

Councillor Noeleen Reilly
Dublin City Council Head Office
Civic Offices
Wood Quay
Dublin 8

7th February 2023

Dear Cllr Reilly,

I am writing to you in response to the letter sent on 6th January 2023, following the motion from the Traffic and Transport Strategic Policy Committee on 9th November 2022.

I would like to take this opportunity to apologise to any of your constituents who were impacted by a drop in services on any routes operated by Go-Ahead Ireland.

As with all areas of society and the economy, the past few years have been extremely challenging for the transport sector. As we recover from the pandemic and associated issues, we were impacted by colleague shortages. Because of this, some Go-Ahead Ireland services are running on reduced schedules, to support the reliability of our services.

Go-Ahead Ireland is currently running an extensive recruitment campaign. As a result of this we have a very strong pipeline of drivers planned to enter service on a weekly basis over the next number of months. We have also implemented programmes designed to improve and support our retention of colleagues, including incentive payments for drivers who stay with us until the end of March 2023.

As a result of the increased recruitment campaign, we have seen an improvement in the services operated. As we have seen the level of driver colleagues increase and service levels improve, we have confirmed a change of timetables from Sunday 12th February 2023, this change will see a return to a Monday-Friday timetables, which will see increased departures in comparison to the reduced services we have been operating across certain routes. This change is being made following close discussions with our colleagues in the National Transport Authority.

If there is anything else I can assist you with, please do not hesitate to get in touch with me, or via our dedicated public representative email – public.reps@goaheadireland.ie. I also welcome the opportunity to attend a Special SPC Meeting on this matter as mentioned in your letter. I would also be delighted to host you at our Ballymount depot to show you around our facility and share the work our team is doing to support local communities and attract more people to work with us.

If this would be of interest, please let me know some possible dates that might work for you at your earliest convenience.

Yours sincerely,

Niamh Swords
Operations Director
Go-Ahead Ireland