

Customer Service Action Plan

2009-2011

An Roinn Iompair

Teach Iompair, Sráid Chill Dara, Baile Átha Cliath 2, Éire
Tel 01-6707444 Fax 01-6709633
Rpoist: info@transport.ie

Suíomh Ghréasáin: <http://www.transport.ie>

Is féidir cóip den plean seo a fháil ar WWW.transport.ie

Is féidir teangbháil a dhéanamh leis an Roinn ach glaoch a chur ar
1890 -443311 ar tháille áitiúil ó aon áit sa tír

Department of Transport
Transport House, Kildare Street, Dublin 2, Ireland
Tel 01-6707444 Fax 01-6709633
Email: info@transport.ie

Copies of this Plan may be downloaded from www.transport.ie in PDF format.

The Department may be contacted from any part of the country for the price of a
local call by
Dialing 1890-443311

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A Message from the Secretary General



Since the previous edition of the Department's Customer Service Action Plan was published, our role and structure has continued to evolve. Over the past three years, our brief has been extended to include the Maritime area, Regional and Local Roads and Driver and Vehicle Computer Services, whereas our responsibility for Driver Testing functions has transferred to the Road Safety Authority. This means, of course, that there has also been a significant change in our customer base and in the nature of many of the issues that customers raise with us.

This updated Action Plan has been produced by a team from across the Department, whose membership particularly reflected those Sections which have most regular interaction with our customers. Continuous consultation is a central theme of the Action Plan and our approach to customer service in general.

We have also recently published a Customer Charter, which sets out in a concise form the standards of service our customers can expect to receive from us.

The Department has a key role to play in supporting the development of infrastructure and services that will underpin economic recovery and sustainable development in the years ahead. Since arriving in the Department in June 2009, I have been impressed by the determination of our staff to deliver on this responsibility, notwithstanding the inevitable constraints on resources. I wish to thank all our staff for this commitment.

A handwritten signature in black ink, appearing to read 'Tom O'Mahony'. The signature is fluid and cursive, with a long, sweeping tail that loops back under the name.

Tom O'Mahony
Secretary General

1 The Department's Mandate and Mission Statement

The Agreed Programme for Government mandates the Department to:

- Cut Travelling Times
- Improve safety
- Deliver real commuting choice
- Reduce congestion
- Protect the environment
- Furthermore, the Government has published its "*Smarter Travel-A Sustainable Transport Future*" in February 2009 to make travel and transport in Ireland sustainable by 2020

Within this context, we have adopted the following Mission Statement:

To deliver a quality transport system which underpins Ireland's sustainable development.

A 'quality transport system' is one which is sustainable, safe, and secure and integrated. "Sustainable development" is: "development that meets the needs of the present without compromising the ability of the future generations to meet their own needs."

It is also widely accepted that sustainable development is aimed to contribute now and in the future to economic growth, social cohesion and the protection of the environment. All three of these elements are essential for sustainable development and must therefore be held in balance. In pursuing this mission, the Department seeks to progress five High Level Goals:

HIGH LEVEL GOALS

INTEGRATION & SUSTAINABILITY

To advance the development of an integrated and sustainable transport system for Ireland.

SAFETY & SECURITY

To ensure that transport, infrastructure and services are provided, regulated, secured, managed and used in a manner that protects people from death and injury.

INVESTMENT

To improve accessibility, expand capacity, improve utilization and enhance quality of the transport system by delivering a value-for-money public investment programme and facilitating private investment.

GOVERNANCE & REFORM

To enhance the efficiency and effectiveness of the delivery of transport services through competition economic regulation, institutional reform and corporate governance of State agencies.

DELIVERY

To ensure the Department is organized, resourced and developed to deliver quality services to our external and internal customers.

The "Delivery" High Level Goal is the one that drives our customer service strategy.

2 The Department and Quality Customer Service in Context

2.1 Our Agencies

The strategies through which the Department aims to achieve our high level goals are set out in our Statement of Strategy 2008-2010. The State Agencies operating under the auspices of the Department are the key channels through which our strategies are delivered. The mandate of each agency is set out in Appendix E.

2.2 Organisational Review Programme

The Organisational Review Programme (ORP) is a Public Service Modernisation Initiative managed by the Department of the Taoiseach. It is examining the capabilities of Governments Departments in a number of key areas, focussing on their ability to deal effectively with future challenges. As the Department was only 6 years in existence in 2008 and has been subject to constant change, we wanted an objective perspective on how well placed we were as an organisation to meet the challenges that lie ahead. It was in that context that the Department volunteered to be part of the very first round of ORP Reviews in 2008

The findings of the ORP team are based on material gathered in early 2008 from within the Department and its stakeholders. The team has remarked favourably on the high level of engagement and candour displayed during this process by those within and outside the Department. Full details of the ORP can be accessed at www.orp.ie.

A specific goal in our Action Plan in response to the ORP Report is “Strengthening service delivery and improving governance”. We are committed to providing a quality customer service which will meet the needs of our Minister, the Government and internal and external customers (including the public and their representatives, transport users and transport providers).

Where we are providing direct services to the customer, such as in the area of bus licensing, road transport operator licensing, vehicle and driver registration and maritime safety services, we will:

- Seek to maintain and monitor the relatively high standards of service we are already delivering, notwithstanding constraints on resources which will inevitably impact on our ability to deliver;
- Continue to carry out surveys of our customers and put in place procedures to ensure that appropriate follow up action is taken on these surveys.

2.3 The Customer Charter and the Customer Service Action Plan

Customer Charters and Customer Service Action Plans (CAPs) while both part of the same initiative, have separate but complimentary roles. The Customer Charter is a short, easy to read, accessible document which acts as a public commitment to the customer on the level of service they can expect to receive when dealing with the Department. The Department’s customer charters are at Appendix A, B and C.

The Customer Service Action Plan describes how the Customer Charter commitments will be delivered and evaluated by the Department.

2.4 Our Customers

The Department serves a large and varied customer base both directly and indirectly through our Agencies.

A list of the broad categories of customers we serve on a regular basis is given in Appendix D.

2.5 Our Customer Service Ethos

As a Department we are fully committed to treating all our customers equally and to delivering the highest quality of service.

Quality customer service is dependent on good communications and the manner in which the service is provided. The message we try to instill in all our staff is a simple one- "Always treat people the way you would like to be treated yourself". We may not always live up to this high standard but this is our goal.

3 Principles of Quality Customer Service

Introduction

A key objective of the modernisation programme of the Irish Public Service is the achievement of an excellent service for customers at all levels. Twelve quality customer service principles set out in broad terms the level of commitment to customer service that should be aspired to. The key actions that will be undertaken by this Department to progress the implementation of these principles are outlined below.

Quality Service Standards

Principle: Publish a statement that outlines the nature and quality of service, which customers can expect, and display it prominently at the point of service delivery.

Action Points

During the course of this Action Plan, we will

- Display Customer Charter posters to advise customers of the standards they can expect from us, in all our main offices
- Make the Customer Charter and the Customer Action Plan available in all our main Offices as well as to any customer who wishes to have a copy.
- Publish the Customer Charter and the Customer Action Plan **on our website**

Official Languages

Principle: Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

As a Department we are fully committed to meeting all our obligations under the Official Languages Act 2003. In this regard, a Language Scheme has been in operation, with the

agreement of the Minister for Community, Rural and Gaeltacht Affairs since 30 April 2007. In addition an Irish language sub-group of our Partnership Committee has been established to advance the Irish language agenda within the Department.

Action Points

We will:-

- Answer in Irish all correspondence and telephone calls received in Irish as far as practical.
- Ensure that the switchboard staff are able to give the name of the Department in Irish and English.
- Provide the Switchboards operators with an up to date list of staff members who have the ability to deal with the public in Irish.
- Ensure the oral announcement on the main Kildare Street switch is bilingual.
- Provide a help desk for dealing with enquiries through Irish.
- Publish documents in Irish as required by the Official Languages Act.
- Provide a general queries e-mail address in Irish.
- Place as much Irish language material as possible on our website www.transport.ie
- Ensure that application forms and any associated/accompanying information leaflets most likely to be relevant to our Irish speaking customers will be bilingual.
- Encourage and support staff to attend Irish language training courses and events as part of their development programme.
- Include Irish language awareness as part of induction programmes.
- Provide advice and assistance for staff as required.

Complaints

Principle: Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

We will deal with any complaints promptly and in confidence. Our complaints procedure is set out in full in our Customer Charter.

Action Points

We will:-

- Monitor all comments and complaints received
- Deal with complaints promptly, normally within 10 working days, confidentially and fairly
- Correct any mistakes, wherever possible, and give you an explanation and apology if appropriate.
- Use the information from customer comments and complaints to bring about improvements in our services
- Establish a procedure for dealing with internal customer complaints.

Physical Access

Principle: Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

The Department will continue the programme to refurbish existing offices. The process of upgrading the office network will continue with particular emphasis on privacy and access

for people with disabilities.

Action Points

- Maintain existing accommodation to a standard acceptable to those who use it, taking account of the views of both customers and staff.
- Ensure, as far as practical that our offices are accessible for all including those with disabilities.
- Through Fire Safety/ Local Safety Committee meetings ensure that the provision and monitoring of safe access / egress is maintained to “best practice standards”.
- Train appropriate personnel in the use of “Evacuation Chairs” in case of Emergency evacuation.

Timeliness and Courtesy

Principle: Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer. Give contact names in all communications to ensure ease of ongoing transactions.

Action Points

We will:-

- Deal with our customers with courtesy and sensitivity
- Deal with all inquiries as quickly and efficiently as we can
- Ensure that our staff give their name and section when answering telephone calls
- Provide full contact details on all written communications

Better Co-ordination

Principle: Foster a more co-ordinated and integrated approach to delivery of public services.

The Transport 21 Capital Investment Programme provides the framework for an integrated transport network and the development of a more regionally balanced transport system, in line with the 20-year National Spatial Strategy and the National Development Plan.

“Furthermore, the implementation of “*Smarter Travel- A sustainable Transport Future*” provides the framework for promoting personal travel and transport integration across all modes, including walking, cycling, public transport as well as car usage in a more sustainable manner.

Action Points

We will

- Lead the delivery of an integrated transport policy and at the same time ensure strong effective collaboration with those Departments, agencies and local authorities with which we share transport responsibilities
- Maintain a lead role in for example, the Public Transport Forum, the interdepartmental committee on sustainable travel and transport and the Quality Customer Service Committee on public transport and continue to participate in various inter-departmental and inter- divisional networks;

Choice

Principle: Provide choice, where feasible, in service delivery including payment methods, location

of contact points, opening hours and delivery times. , Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

Action Points

- Operate a voicemail service outside of normal office hours.
- Advise customers of our Locall numbers which will allow them telephone our offices in Dublin and Shannon from anywhere in the country for the price of a local call;
- Make full use of new and emerging technologies to provide services electronically, with the aim of providing more information and better choice for our customers.
- Facilitate various payment options
- Further enhance the quality of the Department's websites and broaden their content
- Improve accessibility to our website for visually impaired customers.

Equality/Diversity

Principle: Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community).

The Department is committed to treating all our customers equally and our policies and services will, therefore, be designed to ensure that the rights established by equality legislation are fully respected.

Action Points

- Raise awareness of equality/diversity issues in the Department through information distribution and educational talks;
- Maintain and enhance existing compliance with the Government's employment target of 3% complement for disabled staff
- Continue to support our Disability Liaison Officer so that:
 - the needs of disabled staff are identified and catered for;
 - disabled staff are fully integrated into the Department's workforce and across Divisions; and
 - mobility and exposure to a range of work experience is available;

Consultation and Evaluation

Principle: Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

We are fully committed to consulting our customers on any significant policy initiatives undertaken by us. We firmly believe that engagement with all the key stakeholders as we formulate and implement our strategies is an essential pre-requisite for successful policy development.

Action Points

- Continue to consult with customer representative groups on all significant Department policy initiatives
- Continue to use our websites for consultation

- Aim to carry out a comprehensive Customer Satisfaction Survey once every two years.
- Evaluate performance by measuring the delivery of service using correspondence tracking software and other methods.
- Publish the results of our surveys -
- Continue to use the Department's Partnership structure as a forum for consulting with our internal customers

Internal Customer

Principle: Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

The quality of service delivered to our external customers is greatly influenced by the quality of service internal customers- our staff- provide each other. We are committed to recognising our staff as our internal customers and to acknowledging the important role they have in contributing to the Department's continuing success.

Action Points

- Survey our staff once every two years to see how well we are meeting internal customer needs.
- Develop an internal Customer Charter.
- Ensure that Customer Service training and Induction Courses include a module on serving the internal customer.
- Promote awareness of the concept of the internal customer within the Department.

Information

Principle: Take a proactive approach in providing information that is clear timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows guidelines on web publication. Continue to drive for simplification of rules, regulations, forms, information leaflets and procedures

Action Points

- Further develop the Department's websites so that they offer our customers the information they want in a quick and user friendly way
- Ensure that our websites meet the minimum acceptable standard for people with disabilities
- Ensure any publications issued by the Department are as simple and easy to understand as possible.
- Translate as much material as possible into Irish.
- Where possible, supply a copy of any of our publications in any format requested
- Carry out a full review of all the application forms, which the Department produces. Our aim will be to ensure that our forms are user friendly, use clear and simple language, are well laid out and only ask relevant questions;
- Monitor technological developments with a view to using the most up-to-date methods for distribution of information and material.

Appeals

Principle: Maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

4 Appendix A

4.1 Department of Transport Customer Service Charter

Providing a good quality service

We are fully committed to treating all our customers equally and to delivering the highest quality of service. In this Charter, we describe:

- what to expect when you contact us,
- what you can do to help us improve our service,
- where you can get more information.

What to expect when you contact us

No matter how you contact us, we will deal with your query promptly, efficiently and to the best of our ability. We will also be polite, friendly and fair in all our dealings with you.

Contact by telephone

If you contact us by **telephone**, we promise to:

- answer all calls as promptly as possible.
- give our name when we answer your call,
- help you as much as we can and give you all the information we have,
- try to answer your query immediately, but if we cannot do this, take your details and tell you when you can expect to hear from us again, and
- make it easy for you to contact us, by, for example, providing a LoCall number, 1890 443311 for our Dublin and Loughrea offices and 1890 411412 for our Shannon Office or alternatively 061 365000. The Irish Coast Guard “Garda Costa na hEireann service is accessible on 01 6620922 24 hours service, alternatively use 999 or 112 and ask for “Marine Rescue”
- **Contact by letter**

If you **write** to us, we promise to:

- give a full reply within 15 working days in a majority of cases, or if we cannot do this, write to explain the reason why and tell you when you can expect a full reply,
- write to you in clear and simple language and explain all technical terms if we must use them, and
- make sure that all our written replies include a contact name, address, direct telephone number, fax number and e-mail address.

Contact by e-mail

If you contact us by **e-mail**, we promise to:

- acknowledge your e-mail within two working days and give you the contact details of the Division or staff member that is dealing with your query,
- give a full reply within 12 working days in the majority of cases, or if we cannot do this, write to explain why and tell you when you can expect a full reply,
- reply to you in clear and simple language and explain all technical terms if we must use them, and
- make sure that all our e-mail replies include a contact name, e-mail address, telephone number and fax number.

Visits to our offices

If you **visit us in person**, we promise to:

- respect your privacy
- be polite and fair in our dealings with you,
- keep our public offices safe and clean and make sure they meet health and safety standards,
- make sure our offices are accessible for our customers, including those with special needs,
- arrange meetings for a time that suits you and to meet you at the appointed time.

Offering easy access to our services

We are committed to providing easy access to our services by:

- making sure that we use simple clear language,
- offering a range of options for contacting us,
- supplying you with full, up-to-date and accurate information in the format you request, wherever possible.

Service through Irish

We will do our best to accommodate you if you want to deal with us through Irish.

At a minimum:

- if you write to us in Irish, we will answer in Irish,
- in accordance with our obligations under the Official Languages Act 2003 we will publish our most important corporate documents, such as our Annual Report and Customer Service Action Plan, in both Irish and English, and
- we will put as much Irish language material as possible on our website, www.transport.ie.

Valuing your feedback

We welcome your comments, suggestions and views on any aspect of our service because we believe this will help us to serve you better.

Help us to help you

You are our customer and it is our responsibility to provide you with the best service we can. You can help us to do this by:

- making comments, complaints or suggestions about the service you receive, It would be nice to be told when we are doing something particularly well!!!
- completing and returning any customer survey questionnaire that we send you,
- giving us all the information we need to help you, and
- treating our staff the way you would like to be treated yourself

What to do if you're not happy

We aim to deliver the best possible service to all customers. But if you are Unhappy with our service, tell us - you have the right to complain.

If you decide to complain, we promise to:

- Treat your complaint fairly and without bias,
- Guarantee you access to a more senior officer if you ask for it
- Promptly investigate your complaint and give a full reply within 10 working days in 90% of cases, or if we cannot do this, write to explain why and tell you when you can expect a full reply, and
- Correct any mistakes, wherever possible, and give you an explanation and an apology.

How to complain

To make a complaint, we recommend that you first contact the staff you were dealing with directly to see if they can deal with your concerns. However, if you are not happy with our response, you can contact our Customer Service Manager (see details below), who will review the matter and contact you within 10 working days

Customer Service Manager

Department of Transport, Clare Street, Dublin 2

Telephone: (01) 604 1560 Fax:01) 6041320

E-mail: customerservice@transport.ie

The fact that you have complained to us does not stop you from also complaining through the Ombudsman (see contact details below) However the Ombudsman will normally expect you to have made a complaint to us first.

The Ombudsman is completely independent of the Government, and the service is free.

Ombudsman, 18 Lower Leeson Street, Dublin 2

Telephone: (01) 639 5600 LoCall 1 890 223030(from outside 01 area)

Fax: +353 1 6395674 E-mail: ombudsman@ombudsman.irlgov.ie

We promise to co-operate with the Ombudsman or any other people or organizations that act for you. Our Customer Service Manager will be happy to give any information or help you may need

Where to get information

You can get this Charter in Irish in electronic format on our website, www.transport.ie

To contact us, you can write, phone, e-mail or call to our offices.

Department of Transport, Clare Street, Dublin 2

Opening hours:

Monday to Thursday 9.15am to 5.30pm, Friday 9.15am to 5.15pm

Telephone (01) 670 7444 Locall 1890 443311

Fax (01) 604 1027 E-mail: info@transport.ie

Web: www.transport.ie

You can get a complete list of contact details on our website, www.transport.ie

5 Appendix B

Driver and Vehicle Computer Services Division Customer Charter

Services of the Driver and Vehicle Computer Services Division

The Driver and Vehicle Computer Services Division of the Department in Shannon Co. Clare offers a range of services that are centered around the National Vehicle and Driver File (NVDF) that has enabled the introduction of internet based services which have provided widespread customer satisfaction and reduced operating overheads. You can expect the following from the Division

Online Motor Tax

The online motor tax service introduced in 2004 provides an additional channel for the payment of motor tax for about 85% of the national fleet.

Over 95% of motor tax discs which issue to customers who renew tax online are processed, printed and mailed from the Shannon offices on the next working day after the vehicle has been taxed. 1.526 million online motor tax discs issued in 2008

Online Change of Vehicle Ownership

The online vehicle ownership notification facility introduced in mid 2008 provides an electronic channel for motor dealers to fulfill legal obligations in relation to notifying the Department when ownership of vehicles change – particulars of ownership are recorded on the NVDF. This new service greatly simplifies the arrangements required of motor dealers and enhances NVDF data accuracy levels – changes of vehicle ownership are performed online by dealers and the NVDF is updated within 24 hours of the event, a significant improvement on the traditional paper based arrangements. By the end of 2008 some 30% of ownership change notices were received online – total volume of this business for the year was nearly 1 million transactions.

Other Services

issuance of vehicle registration certificates (1.12million in 2008),
penalty points notices (310,000 issued in 2008).

The Division assists motor tax and driving licence customers through the issue of various renewal/ reminder notices – 5.25 million such notices issued in 2008.

Key Service Delivery Actions

We will:

- Aim to achieve operational target of 99.98% availability of NVDF systems to all users.
- Issue 100% of motor tax reminders / renewal notices at least 15 days prior to due date.
- Issue driving licence reminders at least 21 days prior to due date.
- Issue penalty points notices within 3 working days of receipt of relevant data.
- Issue 100% of Vehicle Registration Certificates within 3 working days.
- Issue 98% online motor tax discs within 2 working days and 100% within 3 working days of the service being used.
- Process change of ownership notifications within 2 working days of receipt of the notifications.
- Provide a high level of customer service through the public enquiry
- Maintain and if possible build on the % uptake of online taxing.
- Develop the online change of ownership service so that at least 40% of notifications

are received through this channel by end of 2009.

- Supply NVDF data to lawfully approved recipients in accordance with service level or other agreed arrangements. Hold at least one service review meeting annually with each recipient.
- Through the NVDF helpdesk and the Motor Tax Officers Group assist NVDF users in notifying issues that can be addressed through application software changes.
- Keep these services delivery targets under review over the period of the plan to ensure that they reflect the changing environmental and customer needs

6 APPENDIX C

Road Transport Operator Licensing Unit (RTOL), Department of Transport Customer Service Charter

The primary function of the Road Transport Operator Licensing Unit (RTOL) is to issue licences to all Road Haulage and Road Passenger Transport Operators who operate for hire or reward. All such operators are required to be properly licensed by RTOL, and every vehicle they operate in that business should be authorised on their licence. The operators require the following documentation from RTOL, depending on the type of business they are in:

National Road Haulage Operators (those who carry goods for hire and reward only within this State) need:

- A National Road Haulage Operator's Licence, and
- Transport Discs for every vehicle on the licence.

International Road Haulage Operators (those who carry goods for hire and reward in this State, Northern Ireland, Britain, and the rest of the EU) need:

- An International Road Haulage Operator's Licence,
- A Community Authorisation,
- Certified copies of the Community Authorisation (one for each vehicle on the licence which are vehicle specific), and
- Transport Discs for every vehicle they operate in the business.

National Road Passenger Transport Operators (those who operate only within this State) need:

- A National Road Passenger Transport Operator's Licence, and
- Transport Discs for every vehicle on the licence.

International Road Passenger Transport Operators (those who operate in this State, Northern Ireland, Britain, and the rest of the EU) need:

- An International Road Passenger Transport Operator's Licence (which serves as a Community Authorisation),
- Certified copies of the Community Authorisation (one for each vehicle on the licence which are not vehicle specific), and
- Transport Discs for every vehicle they operate in the business.

Other services that we provide relate to:

- ECMT permits, for travelling beyond the EU to ECMT member states,
- Conformity of Production documents, regarding vehicle emission standards;
- Driver Attestations for non-EU drivers being employed by Irish operators

What to expect when you apply for a licence/add or remove vehicles from a licence

.. Applying for licences

We promise to:

- treat your application appropriately, fairly and without bias,
- keep confidential all commercially sensitive or personal information contained in your application,
- provide step-by-step help to complete application in our public office or by telephone,
- issue your official documents and receipts for your payment as soon as possible or, at most, within ten working days of receiving your correct application,
- check any application we receive in the public office to make sure it is complete and correct and issue a receipt immediately,
- issue amended licences and receipts for payment as soon as possible or, at most, within five working days of receiving your correct application by post, and
- return an incorrect or incomplete application within five working days, with a simple and concise explanation of what you need to do to correct or complete your application.

What to expect if problems arise regarding meeting the licence conditions

.. Refusing applications

When we refuse an application, we promise to:

- inform you of our decision as soon as possible or, at most, within ten working days,
- inform you of your right to appeal our decision,
- ask a superior officer to review any appeal, and
- provide you with a decision on your appeal within ten working days.

.. Revoking or suspending licences

When we revoke or suspend a licence we promise to:

- clearly explain why in writing,
- give you fourteen days to appeal the decision,
- give you twenty-one days to appeal the Minister for Transport's decision, if he has decided to revoke or suspend your licence, and
- allow you to appeal to the Courts within seven working days if the outcome of your first appeal was not in your favour.

7 Appendix D Customers of the Department of Transport

Listed below are the broad categories of customers the Department serves.

General

- You - the general public.
- Disabled persons
- Specific interest groups
- Students and school groups
- Consultants

Transport Sector

- Airlines
- Airports
- Private Bus Operators
- Travel Agents/Tour Operators
- S.I.P T.U
- F.A.I.R
- National Taxi Drivers Union/National Private Hire and Taxi Association
- Taxi Company Owners Association
- Garda Carriage Office
- Garda HQ (Traffic)
- Motor Insurers Bureau of Ireland

Representative Bodies

- Chartered Institute of Transport in Ireland (CITI)
- Irish Business and Employers Confederation (IBEC)
- Irish Congress of Trade Unions (ICTU)
- Irish Small and Medium Enterprises Association (ISME)
- Irish Travel Agents Association (ITAA)
- Irish Insurance Federation

International Associations

- EU Commission/other EU institutions
- European Conference of Ministers of Transport
- International Civil Aviation Organisation (ICAO)
- European Civil Aviation Conference (ECAC)
- Economic Commission for Europe (ECE)

Political

- Ministers
- Members of the Oireachtas Members of the European Parliament
- Local Public Representatives

Public Service

- Other Government Departments
- State Agencies
- Local Regional Authorities
- Dublin City Council

Media

- T.V
- Radio
- Newspapers
- Journalists

8 Appendix E Bodies under the aegis of the Department

Roads

The National Roads Authority

The National Roads Authority has statutory responsibility for the management of the national roads programme and for the allocation of grants to specific projects on the national roads network.

National Roads Authority
St Martins House
Waterloo Road
Dublin 4
Telephone: 00-353-1-6602511
Fax: 00-353-1-6680009
<http://www.nra.ie>

Medical Bureau of Road Safety

The Medical Bureau of Road Safety was established in 1968 under Part V of the Road Traffic Act, 1968. The Bureau's principal functions are to carry out analyses, for their drug or alcohol content, of specimens of blood and urine, provided for the Gardai by people suspected of drink or drugs driving offences. The Bureau also participates in the Evidential Breath Testing Programme, providing Evidential Breath Testing instruments and training to Gardai. The Bureau is financed by an annual grant from the Department and the five member Board is appointed by the Minister for Transport.

Medical Bureau of Road Safety
Department of Forensic Medicine
University College Dublin
Earlsfort Terrace
Dublin 2

Tel: 01-478 1723

www.ucd.ie/legalmed/mbrs.html

Dublin Transportation Office

The Dublin Transportation Office was established to coordinate the implementation by relevant agencies, including the Departments of Transport and Environment and Local Government, of an agreed integrated transport strategy for the Greater Dublin Area, namely the Dublin Transportation Initiative that was adopted as Government policy in 1994.

Dublin Transportation Office
Floor 3,
Block 6
Irish Life Centre
Lower Abbey Street
Dublin 1
E-mail: info@dto.ie
Telephone: + 353 1 879 8300
Fax +353 1 879 8333

Dublin Transport Authority

The Dublin Transport Authority will be a fully-fledged transport authority for the Greater Dublin Area. Primary legislation to set up the Authority the Dublin Transport Authority Act 2008 was enacted in July 2008. A commencement date for the Dublin Transport Authority legislation has yet to be officially announced.

Road Safety Authority

The Road Safety Authority (RSA) is tasked with improving safety on our roads. The objective for the RSA is to bring Ireland into line with “best practice” countries throughout the World. The RSA is a body under the aegis of the Department Of Transport and is responsible for

- promotion of road safety
- accident and road safety research
- driver testing and licensing
- vehicle standards
- road haulage enforcement functions
- registration of driving instructors
- driver vocational training
- compulsory basic training for motorcyclists

The Road Safety Authority
Moy Valley Business Park
Primrose Hill
Ballina
Co. Mayo
Tel: 096 25000
Or Lo-Call: 1890 50 60 80
Fax: 096 25252
E-mail: info@rsa.ie

Public Transport

The Commission for Taxi Regulation

Under the Taxi Regulation Act 2003, the Commission for Taxi Regulation is the independent public body responsible for the development and maintenance of the regulatory framework for the control and operation of taxis, including taxi standards, licensing, of taxis, hackneys, limousines and their drivers.'

The Commission for Taxi regulation provides customer service related information on its website under the following headings:-

- Consumer FAQ's.
- What is a SPSV.
- Hiring a SPSV.
- Consumer rights and responsibilities.
- Fare Information.
- Service for people with disabilities.
- Complaints and lost property.

The Commission also provides a Consumer Information Line at 1890 60 60 90.

Commission for Taxi Regulation
35 Fitzwilliam Square
Dublin 2.
Tel 00-353-1- 6593800
E-mail www.taxiregulator.ie

Coras Iompair Eireann

Coras Iompair Eireann is the main provider of land public transport services within the Republic of Ireland C.I.E. provides rail and road freight services within the state and some ancillary services such as catering and the operation of Rosslare Harbour. In addition to the Dart service in Dublin, the company also provides suburban services in the greater Dublin area, including the EU-financed Arrow service to Kildare. The organization structure is a holding company and three major operating companies- Iarnród Eireann, Bus Eireann and Dublin Bus.

Coras Iompair Eireann
Heuston Station
Dublin 8
Telephone: 00-353-1-6771871
Fax: 00-353-1-7032776
<http://www.cie.ie>

Iarnród Eireann

The Transport (Reorganisation of C.I.E) Act 1986 sets out the principal objective of Iarnród Eireann is to provide a railway service and a road freight service. It is a general mandate of the company to operate commercially to the maximum extent possible, taking account of the public service obligations of the company and to manage, maintain and develop the rail network infrastructure.

Iarnród Eireann
Head Office
Connolly Station Dublin 1
Telephone: 00-353-1-8363333
<http://www.irishrail.ie>

Bus Atha Cliath

The Transport (Reorganisation of C.I.E) Act 1986 sets out the principal objects of Bus Atha Cliath to provide passenger services by road for the city and county of Dublin. Bus Atha Cliath is also required to operate commercially to the maximum extent possible taking account of the public service obligations of the company.

Bus Atha Cliath
59 Upper O'Connell Street
Dublin 1
Telephone: 00-353-1-8720000
<http://www.dublinbus.ie>

Bus Eireann

Bus Eireann operates a wide range of bus and coach services throughout the country including: expressway coach services linking major cities and towns: local bus services in rural areas: city bus services in Cork, Galway, Limerick and Waterford. They are also responsible for the operation of the national school transport scheme on behalf of the Department of Education this can be contacted by phoning locall 1890-200-974 (10.00 to 13.00 & 14.00 to 16.00 Mon-Fri) except holidays

Bus Eireann
Busaras
Store Street
Dublin 1

Telephone: 0-353-1-8366111 <http://www.buseireann.ie>

Railway Procurement Agency

The Railway Procurement Agency (RPA) is responsible for the procurement of the new light rail and metro infrastructure projects through a number of means including Public Private Partnership ((PPP)

Railway Procurement Agency
RPA House
Block C
Business Centre
Parkgate Street
Dublin 8
Telephone: 00-353-1-6463400
Fax: 00-353-1-6463401 <http://www.luas.ie>

The Railway Safety Commission (RSC)

The Railway Safety Commission (RSC) was established under the Railway Safety Act 2005. It has responsibility for matters of railway and cableway safety on passenger carrying systems and freight carrying systems where there they interface with public roads. The principal functions of the RSC are to:

- foster and encourage railway safety
- enforce this Act and any other legislation relating to railway safety, and
- investigate and report on railway incidents

The RSC includes a functionally independent Railway Accident Investigation Unit, which is functionally independent of the Commission. The Chief Investigator was appointed by the Minister in 2007.

Railway Safety Commission
Trident House
Blackrock
Co.Dublin
Telephone; 00-353-1-2068110

Dublin Airport Authority

The Dublin Airport Authority PLC (DAA) is an airport management company. Principal activities include the management operation and development of Dublin, Cork and

Shannon airports in Ireland, domestic and international airport retail management and airport investment.

Dublin Airport is the country's busiest airport and is wholly owned by Dublin Airport. The airport has experienced significant growth in recent years and passenger numbers exceeded 23 million in 2007 and a continuation of strong growth is forecast.

Dublin Airport
Co. Dublin
Telephone: 00-353-1-8141111
www.dublin-airport.com

Shannon Airport continues to serve the important transatlantic route from Ireland's western regions while also developing new low cost routes to Europe

Shannon Airport
Co. Clare
Telephone: 00-353-61-712000
Email: www.shannonairport.com

Cork Airport serves the southwest of the country and the airport has recently completed a new state-of-the-art terminal as part of a major redevelopment of its facilities

Cork Airport
Co. Cork
Telephone: 00-353-21-4313131
<http://www.cork-airport.com/>

Irish Aviation Authority

The Irish Aviation Authority carries out a range of operational and regulatory functions and services relating to the safety and technical aspects of civil aviation. The Authority ensures that the Irish Civil Aviation Sector operates to international and European safety standards and systems in accordance with international agreements.

Irish Aviation Authority Aviation House Hawkins Street
Dublin 2
Telephone: 00-353-1-6718655
Fax: 00-353-1-6792934
<http://www.iaa.ie>

Commission for Aviation Regulation

The principal function of the Commission for Aviation Regulation is to regulate airport charges and air traffic control charges at Irish airports, which have an annual passenger throughput of in excess of one million passengers. The Commission also has responsibility in relation to slot allocation at Dublin Airport and for the licensing of air carriers under the relevant EU regulations. Regulation of the ground handling market at Irish airports and the licensing of travel agents and tour operators are also carried out by the Commission

Commission for Aviation Regulation

3rd Floor Alexandra House, Earlsfort Terrace, Dublin 2.
Telephone: 00-353-(0) 1-6611700
Fax: 00-353-(0) 1-6611269
(General)
Travel Trade Fax No: 00-353-(0) 1-6612092
(Travel trade licensing)
<http://www.aviationreg.ie>

Ports and Harbours

Name of Company	Office Address	Tel/Fax/Email
Port of Cork Company	Port of Cork Company Custom House Street Cork	Tel: 021-4273125 Fax: 021-4276484 Email: bkeating@portofcork.ie
Drogheda Port Company	Drogheda Port Company Maritime House The Mall Drogheda	Tel: 041-9838378 Fax: 041-9832844 Email: maritimehouse@droghedaport.ie
Dublin Port Company	Dublin Port Company Port Centre Alexandra Road Dublin 1	Tel: 01-8550888 or 01-8555771 Fax: 01-8551241 Email: econnellan@dublinport.ie
Dun Laoghaire Harbour Company	Dun Laoghaire Harbour Company Harbour Lodge Crofton Road Dun Laoghaire Co. Dublin	Tel: 01-2801311 Fax: 01-2809607 Email :- Margaret@dlharbour.ie

Shannon/Foynes Port Company	Shannon/Foynes Port Company Harbour Office Foynes Co. Limerick	Tel: 069-73100 Fax: 069-73138 Email: pkeating@sfpc.ie
Galway Harbour Company	Galway Harbour Company New Docks Galway	Tel: 091-562329 Fax: 091-563738 Email: galwayharbour@eircom.net
New Ross Port Company	New Ross Port Company Harbour Office New Ross Co. Wexford	Tel: 051-421303 Fax: 051-421294 Email: ceo@newrossport.iol.ie
Port of Waterford Company	Port of Waterford Company 3 rd Floor, Marine Point, Belview port, Slieverue, Waterford	Email: peterf@portofwaterford.com Tel: 051-874907 Fax: 051-874908
Dundalk Port Company	Dundalk Port Company Harbour Office Dundalk Co. Louth	Tel: 042-9334096 Fax: 042-9335481 Email: dundalkport@eircom.net
Wicklow Port Company	Wicklow Port Company Harbour Office	Tel: 0404-67455 Fax: 0404-67455

	Wicklow	<i>Email: wicklowport@eircom.net</i>
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Harbour Authorities operating under the Harbours Act 1946

Harbour Authority	Office Address	Tel/Fax
Arklow Harbour Authority	Arklow Harbour Commissioners Harbour Office Arklow Co. Wicklow	Tel: 0402-32466 Fax: 0402-31068 Email: - arklowharbour@eircom.net
Baltimore & Skibbereen Harbour Authority	Baltimore & Skibbereen Harbour Commissioners Fisherman's Row East Baltimore, Co. Cork	Tel: 028-20106 Fax: 028-20266 Harbourmaster's email: - info@atlanticboat.ie
Kinsale Harbour Authority	Kinsale Harbour Commissioners Harbour Office Kinsale Co. Cork	Tel: 021-4772503 Fax: 021-4774695 kharbour@iol.ie
Tralee and Fenit Harbour Authority	Tralee and Fenit Pier & Harbour Commissioners Harbour Office Fenit Co. Kerry	Tel: 06671-36231 Fax: 06671-36473 fenitharbour@eircom.net
Bantry Bay Harbour Authority	Bantry Bay Harbour Commissioners Wolfe Tone Square Bantry Co. Cork	Tel: 027-53277 Fax: 027-51202 alec@bantrybayport.com
Wexford Harbour Authority	Wexford Harbour Commissioners Harbour Office Wexford	Tel: 05391-22376 Fax: 05391-47782

IMDO

The Irish Maritime Development Office (IMDO) is Ireland's first national dedicated development, promotional and marketing agency for the shipping services sector.

The Office is part of the Marine Institute which is a state Agency responsible for researching the potential of Ireland's vast marine resources.

Ireland has enjoyed impressive economic growth - consistently amongst the highest of the OECD countries. The World Bank forecasts significant growth in world shipping over the next decade. It seems logical, given Ireland's many strategic advantages, that it should actively participate in this global expansion. Participation in the growth of the Irish international shipping service sector will compliment continued sustainable growth, which has been achieved in other sectors, i.e. International financial services, Information & communication technology, Software development, International services and Engineering.

Irish Maritime Development Office
80 Harcourt Street
Dublin 2
Ireland
Telephone: 00 353 1 476 65 00
Fax: 00 353 1 478 49 88
E-mail: imdo@marine.ie

The Commissioners of Irish Lights

The Commissioners of Irish Lights are appointed under statute to act as the General Lighthouse Authority for Ireland. The Commissioners are responsible for the superintendence and management of the Aids to Navigation around the coast of all of Ireland, its adjacent seas and islands.

RESPONSIBILITIES

The Commissioners of Irish Lights are responsible for—

- the provision and maintenance of lighthouses and other aids to marine navigation to assist the safe and expeditious passage of all classes of mariners in general navigation,
- Sanctioning the establishment, alteration, or discontinuation of local aids to marine navigation in ports, harbours and on coastlines which are within the jurisdiction of a local lighthouse authority,
- The periodic inspection of local Aids to Navigation to ensure they comply with international standards and the statutory sanction granted,
- Marking or removing wreck which is a danger to navigation, where no harbour or conservancy authority has the power to do so.

Commissioners of Irish Lights
Harbour Road,
Dun Laoghaire.
Tel: +353 1 2715400
Fax: +353 1 2715566
Email: info@cil.ie

Marine Casualty Investigation Board

The Marine Casualty Investigation Board (MCIB) was established on 5 June 2002 under Section 7(1) of the Merchant Shipping (Investigation of Marine Casualties) Act 2000. The Board consists of five members, all of whom are engaged on a part-time basis. The function of the MCIB is to carry out investigations into marine casualties that take place in Irish waters or involve Irish registered vessels anywhere in the world. The main purpose of the Board's investigations is to establish the cause or causes of a marine casualty with a view to making recommendations to the Minister for Transport for the avoidance of similar marine casualties in the future. It is not the purpose of an investigation to attribute blame or fault. The Board's recommendations provide a significant contribution to the development of maritime safety measures.

Marine Casualty Investigation Board
Leeson Lane
Dublin 2
Telephone: 6782460
Fax: 678 3129
Email: info@mcib.ie
www.mcib.ie

9 Appendix F Contact Details for the Department

Main Telephone No: (01) 6707444

Lo-call No: 1890443311 or + 353 1 670 7444 from outside of Ireland)

Email: info@transport.ie

Website: www.transport.ie

9.1 Aviation

Air Services & Security Division
59 Dawson Street Dublin 2

Air Accident Investigation Unit
Transport House, 44 Kildare Street Dublin 2

Airports Division
Frederick Buildings, South Frederick St, Dublin 2

9.2 Roads

Road Policy
Transport House, Kildare Street, Dublin 2.

Road Safety and Traffic
Leeson Lane, Dublin 2

Regional & Local Roads Division
Floor 2, Block 6 Irish Life Centre Dublin 1

9.3 Maritime Administration Division

Leeson Lane, Dublin 2

Irish Coast Guard
Ports & Shipping
Maritime Safety Services
Maritime Safety and Environment
Marine Survey Office
Leeson Lane, Dublin 2

9.4 Public Transport Sector

Public Transport Corporate Affairs
Dublin Transport Authority Establishment Division
Public Transport Regulation Division
Intelligent Transport Systems
Motor Insurance Division,
Integrated Ticketing
Transport 21
Transport House, 44 Kildare St Dublin 2

Public Transport Investment
Investment Monitoring Unit-ESIOP
Public Transport Bus Route Regulation
Land Use & Transport Integrated Division
Frederick Buildings South Frederick Street, Dublin 2

Road Transport Operator Licensing
Public Office
Clonfert House, Bride Street, Loughrea, Co. Galway

Driver and Vehicle Computer Services Division
Shannon Town Centre, Co.Clare
Tel: 061 365000 Lo-call 1890-411412

Railway Safety Commission
4th Floor, Trident House, Blackrock, Co. Dublin.
Tel. (01) 2068110 Fax (01) 2068115

Corporate Services

Information Services Division
Communication & Support Services
Buildings and Services Division
Finance Division
Freedom of Information
Human Resources Division
Training Unit
Strategic Planning and Policy Division
Legal Services
25 Clare Street Dublin 2

Internal Audit
Transport House 44 Kildare Street Dublin 2

Ministers Office
Press Office
Secretary Generals Office,
Secretariat Offices
Transport House 44 Kildare Street Dublin 2

A comprehensive list of contact details can be found on our website at www.transport.ie