There are three parts to this presentation.
1. The Transport Co-ordination Unit - TCU.
2. Leitrim Transport in context.
3. Leitrim Transport Planning.

Local Link Sligo Office
Aras An Chontae Carrick-on-Shannon.
Manager - Camilla Kelly
Administrator - Michele Devine
Dispatcher (2) - Siobhan Cronin / Bridgeman Cronin
HSE Dispatcher - Sharon O’Kane
Compliance Officer - John Carr

To Book Transport - 071-9650437
HSE Transport - 071-9650443
Out of Hours call for HSE Transport - 087-3749943

Voluntary Board: Sligo Roscommon Leitrim Rural Transport Co. Representative of key stakeholders within the community and voluntary sector. Five representatives from each of the previous RTP Companies.

Leitrim representatives currently:
• Pat McNaughton: Leitrim Local Dev. Company Chair
• Donal Fox CEO: Leitrim Local Dev. Company
• Rosemary Kerrigan: Community Rep / Rural Lift
• Mary Quinn:
• ONE Vacancy: Leitrim Local Authority.

Chairperson: Jerry Tiernan Roscommon

Camilla Kelly Manager Local Link Sligo
Leitrim and Roscommon
slr.manager@locallink.ie
Role of the TCU.

To ensure that there is adequate and complete coverage of Local and Rural Transport to meet the identified needs of the People in County Leitrim.

- There is a strategic focus to the review of current services and design of new services which addresses transport deficits and facilitates people to connect to local towns and cities through Irish Rail and Bus Eireann Services.
- The TCU contributes to the social and economic infrastructure of Leitrim through the development of sustainable Public Transport Services.
- There is a social inclusion focus to the design of various transport models to meet varying passenger needs.

Duties and Responsibilities of the TCU.

- Support Voluntary Board and Transport Forum, gather information regarding transport needs and social inclusion issues as a result of transport deficit in the TCU Region.
- Identify Transport Routes and Services to the NTA.
- Contribute to the Leitrim Transport Level Plan.
- Take bookings and handle dispatch for Transport Services.
- Check performance and Compliance of Transport Providers for the NTA.
- Report on monies collected by the contracted operators.
- Identify potential route changes to the NTA to facilitate customer groups.
- Act as a facilitator to the wider integration of transport services across the TCU Area and suggest services to the NTA.
- Support the Voluntary Car Scheme/ Social Car schemes.
- Advice the NTA on opportunities for Local Area Hackney Licenses.

TCU has a strong Social Inclusion Focus.

- Transport Services provide "house to house collection" enabling cross-connectivity between isolated rural To's to local villages and towns to designated schedules transport routes which enables passengers to link to mainline routes within county Leitrim and onwards by Train and Bus Eireann Services.
- Use of all accessible vehicle's: WC Lifts, Steps, Assistance.
- Choice of Bus, Hackney and Taxi Services.
- Provide a comprehensive Volunteer Community Car Scheme.
- Affordable: Competitive fare Structure and Free Travel Pass accepted.
- The governance frameworks; ensuring equality of opportunity and quality impact for social inclusion: delivered through training and compliance.

Key Features of the TCU Governance Frameworks

1. Comprehensive IT System in place:
   - Mapping and Plotting Passengers by geographical location.
   - "Auto Route" demand responsive routes and services.
   - Passenger Information / accessibility information.
   - Daily and Weekly Driver Log.
   - Comprehensive Administrative / Audit Functionality:
     - Transport Providers, Vehicles and Drivers Document Management controls.

2 Procurement Process

- Transport Providers are registered via the Office of Government Procurement – 25 Leitrim Operators are aware of the registration process.
- Undertaking's Garda Clearance, Policy & Training.
- Mini Competition – Lowest Price.
- Purchase Orders yield greater flexibility to change service provision.


- The Safety Health and Welfare at Work Act and associated regulations.
- Compliance Officer in place: Inspection, risk assessments, training needs assessments document controls and incident reports ongoing.
- Safety Features required on the Bus.
- Safety Training & Emergency evacuation.
- People and Manual Handling.
- Accident and incident reporting.
- First Aid.
- Maintenance of Vehicles and record keeping.

5. Training (additional to the CPC Card Driver)
- MIDAS & Gluais – Minibus Driver Training.
- PATS – Passenger Assistance Training.
- People and Manual Handling Training.
- MEEP – Minibus Emergency Evacuation Procedures.
- First Aid.
- HSE Protection of Vulnerable Adults.
- HSE Elder Abuse Policy and Procedure.
- HSE Safe Transportation of Wheelchair Passengers Policy and Procedure.
- HSE De-escalation of Crisis Training.

- Detailed Passenger Needs Assessment
- Challenging behaviour.
- Unruly / Bullying Passengers
- Biological Spills
- Vetting Drivers and Volunteers.
- Passenger Lifts and Ramps
- Fitness to Drive.
- Risk assessment of Vehicular and Pedestrian Interactions at HSE related Car Parks.

Confidentiality Policy.
Passengers information is not communicated to a third party without the consent of the passenger, outside the course of that which is necessary to fulfil the requirements of transport provision to meet that passengers needs.

The Complaints Policy and Procedure covers:
- Decisions about transport services.
- Any aspect of the transport service.
- Member of staff, bus drivers, operators.
- Fellow passengers.
- Bullying and challenging behaviour.

2. Leitrim Transport in Context.
Average of 363 services per month.
Average of 90 services per week.
Average of 2349 Passenger Trips per month.
Average of 7 people per journey.
Volunteer Social Car x 1 (Manorhamilton Area)
Transport Models

- NTA contracted Private Transport Operators x 8
- Integrated Hackney and Taxi Services by request.
- Community owned Bus x 1 - Drumshamo
- Volunteer Community Car x 1 Manorhamilton

Key Achievements of the Rural Lift RTP Programme 2003-2014

- Responsive to the needs of passengers in isolated areas on an ongoing basis. Example: House to House collect and connect with local village/town / health centre.
- Services come and go to various Villages and Towns in North and South Leitrim at times and day (pension day) that suit older People’s needs.
- Transport is currently provided for Active Age Groups.
- Provide specific transport for Passengers identified by PHN and participating for Social interaction at Social Centres providing a link to Nurses / Showers / Laundry in Carrigan, Drumkeerin, Ballinaglera, Drumran and Ballinat.
- There was a limited Social Car service (2 cars) in place in the North Leitrim area for specific health related appointments and funded by the HSE through Leitrim Local Dev. Company Ltd., to the end of June 2015.

<table>
<thead>
<tr>
<th>Leitrim Rural Transport in service</th>
<th>LTN Area Average</th>
<th>TCU Area Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Category</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Male</td>
<td>33.4%</td>
<td>27.8%</td>
</tr>
<tr>
<td>Female</td>
<td>66.6%</td>
<td>72.2%</td>
</tr>
<tr>
<td>FTP</td>
<td>58.30%</td>
<td>76.53%</td>
</tr>
<tr>
<td>4 - 17</td>
<td>14.51%</td>
<td>4.20%</td>
</tr>
<tr>
<td>18-25</td>
<td>4.65%</td>
<td>3.67%</td>
</tr>
<tr>
<td>25-65</td>
<td>3.70%</td>
<td>5.10%</td>
</tr>
<tr>
<td>GC 1</td>
<td>77.60%</td>
<td>95.85%</td>
</tr>
<tr>
<td>Requires Assistance</td>
<td>67.36%</td>
<td>76.38%</td>
</tr>
<tr>
<td>Wheelchair User</td>
<td>0.79%</td>
<td>0.43%</td>
</tr>
</tbody>
</table>

The TCU and HSE transport in Leitrim: 13th July 2015

- The TCU took over responsibility for HSE transport in County Leitrim to the HSE related day centres and St. Patrick’s and Mohill and Our Lady’s Manorhamilton.
- The TCU are seeking NTA approval for a Volunteer Car Service on a County wide basis to meet the needs of passengers attending HSE related appointments.
- Actively fostering excellence in the working relationship between HSE Managers and the TCU based on trust and proven competency through the Governance Frameworks in place for the planning and co-ordination of transport services in County Leitrim.

Benefit of this approach for Leitrim passengers.

- Delivers a comprehensive response through single point of contact for all transport needs: both RTP & HSE identifying transport requirements and out of hours call service.
- Responsibility for the Day to Day dispatch operation’s and H&S and Transport Provider Compliance is managed by the TCU.
- The TCU manage communications between Transport Operators and HSE Service Provider organisations.
- There is reduced levels of duplication with consequent financial savings to the HSE and consequential reduction in our Carbon Footprint.
- There is consequential savings in HSE staff time, which is now dedicated to core functional responsibilities.

3. Leitrim Transport Planning

- A key deliverable of the TCU is its role in assisting the National Transport Authority (NTA) in the review of transport needs and services in the TCU area to the design and delivery of sustainable transport services in Local and Rural Areas of Leitrim.
- Ongoing consultation: Transport Forum has been established in North and South Leitrim - comprising key stakeholder groups:
  - Members of the RTP Working Group 2013-2014
  - HSE – Physical and Sensory and ID Services.
  - Active Age and Active Retirement Groups.
  - Older Persons Council for Leitrim
  - Community Groups.
  - Bus Eireann are invited to attend.

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Leitrim Transport Planning - Key Issues for Leitrim

- The demographic profile of Leitrim: Both population size and density: Townlands with 1 and 3 to 4 people who need transport.
- Towns and Villages are isolated from main centres of Health and Employment Education and Health - Sligo / Galway / Dublin.
- The topography of the landscape renders large parts of Leitrim particularly remote from a Transport Access Perspective: Lough Allen and Garadice Lakes and Shannon, the Glens, Cuilcagh and Slaibh an Iarainn, Truckmore Mountains.
- The R280 divides North and South Leitrim - The distance of the County is 72km of 45miles one way.
- Rural Lift Transport association with Order Age Population.
- The number of people with mobility difficulties requiring assistance (60.38%) currently accessing transport.

Leitrim Transport Planning - Leitrim Transport Model.

- Increase the time & expand the ROUTE of delivery of services into the local suburban areas around Leitrim. Chirally, the local estates around local villages and towns, providing transport from 8.00am to Breakfast Club Commute, more work Discusion and Traveling and then onto Shopping, returning in afternoon and finishing at 6.00pm.
- County Wide Volunteer Community Car Scheme - "Collect and connect" in very remote areas and for purpose of specific one off appointments to Hospitals / Clinics and Personal needs.
- Increase the frequency from one day to five days where affordable.
- Collaboration with the HSE to affect greater integration while reducing duplication of HSE transport services in Leitrim: Mapping exercise ongoing.
- Promotional campaign and publicity through Logo Strip on Bus Local and Rural Transport to a BROAD Audience.

Leitrim Transport Planning - Services and Schedules

- The following areas need to be better served by public transport on a daily basis.
  - Ballinamore to Dromod Train Station and onto Carrick - Daily Schedule
  - Roskilly and Dromod to Longford - Daily Schedule
  - Carrick-on-Shannon Loop (Local Bus Service - Daily Schedule.
  - Manorhamilton to Carrick-on-Shannon - Daily Schedule.
  - Manorhamilton to Sligo - Daily Schedule.
- Improve cross community connectivity to the Eireann and Irish Rail Services.
  - Mohill, Drumona, Annestown and Leitrim Village to Carrick / Dromod
  - Keshlough, Rosslare, Glencar and Glencadale and Kilbogher - Sligo and Manorhamilton
  - Gleniff, Drumkever and Doo - Manorhamilton Carrick and Sligo
  - Dromahair and Ballinagore and Ballinagore into Sligo.
  - From N4 at Scarneybeg to Roskilly and Dromod and onto Longford.
  - Carrick-on-Shannon - "Bus Around Town" to and from Bus and Train Station

Leitrim Transport Planning - Submission with NTA (28th August):

- Ballinasmere to Dromod Train Station and onto Mullagh and Carrick-on-Shannon via Drumona and Jamestown - Daily Scheduled Service.
- Manorhamilton to Carrick-on-Shannon via Drumahambo and Leitrim Village - Daily Scheduled Service.
- Manorhamilton to Sligo via Dromahair and the N4, Vi Glencar - Daily Scheduled Service.
- Town Service including: Bus Stops / Train Station and Breffni Crescent & FRC - Daily Scheduled Service.
- Roskilly and Dromod Villages from N4 at Scarneybeg connecting with the N4 to Longford for 9.00am and Train and Expressway Services - Daily Scheduled Service.
- County Wide Volunteer Community Car Scheme - In remote areas to connect passengers to scheduled services and for purpose of specific one off appointments to Hospitals / Clinics and Personal needs

Leitrim Transport Planning - Timescale

The NTA will Tender all Rural Transport Services

NTA are placing call for expression of Interest to Tender on:

[Link to tender notice]

Sept / Oct '15

There will be a 40 day pre-qualification period.

And a "call off procedure" phase with Purchase Orders in place by the end of December 2015 for 3 year period.

Opportunity through PO, Process to Pilot various services for 1 year.

Volunteer Community Car approval from Taxi Regulator. (Oct '15)

Thank You

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