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

1. The Transport Co-ordination Unit - TCU
   - Local Link Sligo Leitrim Roscommon is the Transport Co-ordination Unit (TCU) for counties Sligo and Leitrim and Roscommon.
   - The TCU is one of 17 established by the National Transport Authority (NTA) in January 2015 following the restructuring of the Rural Transport Programme in 2014.
   - Reflects recent Government Policy:
     - Public Transport Regulation Act 2009 which established the NTA with responsibility for Public Transport Provision.
     - Taxi Regulation Act – 2013: Section 37 Community Transport

Local Link Sligo Office  Aras An Chontae Carrick-on-Shannon.
Manager – Camilla Kelly  slr.manager@locallink.ie
Administrator – Michele Devine  slr@locallink.ie
Dispatcher (2) – Shelia Grenfell / Bridget Gunning
HSE Dispatcher – Sharon ÖKane
Compliance Officer – John Carr
tl.compliance@locallink.ie

To Book Transport – 071-9650437
HSE Transport – 071-9650443
Out of Hours call service 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 Monaghan  Leitrim Local Dev. Company Chair
- Donal Fox CEO  Leitrim Local Dev. Company
- Rosemary Kerrigan  Community Rep / Rural Lift
- Mary Quinn  Leitrim Local Authority.
- ONE Vacancy

Chairperson: Gerry Tiernan Roscommon

Role of the Voluntary Board supporting the T.C.U.
To act as a link within each local area to the TCU in the identification of Transport needs through community and key stakeholder group’s in County Leitrim:
- Local PPN / LCDC / LECF / Municipal District.
- HSE – St. Patricks Hospital and Mohill
- Business Networks for Leitrim.
- Older Peoples Council / Age Friendly Alliance.
- Mohill FRC, Community Childcare Centres.
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 Éireann 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 through 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 LEEP 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.
- Advise the NTA on opportunities for Local Area Hackney Licences.

TCU has a strong Social Inclusion Focus.
• Transport Services provide “house to house collection” enabling cross-connectivity between isolated rural Tá’s to local villages and towns to designated scheduled transport routes which enables passengers to link to mainline routes within county Leitrim and onwards by Train and Bus Éireann Services.
• Use of all accessible vehicles: W/C 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.
   • Framework Agreement – pre-qualification criteria for Social Inclusion and Training.
   • 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 x8
- Integrated Hackney and Taxi Services by request.
- Community owned Bus x 1 Drumshambo
- 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 collection 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 Carrigallen, Drumkeerin, Ballinglanna, Drumana and Blacklion.
- 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.

Leitrim Rural Transport in context

<table>
<thead>
<tr>
<th>Passenger Profile currently using Rural Transport Services</th>
<th>Local Transport Average</th>
<th>TCU Area Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>33.4%</td>
<td>27.81%</td>
</tr>
<tr>
<td>Female</td>
<td>66.62%</td>
<td>72.19%</td>
</tr>
<tr>
<td>FTP</td>
<td>99.33%</td>
<td>76.53%</td>
</tr>
<tr>
<td>4 - 17</td>
<td>34.3%</td>
<td>4.20%</td>
</tr>
<tr>
<td>18 - 25</td>
<td>4.87%</td>
<td>3.67%</td>
</tr>
<tr>
<td>26 - 85</td>
<td>3.70%</td>
<td>5.16%</td>
</tr>
<tr>
<td>60 +</td>
<td>77.62%</td>
<td>86.78%</td>
</tr>
<tr>
<td>Requires Assistance</td>
<td>67.41%</td>
<td>76.19%</td>
</tr>
<tr>
<td>Wheelchair User</td>
<td>0.79%</td>
<td>0.41%</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 RIT & HSE identifying Transport requirements and out of hours call service.
- Responsibility for the Day to Day dispatch operations and HSE 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 2003-2014
  - HSE – Physical and Services and HSE Services
  - Active Age and Active Retirement Groups
  - Older Persons Council for Leitrim
  - Community Groups
- Bus Operators are invited to attend.
- There is an Open invitation to you and to other key stakeholder groups to become involved in the Transport Forum for South Leitrim.

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Leitrim Transport Planning - Key Issues for Leitrim

- The demographic profile of Leitrim: Both population size and density - Town lands 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 Slabhan an airainn, Truckermore Mountains.
- The R280 divides North and South Leitrim - The distance of the County is 72km or 45miles one way.
- Rural Lift Transport association with Older 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 County, ie: Local Estates around local villages and towns providing transport from 8.00am to Breakfast Clubs / Creche, Work and Education and shopping and then on to Shopping returning in afternoon and taxiing at 6.00pm.
- County Wide Volunteer Community Car Scheme - "Collect and Connect" in very remote areas and for purposes 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 Stop on Bus Local and Rural Transport to a Broader 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 on Shannon - Daily Schedule.
  - Rooskey and Dromod to Longford - Daily Schedule.
  - Carrick on Shannon Local and Rural Bus Service - Daily Schedule.
  - Manorhamilton to Carrick on Shannon - Daily Schedule.
  - Manorhamilton to Sligo - Daily Schedule.
  - Improve cross community connectivity to Bus Eireann and rail Rail Services.
  - Mohill, Drumona, Inishowen and Leitrim Village - to Carrick / Dromod.
  - Killybegher, Rossvallen, Gnosor and Glenade and Inishowen - Sligo and Manorhamilton Route.
  - Glencarin, Drumkeerin and Quenna - Manorhamilton Carrick and Sligo.
  - Dromahair and Ballisodare and Ballakelly into Sligo.
- From NS at Scarvagh to Roskey and Dromod and onto Longford.
- Carrick on Shannon - "Bus Ayrslow Town" to and from Bus and Train Station.

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

- Ballinamore to Dromod Train Station and onto Newmarket and Carrick on Shannon via Drumona and Inishowen - Daily Scheduled Service.
- Manorhamilton to Carrick on Shannon via Drumhumbie and Leitrim Village - Daily Scheduled Service.
- Manorhamilton to Sligo via Dromahair and on via Glencarr to Daily Scheduled Service.
- Greenfield, Drumkeerin and Quenna - Manorhamilton Carrick and Sligo.
- Dromahair and Ballisodare and Ballakelly into Sligo.
- From NS at Scarvagh to Roskey and Dromod and onto Longford.
- Carrick on Shannon - "Bus Ayrslow Town" to and from Bus and Train Station.

Leitrim Transport Planning - Timescale

The NTA will tender all Rural Transport Services.

- NTA are placing call for expression of interest to Tender on 7/9/2015.
- 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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