

Councillor Noeleen Reilly,
Chairperson of Traffic and Transport SPC,
Dublin City Council,
Roads and Traffic Dept., Civic Offices,
Wood Quay,
Dublin 8.

17 January 2023

Dear Councillor Reilly,

Thank you for your email regarding the performance of Dublin Bus services.

There has been a very significant focus in recent months on the performance of public transport and some strong criticism of recent service delivery by Dublin Bus and other public transport operators.

At all times, the company's focus is on providing customers with safe, comfortable and efficient journeys, putting the customer at the centre of everything we do and informing all of our work. We operate 7,000 trips a day with over 460,000 people using our services on the average weekday. This is greater than the combined population of the cities of Cork, Limerick and Galway.

So, you will see the vast majority of our services operate on time and on schedule. Through these services Dublin Bus provides critical support to the social and economic life of the city.

However, the recent pace of network expansion has placed significant pressure on the company as we seek to deliver additional services and also provide our network of contracted services.

We are actively managing the current challenges through a combination of measures:

- additional overtime working where possible within strict driver hour regulations
- adjustment to service provision in order to have the least adverse impact on customers
- strong focus on improved customer information services
- an extensive recruitment campaign
- resolution of technical challenges facing RTP1 systems

There is no doubt that we have found this challenging, and I would like to apologise to any customers who have had a poor customer experience when using our services in recent months.

I am confident that improvements seen in recent months can be maintained as we continue our work in 2023. I look forward to future engagement with the Traffic and Transport Strategic Policy Committee of Dublin City Council and am happy to appear before the Committee should an invitation be issued.

Yours sincerely,

**Billy Hann,
Chief Executive.**

