance of our key



suppliers who need to access and manage NTA's systems using remote working technology. NTA's Security Operations matured considerably again over the year with a focus on threat detection, team resilience, incident management, cyber incident simulation and incident recovery. The Cyber Incident simulations included a Transport Operator cyber exercise, and a local "Simulated" attack on the Corporate ICT Infrastructure.

A number of strategic ICT initiatives were implemented to make NTA's systems more stable and resilient. These included upgrades of key systems, integration of telephony with Teams to enhance collaboration and continued support of the Project Big Move, and improved resilience for many corporate systems. The business continuity and disaster recovery plan was tested by the Senior Management Team, and disaster recovery testing took place on all key systems. The Project Management Office continued to support the procurement for the major technology programmes, and supported the early mobilisation of 3 of the big contracts that were awarded just before year end.

The Business Intelligence Platform has been further expanded with ticketing data sets for new routes (W4/W6, ECCC, 310, Young Adult Card) with existing operators, and from a range of new operators (TFI Local Link). The platform is extensively used by internal stakeholders to support data-driven decision-making, and a number of external stakeholders - including the Transport Operators, and Department of Transport.

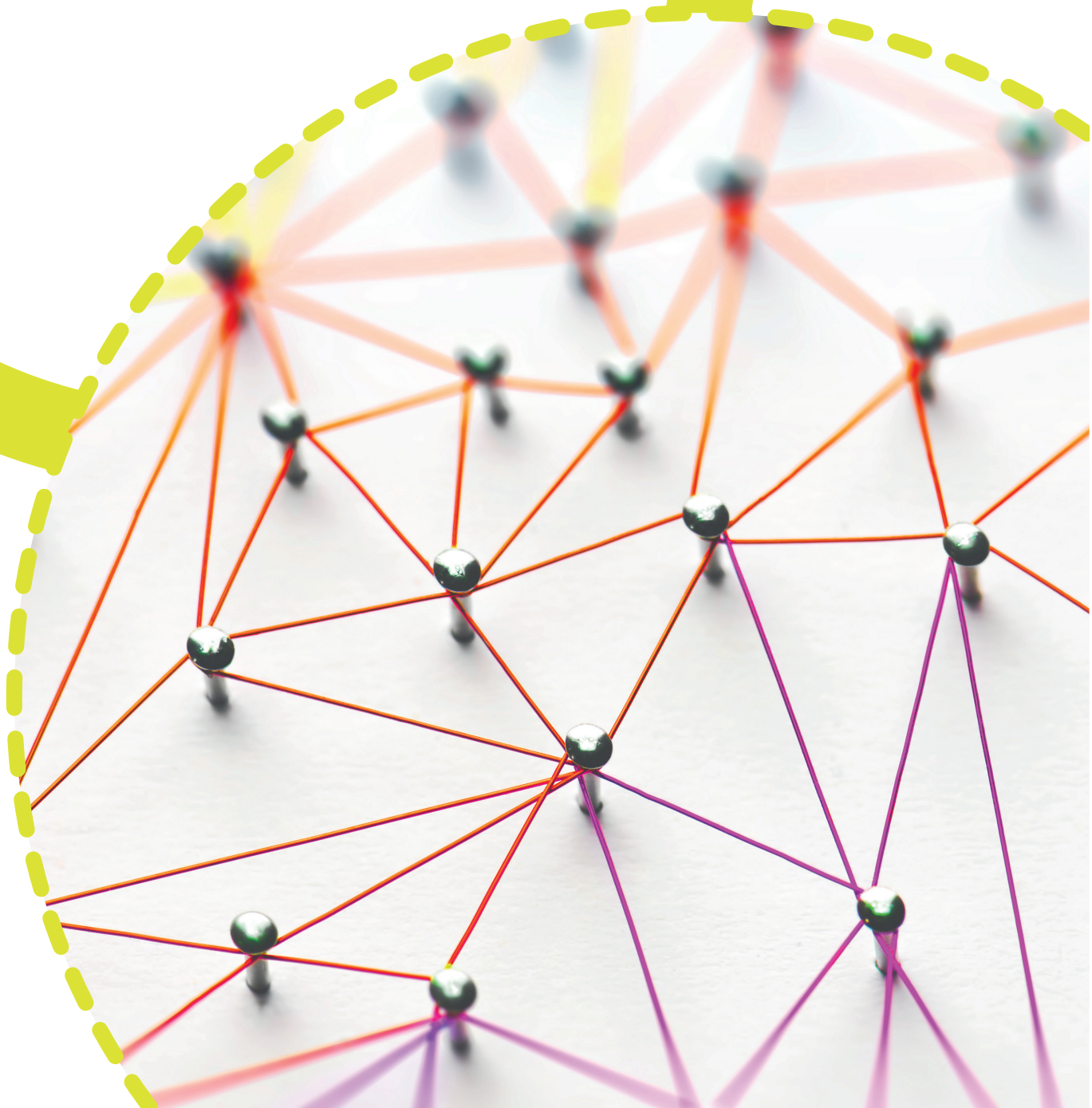
NTA again took a very active and collaborative role in improving the overall security of the transport operator ecosystem, working with transport operators to drive security improvements in line with the Network Information Security (NIS) Directive. Significant preparation has been undertaken in preparing the NTA and the Transport Operators for the introduction of version 2 of the Directive which will come into force in October 2024 through awareness updates and self-assessments against the requirements of the new Directive. Under the proposed new NIS 2 Directive, the NTA were designated a Competent Authority in December 2023 for the security oversight of Essential and Important Entities who operate Traffic Management and Intelligent Transport Systems in the Roads Sector - this will likely be a significant focus area in 2024.

NTA is also preparing for the introduction of the Artificial Intelligence Act, with an assessment of the impact of the Act in terms of the associated opportunities and risks. An interim policy has been defined and a number of proof of concept projects are in progress to assist in understanding the technology and the associated security and privacy risks.



3.

Transport Planning



TRANSPORT PLANNING



230kms

Kilometres of dedicated bus lanes on 12 core bus corridors in Dublin

27

Local Transport Plans progressed for key towns and settlements



195

Development applications reviewed by NTA

>50,000

Dart+ will double capacity to/from Dublin City Centre from approximately 26,000 passengers to 50,000 passengers each way per hour



20,000

Number of passengers Metrolink capable of carrying per hour

31

Local Authorities engaging in national consultation to collate development details



A good transport system is one that benefits people by facilitating and encouraging social, cultural and economic development. From this point of view Ireland's needs are set to become more and more complex in the years ahead, and providing for those future needs is at the heart of what NTA is about.

Throughout 2023, NTA continued to engage with Local Authorities nationally on the preparation of development plans and local area plans as well as being consulted on the preparation of numerous local transport plans (LTPs) for key towns and other settlements. Much of this work was undertaken to assist with the prioritisation of transport investment in local areas.

Transport Planning Initiatives

Key transport planning initiatives undertaken by the NTA in 2023 included:



Dublin City Centre Transport Plan - The purpose of the Dublin City Centre Transport Plan is to identify and prioritise changes to the current transport arrangements which are necessary to fulfil the vision for the City as a sustainable, dynamic, and inclusive place, as set out in the Dublin City Development Plan.

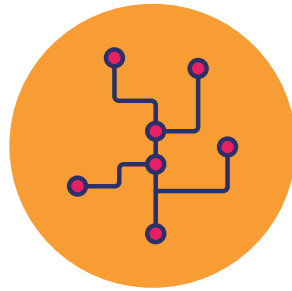
The plan also facilitates the implementation of the NTA's Transport Strategy for the Greater Dublin Area 2022-2042 by providing a more detailed framework for accommodating significantly higher number of people travelling into the City Centre, in particular by rail, bus, cycling and walking.

A Draft Dublin City Centre Transport Plan was published in September 2023 for public consultation and is currently being finalised by the NTA and Dublin City Council.



Local Transport Plans and Studies - Local Transport Plans set out the detailed framework for investment in public transport, walking and cycling for settlements. They are undertaken based on the methodology developed by the NTA with Transport Infrastructure Ireland.

In 2023, NTA continued to collaborate with Local Authorities on the LTP Programme. Work progressed on 27 LTPs in 2023, with 12 being published in draft form for public consultation. It is expected that approximately 20 LTPs will be published in draft form in 2024 with a number to be finalised during the year.



NTA made 56 submissions relating to various stages of County and City Development Plans, Local Area Plans and other plans.

During 2023, preparation took place for the launch of a national consultation programme to collate development details from each Local Authority. This information will feed directly into the Regional Models ensuring a more accurate vision of population, employment and education growth into the future.

Transport Modelling

In 2023, extensive work was undertaken to fully update the Regional Modelling System, post-Covid. Key inputs included the 2022 and 2023 National Household Travel Surveys, Airport Surveys, Ferry Port Passenger Surveys, and a programme of multi-modal cordon transport surveys for the regional cities. The Annual National Household Surveys published on www.nationaltransport.ie presents detailed data on all the trips taken by the representative sample in the survey. The national results for 2023 compared to 2022 are as follows:

Reasons for Trip (excl. Return Home)	2017*(%)	2022(%)	2023(%)
Work/Business	28	20	20
Education	23	19	18
Shopping	16	17	16
Social	14	18	20
Personal	2	3	3
All Others	17	24	23

NTA worked closely with the Road Safety Authority (RSA) on a major data sharing project to access accident data following the successful delivery of a joint project on vulnerable road users. In addition, considerable time was devoted to scoping out improvements to the Regional Modelling System to ensure that it meets new and future needs reflective of NTA responsibilities. NTA worked closely with the Central Statistics Office (CSO) on data availability and made an input into the Census 2027 consultation process.

The Regional Modelling System continued to be used intensively for a wide range of projects and initiatives.

The project to develop a Greater Dublin Area (GDA) demand management scheme commenced in 2023.

4.

Transport Services



TRANSPORT SERVICES



24%

Increase in passenger numbers

25yrs

New age limit, increasing eligibility for TFI Young Adult Leap Card



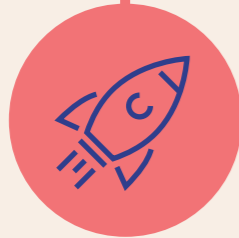
70%

Increase in bus services on Phases 5a and 5b of BusConnects Dublin



45,720

People benefitting from new town bus services in Carlow & Clonmel



65

New/enhanced Connecting Ireland bus services launched

4.35m

Passengers carried on TFI Local Link services



Encouraging people to make the shift to public transport is primarily about making sure we can provide a positive customer experience and in 2023 there was plenty of good news on that front.

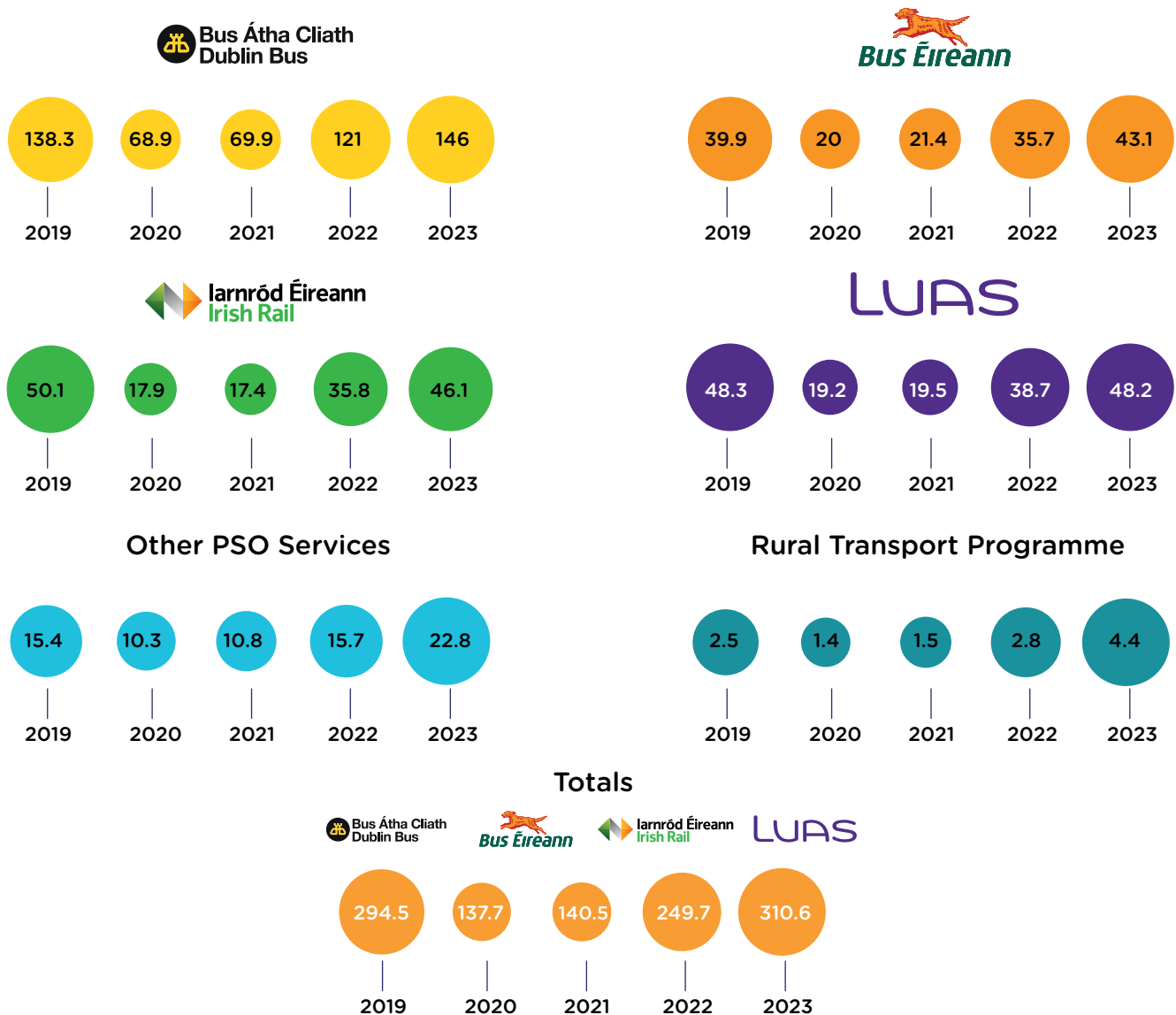
The continued rollout of a Young Adult and Student Leap Card resulted in fares for young people being reduced by 50%, while the previous 20% reduction in fares for everybody else was maintained throughout 2023. The implementation of Connecting Ireland continued during 2023, with the introduction of 64 new or enhanced bus routes in rural Ireland. In Dublin, we improved bus services for communities across the region with the implementation of two phases of the BusConnects network redesign.

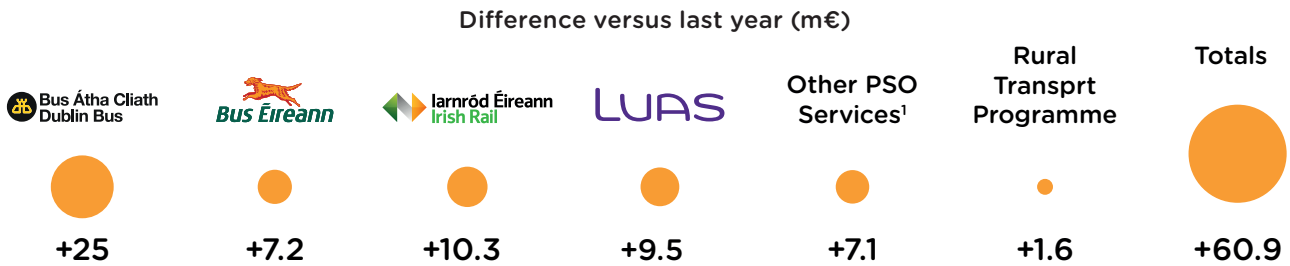
Passenger Numbers and Revenues

There was exceptional growth in the use of contracted public transport services in 2023, exceeding the 2019 pre-pandemic levels.

Overall, passenger numbers on contracted bus and rail services increased by 60.9 million (+24%), with resulting revenues also increasing by €54 million when compared to the previous year, to €520.7 million.

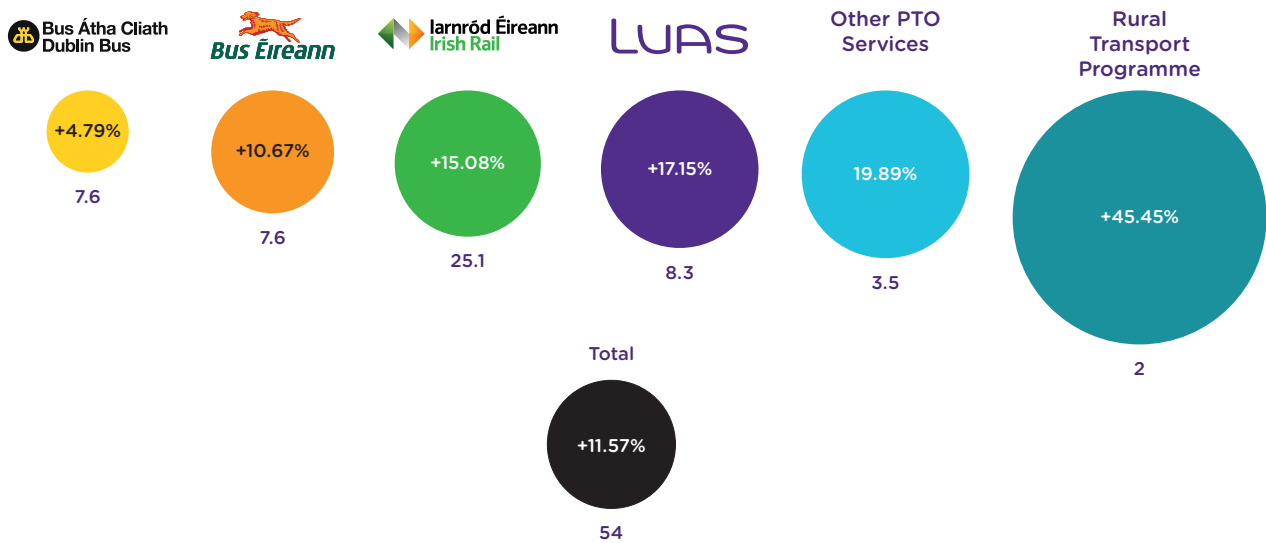
Figure 1 – Annual passenger journeys on principal contracted services (millions)





Passenger revenues compared to previous year

Figure 2 – Passenger revenues for contracted services (m€)



Fares

Fares on PSO public transport services remained unchanged in 2023, with the continuation of the government’s 20% cost of living fares reduction committed to remain in place during 2024. An extension of the eligibility of the Young Adult Leap Card Scheme was also announced, to include those aged up to 25.

The National Fares Strategy was published in 2023, which will introduce a more equitable and consistent structure for all PSO bus and rail services outside Dublin and regional towns and cities. The Strategy will ensure that PSO bus and rail fares increase in line with distance travelled in a relatively uniform manner regardless of route used or geographic location.

The initial phase of the Strategy will be implemented via the 2024 fares determination, which will formalise a new Dublin City Zone encompassing the TFI 90 Leap Card travel area and introduce a new Dublin Commuter Zone, which will extend to approximately 50km from the edge of the City Zone.

Other changes will see the introduction of a new fare on town bus services, alignment of Intercity rail fares and further simplification of cash fares structures in Dublin.

¹ See Table 2

Contracted Bus and Rail Services

Direct Award Contracts

NTA's contracts with Dublin Bus and Bus Éireann are due to expire in November 2024. NTA is statutorily obliged to consult with stakeholders including operators and users of the bus services in question in advance of any decision to direct award bus contracts. These public consultations took place in October 2023.

In November, NTA decided to enter into further direct award contracts with Dublin Bus and Bus Éireann for a five-year period from December 2024, with a provision that any service levels above those in operation during summer 2023 would be competitively tendered at some point in the future.

NTA subsequently commenced the preparation of replacement direct award contracts, which will include measures to improve operational performance across these contracts.

In addition, the change regarding the financial reporting for NTA's direct award contract with Iarnród Éireann from net cost to gross cost went live in early 2023.

Competitively Tendered Contracts

Mobilisation progressed on three significant tenders during 2023.

The first was for the new W4 from the Square in Tallaght to Blanchardstown and the W61 and W62 routes linking West Dublin with North Kildare. These services are a key part of the BusConnects Dublin Network Redesign project and were launched in June.

The second was for the Eastern Coastal Commuter Corridor, currently operated under the Bus Éireann Direct Award Contract as routes 101 and 133. This will enhance connectivity from Co. Louth and Co. Wicklow into Dublin. Services commenced operating under this tendered contract by Bus Éireann in May.

Bus Éireann commenced operating regular bus services in Carlow Town in July also following a tender competition.

Also route 139 from Naas to Blanchardstown was re-tendered in late 2023 with the incumbent JJ Kavanagh being successful at tender stage and was notified just before year end to progress to mobilisation.

NTA extended the terms of a number of existing contracts as follows:

- » The Outer Dublin Metropolitan Area Contract provided by Go Ahead Ireland Limited was extended a second time for 1 year to October 2025
- » The Dublin Commuter Contract provided by Go-Ahead Limited was extended for 1 year to November 2025.
- » Contract with City Direct Limited in respect of city services in Kilkenny to January 2024.

- » Contract with JJ Kavanagh and Sons Limited in respect of Route 139 between Naas and Blanchardstown to March 2024.
- » Contract with Go Ahead Ireland Limited in respect of Route 197 Swords to Ashbourne to May 2023.

Emergency Direct Award Contracts

Emergency agreements were put in place for NTA to provide PSO funding for the provision of essential bus services, formerly licensed to operate on a commercial basis. This allowed essential bus services which were no longer commercially viable to continue operating.

- » Routes 143 and 144 in Wicklow and Dublin were awarded to Finnegan Bray Limited to begin operations in October 2023.

Table 2 – Principal operators of tendered bus services

Operator	Routes operated
Andrew Wharton Coach Hire	Route 975 between Cavan and Longford
Moorhill Capital Ltd	Route 310 in Limerick
Finnegan Bray Ltd	Routes 143 & 144
Bus Éireann	Routes W1, W2, W3, W4 & W5 in Waterford City
Bus Éireann	East Coast Commuter Routes 101, 101X, 131 & 133
Bus Éireann	Routes CW1 & CW2 in Carlow Town
City Direct	Routes KK1 / KK2 in Kilkenny City
Go-Ahead Ireland	25 urban routes in Dublin
Go-Ahead Ireland	5 regional routes in Kildare
Go-Ahead Ireland	Route 197 between Swords and Ashbourne
Go-Ahead Ireland	Routes W4, W61 & W62 between Dublin and Kildare
JJ Kavanagh & Sons	Route 139 between Naas and Blanchardstown

Performance of Contracted Operators

NTA's contracts with public transport operators include performance standards. A 2023 Report detailing the performance of operators against these performance standards is published on the Authority's website by clicking [here](#).

The Authority met operators at regular intervals during the year to review their performance against the agreed performance standards and to agree remedial actions to address any under-performance. This may include adding additional capacity to meet additional demand or amending the journey time for routes to address reliability issues caused by increased congestion.

Network Development

Contracted bus and rail services were regularly revised in 2023 to stimulate growth in public transport use and to respond to changes in demand and the effects on services of traffic congestion. Key network developments in 2023 included:

Town Bus Services in Carlow and Clonmel

Two new town bus services began operation last year. Carlow services launched in August and Clonmel services launched in December, giving more people the option to use public transport daily. Both launches were supported with locally targeted campaigns which included radio, digital audio, outside advertising and social media. The number of passengers using both services has grown substantially. In its first month of operation in December, 14,000 people used the new town service in Clonmel, while 35,000 people are now using the Carlow Town bus service in every four week period since its launch.

BusConnects Dublin Area Network Redesign launches

Two phases of the Dublin Area Bus Network Redesign were launched in 2023. Phase 5a (W Orbital routes W4, W61 and W62) launched in June and 5b (Southern Orbital, Radial and Local routes S2, S4, S6, S8, 74, W2, L25, and L55) launched in November. Communications to launch these two phases included local press, local radio, social media, bus shelters, booklet door drops within the vicinity of the new routes and brand ambassador activity.

Other network development initiatives progressed in 2023 include:

- » BusConnects Cork – Planning commenced for implementation of the Network Redesign
- » Final reports published for BusConnects Limerick and Galway Network Redesigns
- » Connecting Ireland – 64 new and enhanced routes in 2023
- » Amendments to various routes to address capacity and congestion issues across the network; and
- » Planning for the provision of new town bus networks in Mullingar, Portlaoise, Letterkenny and Ennis as well as undertaking work to further improve and enhance pre-existing town services in Sligo Town, Athlone and Drogheda.

TFI Local Link

The ongoing investment in TFI Local Link resulted in several milestones being achieved during 2023. Passenger journeys on all TFI Local Link services totaled 4.35 million for 2023. This was made up of 3.2 million on Regular Rural Services (RRS) and 1.15 million on Demand Responsive Services (DRT). The main factor in the growth of passenger numbers using TFI Local Link services has been the successful roll out of the Connecting Ireland Rural Mobility Plan with 49 new and enhanced Local Link routes introduced during 2023.

In addition, under the Connecting Ireland Rural Mobility Plan, TFI Local Link continues to be allocated funding to provide transport for Beneficiaries of Temporary Protection (BOTPs) (mainly those from Ukraine) based in rural areas across the state. Counties such as Donegal, Clare and Kerry have seen a high take-up of the services introduced to support BOTPs based in rural Ireland.

During 2023, three electric vehicles (EVs) went into service on several routes, with EVs now operating in Galway, Mayo and a route between Louth and Cavan.

Licensed Bus Services

Under the Public Transport Regulation Act 2009 (PTR Act 2009), the National Transport Authority is responsible for the licensing of public bus passenger services. Licensed public bus passenger services are often called 'commercial bus services', as they are operated without any public subsidy from the NTA. They are also called 'route licences' as different routes are individually licensed by the NTA.

Statistics

Each year NTA prepares and publishes a statistical bulletin on licensed bus services for the preceding year.² In 2023, NTA again published an abridged bulletin which emphasised the differences between 2019, the last full year of normal operations, and the years 2020 and 2022 to demonstrate the recovery since the outbreak of the pandemic. Comparisons were also drawn between 2013, the first year data was collected across the entire State, and 2022.

2. See <https://www.nationaltransport.ie/publications/>

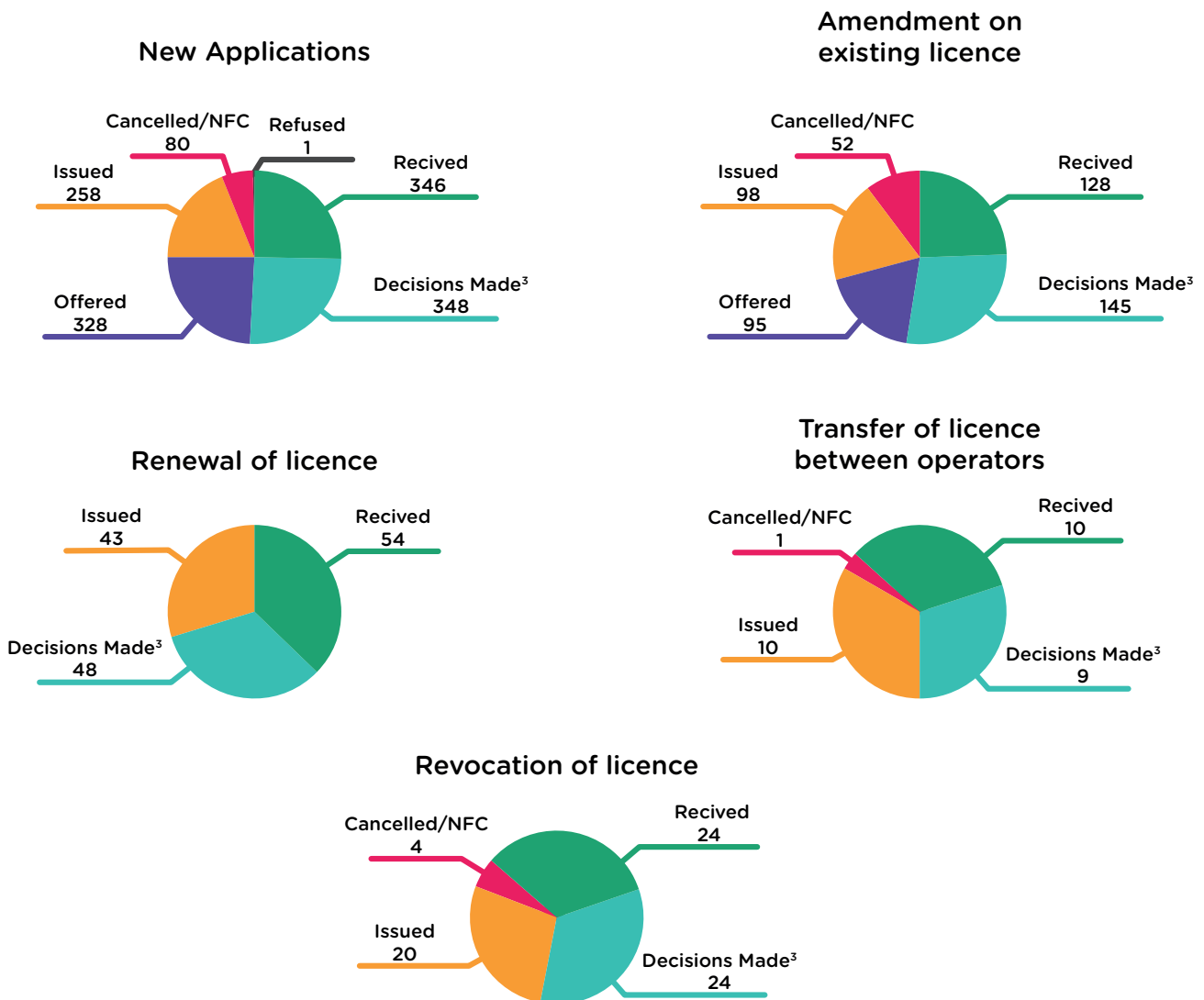
Licensing Activity

Figure 3 below provides data on NTA's bus licensing work during 2023.

574 decisions were made in 2023. Of the applications for new and/ or amended licences, 55% were processed within the indicative timeframes for the consideration of such applications as set out in the Authority's Guidelines for the Licensing of Public Bus Passenger Services.

Figure 3 – Bus Licensing Activity 2023

Bus Licensing activity 2023



3. Includes decisions made on applications received during 2022, which were carried over into 2023.

5.

Climate and Sustainability



CLIMATE AND SUSTAINABILITY



96

Electric buses delivered in 2023

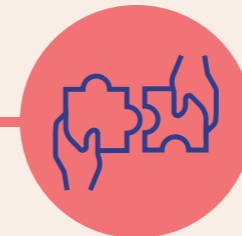


11

Single-deck buses for Athlone, Ireland's first all-electric town bus service

185,000

Trips made using the TFI Bike Scheme



273

Schools funded under the Safe Routes to School Scheme



250

TFI Smarter Travel partners



970

Bike Week events organised nationwide

Climate Action Roadmap

Climate Action Plan 2023 (CAP23) contains a requirement for public sector bodies to maintain a Climate Action Roadmap. These roadmaps are to be prepared in line with the related guidance document issued by the Sustainable Energy Authority of Ireland (SEAI) and the Environmental Protection Agency (EPA).

The Climate Action Roadmap communicates how the public body aims to meet the requirements of the Public Sector Climate Action Mandate and reach its 2030 carbon emission and energy efficiency targets. The NTA has completed the first update of its Climate Action Roadmap and the document will continue to be reviewed and updated on an annual basis.

Notable initiatives in this space include a move for NTA staff from four separate office locations to a single Grade A office building in Smithfield. This will result in much improved energy efficiency use from NTA. In 2023, work also commenced on the NTA's first Sustainability Strategy and a comprehensive assessment of the carbon emissions related to the Authority's key activities.

From an Economic, Social and Governance (ESG) perspective generally, NTA invested time and resources in 2023 assessing economic, social and governance risks and opportunities, working to embed ESG considerations into its core business operations and developing the right data to critically measure ESG outcomes.

Transitioning to more Sustainable Transport System

A large part of the NTA's work in 2023 was concerned with providing active travel and public transport infrastructure and services to facilitate a transition to a more sustainable transport system. Moving more people onto environmentally sustainable forms of travel is fundamental to meeting Ireland's objectives in relation to climate action. The Government's Climate Action Plans 2021 and 2023 set out a number of actions which are the responsibility of the NTA to lead on assisting in meeting target reductions in carbon emissions.

NTA activities that support emission reductions in the area of transport include:

- » The development of transport strategies for metropolitan areas to support compact growth and sustainable development;
- » Engagement with local authorities to assist in their preparation of Local Transport Plans, using the Area Based Transport Assessment (ABTA) methodology, developed with Transport Infrastructure Ireland;
- » Securing the implementation of new public transport infrastructure and enhanced public transport services;
- » The delivery of active travel projects, including, in particular, the provision of a network of safe cycling facilities; and
- » The promotion of active travel modes and public transport use.

Urban Bus Fleet: Transition to Zero

During 2023, NTA accepted delivery of 92 double-deck battery-electric urban buses and 4 single-deck (long length) battery-electric urban buses. These deliveries represented the completion of two initial orders for a combined total of 165 single and double-deck battery-electric buses and the first deliveries from a second order for 91 double-deck battery-electric buses. There have been delays to the roll out of the electric charging infrastructure due primarily to planning and procurement issues. These issues have now been largely resolved.

The first 11 of the single-deck buses were introduced into service in Athlone in January 2023 following the commissioning of 18 new charging guns and associated power supply infrastructure at Bus Éireann's Athlone Depot; the Athlone town bus service is the first in Ireland to convert to 100% zero-emission bus operation. The first of the double-deck buses were introduced into service in Dublin at the beginning of October 2023, with further buses added following the commissioning of 56 new charging guns and associated power supply infrastructure at Dublin Bus's Summerhill Depot.

Works were also well advanced at the end of 2023 on the first phase of charging guns and associated infrastructure at Dublin Bus Phibsboro Depot and at Bus Éireann's Limerick Roxboro Depot. Completion of these first phases will make available a further 110 charging guns, bringing the total to 184, capable of supporting the operation of a minimum of 200 battery-electric buses.

Green-Schools Travel

The Green-Schools Travel Programme works with schools to promote sustainable modes of transport on the school run for students, school staff, and parents. An Taisce operate the Programme on the Authority's behalf.

In 2023, Green-Schools Travel Officers carried out 1,489 school visits and completed 157 'walkability' and 13 'cycleability' audits, identifying the barriers to walking and cycling to schools. The audit findings were forwarded to the relevant Local Authorities for consideration and schools were engaged to report findings locally and practise "active citizenship" when tackling issues.

Cycle Right and Parking Infrastructure

Funding was provided to 273 schools in total for cycle parking infrastructure. 171 of these schools were on the Safe Routes to School programme and the remaining 102 were on the Green-Schools Travel programme. 84 schools received scooter parking. 56 of these were on the Safe Routes to School programme and the remaining 28 were on the Green-Schools Travel programme.

6,012 students from 179 schools were funded for cycle right training in 2023. Two of the 179 schools were secondary schools.

Green-Schools Travel undertook a broad range of actions and events to encourage school children to get active on their school commute and in their locality.

Specific highlights in 2023 included:

- » 181 schools around Ireland were awarded the Green Flag for Travel or Global Citizenship Travel in May.
- » Green-Schools Travel celebrated four key week-long awareness raising events including Scoot to School Week (March) with 1,140 students scooting on National SOW Day; Bike Week (May) with 4,129 students cycling on National Cycle on Wednesday Day; Walk to School Week in October and Clean Air Week in November.
- » In February, Green-Schools celebrated their annual competition, the Big Travel Challenge and were delighted to host the award ceremony at Dublin Zoo for the winning schools. St Brigid's National School, Meath Hill students were the overall winners of the "Travel School of the Year" awards for their incredible work promoting walking to school.
- » The #AndSheCycles Ambassador Programme awarded its third group of students for their work on the programme and welcomed fifty new Ambassadors into the programme.
- » Green-Schools continued to support the Cycle Bus Network during 2023, keeping new and existing cycle buses up to date on developments and news and offering support, advice and resources when applicable.

Public Bike Schemes

The regional bike scheme has been operated by the NTA since 2014, with schemes in Cork, Limerick and Galway. Covid-19 had a significant impact on bike usage in all 3 locations, with 2023 showing a significant rebound with increased usage in all locations.

In July 2022, Waterford was added to the public bike share scheme. Fourteen docking stations and 220 bikes were strategically located throughout Waterford City, with almost 20,000 individual rentals taken out in 2023, significantly ahead of usage in both Galway and Limerick.

In total, almost 185,000 trips were made on Public Bike Schemes in 2023 which was a 37% increase compared to 2022.

TFI Smarter Travel

TFI Smarter Travel is a national behaviour change programme, supporting workplaces and campuses to develop and implement sustainable and active travel plans for staff and students. There are over 250 partners in the programme across the public and private sectors. Key initiatives undertaken in 2023 included:

The Smarter Travel Mark

As one of Government's Pathfinder Programmes, the Smarter Travel Mark is awarded to workplaces and campuses that support and promote active and sustainable travel on the commute and beyond for their workforce, students and visitors, resulting in a reduction in single-person car usage. Employer led sustainable travel initiatives are essential to reducing the impact of collective dependence on the car as a mode of travel. Application for the Smarter Travel Mark is open to workplaces and campuses of any size from the private or public sectors. At the end of 2023, twenty-nine organisations had been awarded the Mark, with the Department of Transport being the first workplace to receive the certification.

Step Challenges

The springtime Marchathon and Walktober in the autumn encouraged staff and students to change their mode of travel from the private car to walking on the commute and beyond. Over 7,700 staff and students from 105 Smarter Travel partners took part in Walktober, forming a total of 1,532 teams. Participant feedback showed that 50% of respondents increased the amount they walked on the commute to work or college during Walktober while 48% said they intended to continue to increase the amount they walked on the commute to work or college after Walktober. The overall winners were teams from Analog Devices, University Hospital Waterford and the University of Limerick.

National Bike Week

National Bike Week took place from Saturday 13 May to Sunday 21 May 2023 with events coordinated through the Local Authorities and Local Sports Partnerships. Green-Schools assisted many of the Local Authorities with school events as well as running their own school events during Bike Week. All 31 local authority areas were represented during Bike Week. Over 970 events were uploaded to the Bike Week website including Family Fun Cycles, Group Cycles, Bike Festivals, Pedal Parades, Cycle Safety Training, Balance Bike events, Bike Clinics, Bike Fests, Lunchtime City Cycles, Heritage Cycles, School Cycling events and Bike Yoga.



Safe Routes to School

In March 2021 the Safe Routes School programme was launched by the Department of Transport and the NTA. The Safe Routes to School programme aims to create safer walking and cycling routes within communities, alleviate congestion at the school gates, and increase the number of students who walk or cycle to school by providing walking and cycling facilities. The improvements to the school commute could range from an upgraded footpath or new cycle lane to a complete reworking of a school's entrance. At the closing date for applications, over 900 Schools from every county in Ireland had requested to participate in the new programme. Following assessment 170 schools were selected for inclusion in the Round 1 programme in June 2021. By the end of 2023, 47 Front of School Treatments of Round 1 schools were completed, with a further 65 at detailed design or construction stage. Round 2, which included 108 schools throughout the country, was launched in December 2022, with surveys and delivery plans produced throughout 2023.

By the end of 2023 cycle parking has been provided to 616 schools as part of the Safe Routes to School programme, with an additional 6,378 spaces for bicycles and scooters provided in 2023.



6.

Customer First



CUSTOMER FIRST

1.2m

Leap Cards purchased, making 2023 the busiest year ever



4.5m

Visits to the TFI Live and Journey Planning webpages



96%

Customers felt safe on board public transport services



90%

Satisfaction rate among Luas customers



820,000

Downloads of new TFI Live app



18,000

Customer queries handled by NTA



78%

Increase in passengers on TFI Local Link services



NTA delivered a significant programme of initiatives to enhance customer experience in 2023 with each one being supported by communications campaigns designed to inform and engage public transport passengers. The NTA undertakes an annual customer satisfaction survey which is published on the NTA website. The results for 2023 show that 83% of respondents had a positive view towards the TFI brand with 96% of respondents feeling safe on board public transport services.

In respect of customer focused activities, see below a highlight of the key programmes and initiatives advanced during 2023.

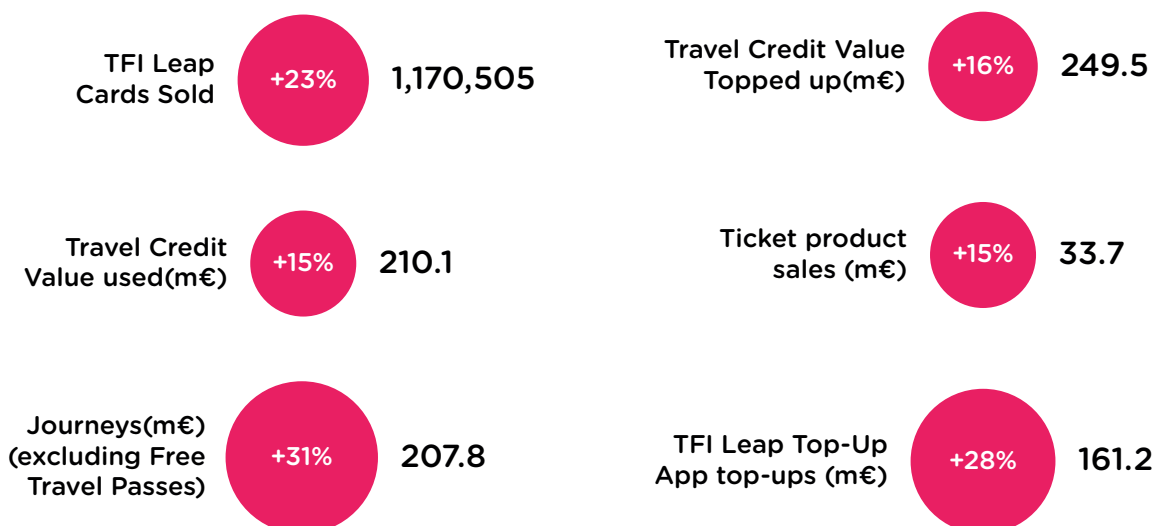
TFI Live

In February, TFI launched the new app called “TFI Live”, which allows passengers to access live real time departure across the TFI network and journey planning information across all public transport services. Key features of the app include: access to real-time departure information for Bus Éireann, Dublin Bus, Go Ahead Ireland, Luas and Iarnród Éireann services, ability to select your origin and destination to find the best route for your journey, search functionality for timetables and maps and an option to save your favourite journeys, departures and timetables. The launch of the app was supported by a marketing campaign that ran on radio, digital audio, social media, digital display, bus shelters and on operator spaces to help create awareness and encourage downloads of the new app.

TFI Leap Card

In 2023, TFI Leap Card Sales increased by 23% over 2022, up from 951,522 to 1,170,505, the highest figure ever, and over 28% higher than 2019 (i.e. pre-Covid). By the end of 2023, over 7.4 million TFI Leap Cards had been issued since the launch of the TFI Leap Card scheme.

Figure 4 – TFI Leap Card Statistics



⁶ Free travel passes are issued by the Department of Social Protection.



Please Offer Me a Seat (POMAS) Card/Badge

NTA promoted the 'Please Offer Me a Seat' card and badge initiative in July. The campaign's 'No Need to Explain' messaging was targeted to provide passengers with an invisible disability or hidden illness the opportunity to discretely communicate their need for a seat using the new TFI 'Please Offer Me a Seat' badge or card. The POMAS badge/card can be collected at key public transport hubs free of charge. The campaign included video advertisements on a range of online media outlets, digital display, social media, operator space and bus shelters.



Wheelchair Space Priority Campaign

TFI partnered with The Irish Wheelchair Association (IWA) and Irish Guide Dogs for the Blind (IGDB) to raise awareness for the "Wheelchair Priority Space" Campaign. The campaign objective was to raise awareness that the wheelchair users have priority in the wheelchair space on board buses, trains and trams. The campaign ran on YouTube, programmatic video on demand, social media, bus shelters and operator space.

Prepare Me As I Am for Public Transport

NTA worked with As I Am to provide a range of videos, pictures and problem scenarios to support people with Autism travelling on a bus, train or tram.





Staff Respect

In November NTA ran its 'Staff Respect' campaign encouraging passengers to remain respectful towards public transport drivers and staff. Media for this campaign included digital audio, social media, programmatic display, operator space and bus shelters.

TFI Local Link

In 2023, TFI Local Link regular bus services carried 3.2 million passengers, a 78% increase on the 1.8 million passenger journeys in 2022. A number of specific campaigns and launches helped drive this growth, some of which are outlined below:



- » 'Above and Beyond' Campaign
- » Connecting Ireland
- » Door-to-Door Campaign
- » Evening and Weekend Services Campaign.

NTA Websites

Across the 4 NTA websites, 2023 saw a 71% increase in page views compared to 2022.



71% increase from previous year

⁷ www.transportforireland.ie, www.leapcard.ie, www.nationaltransport.ie, www.busconnects.ie

Customer Contact

In 2023 the Customer Contact team continued to guide and support passengers using a blend of self-serve promoting replies, which encouraged use of the Journey Planner, TFI Live App, Timetable links and Contact us' pages on our online platforms whilst also offering direct support as required. Typical areas of enquiry and/or complaint in 2023 related to:

- » Scheduling: New route issues, suggestions for new services/feedback on current routes and timetables
- » Service Issues: Real Time Passenger Information, punctuality and reliability
- » Operator Issues: Driving issues and driver/passenger interaction.

Consolidated Contact Centre

The aim of Consolidated Contact Centre project is to establish a centralised contact hub, which will enable customers to route their queries in relation to a wide array of public transport services via a single source.

Key achievements in 2023 included the approval of the Final Business Case for the project by NTA Board and the award and mobilisation of the main contract.

Wheelchair Accessible Bus Stops / Bays

During 2023, construction was completed on 10 wheelchair accessible bus stops including locations in Offaly, Meath and Cork. NTA carried out audits of towns with a population of over 1,000 people to identify a programme of works for the next phase of the programme.

Wheelchair accessible bus bays and upgrade of the external bus stations environs were constructed in Kilkenny and Mullingar bus stations and construction commenced at Cork and Ennis.

7. Stakeholder Engagement



STAKEHOLDER ENGAGEMENT

4,029

Submissions made to NTA
public consultations



103

Press Releases and News Items
*information sent to media
and posted on our website(s)



3,037

Questions and queries from
Public Representatives,
Departments and Local
Authorities



2,257

Official Responses to
Public Representatives



152

Reports, strategies and
proposals published



7

NTA appearances before
Oireachtas Committees

NTA engages with many stakeholders and 2023 was an exceptionally busy year in that regard. In this section, details regarding the extent of Stakeholder Engagement by the Authority is outlined.

Stakeholder Engagement in Numbers

Transport User Advisory Group (TUAG)

NTA Transport User Advisory Group (TUAG) was established in February 2022. TUAG met four times in 2023, once being at the NTA Offices. The TUAG Group also met to view and provide feedback on the newly purchased electric buses and a mock-up of the DART+ Fleet.

The role of the group is to provide commentary and feedback on proposed projects, programmes, purchases and designs by NTA.

The TUAG includes representatives from a variety of users of the public transport system and active travel infrastructure nationally. This engagement provides NTA with a wide spectrum of views from both service users and other stakeholders.

Freedom of Information (FOI), Access to Information on the Environment (AIE), and Re-Use of Public Sector Information (RPSI)

There were a total of 189 FOI and AIE requests in 2023 which was 12% higher than in 2022. Of the 189 requests, 173 requests were under the FOI Act, 16 requests were under the AIE Regulations.

In 2023, a total of 7 internal review requests were requested (4 FOI, 3 AIE). Four decisions were varied, two decisions were affirmed and one decision was under the Section 38 consultation process and therefore the internal review could not be processed.

Requesters appealed 1 FOI decision to the Office of the Information Commissioner and 2 AIE decisions were appealed to the Office of the Commissioner for Environmental Information.

We publish our FOI/AIE Disclosure logs on our website which provides more details including decisions on FOI/ AIE requests issued by NTA.

Consultations

There were 6 public consultations in 2023:

Consultation	Open Date	Close Date
BusConnects Limerick	22 February 2023	7 April 2023
BusConnects Cork Sustainable Transport Corridors - Preferred Route Option Public Consultation Round 2	30 March 2023	26 May 2023
BusConnects Galway Draft New Bus Network	24 April 2023	2 June 2023
Direct Award Contracts 2024	9 October 2023	27 October 2023
Route 243 Amendment Proposal	30 October 2023	27 November 2023
BusConnects Cork Sustainable Transport Corridors - Preferred Route Options Public Consultation Round 3	6 November 2023	18 December 2023

Meetings with Local Communities

NTA held and attended a number of local community events in respect of its plans for public transport. These were provided via a mix of public information events, webinars and community forum meetings relating to the following projects:

- » BusConnects Cork Sustainable Transport Corridors (STCs) – 2nd and 3rd round of public consultations
- » BusConnects Galway Network Redesign
- » BusConnects Limerick Network Redesign

Press Office/ Media

15 new items published
42 undertaken media events
88 issued press releases



NTA published 15 news items, issued 88 press releases and undertook 42 media events in 2023.

Publications

NTA published a total of 152 documents in 2023 on its website and Public Consultations portal.

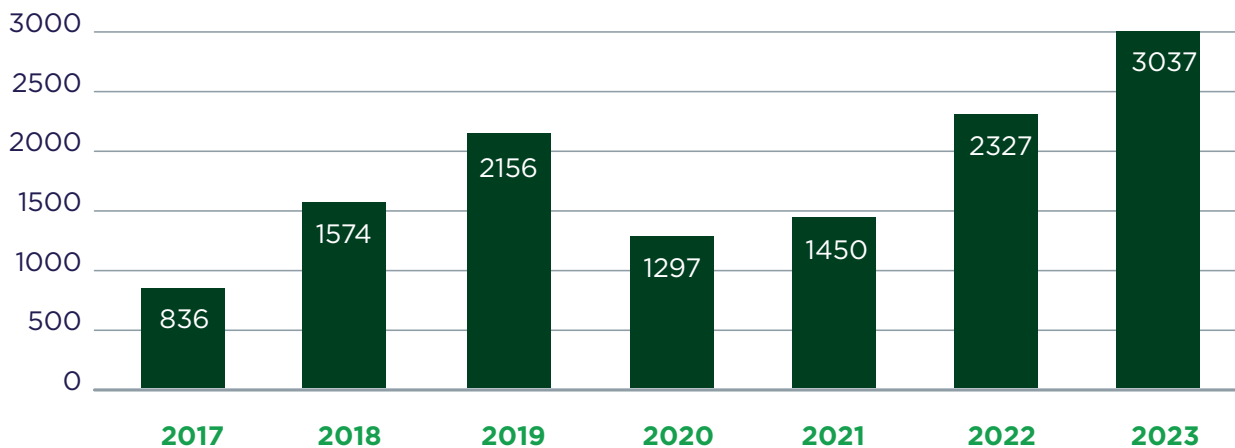


Oireachtas Liaison Unit

The Oireachtas Liaison function is responsible for managing, coordinating and responding to all queries that are received from elected representatives, Department of Transport and Local Authorities. Significant growth of 31% occurred in 2023 compared to 2022 in terms of the number of cases processed. The Oireachtas Liaison Unit received 3,037 queries in 2023 including 925 Parliamentary Questions.

Total Oireachtas Liaison Cases 2017 - 2023

Figure 5 – Oireachtas Liaison Cases 2017 - 2023



Oireachtas Committees

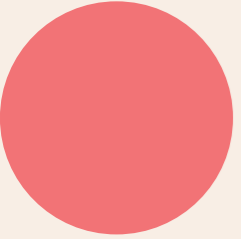
NTA Representative(s)	Date	Event
CEO	31/01/2023	Joint Committee on Justice
CEO; Director of Public Transport Services; Local Link Manager	10/05/2023	Joint Committee on Social Protection, Community and Rural Development and the Islands
CEO; Deputy CEO	26/09/2023	Joint Committee on Housing, Local Government and Heritage
CEO; Deputy CEO	27/09/2023	Joint Committee on Disability Matters
CEO; Deputy CEO	24/10/2023	Joint Committee on Housing, Local Government and Heritage
CEO; Director of Public Transport Services	28/11/2023	Joint Committee on Transport and Communications
Chairperson	06/12/2023	Joint Committee on Transport and Communications

8.

Transport Infrastructure



TRANSPORT INFRASTRUCTURE



845

Bus shelters nationwide powered by solar panels by the end of 2023



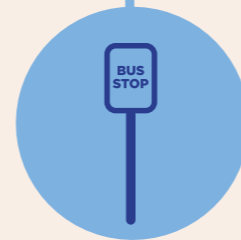
91

Kilometres of new Active Travel infrastructure for Cork city under public consultation



1,173

New TFI-branded bus stop poles installed nationwide with enhanced customer information



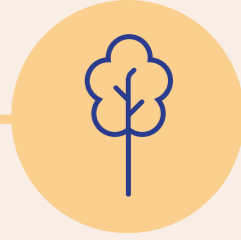
€341m

Allocated to local authorities nationwide for Active Travel projects



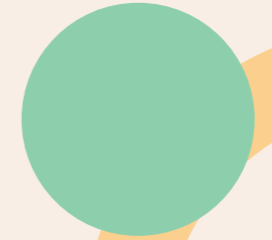
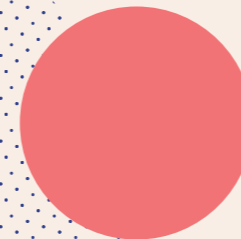
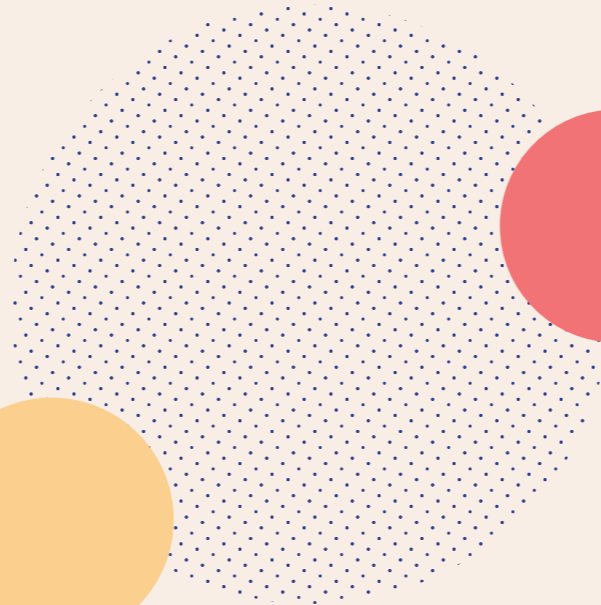
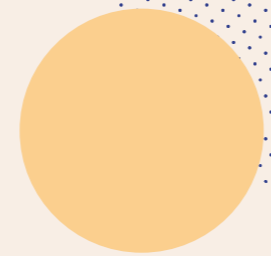
502

Active Travel projects funded in rural Ireland



185

DART+ carriages under construction



NTA continued to invest in transport infrastructure projects across the state. Some of the key programmes and projects are outlined in this section.

Next Generation Ticketing

Cashless operation will be introduced on all buses, to remove the delays caused by cash payments and improve the passenger experience. BusConnects will incorporate the latest developments in account-based ticketing technology, including allowing use of credit / debit cards or mobile devices as a convenient means of payment.

During 2023, the project focused on preparation and readiness for future implementation and operational phases, progressed the ongoing procurement and prepared a final business case to support the future contract award. The tender phase is expected to end early in 2024.

BusConnects Dublin – Core Bus Corridors

The Dublin Core Bus Corridors project encompasses the delivery of approximately 230km of dedicated bus lanes and 200km of cycle tracks, which are being developed as 12 separate schemes. During 2023, the BusConnects Dublin programme made significant strides. Key achievements included the introduction of new bus routes and fully electric buses, thorough planning for a new ticketing system, and confirmation of planning consent for the first of 12 new bus corridors. Highlights from relevant BusConnects Dublin projects are outlined below.

Building on progress made in 2022, in 2023, the remaining 6 (of 12) statutory applications were submitted to An Bord Pleanála for approval to construct under Section 51 of the Roads Act. In December 2023, An Bord Pleanála provided planning approval for the Liffey Valley to City Centre Scheme.

In addition, as part of the infrastructure works, in February 2023, the Liffey Valley Bus Plaza was opened, providing high quality facilities to support services running from the Liffey Valley Shopping Centre serving the surrounding areas and the City Centre.

BusConnects Cork – Sustainable Transport Corridors

Cork Sustainable Transport Corridors will deliver approximately 91km of new bus lanes and bus priority and 98km of cycle facilities, making travel by bus, as well as active travel, a more attractive option while also reducing carbon emissions and congestion.

The second and third rounds of public consultation on the preferred route options for eleven sustainable transport corridors were concluded in 2023. The scheme designs will be further developed and statutory consent applications to An Bord Pleanála will be prepared, including transport and environmental impact assessments.

DART+ Programme

The DART+ Programme is a transformative programme of projects which aims to modernise and improve existing rail services in the Greater Dublin Area (GDA). It will provide a sustainable, reliable and more frequent rail service improving capacity and electrifying the rail corridors serving Dublin. The planning and design of all elements of the DART+ Programme further progressed in 2023. The DART+ Programme includes the following;

- » DART+ West project which includes a new depot facility to accommodate the new DART Fleet, is with An Bord Pleanála for determination.
- » DART+ South West project Railway Order application was submitted to An Bord Pleanála in March 2023.
- » DART+ Coastal North project. The updated DART+ Preliminary Business Case was submitted for approval in December 2023 to enable submission of the Railway Order.
- » DART+ Fleet. Manufacturing began in October 2023. Works have commenced in 2023 for the installation of a battery charging infrastructure in Drogheda.

Cork Area Commuter Rail Programme

The Cork Area Commuter Rail programme is a transformative rail improvement programme for the Cork Rail Network. It will deliver increased train capacity and frequency, providing for more connected communities and a more sustainable transport network. The programme represents the largest ever investment in the Cork Rail Network.

The programme involves developments and enhancements to the rail network from Mallow through Cork to Cobh and Midleton and will include the delivery of new rail infrastructure, electrification, and re-signalling across the 3 main lines of Mallow, Cobh and Glounthaune to Midleton.

The Cork Area Commuter Rail Programme is being progressed through several separate but interrelated projects. 2023 saw construction contracts awarded for a new through platform at Kent Station and for the re-signalling of the network. In addition, An Bord Pleanála granted a Railway Order for the twin tracking of the Glounthaune to Midleton line and a tender for Multi-Disciplinary Consultancy Services Framework to support the delivery of the remaining elements of the programme was released to the market.

Rail Stations

Colbert Station Interchange is a key transport node in the Mid-West Region of Ireland. This project is to develop a new and improved interchange facility at the station. Work commenced in 2022 and the main works progressing significantly in 2023 with the new interchange due to open to the public in early 2024.



Galway Ceannt Station Upgrade Project

Ceannt Station is a key transport gateway to Galway City and the wider region in the west of Ireland. This project will represent a major investment in the station. The roof of the existing train hall will be replaced to transform the platforms into bright and welcoming spaces in addition to the construction of new platforms, a new southern entrance, and modern customer facilities.

2023 saw the approval of the project's Final Business Case and the signing of the main works contract.



Woodbrook Station

Woodbrook Station in Dublin is a key public transport connectivity hub that will support the sustainable development of the Woodbrook-Shanganagh area, located close to the existing DART line. The project involves the construction of a heavy rail station on the East Coast Rail Line between Shankill and Bray, which will be served by DART services. The Final Business Case was approved in 2023, followed by the signing of the main works contract. On-site works commenced in 2023 and will continue throughout 2024.



MetroLink

The MetroLink Programme is the development of a high capacity high frequency segregated light rail corridor from Charlemont to Swords, via Dublin Airport.

The MetroLink Programme integrates with rail, bus and Luas to provide a fully integrated public transport system in the Greater Dublin Area. The corridor is predominantly in tunnel and includes 16 new stations, 11 of which are underground and a park and ride facility.

The Railway Order documentation for the programme was submitted to An Bord Pleanála in September 2022 and public consultation concluded in early 2023.

Planning and design for the MetroLink Programme developed throughout 2023. A Client Partner was also engaged to assist in the further development of the programme requirements in preparation for tender stage.



Luas Finglas

Luas Finglas is a 3.9km extension of the Luas Green Line from Broombridge to Charlestown via Finglas, with a 350-space Park and Ride facility located just off the M50 at St Margaret's Road. The alignment is primarily off-road and segregated from traffic providing a high-quality public transport service. In the year of opening, Luas Finglas will provide for a tram in each direction every 7.5 minutes during peak times with an approximate journey time of 30 minutes from Charlestown to Trinity College.

During 2023, the project progressed through preliminary design including the completion of a preliminary cost estimate. The draft Preliminary Business Case was finalised and issued to the Department of Transport in August 2023. In addition, and in preparation for the upcoming Railway Order submission, the preliminary design was progressed to a reference design and preparation of Environmental Impact Assessment Reporting (EIAR) chapters commenced.

Luas Cork

Work continued in 2023 regarding developing options of the Emerging Preferred Route for Luas Cork with a non-statutory public consultation planned for 2024.

Bus Shelters and Bus Stops

NTA continued to work closely with Local Authorities to obtain consent and implement bus shelters and bus stops during 2023.

Bus Shelters

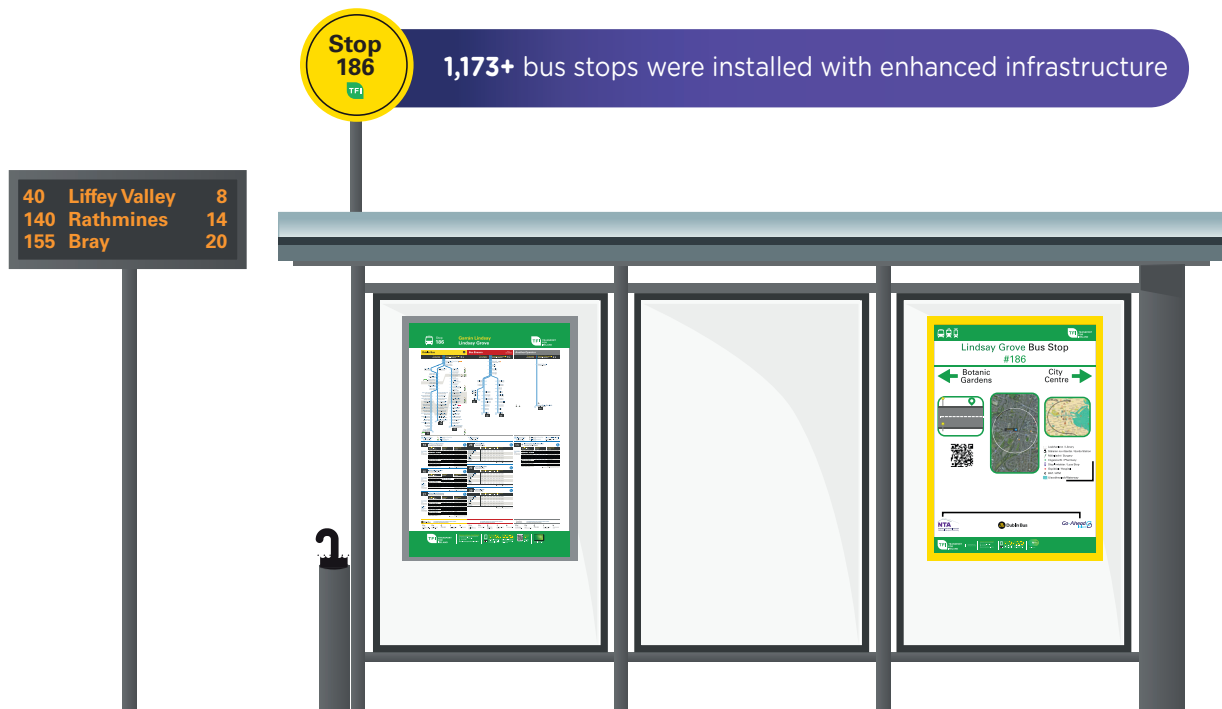
During 2023, the NTA installed 134 new standard bus shelters nationwide. In addition, the NTA extended an existing programme to deliver solar powered courtesy lighting solutions at bus shelters where lighting was not available due to power supply issues. By the end of 2023, approximately 845 out of 896 identified shelter locations had solar panels fitted to illuminate the shelters' courtesy lighting.

Bus Stops

There are over 17,000 bus stops nationwide and a programme is underway to provide enhanced infrastructure and travel information at each one. The upgrade of bus stop infrastructure and travel information continued nationwide throughout 2023 and includes the following key highlights:

- » New TFI-branded poles were installed at over 1,173 bus stops nationwide, with many of these benefitting from new passenger waiting areas and kerbing.
- » Construction work was completed to support the introduction of the Western Orbital (W4 and W6) and the Southside Orbital routes for the Dublin Bus Network Redesign; both routes are now operational.
- » Construction work progressed for the introduction of the F Spine under the BusConnects Dublin programme in early 2025. This initiative encompassed the enhancement of 15 bus stops, complete with upgraded passenger waiting areas and improved kerbing.
- » A further 590 bus stop upgrades, including new pole installations and hardstandings, were tendered in 2023 and will commence construction in early 2024. These will cover locations such as Dublin and the GDA (E Spine, F Spine and O Route of BusConnects Dublin), Louth, Meath, Cavan, and Longford.
- » New bus stop infrastructure was installed for the launch of the Phoenix Park, Eastern Commuter Corridor, Clonmel and Carlow town bus services.
- » Enhanced travel information posted at over 3,300 stops nationwide.

- » Emergency repairs carried out at 632 bus stops.
- » Over 2,000 bus stops cleaned and maintained monthly via Service Level Agreements (SLA) with both Bus Éireann and Dublin Bus.
- » Multiple on-site stop location assessments undertaken with Dublin and Cork Local Authorities to progress future phases of BusConnects Network Redesign.



NTA is making progress in rolling out infrastructure improvements at bus stops throughout the country. The bus stop improvements being made provide better information for transport users, clear locations of where buses will stop and also provide much greater accessibility access.

Active Travel

NTA is the Approving Authority for sustainable travel projects being implemented by Local Authorities throughout the State, with funding predominately focused on Active Travel projects which improve facilities for those walking, wheeling and cycling. Active Travel is seen as a critical component of Ireland's Climate Action Plan, with a 50% increase in daily active travel journeys required by 2030. To facilitate this, NTA funding to Local Authorities has increased from an average of €34 million per year, between 2015 and 2019, to €341 million in 2023, with almost €1 billion invested in sustainable infrastructure between 2020 and 2023. This

increase in funding is to continue into 2024 with over €290 million allocated for NTA funded active travel projects, with this level of funding committed until 2025.

A significant milestone achieved in 2023 was the completion of the Cycle Design Manual (CDM) update published in September. The CDM draws on the experience of delivering cycling infrastructure across Ireland over the last decade, as well as learning from international best practice, and has been guided by the need to deliver safe cycle facilities for people of all ages and abilities. This new guide will help deliver world class active travel infrastructure in the years to come.



Active Travel Grants Programme

The National Sustainable Mobility Policy, the Climate Action Plan, and other Government policies encourage modal shift, where possible, away from private car use and towards more sustainable transport modes such as walking or cycling. The Active Travel Grants Programme funds projects supporting strategic pedestrian and cyclist routes, access to schools, permeability links, urban greenways and some minor public transport improvement projects.

The 2023 funding covered over 1,000 Active Travel projects, which will contribute to the reaching the target of delivering 1,000 km of new and improved walking and cycling infrastructure across the country by the end of 2025.

Active Travel Spend

The expenditure on Active Travel projects by Local Authorities, and other funded organisations, in 2023 was €341 million.



9. Transport Regulation



TRANSPORT REGULATION



19,784

SPSVs licensed at the end of 2023



1,999

SPSV driver licenses issued in 2023



7,298

SPSV Driver Entry test taken



1,782

Customer queries handled

€40,000

To design new online SPSV driver licencing system



€15m

To upgrade SPSV fleet to sustainable vehicles



Regulatory and Compliance Environment

Within the regulatory and compliance environment, the Authority is responsible for:

- » developing the regulatory framework and compliance regime for the Small Public Service Vehicle (SPSV) and commercial bus sectors in order to enhance the quality, safety and accessibility of services;
- » ensuring compliance by operators with statutory regulations in the SPSV, commercial bus and vehicle clamping sectors;
- » ensuring that the regulatory licensing and appeals systems in place in these sectors are efficient and fair for operators and appellants; and
- » the enforcement of EU Passenger Rights legislation in relation to maritime, rail and bus/coach travel as the National Enforcement Body (NEB) for Ireland

Small Public Service Vehicle (SPSV) Sector

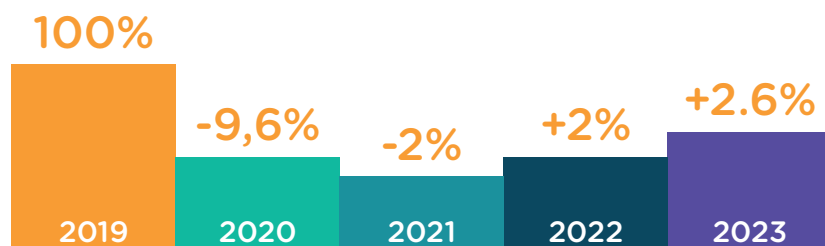
2023 Vehicle Supply

In early 2023, serious challenges for new and existing SPSV operators remained around purchasing new suitable standard, electric and wheelchair accessible vehicles, together with a weak second hand vehicle market, for SPSV licensing. This had the potential to hamper the return to pre-Covid SPSV licence numbers, as well as impacting fleet quality and sustainability. These challenges stemmed from a mix of Brexit, the legacy attaching to the Covid pandemic and the global energy, logistics and vehicle parts availability crisis connected with geopolitical unrest and European droughts. Positively, these concerns eased within the first half of the year and the demand for SPSV services returned, enhancing the earning capability for operators. This is reflected in the overall vehicle licensing figures for the year, as well as the positive eSPSV23 and WAV23 Grant Scheme figures, with an additional 896 SPSVs licenced nationally.

⁸ The Small Public Service Vehicle (SPSV) sector comprises taxi, hackney and limousine vehicles, together with self-employed drivers, owners and ancillary SPSV services such as booking services and dispatch operators. The Authority publishes detailed statistical information for the SPSV sector on its website in the annual SPSV Bulletin.

Vehicle Licensing

The impact of Covid-19 and its associated travel and gathering restrictions, resulted in the number of licenced taxi, hackney and limousine vehicles falling 9.6% nationwide in 2020 and a further 2% in 2021. 2022, however, saw the fleet beginning to recover with a growth of 2%, reversing the 2021 loss. This growth continued throughout 2023 with 19,784 vehicles licenced by the end of 2023. This is a return to over 93% of the pre-pandemic fleet. Further to that, there were also 1,515 vehicle licences in “inactive” status, which can resume services up to two years after their expiry date.



Vehicle Suitability Inspections

All taxi, hackney and limousine licences must be renewed at least annually to continue operating. Those over 10 years of age require six-monthly renewals. The roadworthiness of each vehicle is initially established through the National Car Test provided by the Road Safety Authority with a subsequent, and separate inspection to determine its suitability for use as a SPSV provided by the Authority in terms of condition and age when measured against regulatory and quality standards. A total of 26,893 individual vehicle suitability inspections were conducted in 2023, an increase of 6.7% on 2022.

Sustainable Vehicles

The eSPSV Grant, funded at €15m by the Department of Transport’s ZEV (Zero Emission Vehicles Ireland) office, was administered by the Authority to assist with the transfer of the SPSV fleet to sustainably fueled vehicles. Grants were of up to €25,000 for existing SPSV licence holders who scrapped their older and/or high mileage diesel/petrol taxis, hackneys or limousines and this made up 83% of the grant allocations. There were also grants of up to €12,500 available to go green on an existing licenced vehicle which was outside the scrappage criteria. New national SPSV licences can only be granted for limousines (wheelchair accessible or standard) or wheelchair accessible taxis and hackneys.

Local Area Hackney Services

To further enhance rural transport provisions in an attempt to reduce rural isolation through the local area hackney licence, NTA launched a one year pilot for a special, limited Local Hackney service across 21 specially selected rural locations throughout Ireland in 2023. This was a grant aided pilot where the applicant could claim €6,000, payable in equal monthly instalments, to offset operational costs such as insurance where the service provider showed that the services were made available to the community, on top of the fares received for each trip. Unfortunately, only 2 of the 21 areas advertised produced services as part of this rural local hackney pilot. On enquiry, many who initially expressed interest in the Pilot cited overwhelming insurance costs and a perceived lack of demand as the key detractors.

At the end of 2023, there were 26 local area hackney services licensed throughout the State, with only three established through grant aided schemes.

Driver Licensing

In 2023, the monthly average for new driver licences issued by An Garda Síochána was 166. This compared with a monthly average of 99 per month in 2022 and 45 per month in 2021. This followed the NTA's very positive SPSV Driver Recruitment Campaign to help support recovery within the industry and the provision of SPSV services to the public. The campaign was rolled out across national and local radio, press and social media in July 2022 to attract new entrants to the industry.

In all, 1,999 new SPSV Driver Licences were added to the sector in 2023, a 19% increase on the previous highest year 2019 (pre-Covid). By the end of the year, driver licence numbers in Dublin exceeded pre Covid levels and nationwide they stood at 97% of pre Covid levels, despite record numbers of licence surrenders and expiries throughout the previous 3 years.

The long term outlook for driver licence numbers is very encouraging. The first step in becoming a driver is to pass the SPSV Driver Entry Test and 2023 saw the busiest year on record for this test with 7,298 completed. This is a 43% increase on 2019 (pre-Covid), again the previous highest number. Positive trends were also recognised with respect to the changing SPSV Driver age profile.

In 2023, 4,341 licences were renewed out of a potential 5,179, or 84%.

SPSV Driver Licensing System

NTA was awarded €40,000 under the Public Service Innovation Fund to analyse and design a new Small Public Service Vehicle Driver Licensing system that will allow automation of the application process for the applicant, eliminate the administrative burden on An Garda Síochána and improve service delivery. The new system will allow applicants to apply online and make payments as part of the application process. Once the new system is in place, An Garda Síochána will continue to carry out the vetting and suitability assessment function in relation to driver licence applications, renewals, and throughout the duration of a licence, but the administration relating to issuing driver licences and the management of the driver licensing system is intended to fully transfer to the Authority. The NTA currently carries out limited elements of the driver licensing administration processes, such as the administration of the SPSV Driver Entry Test and the issuance of SPSV Driver Licences. This planned project will transfer the remaining administrative processes from An Garda Síochána to NTA.

Enforcement Activities

Over 179,582 vehicle and driver remote licensing checks were carried out during 2023 in respect of 18,325 individual vehicles. This means that 93% of taxi, hackney and limousine licences were checked whilst operating throughout the year.

Compliance Officers carried out 16,998 face-to-face audits of drivers and vehicles at the roadside, a 34% increase on 2022 and a return of pre-Covid-19 volumes.

Because of these compliance activities, 707 Fixed Payment Notices (on the spot fines) were issued in 2023 for offences cited in Schedule 8 to the Taxi Regulation (Small Public Service Vehicles) Regulations 2015 (as amended) in line with customer protection and safety. This is a 11% increase on 2022.

79% of Fixed Payment Notices issued were paid on time in 2023, with the remainder being referred for court prosecution in the District Courts nationwide. This followed the significant increase in Fixed Payment Offence penalties from January 2023 with new Fixed Payment Offences added in relation to refusal of guide dogs specifically (from a more generic unreasonable refusal category) and not providing passengers with a cashless payments option.

Prosecutions

NTA initiated 222 criminal prosecutions in 2023, of which over half (61%) related to the operation of an unlicensed service. The Authority was successful in 86% of prosecutions taken, with a greater degree of leniency being exercised by the Courts given the economic environment of 2023.

Complaints

NTA received 1,782 complaints in 2023 in respect of the SPSV sector, an increase of 9.6% on 2022. Over half of all complaints (53%) could not be advanced due to insufficient evidence from the complainant, no evidence that the operator had erred in his/her service provision, or the complainant not wishing to pursue the complaint on contact. Another 4% of the complaints received was referred to other agencies for attention, including An Garda Síochána, the Department of Social Protection and Revenue.

Vehicle Clamping

The remit of NTA with respect to vehicle clamping includes the regulation of clamping activities, the management and administration of an appeals process and the investigation of complaints.

Vehicle clamping activities have returned to pre pandemic levels. The number of appeals received in 2023 exceeded the levels seen prior to the pandemic. Parking controllers, those responsible for the recording compliance with the law or parking rules at a particular location, are subject to vehicle clamping regulations enforced by the Authority, including the right of motorists to appeal.

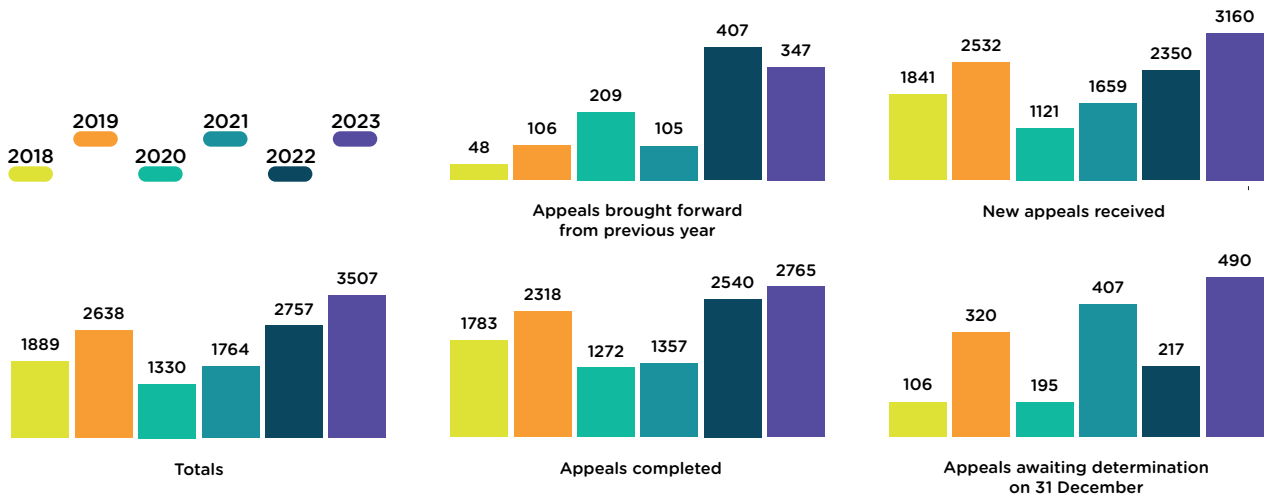
Appeals to a Clamping Appeals Officer

A motorist whose vehicle has been clamped and/or relocated is entitled to appeal that activity, in the first instance, to the relevant parking controller. Following a negative result for the motorist, the appellant may move their appeal forward to the second stage of the legal appeal process where the Authority facilitates an independent review of the matter and a second stage determination by a Clamping Appeals Officer.

In 2023, the primary grounds of appeals brought to their second stage by motorists through the Authority were issues with paid parking, the display of parking tickets, the use of permits and inadequate signage.

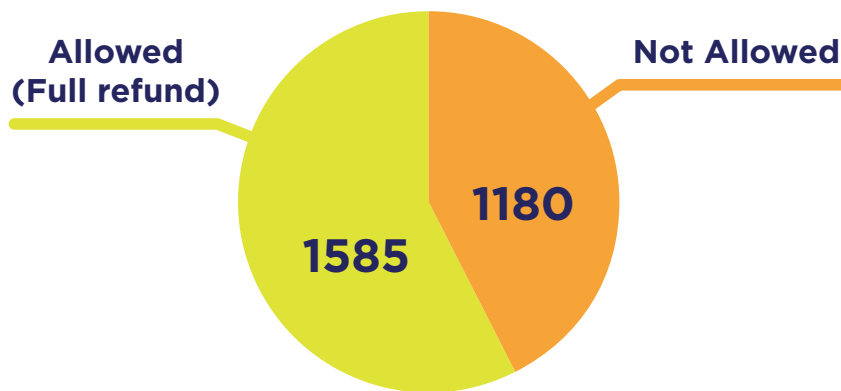
Where a Clamping Appeals Officer allows an appeal, the parking controller is required to refund the motorist the relevant charge(s). In 2023, four parking controllers were involved in 92% of the appeals made through the NTA.

Figure 6 – Clamping Appeals to National Transport Authority



**2,765 Clamping appeals completed
2023**

Figure 7 – Outcome of Completed Clamping Appeals 2023



EU Passenger Rights

As the designated National Enforcement Body for Ireland for EU Passenger Rights, the Authority responded to 37 enquiries from the public regarding their rights under the Regulations, the majority of which concerned maritime transport.

The main issues raised related to lack of information, cancellations, re-routing and reimbursement.

National Transport Authority Financial Statements

For the year ended 31st December 2023

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Authority Information

Board Members	
Mr. Peter Strachan (Chairperson)	(Appointed on 11th April 2023)
Ms. Anne Graham (Chief Executive Officer)	
Mr. Hugh Creegan	
Mr. Owen Keegan	(Appointment came to an end 9th September 2023)
Mr. Richard Shakespeare	(Appointed on an interim basis, 31st October 2023, permanently from 11th January 2024)
Ms. Ann Fitzgerald	
Mr. Pat Mangan	
Mr. Frank O'Connor	
Mr. Brian McCormick	
Mr. David Gray	
Mr. Iain Docherty	
Ms. Eleanor O'Neill	
Ms. Joyce Loughnan	

Solicitors	Bankers
McCann Fitzgerald Riverside One 37-42 Sir John Rogerson's Quay Dublin 2 D02 X576	Allied Irish Banks plc 1-4 Baggot Street Lower Dublin 2 D02 X342
Auditors	National Treasury Management Agency Treasury Dock 70 North Wall Quay D01 A9T8
Comptroller and Auditor General 3A Mayor Street Upper Dublin 1 D01 PF72	

Governance Statement and Board Members' Report

For the year ended 31st December 2023

Governance

The National Transport Authority (“Authority”) is a statutory non-commercial state body which operates under the aegis of the Department of Transport (“DoT”).

The Authority, established on foot of the Dublin Transport Authority Act 2008, was originally conceived as a transport authority for the Greater Dublin Area under the 2008 Act. However, it was subsequently renamed the National Transport Authority in the Public Transport Regulation Act 2009, which extended the Authority’s functions to include the award and monitoring of Public Service Obligation Contracts, and the licensing of buses and small public service vehicles nationally.

The Taxi Regulation Act 2013, which consolidated and updated primary legislation in relation to the licensing of small public service vehicles and drivers, also extended the geographic scope of some of the Authority’s functions nationally.

The Vehicle Clamping Act 2015 gives the Authority responsibility for the regulation of clamping activities nationally.

The Public Transport Act 2016 further extended the Authority’s responsibilities to empower it to make bye-laws regulating the use of certain subsidised public bus services by passengers.

The Authority retains some specific functions in respect of infrastructure and integration of transport and land use in the Greater Dublin Area, reflecting the particular public transport and traffic management needs of the region.

The functions of the Board of the Authority are set out in Section 14 of the Dublin Transport Authority Act 2008. The Board is accountable to the Minister for Transport and is responsible for ensuring good governance and performs this task by setting strategic objectives and targets and taking strategic decisions on all key business issues. The regular day to day management, control and direction of the Authority are the responsibility of the Chief Executive Officer (CEO) and the senior management team. The CEO and the senior management team must follow the broad strategic direction set by the Board and must ensure that all Board members have a clear understanding of the key activities and decisions related to the entity and of any significant risks likely to arise. The CEO acts as a direct liaison between the Board and management of the Authority.

Board responsibilities

The work and responsibilities of the Board are set out in the Authority's Corporate Governance documents entitled 'Guiding Principles for the NTA', 'Corporate Structure and Matters reserved for the Board' and 'Code of business conduct for Authority members'. The second of these documents contain the matters specifically reserved for Board decision. Standing items considered by the Board include:

- » Declaration of interests;
- » Reports from the Audit and Risk Committee;
- » Financial reports / management accounts;
- » Risk management;
- » Performance reports; and
- » Reserved matters.

Section 32 of the Dublin Transport Authority Act 2008 requires the Board of the Authority to keep, in such form as may be approved by the Minister for Transport with consent of the Minister for Finance, all proper and usual accounts of all moneys received and expended by it, including a 'Statement of Income and Expenditure and Retained Revenue Reserves' and a 'Statement of Financial Position'.

In preparing these financial statements, the Board of the Authority is required to:

- » Select suitable accounting policies and apply them consistently;
- » Make judgments and accounting estimates that are reasonable and prudent;
- » Prepare the financial statements on a going concern basis unless it is inappropriate to presume that it will continue in operation; and
- » State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Board is responsible for keeping adequate accounting records which disclose, with reasonable accuracy at any time, its financial position and enables it to ensure that the financial statements comply with Section 32 of the Dublin Transport Authority Act 2008. The maintenance and integrity of the corporate and financial information on the Authority website is the responsibility of the Board.

The Board is responsible for approving the annual plan and budget. An evaluation of the performance of the Authority by reference to the annual plan and budget was approved in December 2023. The Board reviews the performance of the Authority by reference to the annual plan and budget at regular intervals throughout the year.

The Board is also responsible for safeguarding the Authority's assets and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Board considers that the financial statements of the Authority give a true and fair view of the financial performance and the financial position of the Authority at 31st December 2023.

Board structure

The Authority is governed by a Board of twelve members appointed by the Minister for Transport. Three positions on the Board are ex officio positions reserved for the Chief Executive Officer, another senior manager of the Authority and the Chief Executive Officer, Dublin City Council. Board members may be appointed for a period of up to five years and may be re-appointed. However, Board members may serve a maximum of ten years. This restriction does not apply to the ex officio members who stand appointed for as long as they occupy the relevant position. The Board met on 11 occasions and minutes of board meetings are published on the Authority’s website. At 31st December 2023, the Board had 4 (33.3%) female and 8 (66.7%) male members.

The table below details the appointment period for current members:

Board Member	Role	Date Appointed
Mr. Peter Strachan	Chairperson	11th April 2023
Ms. Anne Graham (Chief Executive Officer)	Ordinary member (ex officio)	7th January 2015
Mr. Hugh Creegan (Deputy Chief Executive Officer)	Ordinary member (ex officio)	29th November 2010
Mr. Richard Shakespeare (Chief Executive Officer, Dublin City Council)	Ordinary member (ex officio)	31st October 2023
Ms. Ann Fitzgerald	Ordinary Member	24th September 2015 Reappointed 23rd September 2020
Mr. Pat Mangan	Ordinary Member	24th September 2015 Reappointed 23rd September 2020
Mr. Frank O’Connor	Ordinary Member	24th September 2015 Reappointed 23rd September 2020
Mr. Brian McCormick	Ordinary Member	1st August 2019 Reappointed 31st July 2022
Mr. David Gray	Ordinary Member	1st August 2019 Reappointed 31st July 2022
Mr. Iain Docherty	Ordinary Member	23rd December 2021
Ms. Eleanor O’Neill	Ordinary Member	23rd December 2021
Ms. Joyce Loughnan	Ordinary Member	23rd December 2021

The Board completed a Board effectiveness review in December 2023.

The Board has established an Audit and Risk Committee (“ARC”) comprising three Board members and two external members. The role of the ARC is to support the Board in relation to its responsibilities for issues of risk, control and governance and associated assurance. The ARC is independent from the management of the organisation. In particular, the Committee ensures that the internal control systems including audit activities are monitored actively and independently. The ARC reports to the Board after each Committee meeting and formally in writing annually.

The members of the ARC are Mr. David Gray (Chairperson) reappointed 13th September 2022, Mr. Brian McCormick appointed 21st April 2022, Ms. Joyce Loughnan appointed 18th November 2022, Dr Cyril Sullivan appointed 15th July 2022 and Mr Bernard McLoughlin appointed 15th July 2022. There were 6 meetings of the ARC in 2023.

The Board established the Capital Programme Committee (“CPC”) in November 2022 comprising of three Board members and representatives from the NTA’s Capital Programme. The Board may appoint additional members if it so determines, including additional independent members from outside the Board. The role of the CPC is to support the Board in undertaking their functions related to the NTA’s Capital Programme. Given the scale of capital investment for which the NTA is responsible, the establishment of the CPC, and the delegation of certain of the functions of the Board to the CPC, provides for a more effective oversight arrangement in respect of activity in this area. In particular, the CPC provides more focussed oversight to the various major projects and programmes forming the overall NTA Capital Programme.

The CPC reports to the Board after each Committee meeting. The members of the CPC are Iain Docherty (Chairperson) appointed 18th November 2022, Eleanor O’Neill appointed 18th November 2022 and Peter Strachan appointed 20th April 2023. Ann Fitzgerald was also appointed to the CPC on 20th January 2023 and following the appointment of Peter Strachan as Chair of the NTA board (and consequently as a member of the CPC), her official term came to an end on 20th April 2023. There were 11 meetings of the CPC in 2023.

Schedule of attendance, fees and expenses

A schedule of attendance at the Board and Committee meetings for 2023 is set out below including the fees and expenses received by each member:

	Board	ARC	CPC	Fees 2023 €	Expenses 2023 €	Fees 2022 €	Expenses 2022 €
Number of meetings	11	6	11				
	Meetings eligible to attend (Meetings attended)						
Mr. Peter Strachan	8(8)	-	8(6)	14,888	1,220	-	-
Mr. Fred Barry	-	-	-	-	-	18,483	-
Ms. Anne Graham	11(11)	-	-	-	-	-	-
Mr. Hugh Creegan	11(11)	-	-	-	-	-	-
Mr. Richard Shakespeare	2(1)	-	-	-	-	-	-
Ms. Ann Fitzgerald	11(10)	-	4(3)	11,970	-	11,970	-
Mr. Owen Keegan	7(7)	-	-	-	-	-	-
Mr. Pat Mangan	11(11)	-	-	-	51	-	-
Mr. Frank O'Connor	11(10)	-	-	11,970	-	11,970	-
Mr. Brian McCormick	11(11)	6(6)	-	11,970	-	11,970	-
Mr. David Gray	11(10)	6(6)	-	11,970	1,227	11,970	1,211
Mr. Iain Docherty	11(11)	-	11(11)	11,970	4,107	11,970	1,891
Ms. Eleanor O'Neill	11(9)	-	11(9)	11,970	-	11,970	-
Ms. Joyce Loughnan	11(10)	6(6)	-	11,970	51	10,966	-
Other Expenses*				-	4,166	-	1,023
				98,678	10,822	101,269	4,125

* Other Expenses relate to the cost of accommodation for one Board meeting held outside Dublin in 2023 (2022: the costs of holding one Board lunch).

Dr. Cyril Sullivan, who is an external member of the ARC, attended five meetings of the ARC during the year. His fee for the year was €1,539 (2022: €769).

Mr. Bernard McLoughlin, who is an external member of the ARC, attended six meetings of the ARC during the year. His fee for the year was €1,539 (2022: €769).

Mr. Brian Hayes, who was an external member of the ARC in 2022, attended two of the ARC meetings during 2022. His fee for the year, payable to the accountancy practice Moore, was €Nil (including VAT) (2022: €5,904 (including VAT)).

Mr. John Smyth, who was an external member of the ARC in 2022, attended four of the ARC meetings during 2022. His fee for the year, payable to Chartered Direction Limited, was €Nil, (2022: €17,712 (including VAT), which included fees for two additional internal meetings).

Mr. Pat Mangan has waived the Authority Board fees payable to him.

There were four directors – Ms. Anne Graham and Mr. Hugh Creegan – who did not receive a Board fee under the One Person One Salary (“OPOS”) principle.

Expenses for Ms. Anne Graham and Mr. Hugh Creegan are incurred as part of their contract of employment and not as a result of their attendance at board meetings therefore, their expenses have not been included in this note. Owen Keegan and Richard Shakespeare do not receive a Board fee under the One Person One Salary (“OPOS”) principle as they held the position of Chief Executive Officer for Dublin City Council at their time appointment to the Board.

Key personnel changes

The following changes to Board membership took place during the year:

- » Peter Strachan was appointed as chairperson of the board on 11th April 2023;
- » Owen Keegan appointment came to an end on the 9th September 2023; and
- » Richard Shakespeare was appointed on an interim basis on the 31st October 2023. Subsequently he was appointed as a permanent member on 11th January 2024.

Disclosures required by the Code of Practice for the Governance of State Bodies (2016)

The Board is responsible for ensuring that the Authority has complied with the requirements of the Code of Practice for the Governance of State Bodies (“the Code”), as published by the Department of Public Expenditure, NDP Delivery and Reform in August 2016. The following disclosures are required by the Code:

Consultancy costs

Consultancy costs include the cost of external advice to management and exclude outsourced “business-as-usual” functions.

	2023 €'000	2022 €'000
Transport advisory services	2,504	2,342
Legal	3,263	2,775
Tax and financial advisory	239	627
Data protection and GDPR preparation	13	14
Pensions and human resources	5	5
	6,024	5,763
Consultancy costs charged to the Statement of Income and Expenditure and Retained Revenue Reserves	5,756	5,514
Consultancy costs capitalised	268	249
	6,024	5,763

Legal costs and settlements

The table below provides a breakdown of amounts recognised as expenditure in the reporting period in relation to legal costs, settlements and conciliation and arbitration proceedings relating to contracts with third parties. This does not include expenditure incurred in relation to general advice received by the Authority

which is disclosed in Consultancy costs above.

	2023 €'000	2022 €'000
Legal proceedings	256	232
Conciliation and arbitration payments	-	-
Settlements	-	-
	256	232

Travel and subsistence expenditure

Travel and subsistence expenditure is categorised as follows:

	2023 €'000	2022 €'000
Domestic travel and subsistence		
Board	4	3
Employees	93	62
International travel and subsistence		
Board	2	1
Employees	60	42
	159	108

Hospitality expenditure

The Statement of Income and Expenditure and Retained Revenue Reserves includes the following hospitality expenditure:

	2023 €'000	2022 €'000
Staff hospitality	20	9
Client hospitality	-	-
	20	9

Statement of compliance

The Board has adopted the Code of Practice for the Governance of State Bodies (2016) and has put procedures in place to ensure compliance with the Code. The Authority was in full compliance with the Code for 2023.

Signed on behalf of the Board of the National Transport Authority



Mr. Peter Strachan

Chairperson



Ms. Anne Graham

Chief Executive Officer

28 June 2024

Statement on Internal Control

For the year ended 31st December 2023

Scope of responsibility

On behalf of the National Transport Authority (“Authority”), I acknowledge the Board’s responsibility for ensuring that an effective system of internal control is maintained and operated. This responsibility takes account of the requirements of the Code of Practice for the Governance of State Bodies (“the Code”).

Purpose of system of internal control

The system of internal control is designed to manage risk to a tolerable level rather than to eliminate it. The system can therefore only provide reasonable and not absolute assurance that assets are safeguarded, transactions authorised and properly recorded and that material errors or irregularities are either prevented or detected in a timely way.

The system of internal control, which accords with guidance issued by the Department of Public Expenditure, NDP Delivery and Reform, has been in place in the Authority for the year ended 31st December 2023 and up to the date of approval of the financial statements.

Capacity to manage risk

The Authority has an Audit and Risk Committee (“ARC”) comprising three Board members, one of whom is the Chair, and two external members. Individual members of the ARC have appropriate expertise in the areas of finance, audit and risk. The ARC met six times in 2023.

The Authority has also established an internal audit function using a third party audit firm which is adequately resourced and conducts a programme of work agreed with the ARC.

The Authority has developed a risk management framework, defined related policies and procedures, and also set out its risk appetite. The risk management procedures include details on the roles and responsibilities of staff in relation to risk management. The appropriate elements of the risk management policies and procedures have been issued to all personnel in the Authority. This is to alert everyone, and management in particular, to emerging risks and control weaknesses, highlighting the requirement for them to take ownership within their own areas of work. The Authority has a Chief Risk Officer with operational responsibility for administering the risk management framework.

Risk and control framework

The Authority has implemented a risk management system which identifies and reports key risks and management actions taken to address and to the extent possible and appropriate, mitigate those risks.

Risk management processes have identified key risks facing the Authority and there are risk registers in place which record these risks. The risks have been evaluated and graded according to their significance. The registers are reviewed and updated by the Board and the ARC at each of their meetings. The outcome of these assessments is used to plan and allocate resources to ensure insofar as is practicable that risks are managed to an acceptable level.

I confirm that a control environment containing the following elements is in place:

- » Procedures for all key business processes have been documented;
- » Financial responsibilities have been assigned at management level with corresponding accountability;
- » There is an appropriate budgeting system with an annual budget which is kept under review by senior management and the Board;
- » There are systems aimed at ensuring the security of the information and communication technology systems;
- » There are systems in place to safeguard the assets; and
- » Control procedures over grant funding to outside agencies to ensure adequate control over approval of grants and monitoring and review of grantees to ensure grant funding has been applied for the purpose intended.

On-going monitoring and review

Formal procedures have been established for monitoring control processes which includes communicating any control deficiencies identified to those responsible for taking corrective action. Deficiencies are also reported to senior management and the Board. I confirm that the following on-going monitoring systems are in place:

- » Key risks and related controls have been identified and processes have been put in place to monitor the operation of those key controls and report any identified deficiencies;
- » Reporting arrangements have been established at all levels where responsibility for financial management has been assigned; and
- » There are regular reviews by senior management of periodic and annual performance and financial reports which indicate performance against budgets/forecasts.

Procurement

I confirm that the Authority has procedures in place to ensure compliance with current procurement rules and guidelines and that during 2023 the Authority complied with those procedures.

Capital Investment funding – controls

Capital Investment funding in 2023 amounted to €893m (2022: €807m). Controls over this funding include the following:

- » Ensuring that individual projects are aligned with the four public transport capital investment programmes (i.e. Heavy Rail Safety & Development, Public Transport Infrastructure, Retrofit Accessibility and Active Travel Investment) and with strategic plans;
- » Regular liaison with and setting of objectives, targets, budgets and funding availability with the Department of Transport (DoT) and reporting on progress;
- » Preparation and approval of project implementation plans and close liaison in planning projects and monitoring of State agencies, transport operators and local authorities who act on behalf of the Authority in implementing the various projects;
- » Maintain and update relevant NTA project policy and procedures documents in line with any updates to governmental policy and procedures such as the Infrastructure Guidelines (formerly the Public Spending Code), or other relevant sectoral guidance such as the Transport Appraisal Framework;
- » Ensuring individual project budgets are established and monitored (including regular forecasting activities) by senior management with deviations identified and investigated in a timely manner. For large projects, ensuring monthly reporting of actual expenditure versus budget to the Board;
- » Ensuring projects and programmes are governed in line with the requirements of the Authority’s Project Approval Guidelines which provide a framework for, and a phased approach to the development, management and delivery of sustainable mobility projects of all types, for all capital values and for Information and Communication Technology (ICT) projects, funded by the Authority;
- » Ensuring projects and programmes are assessed, governed, and delivered in line with the requirements of the Infrastructure Guidelines, Transport Appraisal Framework and other relevant guidance;
- » Liaising with the Board of the Authority and other relevant Boards/committees such as the Department of Transport’s Major Project Governance Oversight Group in seeking guidance, relevant approvals and delivery of progress reports;
- » Ensuring appropriate and adequate internal and external oversight; and
- » Ensuring that satisfactory assurances are obtained through the internal audit process.

Public Service Obligation (PSO) funding – controls

PSO funding in 2023 amounted to €575m (2022: €590m). Controls over this funding include the following:

- » Robust service contracts with public transport operators, both State-owned and private companies, for the provision of bus and rail services that are socially necessary but generally not commercially viable;
- » Ensuring robust controls over the collection of fare revenue on behalf of the Authority;
- » Ensure for larger contracts, operators submit Revenue Protection Plans to the Authority detailing how revenues are protected;
- » For all larger contracts, the Authority undertakes Fare Evasion Surveys to audit levels of fare evasion;
- » Ensure where fare evasion levels exceed a defined threshold, the Authority can deduct payments from operators to compensate for lost revenue;
- » Regular reporting and monitoring of key performance indicators including service reliability and punctuality;
- » Approvals by the Authority of all changes in the public transport services contracts;
- » Revising public transport service contracts to stimulate growth in public transport use and to respond to changing demand;
- » Regular meetings with public transport operators to ensure services are meeting passenger needs and achieving value for money;
- » Reporting to and liaising regularly with the Board of the Authority and DoT; and
- » Ensuring that satisfactory assurances are obtained through the internal audit process.

In budget 2022 the Government announced a plan to introduce a Young Adult Card (YAC) scheme on all public transport, which would give a 50% discount to YAC holders from the standard adult fare. The scheme applies to young adults in the age group 19 to 23 inclusive (extended from 19 to 25 inclusive in budget 2023) and those in full time third level education. The scheme was introduced on PSO services initially. The YAC for the Commercial Bus Operators “CBO” came into operation on 5th September 2022. The CBO were provided with relevant funding to compensate for the adverse financial effects of fare reductions. €2m in funding was provided in the period from commencement of the scheme on 5th September 2022 to 31st December 2022 with €12.1m in funding provided for the full year 2023.

Controls similar to those outlined above for PSO funding were applied to the funding provided to the commercial bus sector.

Leap card integrated ticketing scheme - controls

Public transport fare revenue processed through the Leap card scheme in 2023 amounted to €275m (2022: €237m). Controls over this scheme include the following:

- » Performance of an extensive set of system transaction validations on each and every fare transaction processed in the Leap systems;
- » On-going maintenance of a comprehensive framework of financial controls/reconciliations. Among other objectives, these controls are designed to identify any anomalies between the Leap systems or in the financial movements throughout the Leap scheme;
- » Incorporation of a comprehensive set of security measures to control access, to detect vulnerabilities and to detect anomalous and unusual behaviours on the network. This also includes a number of security reviews and audits of the system, including security penetration tests;
- » On-going maintenance of a comprehensive suite of key performance indicators (financial, operational, ICT etc.) to highlight any unusual business trends;
- » On-going performance review of service providers by scheme management and the Authority's senior management team, combined with close liaison with participating transport operators;
- » Inclusion of a number of business continuity and disaster recovery measures to provide resilience and business continuity assurance;
- » Performance, by independent auditors, of an annual International Standard on Assurance Engagements (ISAE) 3402 review, covering elements of the scheme controlled and managed by the Authority. This is complemented by reviews performed at the larger participating transport operators, by their independent auditors, covering elements of the scheme controlled and managed by the transport operators; and
- » An external Payment Card Industry Data Security Standard assessment for the Authorities Leap Card NFC Top up application was completed in 2023. This external certification was required due to the volume of transactions reaching the relevant threshold. A self-certification requirement applied in previous years.

Road Passenger Vehicles assets – controls

Road Passenger Vehicles in 2023 have a net book value of €437m (2022: €404m). Controls over the assets include the following:

- » Ensuring all procurements apply and comply with all EU public procurement regulations in its purchase of Road Passenger Vehicles;
- » Procurement teams are actively engaged and included in all aspects of Road Passenger Vehicles procurement;
- » Contract awards in excess of Board approval thresholds are approved by the Board for the Authority's purchase of Road Passenger Vehicles;
- » Ensuring that handover arrangements for Road Passenger Vehicles, to and from the Transport Operators, are included as a core provision within

all contracts. Ensuring the Operator's responsibilities in relation to asset management are clearly outlined within these contracts;

- » Ensuring for direct award contracts, agreements are in place regarding the transfer of Road Passenger Vehicles under leasing arrangements to the Operator. The agreements in place detail the maintenance and upkeep requirements for bus fleet;
- » Detailed Road Passenger Vehicle inspections at depots completed by an expert contractor;
- » Quarterly reports are provided on the Road Passenger Vehicles by the operators, including any issues arising in relation to the operation, maintenance or repair of assets, and evidence that, issues relating to assets have been presented separately within the reports;
- » Ensuring robust controls are in place around the identification, recording and classification of assets including the maintenance of a detailed fixed asset register which is updated, reconciled and reported monthly; and
- » Ensuring the safeguarding of assets through ongoing dialogue with the transport operators on the use of the fleet including annual physical verification reviews and transport operator confirmations of fleet condition and status, including any indications of impairment.

Cyber security – controls

The Authority has implemented a number of cyber security controls to mitigate cyber risk and anticipate cyber security threats occurring. To achieve a cyber-resilient set of security controls, the Authority has implemented the following:

- » Ensuring that cyber security governance, risk and compliance processes are effectively implemented across the Authority, with effective reporting to the Chief Information Officer (CIO), Senior Management, Audit and Risk Committee and Board as appropriate and with defined frequency. The Authority has implemented security controls in line with the National Institute of Standards and Technology (NIST) Cyber Security framework, structured around five security functions (Identify, Protect, Detect, Respond, and Recover). Additionally, the Authority security team supports compliance with PCI DSS (Payment Card Industry Data Security Standard), GDPR (General Data Protection Regulation), the NIS (Network and Information Security) Directive and the Irish Public Sector Cyber Security Baseline Standard;
- » Effectively implementing vulnerability management processes to ensure that all security vulnerabilities are identified, tracked, risk assessed/accepted and resolved in accordance with the agreed vulnerability and patch management policy;
- » Undertaking security reviews and penetration tests of systems ensuring systems are secure when launched and remain secure on an ongoing basis;
- » Ensuring that all security incidents and data breaches are effectively managed through the incident management process;
- » Providing a secure cloud and on-premise posture by securing our networks,

infrastructure and applications, and by implementing industry security practices defined by our cloud providers;

- » Implementing security monitoring and threat intelligence capabilities to ensure that the Authority is able to identify security threats at an early stage, and to be able to anticipate them while protecting our networks, infrastructure and applications;
- » Incorporating a comprehensive set of security measures to ensure that business continuity and disaster recovery are managed through specific processes and enabled by appropriate technology solutions. Our business continuity, incident management, cyber response and disaster recovery plans are regularly tested and reviewed annually to ensure that they are up to date and fit for purpose;
- » Ensuring that user access is provisioned in line with our internal policies and access assigned to standard and privileged users is valid and in compliance with the business “need-to-know” principle;
- » Performing regular third party risk management reviews of our suppliers and strategic partners to identify risk at the outset of a project and on an ongoing basis. Additionally, appropriate contractual KPIs (Key Performance Indicators) are defined and measured monthly. Our security team have implemented multiple layers of defence, to oversee contract compliance from a security perspective and segregation of duties so that the security team can effectively consult and advise the IT team in relation to implementing appropriate security controls;
- » All our project initiatives are following our secure by design and by default methodology and have security controls built in at the outset of any project or procurement activity. Our advisory and architecture services have been structured to be included in each phase of the Authority Project Approval guideline and our team of security officers and architects are contributing with security-oriented controls and suggestions;
- » Ensuring that all Authority employees receive security awareness training at induction and annually. Additionally, regular awareness emails and advisories are sent based on the dynamic cyber threat landscape;
- » Undertaking monthly “simulated” phishing campaigns to Authority employees to constantly measure the phishing threat, and provide additional training if required;
- » Continuously implementing data privacy and data protection controls in our security operations and processes - such as data classification, data loss preventions reviews and security monitoring to ensure that GDPR compliance is achieved and supported with adequate technical and organisational measures.

Covid-19

Covid-19 has had a significant effect on the activities of the Authority in the three years up to and including 2022.

In 2023, passenger numbers returned to pre-covid levels and staff operated on the new hybrid basis under the 'NTA Blended Working Policy 2022.

Review of effectiveness

I confirm that the Authority has procedures to monitor the effectiveness of its risk management and control procedures. The Authority's monitoring and review of the effectiveness of the system of internal control is informed by the work of the internal and external auditors, the ARC which oversees their work and the senior management within the Authority responsible for the development and maintenance of the internal control framework.

I confirm that the Board conducted an annual review of the effectiveness of the internal controls for 2023 in February 2024.

Internal Control issues

No weaknesses in internal control were identified in relation to 2023, or at the date of signing the financial statements, that require disclosure in the financial statements.

Signed on behalf of the Board of the National Transport Authority



Mr. Peter Strachan

Chairperson



Ms. Anne Graham

Chief Executive Officer

28 June 2024



Ard Reachtair Cuntas agus Ciste

Comptroller and Auditor General

Report for presentation to the Houses of the Oireachtas

National Transport Authority

Opinion on the financial statements

I have audited the financial statements of the National Transport Authority for the year ended 31 December 2023 as required under the provisions of section 32 of the Dublin Transport Authority Act 2008 (as amended). The financial statements comprise

- the statement of income and expenditure and retained revenue reserves
- the statement of comprehensive income
- the statement of financial position
- the statement of cash flows, and
- the related notes, including a summary of significant accounting policies.

In my opinion, the financial statements give a true and fair view of the assets, liabilities and financial position of the National Transport Authority at 31 December 2023 and of its income and expenditure for 2023 in accordance with Financial Reporting Standard (FRS) 102 – *The Financial Reporting Standard applicable in the UK and the Republic of Ireland*.

Basis of opinion

I conducted my audit of the financial statements in accordance with the International Standards on Auditing (ISAs) as promulgated by the International Organisation of Supreme Audit Institutions. My responsibilities under those standards are described in the appendix to this report. I am independent of the National Transport Authority and have fulfilled my other ethical responsibilities in accordance with the standards.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Report on information other than the financial statements, and on other matters

The National Transport Authority has presented certain other information together with the financial statements. This comprises the annual report, the governance statement and Board members' report, and the statement on internal control. My responsibilities to report in relation to such information, and on certain other matters upon which I report by exception, are described in the appendix to this report.

Cost overruns on the National Train Control Centre project

In July 2019, the National Transport Authority approved an Iarnród Éireann project to develop a National Train Control Centre (NTCC), with a project budget of €148 million. The NTCC will manage and regulate all train movements on the national rail network. The project includes the development of a new train management system, construction of a new train control centre at Heuston Station, and refurbishment of the existing central traffic control centre at Connolly Station.

Note 25 to the financial statements discloses that by 31 December 2023, €116.5 million had been spent on the project.

Comptroller and Auditor General Report for presentation to the Houses of the Oireachtas (p1/2)

Report of the Comptroller and Auditor General (continued)

In 2023 and 2024, the NTCC project experienced delays in relation to the development of the train management system. Completion of that element of the project was delayed by an estimated nine months, and is now estimated to be completed by May 2026. Iarnród Éireann has determined that a significantly increased level of resourcing will be required within its team to support the completion of this project, and has estimated the most-likely overall cost outturn for the project at around €188 million. This would represent a €40 million, or 27% project cost overrun.

In April 2024, the National Transport Authority noted that additional funding will be required to support the completion of the project.



Seamus McCarthy
Comptroller and Auditor General

28 June 2024

Comptroller and Auditor General Report for presentation to the Houses of the Oireachtas (p1/2)

Appendix to the report

Responsibilities of Board members

As detailed in the governance statement and Board members' report, the Board members are responsible for

- the preparation of annual financial statements in the form prescribed under section 32 of the Dublin Transport Authority Act 2008 (as amended)
- ensuring that the financial statements give a true and fair view in accordance with FRS102
- ensuring the regularity of transactions
- assessing whether the use of the going concern basis of accounting is appropriate, and
- such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Responsibilities of the Comptroller and Auditor General

I am required under section 32 of the Dublin Transport Authority Act 2008 (as amended) to audit the financial statements of the National Transport Authority and to report thereon to the Houses of the Oireachtas.

My objective in carrying out the audit is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement due to fraud or error. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the ISAs, I exercise professional judgment and maintain professional scepticism throughout the audit. In doing so,

- I identify and assess the risks of material misstatement of the financial statements whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- I obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal controls.
- I evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures.

- I conclude on the appropriateness of the use of the going concern basis of accounting and, based on the audit evidence obtained, on whether a material uncertainty exists related to events or conditions that may cast significant doubt on the National Transport Authority's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my report. However, future events or conditions may cause the National Transport Authority to cease to continue as a going concern.
- I evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

I report by exception if, in my opinion,

- I have not received all the information and explanations I required for my audit, or
- the accounting records were not sufficient to permit the financial statements to be readily and properly audited, or
- the financial statements are not in agreement with the accounting records.

Information other than the financial statements

My opinion on the financial statements does not cover the other information presented with those statements, and I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, I am required under the ISAs to read the other information presented and, in doing so, consider whether the other information is materially inconsistent with the financial statements or with knowledge obtained during the audit, or if it otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact.

Reporting on other matters

My audit is conducted by reference to the special considerations which attach to State bodies in relation to their management and operation. I report if I identify material matters relating to the manner in which public business has been conducted.

I seek to obtain evidence about the regularity of financial transactions in the course of audit. I report if I identify any material instance where public money has not been applied for the purposes intended or where transactions did not conform to the authorities governing them.

Statement of Income and Expenditure and Retained Revenue Reserves

For the year ended 31st December 2023

	Notes	2023 €'000	2022 €'000
Income			
Oireachtas grants			
Public Service Obligation funding	2.1	575,479	589,617
Commercial Bus Operator Support funding	2.2	-	13,743
Capital Investment funding	2.3	892,547	806,914
Other Transport funding	2.4	33,593	31,874
Administration funding	2	36,589	34,664
Fare Revenue	3	471,017	252,115
Licensing income	4	6,549	3,371
Net deferred funding for retirement benefits	15.3	4,818	4,760
Other income	5	7,742	6,279
Total income		2,028,334	1,743,337
Expenditure			
Public Service Obligation expenditure	6	982,086	809,907
CBO Support Scheme expenditure	6.1	-	14,972
Ticketing and Transport Technology expenditure	6.2	35,453	27,107
Capital Investment expenditure	7	870,822	735,601
Other Grant expenditure	8	34,308	33,523
Other Programme expenditure	9	3,231	2,540
Licensing expenditure	10	6,100	5,920
Employees, Secondees and Outsourced placements services	11	29,590	24,285
Office accommodation costs	12	5,161	3,464
Other administrative costs	13	9,308	8,276
Retirement benefit cost	14	3,828	4,406
Total Expenditure		1,979,887	1,670,001
Surplus for the year before Appropriations		48,447	73,336
Transfer to capital account	21	(27,601)	(64,061)
Surplus for the year after Appropriations		20,846	9,275
Balance brought forward at 1st January		20,343	11,068
Balance carried forward at 31st December		41,189	20,343

Notes 1 to 31 form part of these financial statements.

Signed on behalf of the Board of the National Transport Authority



Mr. Peter Strachan

Chairperson

28 June 2024



Ms. Anne Graham

Chief Executive Officer

Statement of Comprehensive Income

For the year ended 31st December 2023

	Notes	2023 €'000	2022 €'000
Surplus for the year		20,846	9,275
Other comprehensive income			
Remeasurements of net defined benefit obligation	15.2	(3,516)	19,096
Adjustment to deferred retirement benefit funding	15.2	3,516	(19,096)
Total recognised surplus for the year		20,846	9,275

Notes 1 to 31 form part of these financial statements.

Signed on behalf of the Board of the National Transport Authority



Mr. Peter Strachan
Chairperson



Ms. Anne Graham
Chief Executive Officer

28 June 2024

Statement of Financial Position

As at 31st December 2023

	Notes	2023 €'000	2022 €'000
Fixed Assets			
Intangible assets	16	17,461	22,049
Property, plant and equipment	17	454,920	420,299
		472,381	442,348
Current Assets			
Receivables	18	21,269	11,914
Cash and cash equivalents		100,148	77,191
		121,417	89,105
Payables: due within 1 year	19	(85,638)	(72,939)
Net current assets		35,779	16,166
Total assets less current liabilities		508,160	458,514
Retirement benefit obligations	15.2	(55,847)	(47,513)
Deferred retirement benefit funding asset	15.2	55,847	47,513
Payables due after more than 1 year	20	(3,363)	(2,164)
Total net assets		504,797	456,350
Financed by			
Capital account	21	463,608	436,007
Retained revenue reserves		41,189	20,343
		504,797	456,350

Notes 1 to 31 form part of these financial statements.

Signed on behalf of the Board of the National Transport Authority



Mr. Peter Strachan

Chairperson



Ms. Anne Graham

Chief Executive Officer

28 June 2024

Statement of Cash Flows

For the year ended 31st December 2023

	Notes	2023 €'000	2022 €'000
Net cash flows from operating activities			
Excess income over expenditure		20,846	9,275
Capital account transfers – fixed assets	21	27,601	64,061
Amortisation of intangible assets	16	7,200	6,929
Depreciation of property, plant and equipment	17	47,017	40,225
Assets under construction (“AUC”) transfers to expenses	16/17	-	456
Loss on disposal of fixed assets	13	956	15
Net bank interest (receivable)/payable		(205)	142
Increase in receivables	18	(9,355)	(893)
Increase in payables	19/20	13,898	13,265
Net cash inflow from operating activities		107,958	133,475
Cash flows from investing activities			
Payments to acquire intangible assets	16	(2,612)	(4,403)
Payments to acquire property, plant and equipment	17	(82,594)	(110,198)
Net cash flows from investing activities		(85,206)	(114,601)
Cash flows from financing activities			
Net bank interest received/(paid)		205	(142)
Net cash flows from financing activities		205	(142)
Net increase in cash and cash equivalents in the year		22,957	18,732
Cash and cash equivalents at 1st January		77,191	58,459
Cash and cash equivalents at 31st December		100,148	77,191

Notes 1 to 31 form part of these financial statements.

Signed on behalf of the Board of the National Transport Authority



Mr. Peter Strachan
Chairperson



Ms. Anne Graham
Chief Executive Officer

28 June 2024

Notes to the Financial Statements

For the year ended 31st December 2023

1. Accounting policies

The bases of accounting and significant accounting policies adopted by the Authority are set out below.

a) General

The Authority has its head office at Dún Scéine, Harcourt Lane, Dublin 2. The Authority's primary objective is to secure the provision of an efficient, accessible and integrated transport system in rural and urban Ireland. The Authority is also responsible for the regulation of services such as commercial public bus transport services and Small Public Service Vehicles ("SPSV").

The Authority is a public benefit entity.

The presentation and functional currency of these financial statements is Euro. All amounts in the financial statements have been rounded to the nearest €1,000.

b) Basis of preparation

The financial statements of the Authority for the year ended 31st December 2023 have been prepared in compliance with the applicable legislation, and with FRS 102 The Financial Reporting Standard applicable in the UK and the Republic of Ireland issued by the Financial Reporting Council in the UK.

The financial statements have been prepared under the historical cost convention. The financial statements are in the form approved by the Minister for Transport with the concurrence of the Minister for Finance under the Dublin Transport Authority Act 2008. The financial statements have been prepared in accordance with the Code of Practice for the Governance of State Bodies (2016).

c) Foreign currency

Transactions and balances

In preparing the financial statements of the Authority, transactions in currencies other than the functional currency of the Authority are recognised at the spot rate at the dates of the transactions or at an average rate where this rate approximates the actual rate at the date of the transaction. At the end of each reporting period, monetary items denominated in foreign currencies are retranslated at the rates prevailing at that date. Non-monetary items that are measured in terms of historical cost in a foreign currency are not retranslated.

Exchange differences are recognised in the Statement of Income and Expenditure and Retained Revenue Reserves in the period in which they arise, with the exception of exchange differences on the purchase of fixed assets which are released to the Statement of Income and Expenditure over the relevant asset life.

d) Income

Oireachtas Grants

Income is recognised in the Statement of Income and Expenditure and Retained Revenue Reserves on a cash receipts basis. On occasion where some element of the funding has a specific future performance related condition attached, the income is recognised when the condition is met.

Grants are utilised as per the conditions of the grant allocation. Details of the grant sources and types for 2023 are set out below:

Department	Grant Type
DoT* - Vote	Current grants - subhead B6
DoT* - Vote	Public Service Obligation Funding - subhead B4
DoT* - Vote	Connecting Ireland - subhead B4.4
DoT* - Vote	New Town Services - subhead B4.4
DoT* - Vote	Heavy rail safety & development - subhead B5.1
DoT* - Vote	Public transport infrastructure - subhead B5.2
DoT* - Vote	Accessibility retrofit programme - subhead B5.3
DoT* - Vote	Active Travel - subhead A3.1
DoT* - Vote	Smarter travel grant - subhead A3.2
DoT* - Vote	Cycling and walking - subhead A3.3
DoT* - Vote	Green schools grant - subhead A3.4
DoT* - Vote	Rural Transport grants - subhead B4.2
DoT* - Vote	Carbon Reduction (Electric SPSV grants) - subhead B3
DoT* - Vote	Administration expenditure - subhead B6.2
DSP** - Vote	Free travel funding - subhead A40

* Department of Transport (“DoT”)

** Department of Social Protection (“DSP”)

The capital account represents the unamortised portion of income applied for capital purposes. Fixed assets are funded from grant income which is transferred to the capital account and amortised in line with amortisation of intangible assets and with depreciation of property, plant and equipment. Funding through state investment is protected and will not be used as security for any other activity without prior consultation with DoT and the Department of Public Expenditure, NDP Delivery and Reform.

Licensing

This relates to income arising from vehicle/driver licensing, assessment and enforcement activities in respect of SPSV regulation and commercial public bus transport service licensing. Income is recognised on a cash receipts basis.

Bus shelter advertising

This relates to income arising from the sale of advertising space on bus shelters. Income is recognised on an accruals basis.

Coach parking income

This relates to income arising from the use of the coach park facility by coach operators at the applicable rates. Income is recognised on an accruals basis.

Regional bike scheme

Income arises on the hire of bikes and the sale of advertising space. Income is recognised on an accruals basis.

e) Fare revenue

The Authority receives fare revenue through its gross cost contract arrangements with Dublin Bus, Bus Éireann and Irish Rail. In addition, the Authority has a number of contracts for the provision of public passenger services that were competitively tendered, including those services which were previously operated by Dublin Bus or Bus Éireann. Under these contracts, fare revenues are retained by the Authority. Matters such as fares, frequency and scheduling continue to be set by the Authority and not the operator. The Authority utilises these revenues in addition to Oireachtas grant funding to fund Public Service Obligation activities.

The Authority recognises revenues through its different revenue streams as follows:

On Bus cash:

On bus cash revenue is recognised at point of sale which is the day the service is provided.

TFI Leap Card integrated ticketing scheme e-purse revenue:

On bus TFI Leap Card integrated ticketing scheme e-purse revenue is recognised on the day in which the service is provided.

TaxSaver:

TaxSaver annual tickets are recognised evenly over the periods in the year to which the products relate.

TFI Product Revenue:

TFI Product revenue is recognised on the day on which the ticket is sold.

Free Travel Revenue:

Free Travel revenue under the domestic scheme is received monthly, from the Department of Social Protection, and is recognised in the month to which it relates. The revenue receipts are received in arrears. The Cross Border revenue is received periodically and is recognised on receipt of funds.

f) Interest receivable/interest payable

Interest income or expense is recognised on an accruals basis.

g) Grant expenditure

Expenditure in the year is recognised on the basis of amounts disbursed to grantees and costs incurred for projects that are implemented directly by the Authority.

h) Intangible assets

Intangible assets are stated at their historical cost or valuation, less accumulated amortisation. Amortisation is charged to the Statement of Income and Expenditure and Retained Revenue Reserves on a straight-line basis at the rates set out below, calculated to write off the assets adjusted for residual value over their expected useful lives. A full year's amortisation is charged on the addition of all intangible fixed assets in the year of acquisition and no amortisation is charged in the year of disposal.

Transport systems software	10% - 20% straight line
Transport infrastructure software	10% - 20% straight line
Office equipment software	20% - straight line

The residual values, useful lives and method of amortisation of intangible assets are reviewed annually and adjusted prospectively, if appropriate.

Changes in the expected useful life or the expected pattern of consumption of future economic benefits embodied in the asset are considered to modify the amortisation period or method, as appropriate, and are treated as changes in accounting estimates.

Software development costs are recognised as an intangible asset when all of the following criteria are demonstrated:

- » The technical feasibility of completing the development of the software so that it will be available for use or sale;
- » The intention to complete the software and use or sell it;
- » The ability to use the software or to sell it;
- » The availability of adequate technical, financial and other resources to complete the development and to use or sell the software; and
- » The ability to reliably measure the expenditure attributable to the software during its development.

i) Property, plant and equipment

Property, plant and equipment are stated at their historical cost or valuation, less accumulated depreciation. Depreciation is charged to the Statement of Income and Expenditure and Retained Revenue Reserves on a straight-line basis, at the rates set out below calculated to write off the assets adjusted for residual value over their expected useful lives. A full year's depreciation is charged on the addition of all property, plant and equipment in the year of acquisition and no depreciation is charged in the year of disposal.

Leasehold property improvements	5% straight line or in line with the lease life if shorter
Road passenger vehicles	8.33% - 10% straight line
Transport systems hardware	10% - 25% straight line

Office equipment	10% furniture & fittings & 25% computer equipment straight line
Transport infrastructure	5% - 25% straight line

The residual values, useful lives and method of depreciation of property, plant and equipment are reviewed annually and adjusted prospectively, if appropriate.

Changes in the expected useful life or the expected pattern of consumption of future economic benefits embodied in the asset are considered to modify the depreciation period or method, as appropriate, and are treated as changes in accounting estimates.

Transport infrastructure mainly comprises assets utilised for the regional bike scheme, real time passenger information and bus shelters.

j) Road Passenger Vehicles

Since 2017, the Authority acquires buses to maintain a centralised and standardised bus fleet for public transport. These buses are in turn made available to public transport operators through licence arrangements (zero royalty fee) or lease arrangements (nominal annual rental of €1 per bus) to operate public transport services on behalf of the Authority.

The Authority has determined that these buses meet the definition of an asset and that future economic benefits are expected to flow from the buses, thereby allowing recognition of the buses as an asset under FRS 102. Central to this determination is that the Authority is deemed to be a public benefit entity, as set out in the accounting policies. The buses are initially recognised at cost or depreciated cost on acquisition.

The Authority has also determined that neither the licence arrangements nor the lease arrangements with the public transport operators constitute a lease in accordance with Section 20 of FRS 102. Fundamental to this determination is that the Authority in both cases retains the right to direct how and for what purpose the buses are used throughout the period of use by the public transport operators.

k) Impairment of fixed assets

Whenever events or changes in circumstances indicate that the carrying amount may not be recoverable, fixed assets are reviewed for impairment. The recoverable amount of any affected asset is estimated and compared with its carrying amount. If the estimated recoverable amount is lower, the carrying amount is reduced to its estimated recoverable amount and an impairment loss is recognised immediately in the Statement of Income and Expenditure and Retained Revenue Reserves.

Buses are held for their service potential rather than to provide a financial return. The Authority uses the depreciated replacement cost measurement model to evaluate if any impairment loss has occurred.

If an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but not in excess of the amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is

recognised immediately in the Statement of Income and Expenditure and Retained Revenue Reserves.

I) Employee benefits

Short term benefits

Short term benefits such as holiday pay are recognised as an expense in the year. Benefits that have been accrued at year-end are included in the payables figure in the Statement of Financial Position.

Retirement benefits

The financial statements reflect, at fair value, the assets and liabilities arising from the Authority's pension obligations and recognise the costs of providing retirement benefits in the accounting periods in which they are earned by employees. Retirement scheme liabilities are measured on an actuarial basis using the projected unit credit method. Actuarial gains or losses arising on retirement scheme liabilities are reflected in the Statement of Comprehensive Income. A corresponding adjustment is recognised in the amount recoverable from the State for the unfunded, defined benefit retirement scheme only.

Employees of the Authority participate in the following pension schemes:

- *Defined Benefit Scheme – “NTA Scheme”*

The *National Transport Authority Staff Superannuation Scheme 2010* is a defined benefit, final salary pension scheme with benefits and contributions defined by reference to ‘model’ public sector scheme regulations. This is an unfunded scheme for pensionable public servants appointed before 1st January 2013. Members’ contributions are paid over to DoT. The costs, liabilities and assets related to the operation of this scheme have been included in the disclosures in Note 14 and 15 regarding the defined benefit pension schemes.

- *Defined Benefit Scheme – “Single Scheme”*

The *Single Public Service Pension Scheme* is a defined benefit, average salary pension scheme. This is an unfunded scheme for pensionable public servants appointed on or after 1st January 2013. Members’ contributions are paid over to the Department of Public Expenditure, NDP Delivery and Reform. The costs, liabilities and assets related to the operation of this scheme have been included in the disclosures in Note 14 and 15 regarding the defined benefit pension schemes.

- *Defined Contribution Scheme – “RPA Scheme”*

A number of employees transferred into the Authority from Transport Infrastructure Ireland (“TII”), having been employees of the Railway Procurement Agency (“RPA”) before its activities were absorbed into TII. They continue to be members of the *Railway Procurement Agency Pension and Life Assurance Plan 2003* which is a defined contribution pension scheme. This scheme is closed to new entrants. Pension benefits are funded over the employees’ period of service by way of employee and employer contributions to the scheme. Employer contributions are charged to the Statement of Income and Expenditure and Retained Revenue Reserves as they become payable. The Authority does not carry a pension asset/liability for this scheme as it is liable solely for the employer

contributions due in respect of these employees.

m) Leases

Leases are classified as finance leases when they transfer substantially all the risks and rewards of ownership of the leased assets to the Authority. Other leases that do not transfer substantially all the risk and rewards of ownership of the leased assets to the Authority are classified as operating leases. Assets held under finance lease are included in property, plant and equipment and are depreciated and reviewed for impairment in the same way as assets owned outright.

As lessee

Payments made under operating leases, net of incentives received from the lessor, are recognised in the Statement of Income and Expenditure and Retained Revenue Reserves as expenditure over the lease term on a straight-line basis.

As lessor

Payments received under operating leases are recognised in the Statement of Income and Expenditure and Retained Revenue Reserves as income over the lease term on a straight-line basis.

n) Critical accounting judgements and estimates

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities at the Statement of Financial Position date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. The following judgements and estimates are considered important to the portrayal of the Authority's financial condition:

• Depreciation and residual values

The Authority has reviewed the asset lives and associated residual values of all fixed asset classes and has concluded that asset lives and residual values are appropriate.

• Impairment of fixed assets

Whenever events or changes in circumstances indicate that the carrying amount may not be recoverable, assets are reviewed for impairment.

• Road Passenger Vehicles

The Authority has determined that these buses meet the definition of an asset and that future economic benefits are expected to flow from the buses, thereby allowing recognition of the buses as an asset under FRS 102. Central to this determination is that the Authority is deemed to be a public benefit entity, as set out in the accounting policies.

• Retirement benefit obligation

The Authority reviews the assumptions underlying the actuarial valuations for which the amounts recognised in the financial statements are determined (including discount rates, rates of increase in future compensation levels and mortality rates) annually.

• Provisions

The Authority makes provision for a present obligation (legal or constructive) as a result of a past event, if it is probable that the Authority will be required to settle the obligation which it knows to be outstanding at the period end date.

o) Receivables

Short term receivables are measured at transaction price including transaction costs, less any impairment.

p) Cash and cash equivalents

Cash is represented by cash in hand and short-term deposits with financial institutions. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

q) Payables

Short term payables are measured at transaction price including transaction costs, less any impairment.

r) Financial instruments

The Authority only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other receivables and payables.

Debt instruments (other than those wholly repayable or receivable within one year), including loans and other accounts receivable and payable, are initially measured at present value of the future cash flows and subsequently at amortised cost using the effective interest method. Debt instruments that are payable or receivable within one year, typically trade payables or receivables, are measured, initially and subsequently, at the undiscounted amount of the cash or other consideration expected to be paid or received. However, if the arrangements of a short-term instrument constitute a financing transaction, like the payment of a trade debt deferred beyond normal business terms or financed at a rate of interest that is not a market rate or in case of an out-right short-term loan not at market rate, the financial asset or liability is measured initially at the present value of the future cash flow discounted at a market rate of interest for a similar debt instrument and subsequently at amortised cost.

Financial assets that are measured at cost and amortised cost are assessed at the end of each reporting period for objective evidence of impairment. If objective evidence of impairment is found, an impairment loss is recognised in the Statement of Income and Expenditure and Retained Revenue Reserves.

s) Provisions for liabilities

Provisions are recognised when the Authority has a present obligation (legal or constructive) as a result of a past event, it is probable that the Authority will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the end of the reporting period, taking into account the risks and uncertainties surrounding the obligation.

Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value using a pre-tax discount rate. The unwinding of the discount is recognised as finance cost in Statement of Income and Expenditure and Retained Revenue Reserves in the period it arises.

t) Reclassification of Prior Period Figures

Prior period comparatives have been adjusted where appropriate to assist comparability.

2. Oireachtas grants

The following grants were recognised as income in accordance with accounting policy 1(d):

	Notes	2023 €'000	2022 €'000
Department of Transport			
Public Service Obligation funding	2.1	575,479	589,617
CBO Support Scheme funding	2.2		13,743
Capital investment funding	2.3	892,547	806,914
Other transport schemes funding	2.4	32,093	30,374
Administration funding		36,589	34,664
		1,536,708	1,475,312
Department of Social Protection			
Other Transport Schemes funding	2.4	1,500	1,500
		1,538,208	1,476,812

The Administration grant of €36.6m (2022: €34.7m) is stated net of employee retirement benefits contributions totalling €1.6m (2022: €1.3m), €0.9m remitted to the DoT (in respect of the Authority's staff retirement benefits scheme) (2022: €0.8m) and €0.7m remitted to the Department of Public Expenditure, NDP Delivery and Reform (in respect of the single service retirement benefits scheme) (2022: €0.5m).

2.1 Oireachtas grants - Public Service Obligation funding

PSO funding is drawn down from DoT under Public Service Provision Payments subhead B4.

	Department	Subhead	2023 €'000	2022 €'000
Iamród Eireann	DoT	B4	187,165	225,602
Dublin Bus	DoT	B4	144,293	147,503
Bus Eireann	DoT	B4	82,089	114,989
Tendered bus routes	DoT	B4	70,881	38,233
Ticketing and Technology	DoT	B4	32,568	25,241
Luas	DoT	B4	28,498	24,460
Young Adult Cards Grant	DoT	B4	12,119	2,442
Connecting Ireland	DoT	B4.4	8,553	3,880
Authority direct activities	DoT	B4	8,315	7,267
New Town Services	DoT	B4.4		998
			575,479	589,617

2.2 Commercial Bus Operator Support Scheme funding

	2023 €'000	2022 €'000
Direct Awards	-	7,862
De Minimis Grants	-	4,349
Commercial Bus Operator administration costs	-	1,532
	-	13,743

Due to the impact of the pandemic, commercial bus operators were provided with temporary emergency financial support, funded through the Public Service Obligation grant, to ensure the continued operation of essential licensed bus services in Ireland. The Commercial Bus Operator funding closed to new claims in June 2022.

2.3 Oireachtas grants - Capital Investment Funding

Capital investment funding is drawn down from DoT under Public Transport Investment Programme subheads

	2023 €'000	2022 €'000
A3.1 Active Travel Investment Asset Protection & Renewal	3,013	19,242
A3.3 Active Travel Investment Cycling and Walking	339,356	291,022
B5.1 Heavy Rail	247,213	240,659
B5.2 Public Transport Infrastructure	283,151	244,574
B5.3 Accessibility	19,814	11,417
	892,547	806,914

2.4 Oireachtas grants - Other Transport Schemes

The Authority administers a number of other schemes on behalf of DoT and DSP. Grant funding received is shown below:

	Department	Subhead	2023 €'000	2022 €'000
Rural Transport	DoT	B4.2	17,262	16,016
Electric SPSV Grant Scheme	DoT	B3	12,663	12,435
Green Schools	DoT	A3.4	1,351	1,445
Smarter Travel	DoT	A3.2	817	478
			32,093	30,374
Rural Transport	DSP	A40	1,500	1,500
			33,593	31,874

3. Fare Revenue

	2023 €'000	2022 €'000
Iarnród Éireann	181,357	-
Dublin Bus	145,895	136,409
Bus Éireann	66,336	58,965
DSP Revenue - Free Travel	52,515	37,159
Tendered Bus Routes	20,030	16,648
Rural Regular Services	3,895	2,290
Rural Demand Responsive Services	989	644
	471,017	252,115

In 2023, the Authority's direct award contract with Iarnród Éireann transitioned from a net cost contract arrangement to a gross cost contract. In prior years, under the terms of the net cost contract the fare revenue was retained by Iarnród Éireann. In 2023, in accordance with the gross cost contract the Authority retains all the fare revenue. The equivalent fare revenue in 2022 was €171.8m.

4. Licensing income

	2023 €'000	2022 €'000
SPSV driver licensing fees	1,589	1,407
SPSV vehicle licensing fees	3,966	1,139
Other SPSV income	828	578
Bus licensing income	71	184
SPSV compliance income	95	63
	6,549	3,371

5. Other income

	2023 €'000	2022 €'000
Bus shelter advertising	6,941	5,715
Other Income	694	479
Regional bike scheme - sponsorship, subscriptions & hire	82	73
Coach Park Income	25	12
	7,742	6,279

6. Public Service Obligation expenditure

	2023 €'000	2022 €'000
Iarnród Éireann	363,594	225,602
Dublin Bus	309,076	296,441
Bus Éireann	167,460	184,792
Tendered bus services	84,132	63,717
Luas	28,498	24,460
Young Adult Cards Scheme	12,389	2,447
Connecting Ireland	8,553	3,880
PSO Support Costs	3,958	5,688
Personnel and associated overheads	2,752	1,882
New Town Services	998	
Depreciation	676	998
	982,086	809,907

The Authority makes payments for the provision of socially necessary but commercially unviable Public Service Obligation services. Payments made by the Authority are from monies provided by the Oireachtas through DoT and fare revenues received on these services.

Tendered bus services

The Authority has a number of contracts for the provision of Public Service Obligation services that were openly tendered, including those that were previously operated by Dublin Bus or Bus Éireann as part of their contracts. Matters such as fares, frequency and scheduling continue to be set by the Authority, and not the operator. Included in the above are costs in relation to the operation and provision of on-going Public Service Obligation scheduled services on rural routes – branded as Local Link.

6.1 CBO Support Scheme expenditure

	2023 €'000	2022 €'000
Other Direct Awards	-	8,770
De Minimis Grants	-	4,593
Commercial Bus Operator Support Costs	-	1,609
	-	14,972

In prior years due to the impact of the pandemic, commercial bus operators had been provided with temporary emergency financial support, funded through the Public Service Obligation grant, to ensure the continued operation of essential licensed bus services in Ireland. The scheme closed in June 2022.

6.2 Ticketing and Technology expenditure

		2023 €'000	2022 €'000
Operating expenditure			
Leap card scheme expenditure	Note 6.3	27,006	20,130
Travel Information System expenditure		5,925	3,974
TFI Go		97	398
		33,028	24,502
Depreciation		2,425	2,605
		35,453	27,107

6.3 Leap Card Scheme expenditure

	2023 €'000	2022 €'000
Direct operations costs	18,090	12,403
Personnel and associated overheads	2,306	2,483
Commissions	5,487	4,391
Other administrative costs	1,123	853
	27,006	20,130

7. Capital Investment expenditure

		2023 €'000	2022 €'000
Major capital projects			
Iarnród Éireann		248,008	242,457
Transport Infrastructure Ireland		69,051	44,482
Dublin Bus		21,581	7,690
Bus Éireann		13,347	7,782
		351,987	302,411
Other expenditure directly incurred by the Authority	Note 7.1	162,742	116,513
Regional transport grant funding	Note 7.1	170,646	174,104
Greater Dublin Area transport grant funding	Note 7.1	165,666	131,313
Accessibility scheme funding		19,781	11,260
		870,822	735,601

The major capital projects funded and included in capital investment expenditure were:

	2023 €'000	2022 €'000
Iarnród Éireann		
DART+	70,924	106,018
Station upgrade programme	39,632	34,221
New Intercity Railcars	36,909	42,047
Heavy Rail Maintenance	24,000	-
National Train Control Centre	23,539	23,435
Cork Area Commuter Rail	21,351	7,604
Route and Interchange enhancements	13,091	15,681
Climate Resilience	7,224	3,658
Customer experience & ticketing improvement	6,140	5,403
New Station programme	3,823	-
Other projects	887	2,238
Car Park programme	488	2,112
City centre resignalling	-	40
	248,008	242,457
Transport Infrastructure Ireland		
MetroLink	44,643	25,368
Tram refurbishment	13,270	11,041
Luas Finglas	3,780	2,792
Network enhancement	2,449	940
Active travel	2,399	-
Cork Light Rail Transit	923	966
Luas Cross City	697	146
Luas Green Line capacity enhancement	444	494
Luas Lucan	316	48
Other projects	117	2,647
Park and Ride	13	40
	69,051	44,482
Dublin Bus		
Depot Electrification	13,689	1,033
Bus Fleet incl refurbishment	3,247	3,521
Bus Connects Redesign	2,435	1,705
Other projects	2,210	1,431
	21,581	7,690
Bus Éireann		
Depot Electrification	8,723	4,831
Other projects	4,624	2,620
New pilot buses	-	331
	13,347	7,782
	351,987	302,411

7.1 Greater Dublin Area transport grant funding and other projects

	2023 €'000	2022 €'000
Other expenditure directly incurred by the Authority		
Depreciation	50,116	42,649
BusConnects	47,006	32,323
Personnel and associated overheads	20,462	14,509
Ticketing and Travel Information Technology	12,736	4,532
Integration and support	11,662	5,082
Active travel support	9,348	8,214
Bus pole & shelters maintenance programme	6,030	6,111
Park and ride	1,118	1,162
Other systems development	1,050	438
Connecting Ireland	954	522
Accessibility	589	297
Public bike schemes	534	2
Bus Programme	500	-
Bus Fleet Support	314	312
MetroLink	274	148
Transport models	25	-
DART+	24	212
	162,742	116,513
Greater Dublin Area transport grant funding		
Dublin City Council	69,997	43,561
South Dublin County Council	22,333	15,497
Dun Laoghaire Rathdown County Council	19,684	24,631
Meath County Council	18,256	15,640
Fingal County Council	15,750	13,608
Kildare County Council	10,562	9,814
Wicklow County Council	7,549	7,864
University College Dublin	1,140	103
St. James Hospital	218	119
Trinity College Dublin	218	123
Tallaght University Hospital	28	-
Technological University Dublin	18	-
Dublin City University	7	-
Córas Iompair Éireann	-	353
St. James Hospital		119
	165,666	131,313

	2023 €'000	2022 €'000
Regional transport grant funding		
Cork City Council	35,295	29,888
Cork County Council	24,429	18,638
Limerick City and County Council	23,936	18,423
Waterford City and County Council	21,364	40,591
Galway City Council	11,992	9,068
Tipperary County Council	4,291	7,453
Donegal County Council	4,188	4,595
Wexford County Council	3,511	2,840
Laois County Council	3,416	3,168
Louth County Council	3,355	4,482
Cavan County Council	3,343	3,506
Offaly County Council	3,315	1,831
Longford County Council	3,268	1,099
Clare County Council	3,062	3,948
Kilkenny County Council	3,014	3,065
Westmeath County Council	2,836	2,333
Carlow County Council	2,713	2,371
Monaghan County Council	2,471	2,588
Galway County Council	2,234	2,667
Sligo County Council	2,173	2,025
Leitrim County Council	1,911	1,558
Kerry County Council	1,529	1,914
Roscommon County Council	1,483	1,558
Mayo County Council	1,152	4,445
Wicklow County Council	365	-
Galway University Hospital	-	50
	170,646	174,104

In the period, Oireachtas capital investment grants have also been utilised to fund additions to property, plant and equipment and intangible assets, primarily road passenger vehicles, as outlined in notes 16 and 17.

8. Other Grant expenditure

	2023 €'000	2022 €'000
Rural Transport Programme expenditure	20,171	17,620
Electric SPSV grant scheme	11,791	13,831
Green schools expenditure	1,351	1,445
Smarter Travel expenditure	845	477
Rural Transport Programme depreciation	146	146
Smarter Travel depreciation	4	4
	34,308	33,523

9. Other programme expenditure

	2023 €'000	2022 €'000
Regional bike scheme expenditure	2,561	1,962
Bus shelter expenditure	299	161
Bus Shelter digital panels depreciation	212	212
Coach park expenditure	159	205
	3,231	2,540

10. Licensing expenditure

	2023 €'000	2022 €'000
SPSV compliance costs	1,406	1,220
SPSV driver licensing costs	1,267	922
SPSV administration costs	1,248	1,212
SPSV vehicle licensing costs	799	494
Vehicle Clamping	569	233
SPSV licensing - communication costs	453	587
Personnel and associated overheads	351	331
Bus licensing costs	7	16
SPSV Covid-19 Support Schemes	-	905
	6,100	5,920

11. Employees, Secondees and Outsourced Placement Services

	2023 €'000	2022 €'000
Personnel costs		
Wages, salaries and staffing costs	20,978	17,455
Outsourced placement services	7,752	6,014
Recruitment and training	453	406
Public sector secondments and assignees	306	283
Board and Committee members fees and expenses	101	127
	29,590	24,285

The allocation of outsourced placement services and related costs to the Authority's business units is on the basis of the business unit's direct outsourced placements. The costs above include those outsourced placements in central administrative roles including procurement, finance, HR and IT. Employee and seconded staff costs are allocated to central administration.

The Authority avails of some outsourced placements to perform and supplement business as usual activities that are considered the core work of the Authority. The Authority also utilises outsourced placements for project-based roles that would not be required permanently to ensure that there is sufficient flexibility and capacity to complete strategic projects. As at 31st December 2023, the Authority had 114 outsourced placements in positions performing business as usual activities (2022: 97) and 140 in project-based roles (2022: 123).

Public sector secondments

In 2023, €Nil (2022: €Nil) of secondees costs were charged directly to projects and €Nil (2022: €Nil) were capitalised. During the year no secondees transferred to the Authority as an employee (2022: €Nil).

Capitalised employee costs

Capitalised employee costs in the financial year amounted to €Nil (2022: €Nil).

11.1 Wages, salaries and staffing costs

a) Aggregate employee benefits

	2023 €'000	2022 €'000
Staff short-term benefits	19,034	15,845
Employer's PRSI	1,944	1,610
	20,978	17,455

The value of the NTA Scheme retirement benefits earned in the period are not included above.

b) Staff short-term benefits

	2023 €'000	2022 €'000
Basic pay	18,962	15,780
Allowances	72	65
	19,034	15,845

c) There were no termination benefits, other long-term benefits or share based payment transactions during the year (2022: €Nil).

11.2 Employees and public sector secondees

	2023	2022
Headcount numbers at year end, on a whole-time equivalent basis:		
Employees	264	254
Public sector secondees	1	1
	265	255

11.3 Key management personnel

Key management personnel in the Authority consist of the Board members, the Chief Executive Officer, the Director of Finance and Corporate Services, the Director of Transport Planning & Investment, the Chief Information Officer, the Director of Public Transport Regulation, the Director of Public Transport Technology and the Director of Public Transport Services. Compensation paid to the Authority's key management personnel for the period from their date of appointment is set out below:

	2023 €'000	2022 €'000
Basic pay	1,282	1,247
Allowances	-	-
	1,282	1,247

Termination benefits, post-employment benefits, other long-term benefits and share based payment transactions during the year were €Nil (2022: €Nil).

The value of retirement benefits earned in the period is not included above.

11.4 Chief Executive Officer

The Chief Executive Officer's remuneration package for the financial period was as follows:

	2023 €'000	2022 €'000
Basic pay - Ms A. Graham	215	202
Allowances	-	-
	215	202

The value of retirement benefits earned in the period is not included above. The Chief Executive Officer is a member of the NTA Scheme.

11.5 Employee and public sector secondees short-term benefits breakdown

Short-term benefits in excess of €60,000 are categorised into the following bands:

Range		Number of personnel	
From	To	2023	2022
€60,000	€69,999	39	44
€70,000	€79,999	67	42
€80,000	€89,999	38	23
€90,000	€99,999	14	20
€100,000	€109,999	15	6
€110,000	€119,999	7	7
€120,000	€129,999	2	-

Range		Number of personnel	
€130,000	€139,999	1	-
€140,000	€149,999	-	-
€150,000	€159,999	-	2
€160,000	€169,999	2	2
€170,000	€179,999	3	2
€180,000	€189,999	-	-
€190,000	€199,999	-	-
€200,000	€209,999	-	1
€210,000	€219,999	1	-

Note: For the purposes of this disclosure, short term employee benefits in relation to services rendered during the reporting period include salary, overtime, allowances and other payments made on behalf of the employee but excludes employer's PRSI.

12. Office Accommodation costs

	2023 €'000	2022 €'000
Accommodation	4,739	2,992
Lighting and heat	175	133
Cleaning	149	139
Repairs and maintenance	98	200
	5,161	3,464

13. Other Administrative costs

	2023 €'000	2022 €'000
ICT expenditure	5,258	4,734
Loss on disposal of fixed assets (Note17)	956	15
Depreciation	637	540
Professional service fees	539	516
Legal and litigation	318	794
Internal audit fees	274	309
Advertising and promotion	263	396
Telephone and internet	250	160
Insurance	223	233
Travel, subsistence and hospitality	179	117
Printing, postage and stationery	121	81
External audit fees	84	70
Bank charges and interest	70	208
Library and subscriptions	58	29

	2023 €'000	2022 €'000
General expenses	42	62
Meeting expenses	36	12
	9,308	8,276

14. Retirement benefit costs

Analysis of total retirement benefit costs charged to the Statement of Income and Expenditure and Retained Revenue Reserves are provided below:

	2023 €'000	2022 €'000
<i>Defined benefit pension scheme - NTA Scheme and Single Scheme</i>		
Current service costs	3,645	4,875
Interest on pension scheme liabilities	1,692	769
Plan participants' contributions	(1,563)	(1,297)
	3,774	4,347
<i>Defined contribution scheme - RPA Scheme</i>		
Employer contributions	54	59
	3,828	4,406

15. General description of the defined benefit schemes

NTA Scheme

This is a public service, defined benefit, final salary pension scheme with standard entitlements. In accordance with the public sector scheme regulations, the scheme provides a pension calculated at the rate of one eightieth of final salary for each year of pensionable service at the date of retirement. A gratuity or lump sum (three eightieths per year of pensionable service) and spouse's and children's pensions are also applicable.

Single Scheme

The Authority operates the Single Scheme, which is a defined benefit average salary scheme for pensionable public servants appointed on or after 1st January 2013. Single Scheme members' contributions are paid over to the Department of Public Expenditure, NDP Delivery and Reform (DPENDR).

15.1 Actuarial assumptions

The valuation for FRS 102 disclosures is based on a full actuarial valuation conducted in January 2024, by a qualified independent actuary and takes into account the requirements of FRS 102 in order to assess the scheme liabilities at 31st December 2023. The principal actuarial assumptions at 31st December are as follows:

	2023 ¹	2043
Discount rate	3.15% p.a.	3.60% p.a.
Expected future pensionable salary increases	3.35% p.a.	3.60% p.a.
Expected future pension increases	2.85% p.a.	3.10% p.a.
Expected state pension increases	2.35% p.a.	2.60% p.a.
Consumer Price Index increase	2.35% p.a.	2.60% p.a.

¹ The rates for 2023 are used as the basis for calculating the Deferred Benefit Obligation at 31st December 2023 and current service costs and the interest on pension scheme liabilities for 2024.

² The rates for 2022 are used as the basis for calculating the Deferred Benefit Obligation at 31st December 2022 and current service costs and the interest on pension scheme liabilities for 2023.

The mortality rate explicitly allows for improvements in life expectancy over time, so that life expectancy at retirement will depend on the year in which a member attains retirement age. The table below shows the remaining life expectancy for members attaining age 65 in 2023 and 2043:

Year of attaining age 65	2023	2022
Life expectancy - male	22.1	24.3
Life expectancy - female	24.4	26.4

15.2 Movement in net retirement benefit obligation during the financial year

	2023 €'000	2043 €'000
Net retirement benefit obligation at 1st January	(47,513)	(61,849)
Current service costs	(3,645)	(4,875)
Interest costs	(1,692)	(769)
Pensions paid in the year	519	884
Remeasurement of net defined benefit obligation - actuarial (loss)/gain	(3,516)	19,096
Net retirement benefit obligation at 31st December	(55,847)	(47,513)

In 2023, the Authority incurred an actuarial loss of €3.5m (2022: gain of €19.1m) primarily due to changes in actuarial assumptions being a loss of €2.4m (2022: €27.3m) and the scheme's membership being a loss of €1.1m (2022: (€8.2m)).

15.3 Net deferred funding for retirement benefits

The Board recognises amounts owing from the State for the defined benefit unfunded deferred liability for pensions on the basis of the set of assumptions at note 15.1 above and a number of past events. These events include the statutory basis for the establishment of the pension scheme and the policy and practice currently in place in relation to funding public service pensions including contributions by employees and the annual estimates process. The Board has

no evidence that this funding policy will not continue to meet such sums in accordance with current practice.

The net deferred funding for retirement benefits recognised in the Statement of Income and Expenditure and Retained Revenue Reserves is as follows:

	2023 €'000	2022 €'000
Funding recoverable in respect of current year retirement benefit costs	5,337	5,644
State grant applied to pay retirement benefits	(519)	(884)
	4,818	4,760

15.4 History of defined benefit obligations

	2023 €'000	2022 €'000	2021 €'000	2020 €'000	2019 €'000
Defined benefit obligations	55,847	47,513	61,849	54,122	43,491
Actuarial (loss)/gain on defined benefit obligations	(3,516)	19,096	(3,920)	(7,892)	(9,392)
As a percentage of the scheme liabilities	6.3%	40.2%	6.3%	14.6%	21.6%

16. Intangible assets

	Intangible assets under construction (AUC) €'000	Transport infrastructure software €'000	Transport systems software €'000	Office equipment software €'000	Total €'000
Cost					
At 1st January 2023	2,891	707	107,489	1,291	112,378
Reclass	-	-	-	-	-
Additions in the year	1,741	-	871	-	2,612
AUC transfers to assets	(3,224)	-	3,224	-	-
AUC transfers to expense	-	-	-	-	-
Disposals	-	(89)	(517)	-	(606)
At 31st December 2023	1,408	618	111,067	1,291	114,384
Amortisation					
At 1st January 2023	-	271	89,115	943	90,329
Reclass	-	-	-	-	-
Charge for the year	-	62	6,966	172	7,200
Disposals	-	(89)	(517)	-	(606)
At 31st December 2023	-	244	95,564	1,115	96,923
Net book values					
At 31st December 2023	1,408	374	15,503	176	17,461

	Intangible assets under construction (AUC) €'000	Transport infrastructure software €'000	Transport systems software €'000	Office equipment software €'000	Total €'000
At 1st January 2023	2,891	436	18,374	348	22,049

Assets Under Construction (AUC) transfers to assets reflects completed assets transferred into use within the period. These assets are appropriately classified as intangible or tangible upon transfer into use. In 2023, €606k of software were disposed of from the Register as they were rendered obsolete and replaced by newer software – the net effect of this was zero.

16.1 Intangible assets

	Intangible assets under construction (AUC) €'000	Transport infrastructure software €'000	Transport systems software €'000	Office equipment software €'000	Total €'000
Cost					
At 1st January 2022	1,914	669	104,733	1,122	108,438
Reclass	-	-	13	(13)	-
Additions in the year	3,318	38	939	108	4,403
AUC transfers to assets	(1,885)	-	1,804	81	-
AUC transfers to expense	(456)	-	-	-	(456)
Disposals	-	-	-	(7)	(7)
At 31st December 2022	2,891	707	107,489	1,291	112,378
Amortisation					
At 1st January 2022	-	173	82,489	745	83,407
Reclass	-	-	13	(13)	-
Charge for the year	-	98	6,613	218	6,929
Disposals	-	-	-	(7)	(7)
At 31st December 2022	-	271	89,115	943	90,329
Net book values					
At 31st December 2022	2,891	436	18,374	348	22,049
At 1st January 2022	1,914	496	22,244	377	25,031

Assets Under Construction (AUC) transfers to assets reflect completed assets transferred into use within the prior period. These assets are appropriately classified as intangible or tangible upon transfer into use. In 2022, €456k of AUC spent on individual items was transferred back to expenses in the period as they ultimately did not meet the FRS102 recognition criteria for fixed assets or are below the Authority's capitalisation threshold.

17. Property, plant and equipment

	Tangible assets under construction (AUC) €'000	Road passenger vehicles €'000	Leasehold property improvements €'000	Office equipment €'000	Transport infrastructure €'000	Transport systems hardware €'000	Total €'000
Cost							
At 1st January 2023	7,705	525,073	2,337	2,342	25,465	9,354	572,276
Additions in the year	2,482	78,808	-	726	375	203	82,594
AUC transfers to assets	(6,888)	-	-	-	6,876	12	-
Disposals	-	(1,147)	-	-	-	(163)	(1,310)
At 31st December 2023	3,299	602,734	2,337	3,068	32,716	9,406	653,560
Depreciation							
At 1st January 2023	-	121,354	2,214	2,219	18,958	7,232	151,977
Charge for the year	-	44,321	123	303	1,674	596	47,017
Disposals	-	(191)	-	-	-	(163)	(354)
At 31st December 2023	-	165,484	2,337	2,522	20,632	7,665	198,640
Net book values							
At 31st December 2023	3,299	437,250	-	546	12,084	1,741	454,920
At 1st January 2023	7,705	403,719	123	123	6,507	2,122	420,299

AUC transfers to assets reflects completed assets transferred into use within the period. These assets are appropriately classified as intangible or tangible upon transfer into use.

In November 2023, two double-deck hybrid buses assigned to Dublin Bus were destroyed beyond repair by fire damage. Accordingly, these assets have been removed from the register through a €1.0m disposal reflecting the net book value of the impaired road passenger vehicles (see Note 13).

17.1. Property, plant and equipment

	Tangible assets under construction (AUC) €'000	Road passenger vehicles €'000	Leasehold property improvements €'000	Office equipment €'000	Transport infrastructure €'000	Transport systems hardware €'000	Total €'000
Cost							
At 1st January 2022	1,968	422,633	2,337	2,692	23,765	9,684	463,079
Additions in the year	7,309	102,440	-	-	449	-	110,198
AUC transfers to assets	(1,572)	-	-	-	1,319	253	-
Disposals	-	-	-	(350)	(68)	(583)	(1,001)
At 31st December 2022	7,705	525,073	2,337	2,342	25,465	9,354	572,276
Depreciation							
At 1st January 2022	-	83,319	2,091	2,319	17,817	7,192	112,738
Charge for the year	-	38,035	123	235	1,209	623	40,225
Disposals	-	-	-	(335)	(68)	(583)	(986)
At 31st December 2022	-	121,354	2,214	2,219	18,958	7,232	151,977
Net book values							
At 31st December 2022	7,705	403,719	123	123	6,507	2,122	420,299
At 1st January 2022	1,968	339,314	246	373	5,948	2,492	350,341

In 2022, the Authority conducted a detailed review of the residual values, useful lives and method of depreciation of property, plant and equipment to assess changes in expected useful life or expected pattern of consumption of economic benefits, in line with policy. Arising from this review:

The Authority amended the useful life of Coaches from 12 years to 10 years in accordance with the remaining expected pattern of consumption of economic benefits. The changes in expected useful life is accounted for as a change in accounting estimate and adjusted prospectively from November 2022. This change in estimate has resulted in increased depreciation of €328k for tangible fixed assets for 2022 with a corresponding adjustment to the capital account. There is no effect on the surplus for the year. Depreciation for tangible assets will be in total €328k less in future years for these assets.

18. Receivables

	2022 €'000	2022 €'000
Prepayments and accrued income	20,135	10,757
Trade debtors	980	957
Other debtors	154	200
	21,269	11,914

19. Payables: amounts falling due within one year

	2023 €'000	2022 €'000
Leap card scheme liabilities	49,830	42,112
Accruals and deferred income	17,094	8,580
VAT	7,422	12,469
Bus payment retention	5,746	2,946
PSWT payable	3,094	2,041
Trade creditors	1,408	3,521
PAYE/PRSI	609	796
Employee pension contributions and deductions	350	350
Deferred rental expenditure	44	-
Onerous Lease liability	41	124
	85,638	72,939

Leap card scheme liabilities

Leap card scheme liabilities represents card deposits and unutilised travel credit on cardholder accounts.

20. Payables: amounts falling due after more than one year

	2023 €'000	2022 €'000
Bus payments retention	1,968	2,123
Deferred rental expenditure	1,395	-
Onerous lease liability	-	41
	3,363	2,164

21. Capital account

	2023 €'000	2022 €'000
Balance at 1st January	436,007	371,946
Transfer to/(from) Statement of Income and Expenditure:		
Income allocated for capital purposes	80,646	110,011
Amortisation adjustment for fixed assets not funded through grants	212	212
Amortisation in line with depreciation of tangible assets	(46,664)	(39,240)
Amortisation in line with amortisation of intangible assets	(6,593)	(6,922)
Movement in year	27,601	64,061
Balance at 31st December	463,608	436,007

There is a timing difference between 'income allocated for capital purposes' and the recognition of the asset additions in notes 16 and 17. This timing difference arises due to amounts retained by the Authority on the purchase of certain buses. The full cost of the buses inclusive of retentions is capitalised on purchase. The retentions are billed to the Authority subject to the completion of certain terms and conditions in subsequent periods. Income is allocated for capital purposes as the amounts are billed.

22. Taxation

All relevant taxes are paid as they fall due. The Authority complies with any guidance received from Government Departments.

23. Operating leases

The Authority operates as a lessee and lessor as outlined below.

The Office of Public Works ("OPW") provides office accommodation to the Authority in Dun Scéine, Harcourt Lane, Dublin 2. There is no formal lease in place. The Authority paid €1m in 2023 in respect of this office accommodation (2022: €1m).

23.1 Operating leases - rental obligations

The Authority entered into an agreement on 1st September 2023 to lease office accommodation at The Haymarket, Smithfield Square, Smithfield, Dublin 7. The lease period expires in September 2043 and annual lease charges are €4,708,375 per annum. The lease provides for a 12-month rent free period from the commencement date. In accordance with FRS 102 the implicit gain arising from this rent-free period has been spread on a straight-line basis over the lease term. The building is currently being prepared for occupation and the Authority plans to move later in 2024.

The Authority leases office accommodation at 72 Charlemont Street, Dublin 2. The lease period expires in July 2025 and annual lease charges are €87,950 per annum. The Authority also leases office accommodation at Floor 1, No. 5, Harcourt Centre,

Dublin 2. The lease period expires in July 2024 and annual lease charges are €397,050 per annum.

The Authority also leases office accommodation at Floor 4, No. 5, Harcourt Centre, Dublin 2. The lease period expires in January 2029 and annual lease charges are €259,419 per annum. The Authority has a right to terminate this lease on 26th July 2024 (break date) provided certain conditions are met. The Authority met these conditions and gave notice in 2023. In line with the move to Haymarket we will be exiting these buildings on the break date.

The Authority also has an agreement to rent office accommodation at Charlemont Exchange with a current annual rent of €708,480 with a commitment term to 31st March 2024.

Iarnród Éireann provides office accommodation to the Authority at 1 Horgan's Quay, Waterfront Square, Cork. The agreement covers the period from 1st October 2021 to 1st November 2024. The Authority paid €243,486 in 2023 in respect of this accommodation (2022: €91,271).

The Authority has an agreement for the lease of a site in Jamestown Road, Finglas, Dublin 11. The site will be used as a temporary bus depot. The lease period expires in November 2028 and annual lease charges are €350,000 per annum. A 5 month rent free period was agreed in the first year of the lease. The authority paid €319,230 in respect of this site in 2023.

The Authority entered into an agreement in 2021 for the development and lease of sites at Liffey Valley, Dublin 22. This agreement facilitated the funding by the Authority of the construction of a Bus Plaza, Driver Hut and Bus Lay-bys on these lands. On completion of this work in February 2023, five leases for the associated lands with a €1 each per annum nominal rent came into effect. These leases have a term of 999 years with a break clause after 15 years that can be exercised by either party and at agreed intervals thereafter by both parties.

The Authority has commitments in respect of a lease, entered into by the Commission for Taxi Regulation ("CTR"), on office accommodation at 35 Fitzwilliam Square. In 2004 a third party assigned a lease to the CTR. The 35-year term of the lease will expire on 25th April 2024. There is no option to surrender the lease. With a view to optimising the Authority's accommodation arrangements, the CTR's staff were relocated to the Authority's main office and then the CTR premises was sub-let at an annual rental of €80,000 per annum. An onerous lease provision of €749,700 was introduced to the Authority's 2015 financial statements, in relation to the rent differential to the end of the lease term in 2024. The provision is being unwound over the period of the remaining lease term. As at 31st December 2023, the remaining provision of €40,628 is disclosed in note 19. The current annual rent payable is €204,000 per annum with €64,230 due to the end of the lease.

23.2 Operating lease as a lessee

Commercial property

The commercial property (The Haymarket, Smithfield Square) lease has a lease term of 20 years to September 2043 and provides for periodic revision of the rental charge according to prevailing market conditions. There are options for early termination of the lease in year 12 and 15 of the rental agreement provided certain conditions are met.

The commercial property (72 Charlemont Street) lease has a lease term of nine years to July 2025 and provides for periodic upward revision of the rental charge according to prevailing market conditions. There are no options for early termination of the lease.

The commercial property (Floor 1, No. 5, Harcourt Centre) lease has a lease term of six years to July 2024 and provides for periodic upward revision of the rental charge according to prevailing market conditions. There are no options for early termination of the lease.

The commercial property (Floor 4, No. 5, Harcourt Centre) lease has a lease term of ten years to Jan 2029 and provides for periodic upward revision of the rental charge according to prevailing market conditions. There is an option for early termination of the lease in July 2024 provided certain conditions are met.

The commercial property (Charlemont Exchange) agreement has a commitment term to 31st March 2024.

The property () agreement has a commitment term to 1st November 2024.

The site (a site in Jamestown Road, Finglas, Dublin 11) lease has a commitment term to 1st November 2028.

The commercial property (Liffey Valley, Dublin 22) lease has a term of 999 years with a break clause after 15 years that can be exercised by either party and at agreed intervals thereafter by both parties.

The commercial property (35 Fitzwilliam Square) lease has a lease term of twenty years to April 2024 and provides for periodic upward revision of the rental charge according to prevailing market conditions. A rent review for 2020 was agreed in May 2021. There are no options for early termination of the lease.

Future minimum rentals payable under non-cancellable operating leases as at 31st December 2023 are as follows:

	2023 €'000	2022 €'000
Within one year	6,363	2,205
After one year but not more than five years	14,746	2,366
More than five years	73,997	293
	95,106	4,864

23.3 Operating lease as a lessor

The commercial property (35 Fitzwilliam Square) lease is due to finish April 2024. Future minimum rentals receivable under non-cancellable operating leases as at 31st December 2023 are as follows:

	2023 €'000	2022 €'000
Within one year	26	80
After one year but not more than five years	-	26
More than five years	-	-
	26	106

24. Capital commitments

The authority had capital commitments for road passenger vehicles of €161.5m at 31st December 2023 (2022: €76.9m).

25. Other commitments

Capital grant - contractual commitments

The Authority has commitments with Local Authorities and delivery agencies to provide them with funding for various projects. At 31st December 2023, an amount of €678.4m (2022: €716.7m) is yet to be drawn down on approved projects as follows:

	2023 €'000	2022 €'000
Iarnród Éireann	444,967	428,653
Sustainable transport management & Active Travel Programme	194,201	223,629
Dublin Bus	5,577	19,091
BusConnects Infrastructure Dublin	16,752	15,539
Transport Technology Capital	2,245	13,137
Transport Infrastructure Ireland	7,056	7,526
Accessibility	4,043	6,054
Bus Éireann	3,580	3,101
	678,421	716,730

Project	Cumulative expenditure to 31/12/2022 (previous years) €'000	Expenditure in 2023 (current year) €'000	Committed: subsequent years* €'000
National Transport Authority			
BusConnects Infrastructure Dublin ^a	104,529	19,815	16,752
Iarnród Éireann			
National Train Control Centre and Third-Party Control Centres ^b	92,909	23,539	21,696
Purchase of 41 Intermediate Class 2200 Intercity Railcars ^c	100,178	36,909	13,473
Dart + Programme ^d	288,679	70,948	229,386
Woodbrook DART Station ^e	5,337	2,360	11,168
Coastal Infrastructure Protection Programme ^f	1,582	3,436	12,050
Galway Ceannt Station ^g	3,594	975	34,968
Cork Area Commuter Rail ^h	8,303	21,351	96,688
Dublin City Council			
Fairview to Amiens Street Cycle Route ⁱ	14,787	30,142	20,000
Cork County Council			
Ringmahon Road Cycle Infrastructure ^j	248	1,049	13,470
Total in relation to projects where expenditure > €10m			469,651
Contractual commitments in relation to other projects < €10m			208,770
Total contractual commitments			678,421

*There may be further future committed expenditure on these projects pending additional stage gate reviews for projects including governmental approval of final business cases.

a The BusConnects Dublin project total expenditure including commitments has increased by €24.8m compared to 2022 as work on the project progressed beyond Phase 5 (Detailed Design and Procurement) and contracts have been awarded to a number of suppliers.

b The National Train Control Centre (NTCC) and Third-Party Control Centres total expenditure including commitments has increased by €31.2m compared to 2022. This is due to additional expenditures incurred in 2023 on equipment, materials and project management resources.

It should be noted that within the transport sector the role of approving authority for public transport projects at the individual project level is performed by the National Transport Authority. The delivery of the NTCC project is the responsibility of Iarnród Éireann (IÉ) as the designated sponsoring agency.

In July 2019, the NTA approved the NTCC project with a budget amounting to €148

million. The NTCC will be the centre for the management and regulation of train movements on IÉ's rail network. The project includes the development of a new train management system, construction of a new train control centre at Heuston Station and refurbishment of the existing central traffic control centre at Connolly Station. At 31 December 2023, €116.5 million had been spent on the project as disclosed above.

In 2023 and 2024, the project experienced delays in relation to the development of the train management system component of the overall project. The NTCC project is forecasted to be delayed by 9 months to May 2026. IÉ also determined that a significantly increased level of resourcing would be required within its team to support the completion of this project. The estimated outturn cost could increase from €148 million up to potentially €188 million, equating to a 27% increase. However, the project delivery team are implementing cost mitigation measures with a view towards securing an outturn cost within an envelope of €170 million (a 15% increase). In April 2024, the NTA noted that additional funding would be required to support the completion of the project.

c The Purchase of 41 Intermediate Class 2200 Intercity Railcars (ICRs) project total expenditure including commitments has decreased by €20.4m compared to 2022 due to lower milestone payments for the delivery of the second batch of inter-city railcars that was delivered in 2023.

d The DART+ programme total expenditure including commitments is relatively consistent year on year at €589m in 2023 versus €587m in 2022.

e The Woodbrook DART Station project has increased above the commitment disclosure threshold as the project has progressed with several contracts awarded to building and engineering contractors.

f The Coastal Infrastructure Protection programme total expenditure including commitments has increased by €2.9m compared to 2022 as the project has progressed and as a contract was awarded with a ground investigation contractor.

g The Galway Ceannt Station expenditure has increased above the commitment disclosure threshold in 2023 as a contract was awarded to BAM Ireland for the major redevelopment of the station.

h The Cork Area Commuter Rail expenditure has increased above the commitment disclosure threshold in 2023 due to the project progressing and the awarding of the Contract for the Signalling & Telecommunications Upgrade.

i The Fairview to Amiens Street cycle route programme total expenditure including commitments has increased by €15.1m compared to 2022 due to the project progressing to Phase 6 (Construction and Implementation).

j The Ringmahon Road Cycle Infrastructure expenditure has increased above the commitment disclosure threshold in 2023 as the project has progressed and the contract has now been awarded.

26. Contingent liabilities

The Authority is involved in a small number of legal cases, the outcomes of which are uncertain. Potential future costs in relation to these cases have not been provided for due to this uncertainty.

27. Projects administered on behalf of other bodies

The Authority administers on behalf of DoT, the Department's funding of accessibility projects, sustainable transport investment in regional cities, the Green Schools Programme, the Smarter Travel programme, eSPSV programme and Rural Transport Programme.

28. Major Capital Projects

As at 31st December 2023, there were no major capital projects/ programmes (defined as having an expected outturn cost of greater or equal to €200m) which are at or past Approval Gate 3 (Final Business Case) of the Infrastructure Guidelines, where the expected final outturn cost of the project (i.e. the reported cost) has varied by more than €5 million compared with the previous year.

29. Related party disclosures

Please refer to note 11.3 for a breakdown of the remuneration and benefits paid to key management.

The Board of the Authority adopted procedures in accordance with guidelines issued under the Code of Practice for the Governance of State Bodies in relation to the disclosure of interests by Board members and these procedures have been adhered to in the year. There were no transactions in the year in relation to the Board's activities in which the Board Members had any beneficial interest.

30. Subsequent Events

There have been no significant events since the year end that would result in adjustment to the financial statements.

31. Approval of financial statements

The financial statements were approved on behalf of the Authority on 28 June 2024.