

Information Required by NTA for Scheduled Services Financial Assistance

Introduction

Each operator seeking financial support for the resumption of their scheduled services will need to provide the NTA with a certain amount of information. This information the NTA is seeking will be communicated to each operator in the near future. In advance of that, the CTTC has obtained a sample of the information required from a number of operators who have already received the NTA's request. This information is provided below. The purpose of us providing this information is to enable operators to commence the preparation of information.

Please note, the information provided below is based on a small sample. Therefore, some operators may be asked to provide additional or different information. Having said that, the information below should provide operator with a useful head-start to the process.

Information required by the NTA

General points

- Confirmation of your website address.
- Confirmation if the website is in an accessible format.
- Confirmation of any Customer Charter. If you do not have a Customer Charter then you will need to provide an indication of whether this can be easily prepared. Please note, the CTTC will provide you with a generic form of a Customer Charter if you would like one.
- Confirmation of customer contact number(s), email addresses and twitter account (if any).
- Confirmation of customer-care line opening hours.
- Description of customer-care training including disability awareness provided to frontline staff.
- Confirmation of whether revenue costs are accounted on a 4-weekly basis or on a monthly basis.
- Details of motor vehicle, property, third part liability and employer's liability insurances.
- Confirmation that the licence holder and any sub-contractor are tax compliant. Both must be tax compliant for the duration of the contract.

Accounts

Prior to the commencement of service, the Authority will require the following financial information:

- Latest set of audited financial statements (2019/2020 depending on the year-end).
- July 2020 Management Accounts, including a Balance Sheet. These July 2020 Management Accounts need to be provided within three weeks of month end, if they are not yet ready.
- Statement of cash flows for the period between the audited financial statements and the July 2020 Management Accounts.

You must also provide the total operated kilometres for all bus and coach services in 2019, or equivalent financial year, separating out licensed regular services and all other bus and coach activity including private charter and tours etc.

The following information is required for each Licenced Route run by the operator:

Vehicles

- Vehicle types, capacity and number of vehicles required to operate the scheduled kilometres, including the number of accessible vehicles.
- Number of accessible vehicles, including a description of each accessible vehicle, e.g. whether they are low floor wheelchair accessible, or have a side-lift etc.
- Number of vehicles that have AVL equipment and confirmation that AVL is recorded.
- Number of vehicles that have Wi-Fi.
- Number of vehicles that have CCTV.

You will also need to provide a description of your proposals for in-service and out-of-service interior cleaning.

Fares

You will need to provide details of all fares including concessionary fares, e.g. student / child fares with the applicable ages and any free categories.

You will also need to provide details of all tickets accepted, including any free passes, staff passes and any other passes.

Revenue Collection

There are a number of items required:

- A description of ticket machines used, and whether they are LEAP enabled.
- A description of how cash is handled, change given, etc.
- A description of how revenue is allocated where tickets can be used on services not in the contract (if any).
- A description of any revenue protection measures / inspections in place.

Financial Information

The following information will be used to identify the Contract Prices and Rates. The NTA have stated that this information is in draft form and there are therefore subject to change.

Prices and Rates

The prices and rates are in July 2020 prices.

Total Operating Price

The Total Operating Price includes the price for all of the services to be provided by you as part of the Agreement. All prices include any VAT that is payable, but not recoverable, by you.

Table 1 below shows the Total Operating Price and a breakdown of the 6-month prices by category used to calculate the Total Operating Price.

The derivation of the items in Table 1 is extracted from Table 3 and Table 4 (which will need to be completed for each Licenced Route). The prices shown in the table are those attributable to the provision of services included in this Agreement only.

Table 1: Total Operating Price

Description	Price
A. Drivers	€
B. Fuel	€
C- Buses	€
- Road Tax	€
- Licences	€
- Insurance	€
- Cleaning	€
- Maintenance	€
- Tyres	€
- Other (specify)	€
D. Contracting Buses	€
E. Depot Overheads	€
- Management Staff	€
- Administration Staff	€
- Facilities Staff	€
- Engineering Staff	€
- Cleaning	€
- Insurance	€
- Security	€
- Utilities	€
- Maintenance	€
- Equipment	€
- Other (specify)	€
Total (Depot Overheads)	€
F. Overheads	
- Management Staff	€
- Support Staff	€
- Back Office and IT	€
- Insurance	€
- Claims	€
- Building Costs	€
- Other Costs (specify)	€
Total (Overheads)	€
G. Other costs (specify)	
- COVID-19 Specific Costs	€
Total Operating Price (A + B + C + D + E + F +G)	€
Direct Operating Price (A + B + C + D + E)	€

You will have to provide your methodology and procedures for allocating costs between eligible PSO services under this contract and all other services under each of the costs descriptions. The Total Operating Price template should identify the percentage allocation applied to eligible PSO costs under this contract.

Direct Price per Scheduled Kilometre

Table 2 shows the Direct Price per Scheduled Service Kilometre.

Table 2: Direct Price per Scheduled Service Kilometre

Direct Operating Price (from previous Table 1)	€
Scheduled Service Kilometres	€
Direct Price per Scheduled Service Kilometre	€

For each licence

For each Licenced Route you will be asked to provide two different tables of information. The information will be used as the supporting information for the costs provided in the Tables above.

Please note the following applies:

- The number of Mondays to Fridays excludes three days between 25 December and 31 December.
- The number of Saturdays includes three days between 25 December and 31 December.
- The number of Sundays and Public Holidays exclude St. Stephen's Day.
- There is no service on Christmas Day.
- The Service Type will be identified **by the NTA** in each case.

Table 3: Vehicle Requirement, Scheduled Driver Duties, Schedules Kilometres and the total cost for each of the Direct Operating Cost categories on a per route basis.

Route	Mon-Fri	Sat	Sunday	Public Hol	St. Stephens Day	Total
Vehicle Requirement						
Scheduled Driver Hours						
Scheduled Service Kilometres						
Scheduled Empty Kilometres						
Scheduled Total Kilometres						
Driver Costs (Total A)						
Fuel Costs (Total B)						
Bus Costs (Total C)						
Contracted Buses (Total D)						
Depot Overhead (Total E)						

Table 4: Scheduled Driver Duties and Scheduled Kilometres by day type

Route	Mon-Fri	Sat	Sunday	Public Hol	St. Stephens Day	Total
Number of Days						
Scheduled Driver Hours						
Scheduled Service Kilometres						
Scheduled Empty Kilometres						
Scheduled Total Kilometres						

Completing your Information

When you receive the information request from the NTA there may be individual and specific requests which are not included above. We would be interested in hearing about these, and are willing to offer any advice and assistance if we can. Please contact us with any queries.