Publication Scheme

A Guide to the Structure, Functions, Services and Records of Transport Infrastructure Ireland

Prepared under Section 8 of the
Freedom of Information Act 2014

Edition 02
2020 – 2023

TII
Bonneagar Iompair Éireann
Transport Infrastructure Ireland

Transport Infrastructure Ireland PUBLICATION SCHEME

Prepared under Section 8 of the Freedom of Information Act 2014

Table of Contents

Part 1:
About Transport Infrastructure Ireland

Part 1:
About Transport Infrastructure Ireland

1.01 Establishment of TII

Under the Roads Act 2015, the staff and functions of the Railway Procurement Agency (RPA) were merged with the National Roads Authority (NRA), with effect from 1 August 2015. Established in 2001, the RPA was responsible for the development of light railway and metro infrastructure, while the NRA, which was established in 1994, has overall responsibility for the development and maintenance of the national road network. The name "Transport Infrastructure Ireland" (TII) was specified by the Minister for Transport, Tourism and Sport as the name by which the NRA may describe itself for operational purposes, following the merger of the two organisations (Statutory Instrument No. 297 / 2015).

TII is a non-commercial semi-State body, which operates under the aegis of the Department of Transport, Tourism and Sport. TII exists to fulfil an important purpose of national strategic significance, touching the lives of citizens and visitors alike on a daily basis. Our mission is to provide high quality transport infrastructure and services, delivering a better quality of life and supporting economic growth.

Department of Transport, Tourism and Sport

Commission for Aviation Regulation

Commissioners of Irish Lights

Marine Casualty Investigation Board

Medical Bureau of Road Safety

National Transport Authority

Transport Infrastructure Ireland

Commission for Railway Regulation

Road Safety Authority

Sport Ireland

Fáilte Ireland

Tourism Ireland
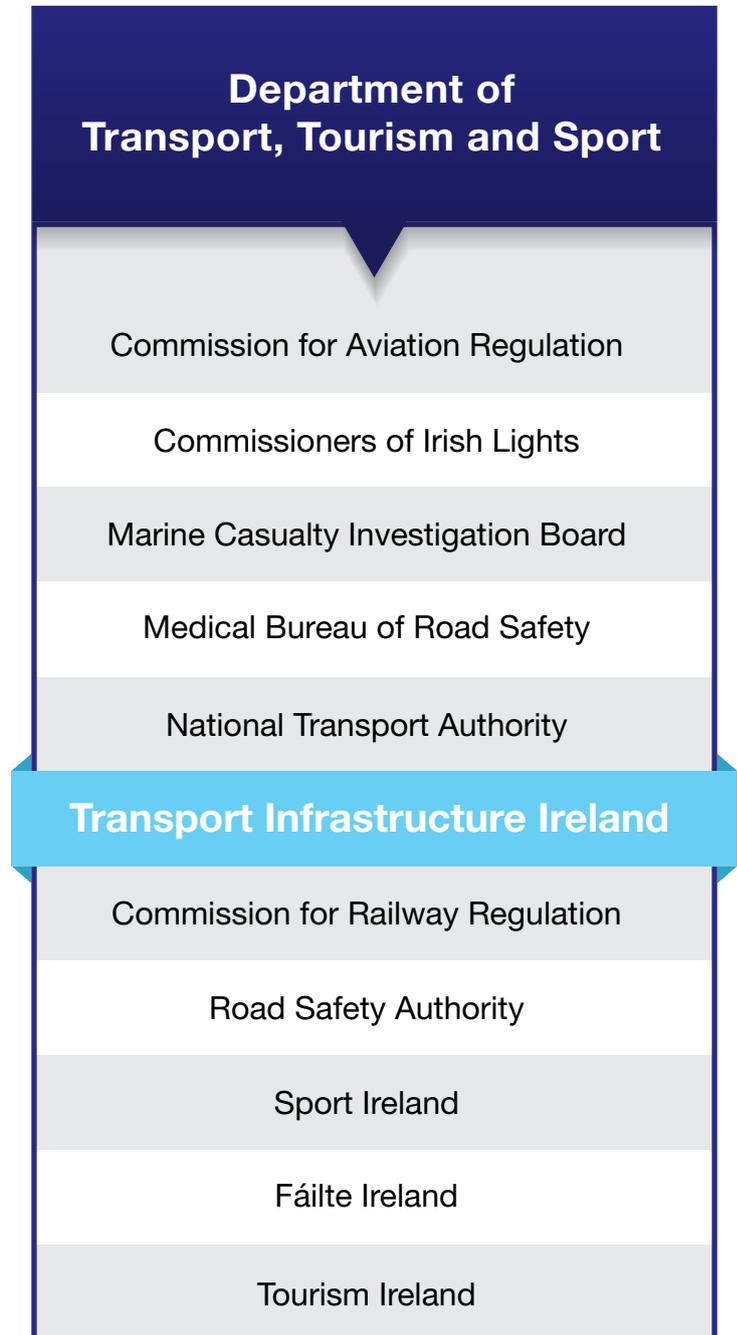
Diagram 1: Non-Commercial State Agencies of the Department of Transport, Tourism and Sport

1.02 Roles, Responsibilities and Functions

National Roads

Under the Roads Acts 1993 to 2015, TII's key role in relation to national roads is to secure the provision of a safe and efficient network. In addition to having overall responsibility for the planning and supervision of construction and maintenance of national roads, TII has a number of specific functions, including:

- preparing, or arranging for the preparation of, road designs, maintenance programmes and schemes for the provision of traffic signs on national roads;
- securing the carrying out of construction, improvement and maintenance works on national roads;
- allocating and paying grants for works on national roads, and
- undertaking training, research or testing activities in relation to any of our functions.

While many of our national roads functions are discharged through local authorities, who are the road authorities for their respective administrative areas, motorways (with the exception of Public Private Partnership sections of the network) and high speed dual carriageways are maintained, operated and managed under Motorway Maintenance and Renewal Contracts awarded by TII.

TII has a general power to direct a road authority to "do any other thing which arises out of or is consequential on or is necessary or expedient for the purposes of or would facilitate the construction or maintenance of a national road".

TII may give specific directions to road authorities relating to a range of matters, including making a motorway scheme, acquiring land by compulsory purchase order, preparing an Environmental Impact Statement (EIS) and entering into contracts for and / or undertaking specified construction or maintenance works.

Section 57 of the Roads Act, as amended by the Planning and Development Act 2000, allows TII to prepare a scheme for the establishment of a system of tolls in respect of the use of a national road. TII may also enter into an agreement with another person whereby that person agrees, inter alia, to pay some or all of the costs of the construction and / or maintenance of the road and / or to upgrade and manage the road. Toll charges may be used to repay all or part of the private funding involved.

Light Rail

Under the Transport (Railway Infrastructure) Act 2001, the core functions of TII in relation to light rail include the construction, operation and maintenance of such light railway and metro railway infrastructure as may be determined from time to time by the Minister.

Strategic **Objectives**

Safety

Improve road, tunnel and light rail safety.

People

Maintain, enhance and harness the capability of the TII team, promoting values of collaboration, innovation, integrity and spirit of public service.

Sustainability

Apply sustainability principles in developing and operating road and light rail systems.

Mission

Our mission is to provide high quality transport infrastructure and services, delivering a better quality of life and supporting economic growth.

Engagement and collaboration

Continue commitment to effective communication, teamwork and partnership with external parties in pursuit of our mission.

Consolidation

Invest in maintenance, renewal and development of road and light rail infrastructure and systems to maintain and enhance quality of service and controls and to establish a steady state investment pattern

New infrastructure

Lead the cost efficient and effective delivery of national road, light rail and metro elements of the National Development Plan.

Diagram 2: TII Mission Statement
([TII Statement of Strategy 2019 – 2023](#) p.5)

1.03 Records Held by TII

TII holds a wide range of administrative and technical records, in hardcopy and electronic format, commensurate with our extensive roles, responsibilities and functions. In accordance with the provisions of the Freedom of Information Act 2014, the Government's Open Data initiative and the Re-Use of Public Sector Information Regulations, we endeavour to facilitate the public availability of these records through our website, www.tii.ie and the national Open Data Portal. Further information in relation to the types of records held by TII in connection with our activities, is provided in Part 2.

Of course, it is not appropriate or feasible to facilitate access to all our records. The types of information / records that are not generally made publicly available include, but not limited to:

• Information the disclosure of which is prevented by law, or exempt under the Freedom of Information Act, or is otherwise properly considered to be protected from disclosure.
• Information in draft form.
• Information that is no longer readily available as it is contained in files that have been placed in archive storage, or is difficult to access for similar reasons.

1.04 Governance / Management Arrangements

The board of TII is responsible for the exercise of our functions under the Roads Acts 1993 to 2015. In accordance with the Acts, the board may comprise up to fourteen members – thirteen ordinary members and a chairperson – appointed by the Minister for Transport, Tourism and Sport. Members are appointed on the basis of their experience in relation to roads, transport, industrial, commercial, financial or environmental matters, local government and the organisation of workers or administration.

Details of the current membership of the board and the senior management structure of TII are provided in the About Us section of our website.

1.05 Corporate Plans and Strategies

The Government's National Planning Framework (NPF) and National Development Plan (NDP), together known as Project 2040, respectively provide the strategic and financial frameworks for TII's activities for the period from 2018 to 2027. The plans may be viewed / downloaded on the Government of Ireland website.

In accordance with the Code of Practice for the Governance of State Bodies, TII's goals and strategies are set out in our Statement of Strategy.

The Statement of Strategy that TII will pursue during the period 2019 to 2023, reflects the careful consideration given by TII to:

• National policies, strategies, plans and frameworks of relevance to transport and to the development of which TII has contributed.
• Relevant developments and trends in economic, social, technical and legal environments.

- TII's capability to continue to contribute, delivering results in accordance with its statutory remit.

Implementation of this TII strategy will, in particular, support the implementation of a national transport strategy as determined by the Department of Transport Tourism and Sport, and as set out in the Department's Statement of Strategy. TII's infrastructure programme will be delivered in the context of the overall objectives laid out for Project Ireland 2040.

Other key plans and strategies that inform our light rail and national road development activities include:

- Greater Dublin Area Transport Strategy,
- Road Safety Strategy,
- Climate Action Plan 2019,
- Project Ireland 2040, and
- Investing in our transport future: A strategic framework for investment in land transport (DTTAS 2015).

1.06 Annual Report and Accounts

Our Annual Reports and Accounts are published on our website, following audit of our accounts by the Office of the Comptroller and Auditor General, and may be viewed / downloaded in the Library section of our website.

1.07 Organisation and Pay / Grading Structures

TII's organisation structure is comprised of various Divisions that report to the Chief Executive / Board, as summarised in the following chart.
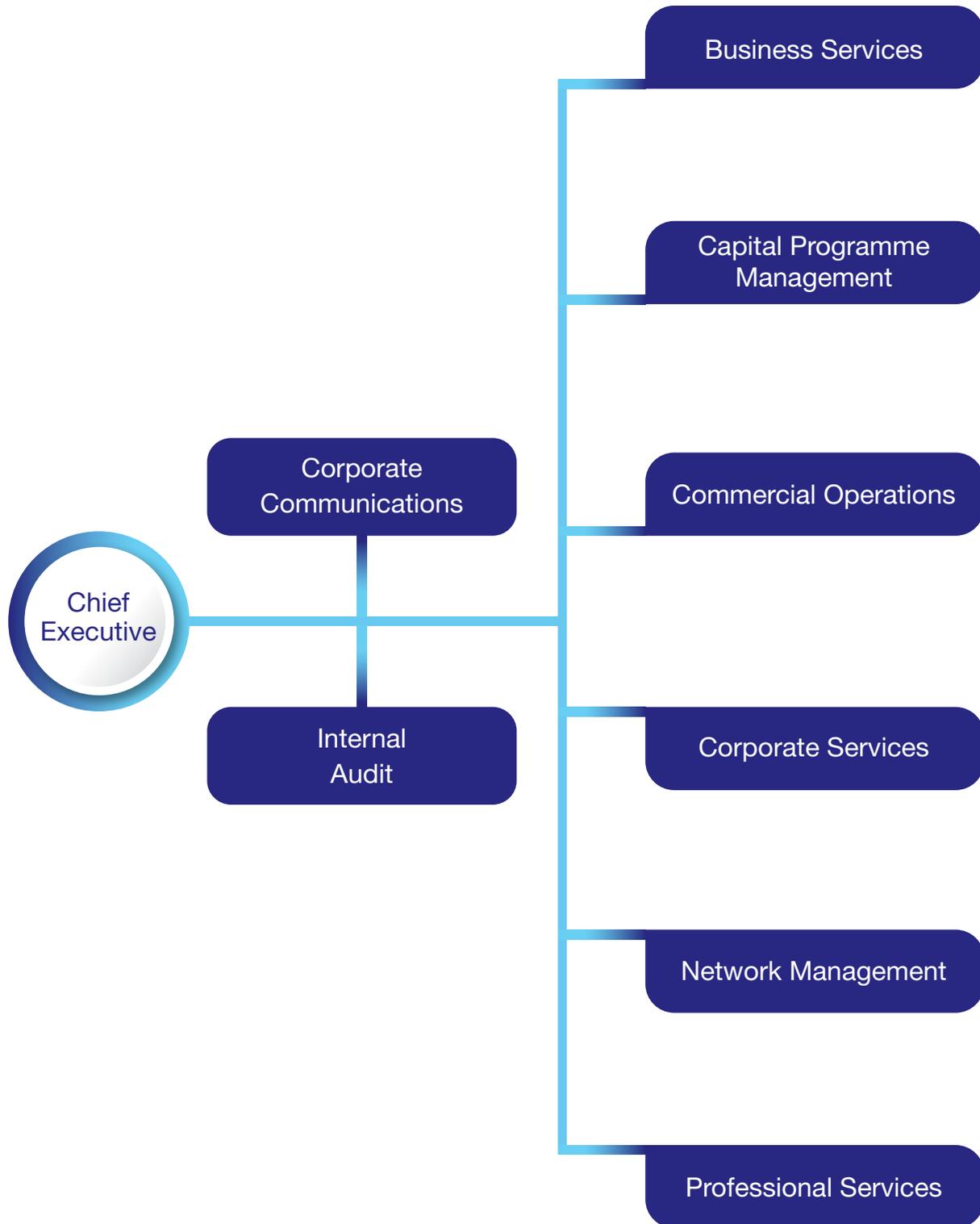

Image 1: TII Annual Report 2018

Image 2: TII Statement of Strategy 2019

Diagram 3: Internal TII Structure by Division

Chief Executive

Corporate Communications

Internal Audit

Business Services

Capital Programme Management

Commercial Operations

Corporate Services

Network Management

Professional Services

Division / Department	Unit / Section
Business Services	• Finance / Accounting • HR • IT • Board Secretarial • Governance and Legal • Financial Control • Land and Property Services

Capital Programme Management	• Roads Capital Programme
	   o Regional Management
	   o Portfolio Management
	   o Capital Funding Management
	   o PPP Construction
	• Public Transport Capital Programme
	   o Public Transport Construction
	      • Traffic
	      • Project Communications / Liaison
	   o Public Transport New Scheme Planning
	      • Drawing Control
	      • Surveying
	   o Engineering Design
	      • Roads and Drainage
	      • Structural Design
	      • Track
	      • Utilities
	   o Architecture
	   o Power and Systems
	   o Rolling Stock
	   o Network Enhancements
	• Project Services
	   o Quality and Document Control
	   o Programme Management
	   o Risk
	   o Commercial
	• Expenditure budgets, allocations, payments

Division / Department	Unit / Section

Commercial Operations	• Light Rail Business
	    o Operations
	    o Marketing
	• Tolling Business
	• PPP Procurement and Finance
	• Financial Operations
	• Sustainable Mobility

Corporate Services	• Facilities and Support Services • Regulatory and Administration • Procurement

Network Management	• Network Operations
	    o Traffic Management
	    o Motorways Operations and Maintenance
	    o Tunnels Operations and Maintenance
	    o PPP Operations
	    o Maintenance and Winter Operations
	    o Network Operations
	• Pavement Engineering and Asset Management
	• Structures Engineering and Asset Management
	• Network Data

Division / Department	Unit / Section
Professional Services	• Strategic and Transport Planning • Land Use Planning • Archaeology and Heritage • Research and Standards • Environmental Policy and Compliance • Safety Roads and Tunnels • Rail and Occupational Safety

TII personnel are assigned general service civil / public service grades. The salary scales for civil / public service grades are published in Circular Letters issued by the Department of Public Expenditure and Reform.

1.08 Locations and Contact Details

TII's head office is located at the following address:

**Parkgate Business Centre
Parkgate Street
Dublin 8
D08 DK10
Ireland**

Telephone: (01) 646 3600
Fax: (01) 646 3601
Email: info@tii.ie

General Queries / Correspondence:
General queries and correspondence from the public, media, etc. may be addressed to our head office or by email to info@tii.ie.

Customer Service: Any issues in connection with the level of customer service provided by TII officials may be referred to our Customer Services team at customerservice@tii.ie.

Freedom of Information (FOI) Contact Details: Queries / requests may be addressed to the Information Officer, Regulatory and Administration, at our head office or by email to foi@tii.ie.

Access to Information on the Environment (AIE) Contact Details: Queries / requests may be addressed to the Information Officer, Regulatory and Administration, at our head office or by email to aie@tii.ie.

Data Protection queries may be addressed to the Data Protection Officer at our head office or by email to dataprotection@tii.ie.

Motorway Traffic Control Centre: Motorway traffic control facilities are managed and co-ordinated at TII's Motorway Traffic Control Centre (MTCC). The MTCC may be contacted at 0818 715 100 or by email to info@mtcc.ie.

eFlow: The operator of the barrier-free toll facility on the M50 can be contacted on LoCall 1890 50 10 50.

Luas: Queries concerning the Luas light rail service may be addressed to info@luas.ie or LoCall 1850 30 06 04.

Motorway Maintenance and Renewal Contractors: Contact information for the various contactors is available on the Road Maintenance section of our website.

Public Private Partnerships: Contact information in relation to the motorway tolling operators is available on the Toll Locations and Charges section of our website.

1.09 Links to Agencies / Other Bodies under the Remit of TII

There are no agencies or other bodies under the remit of TII.

1.10 Service Level Agreements / Memoranda of Understanding

As part of the overall strategy for the management and implementation of the national roads programme, agreements are in place with the following local authorities, within which National Road Offices / Project Offices have been established. Project management is the primary function of these Offices, with planning and design work mainly carried out under their supervision by consultants. Each Office normally caters for a number of local authorities and is staffed by local authority personnel, with salary and other operating costs associated with the national roads programme being financed in full by TII.

TII has Oversight Agreements and Performance Delivery Agreements with the Department of Transport, Tourism and Sport, in accordance with the Code of Practice for the Governance of State Bodies.

Image 3: TII Premises

Table 1: Local Authority National Road Offices / Project Offices

Cork County Council	Richmond, Glanmire, Co.Cork, T45 WA44	021 482 1046
Donegal County Council	Drumlonagher, Donegal Town, Co. Donegal, F94 DK6C	074 972 4500
Galway County Council	Corporate House, Ballybrit Business Park, Ballybrit, Co. Galway, H91 KT67	091 705 387
Kerry County Council	The Island Centre, Castleisland, Co. Kerry, V92 T0CP	066 714 2444
Kildare County Council	Maudlins Industrial Estate, Naas, Co. Kildare, W91 DT73	045 988 900
Limerick County Council	Lissanalta House, Dooradoyle Road, Dooradoyle, Limerick, V94 WV78	061 496 800
Mayo County Council	Glenpark House, The Mall, Castlebar, Co. Mayo, F23 XF40	094 903 8130
Roscommon County Council	County Hall, Church Road, Roscommon, F42 VR98	090 662 7004
Sligo County Council	Market Yard, Sligo, F91 WV7R	071 911 1111
Waterford County Council	Tramore House, Tramore, Co. Waterford, X91 RP76	051 390 130
Westmeath County Council	Project Office, Cullenbeg, Mullingar, Co. Westmeath, N91 FH4N	044 934 250

1.11 Customer Charter

TII's Customer Charter is available to view / download in the About Us / Customer Service section of our website. As stated therein, TII is committed to providing a professional, efficient and courteous service to all our customers. In accordance with the commitments contained in our Charter, we operate a complaints procedure that may be availed of by customers who feel that they may not have been treated adequately, courteously or fairly in their dealings with the staff of TII.

1.12 Codes of Practice / Guidelines

TII publishes a wide range of technical and guidance documents in connection with the functions and services we provide, including design, construction and maintenance standards, environment, archaeology & heritage, road signage and road safety guidelines. Technical documentation and TII Standards are available on the TII Publications website.

In addition, TII publishes various corporate documents such as a Customer Charter, Customer Action Plan, a Code of Business Conduct for Members and Staff and an Irish Language Scheme. Comprehensive information regarding the documents concerned is provided on the Library section of our website.

Part 2:
Services Provided to the Public

Part 2: Services Provided to the Public

2.01 List of Services

As part of our strategic roles and responsibilities, as set out in Part 1, TII carries out and provides a broad range of services and activities necessary to ensure the efficient operation and maintenance of the national road network and light rail infrastructure.

Luas

The Luas light rail system is operated under contract by Transdev (www.transdevireland.ie). There are currently two Luas tram lines; the Red line and the Green line.

The Red Line, which runs from Tallaght to The Point and from Saggart to Connolly, is 20kms in length and has 32 stops along its route. The Green Line is 24.5km in length, has 35 stops and runs from Brides Glen to Broombridge.

Luas carried 41.8 million passengers in 2018 and currently carries an average of 100,000 passengers per day. Comprehensive information regarding the

Luas light rail system is provided on the Luas website.

The statutory provisions governing travel on and the use of Luas are set out in the Light Railway (Regulation of Travel and use) Byelaws 2015.

Contact details for Transdev are available on the 'Contact Us' section of their website.

Tolling

Toll roads in Ireland are generally located on major interurban corridors and impose a toll on each vehicle using them. TII is responsible for overseeing the procurement and implementation of new tolling arrangements, and for monitoring and managing existing tolling arrangements on the national road network, including the M50 barrier-free toll and the tolling interoperability system for tag customers (known as eToll).

TII is required to produce and publish Byelaws for each Toll Scheme on national roads. In accordance with these Byelaws, details of tolls, defined for the purpose of the Toll Byelaws as Maximum Tolls, are required to be published each year. The Byelaws for existing national road

Toll Schemes, as well as Maximum Tolls information, are available in the Roads and Tolling section of our website.

There are eleven toll facilities on national roads for which TII is responsible:

• M50 Barrier-Free Toll
• M1 (Gormanston – Monasterboice)
• M3 (Clonee – Kells) x 2
• M4 (Kilcock – Enfield – Kinnegad)
• M7 / M8 (Portlaoise – Castletown / Portlaoise – Cullahill)
• M6 (Galway – Ballinasloe)
• M8 (Rathcormac – Fermoy Bypass)
• N25 (Waterford City Bypass)
• Limerick Tunnel
• Dublin Port Tunnel

Ten of the national road toll facilities use conventional barrier toll plazas, as well as having dedicated lanes for vehicles with electronic toll tags.

Dublin's M50 'C-Ring' motorway is a barrier-free toll road. An operator under contract to TII, under the brand name eFlow (www.eflow.ie), manages the operation of the toll facility, including the collection of tolls and penalties. eFlow is also a provider of electronic tags for use on all toll roads in Ireland.

The statutory provisions governing the application of toll fees and penalties for non-payment are set out in Part V of the Roads Acts 1993 to 2015 and the relevant toll scheme Byelaws.

Comprehensive information regarding all toll facilities on national roads, including the M50, Dublin Tunnel and facilities located on Public Private Partnership sections of the motorway network, is available in the Roads and Tolling section of our website and on www.eToll.ie.

Map 1: National Road Tolling Locations

J4 2MIN

Intelligent
Transport
Systems

TII uses Intelligent Transportation Systems (ITS) technology and equipment on our network to help run our services. These advanced applications enable road users to be better informed and make safer, more coordinated and 'smarter' use of transport networks. This equipment includes:

- Traffic Monitoring Units (TMU)
- Loop detectors
- Automatic Number Plate Recognition systems (ANPR)
- Closed Circuit Television (CCTV)
- Variable Message Signs (VMS)
- Emergency Roadside Telephones (ERT)
- Fibre and wireless communications
- Power supplies
- Associated civil infrastructure

TII's Variable Message Signs are used to help manage traffic and keep drivers better informed of traffic conditions. Located on various sections of the motorway network, they offer information such as:

- Real time journey information
- Active traffic management of unplanned events and incidents
- Weather events
- Management of planned events
- Road works
- Major national events
- Safety campaigns

Image 4: Intelligent Transport System

Traffic Control

TII manages the national road network and coordinates traffic control facilities through the Motorway Traffic Control Centre (MTCC). This allows for the safe and efficient management of the national road network, including Ireland's tunnels, and operates several services, including:

• Advanced traffic management systems
• Electronic messages to motorists
• Emergency Roadside Telephone network
• Roadworks scheduling
• Incident management

Maintenance Operations

The national road network totals over 5,300km of carriageway, 2,649km of which are national primary and 2,657km

are national secondary roads. National primary roads are numbered from 1 to 50 inclusive and national secondary roads are numbered from 51 to 87.

Motorways / dual carriageways comprise some 1270km of the national road network, of which 419km are maintained under existing Public Private Partnerships (PPP) and 744km are maintained directly by TII through Motorway Maintenance and Renewals Contracts (MMaRC). The remaining 354km are maintained by the local authorities concerned.

The MMaRC contracts are broken down into three separate regions:
• The first region (Network A) includes the Greater Dublin area and is approximately 160km in length including parts of the N / M1, N / M2, N / M3, N / M4, N / M7, M9 and N / M11.
• The second region (Network B) includes the Midlands / West of the country with approximately 256 km of carriageway and includes parts of the N / M4, N / M6, M7, N / M18, N19, M20 and N85.
• The third region (Network C) covers the South and South East and totals approximately 328 km in length and includes parts of the M7, M8, M9, N10, N20, N22, N24, N25, N28 and N40.

Image 5: Traffic Control Centre
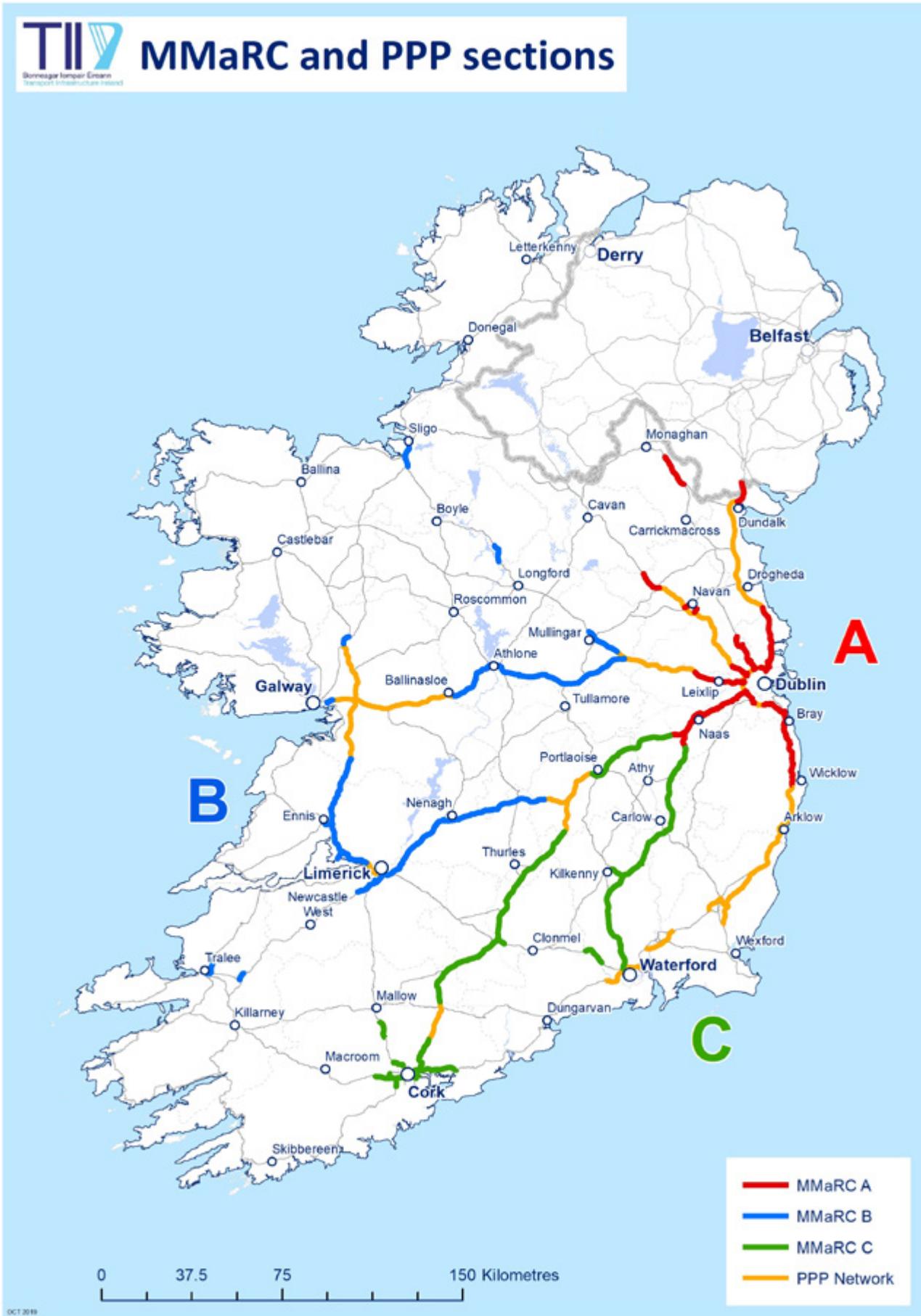
Map 2: Motorway Maintenance Renewal Contract and Public Private Partnership Managed Sections of Motorway

Motorway Service Areas

TII is directly involved in the provision of on-line service areas on motorways and high quality dual carriageways. This is distinct from off-line areas, such as locations at, or near, interchanges or further distant from the motorway / dual carriageway mainline.

Our Motorway Service Area Policy document may be viewed / downloaded on our website.
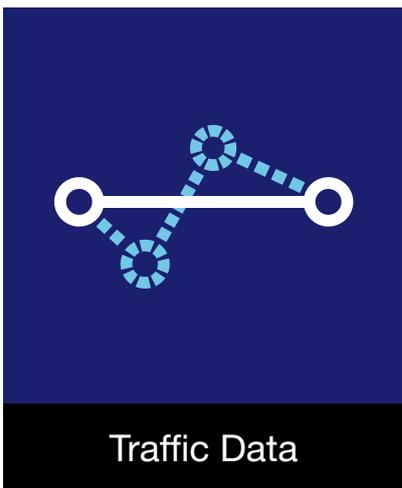
Traffic Data

TII operates and manages traffic counters located throughout the entire network of national roads. The data collected at these sites is made available, free of charge, on our dedicated traffic data website. The

website uses a dynamic mapping interface to allow users to access data in a variety of report formats.

Real Time Traffic Information
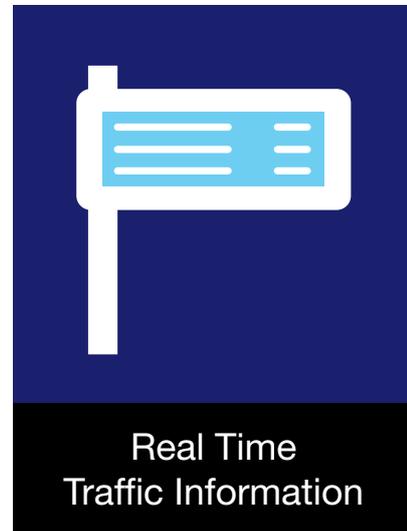
TII provides real time road traffic information on a dedicated website. The extensive range of information provided on the site can be used to help road users to plan their journeys, to avoid any unnecessary traffic delays. The information is displayed through tables and maps and fully maximises the latest in Open Source Technologies.

Design, Construction and Maintenance Standards

The TII Publications facility provides comprehensive information relating to the design, construction and maintenance of national road and light rail schemes in Ireland. This includes mandatory requirements for national roads, in accordance with the provisions of section 19 of the Roads Acts 1993 to 2015, as well as additional guidance documents for all aspects of road and light rail operations. The information can be accessed on our TII Publications website.

National Roads, Bridges and Tunnels

TII's Eirspan Bridge Management System coordinates and integrates activities such as inspections, repairs and rehabilitation work to ensure optimal management of the national road structure stock. Further information in relation to the Eirspan system is provided in the Bridges and Tunnels section of our website.

TII is responsible for three tunnels, which form part of the national road network. These are the Dublin Tunnel (M50), the Jack Lynch Tunnel (N40) and the Limerick Tunnel (N18). The Dublin Tunnel and the Jack Lynch Tunnel are operated and maintained by Egis on behalf of TII.

Direct Route Ltd is responsible for the operation and maintenance of the Limerick Tunnel as part of the N7 Limerick Southern Ring Phase II PPP.

Network Management - Road Pavements
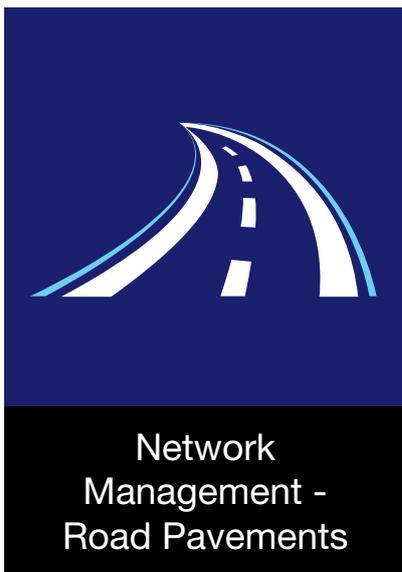
As part of TII's road pavement management procedures, annual condition surveys are undertaken on all national road pavements, utilising an array of electronic, laser and digital video equipment mounted on specialised vehicles. Year-on-year, these surveys measure and record a range of network condition parameters, including longitudinal profile / roughness, degree of rutting and skid resistance measurement. The data obtained from these geo-referenced, machine based surveys is recorded in our Pavement Management System. The data bank can be used to accurately record the measured condition and compare it to previous surveys at that location. Together with recorded traffic volumes, the rate of deterioration can be projected to enable a prioritisation of maintenance interventions programmes to be established, based on best practice asset management principles.

Further information in relation to road pavement is provided in the Network Asset Management section of our website.

Winter Maintenance / Services

Winter maintenance activities, including salting / gritting, etc. on the motorway / high speed dual carriageway network are carried out as part of the Motorway Maintenance and Renewal Contracts referred to previously. Local authorities are responsible for carrying out winter maintenance works on non-motorway / high speed dual carriageway sections of the national road network and TII provides annual grant allocations to local authorities to finance these activities. TII operates a network of approximately 90 weather stations across the national road network. Weather data from these stations is employed by TII's Road Weather Information System (RWIS), which local authorities and network operators use to plan their winter treatments. Weather station data and camera images are available on our Traffic website.

Safety

TII carries out a broad range of functions and activities aimed at improving the safety of our national road and light rail networks, as well as the safety of persons employed on TII construction projects.

TII's Road Safety section monitors collision data on the national road network and identifies high collision locations, undertakes road safety and temporary traffic management inspections and oversees the implementation of schemes designed to provide engineering-based solutions at known high collision locations. The function also coordinates the training and approval of road safety auditors.

TII works with the Luas Operator to ensure high levels of safety performance in the operation of the Luas light rail system. This includes working collaboratively with key stakeholders and interested parties to achieve safe interaction with Luas. TII continually monitors the safety of the Luas service and engages in ongoing analysis to identify trends and emerging issues.

Further information in relation to TII's national road and light rail safety policies is provided in the Safety section of our website.

Public Private Partnership (PPP) Programme
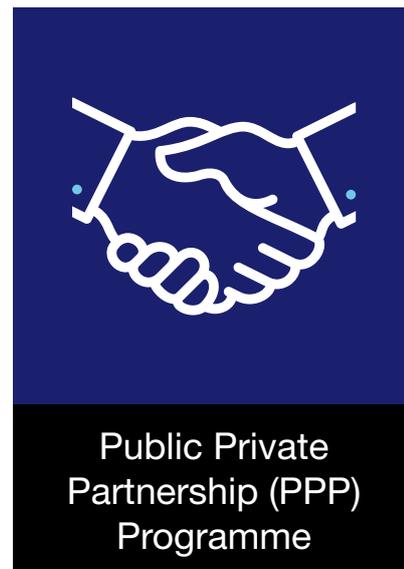
TII is responsible for managing the procurement process of PPP national road schemes. This includes the preparation of tender documents and overseeing the tender process, from seeking expressions of interest through the various tender stages, to financial close. As part of our responsibilities, TII maintains oversight of revenue related aspects of PPP contracts throughout the contract term, i.e.
• Revenue Share Tolling Schemes
• Periodic insurance risk sharing reviews
• Motorway Service Areas

Further information in relation to PPP can be found on the Public-Private Partnerships section of our website.
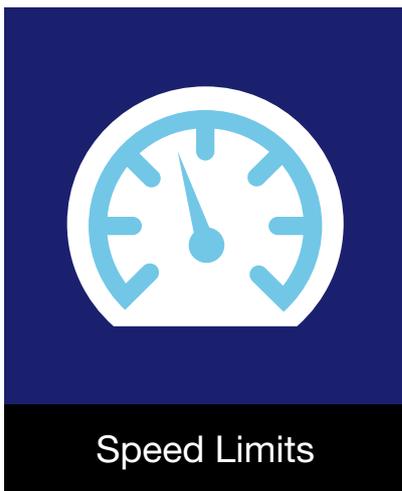
Speed Limits

In accordance with the provisions of Part 2 of the Road Traffic Act 2004, proposals in relation to the revision of speed limits are matters for consideration in the first instance by the relevant road authority. Proposals must be notified to An Garda Síochána and, in the case of national roads, are subject to the approval of TII.

Land Use Planning

TII is a statutory consultee and a prescribed body under the Planning and Development Acts and Regulations. Planning authorities must, therefore, notify TII of planning applications and development plans that may impact upon the national road and existing light rail networks.

In carrying out our roles, TII responds to relevant forward planning policies and planning documentation produced by national, regional and local authorities. The range of plans includes regional plans and strategies, county and city development plans, local area plans, Strategic Development Zones, Masterplans and Integrated Framework Plans. We also respond to planning applications and land use planning proposals and, where necessary, submit appeals to An Bord Pleanála, attend oral hearings and liaise with planning authorities.

Strategic Planning
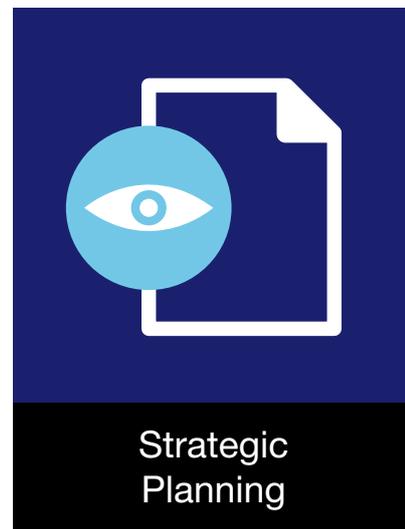
As part of our strategic planning functions, TII:

- Formulates and implements policies and systems for the appraisal and prioritisation of projects and programmes.
- Develops inputs for Business Cases for light rail and metro infrastructure, e.g. demand models, operational analysis, revenue forecasting, multi-criteria analysis, financial and economic appraisal and accessibility / GIS based analysis.

- Manages the development and promotion of the use of the National Transport Model and the National Traffic Model, and oversees the development and application of transportation modelling packages for urban demand models.
- Conducts surveys and collects data to support Luas operations and other areas of TII's business.
- Updates the Project Appraisal Guidelines for National Road projects and carries out reviews on Business Cases for national road capital projects and current expenditure programmes.
- Liaises with the National Transport Authority and other statutory bodies in relation to current and future transport needs and the forward planning of national land transport networks.

Key strategic planning documents, including TII Project Appraisal Guidelines, are available on our Publications website. Further information in relation to strategic transport planning is also available in the Library section of our website.

Environment

TII seeks to deliver a safe and efficient network of national roads and light rail, within the framework of TII's Sustainability Statement as set out in our Environmental Strategy. To support the Environmental Impact Assessment (EIA) statutory framework, TII has put in place a comprehensive strategy to facilitate the further integration of environmental issues into transport infrastructure planning, construction and operation. Further information on the Strategy, as well as the comprehensive range of standard documents published by TII to minimise the impact of projects on human health and population, biodiversity, climate etc., are available to view / download in the Environment section of our website.


Image 6: Environment

Archaeology and Heritage

Consideration of archaeology is fully integrated into TII's transport planning process for national roads, light rail and metro. Our Archaeology and Heritage section is responsible for the management of the archaeological implications of national road and light rail projects. A wide range of relevant publications is available to view / download in the Archaeology and Heritage section of our website.

In addition to the material available on the TII website, TII has also established the TII Digital Heritage Collections, in partnership with the Digital Repository of Ireland. These collections provide on-line access to more than 2,000 archaeological excavation reports.
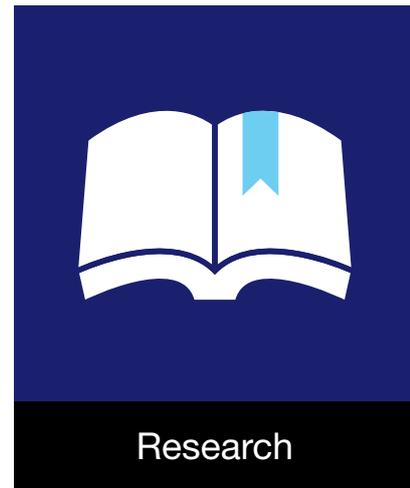
Research

TII recognises the value of research and the important role it plays in helping to achieve our strategic objectives. Accordingly, we have put in place a Research Strategy to ensure that all our research activities are carried out in a co-ordinated way. The key aim of this Research Strategy is to promote practical measures that will contribute to cost reducing and / or quality enhancing innovation in relation to TII's functions and activities. More detailed information can be viewed at the Research section of TII's website.

Roadworks Consent Applications Telecommunications Network Operators

Part 5 of the Communications Regulation Act 2002, as amended, provides the regulatory framework governing the carrying out of roadworks on national roads by telecommunications network operators, for purposes such as the establishment, extension and maintenance of underground electronic communications infrastructure and associated physical infrastructure. In accordance with the Act, consent applications to undertake roadworks on national roads must be submitted by network operators to TII and roadworks (except emergency roadworks) on national roads, may not be undertaken without the prior written consent of TII.

2.02 Accessing Services

Contact details for enquiries in relation to the range of services we provide are set out in this document and on our website.

2.03 Cost of Accessing Services

TII endeavours to provide our services and the information we hold free of charge subject, of course, to statutory requirements and for other, limited, operational reasons.

Light Rail

Information regarding current Luas travel fares, as determined by the National Transport Authority, is provided on the Luas website. Holders of social welfare travel passes (smart pass for Northern Irish holders) are permitted to travel free on Luas, with no restrictions on travel times. Park and Ride charges, which are also listed on the Luas website, do not apply to disabled drivers availing of Luas Park and Ride parking facilities.

National Roads

Details of national road toll locations and charges, including toll facilities located on Public Private Partnership sections of the network, are available in the Tolling Location and Charges section of our website and on www.eToll.ie. Specially adapted vehicles driven by disabled persons or their caregivers are exempt from tolls on each toll road in the State. Information on toll exemptions is provided in the Toll Exemptions section of our website.

Roadwork Consents

Details of the charges applied by TII in connection with telecommunications roadworks consent applications are set out in our Charging Scheme which was prepared under section 53(9) of the Act and is available to view / download in the Roadwork Consent Application section of our website.

Miscellaneous

Where TII proposes to apply a charge, e.g. for the search and retrieval of records sought in a Freedom of Information request, we will promptly advise the requester beforehand.

Technical Publications

TII's Standards & Technical documents are made available free of charge on our Publications website.

2.04 Administration of Services

Details of the administrative structures in place to ensure the efficient delivery of our services are provided in Part 1.

In relation to light rail and tolling, information is provided in Section 2.01.

2.05 Review / Appeal Rights Relating to Services

The contracts for the operation and maintenance of the M50 toll facility and the Luas light rail system contain provisions regarding high quality standards of customer care. Customers may contact the customer service departments of the companies concerned at info@eflow.ie and info@luas.ie, respectively.

TII is committed to providing a quality service to all our customers. In accordance with our Customer Charter, we operate a complaints procedure that may be availed of by customers who feel that they may not have been treated adequately, courteously or fairly in their dealings with the staff of TII. In accordance with our Charter, a complaint

may be made in writing to the following address:

Head of Regulatory and Administration, Transport Infrastructure Ireland, Parkgate Business Centre, Parkgate Street, Dublin 8, D08 DK10.

Alternatively, a complaint may be sent to us by email to customerservice@tii.ie. Complaints will be dealt with fairly, efficiently and confidentially and will be responded to following full and careful consideration of the nature and extent of the complaint. Complaints received by the Head of Regulation and Administration will be:

• Acknowledged in writing within 5 working days. The acknowledgement letter will indicate the name and telephone number of the person dealing with the matter.
• Responded to within 20 working days (if this is not possible, an interim reply will be issued within the 20 working days explaining the up-to-date position).
• Responded to using plain language.

Customers who are not satisfied with our decision on a complaint may contact the Office of the Ombudsman at the following address:

Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773.
Phone: (01) 639 5600
Lo-call: 1890 223030

Full information is available in the Customer Service section of our website.

2.06 Research Projects Regarding Services

TII's research strategy is designed to promote practical measures that will contribute to cost reducing and / or quality enhancing innovation in relation to our functions. Comprehensive information regarding our strategy, which encompasses both short-term research in response to the business needs of TII, as well as longer-term research projects at PhD and post-doctoral level, is available in the [Research section of our website](#).

Part 3:
Decision Making Process for Major Policy Proposals

Part 3:
Decision Making Process for Major Policy Proposals

3.01 Major Policy Proposals

National Government Priorities

The overall strategic policy and the level of capital investment to be provided for the development of the national road and light rail networks are determined by Government.

The Government's National Planning Framework (NPF) and National Development Plan (NDP), together known as Project 2040, provide the strategic and financial frameworks for TII's activities.

The NDP includes the progression of the following major national road and light rail projects:

Progression - major national roads projects	
N2 Slane Bypass	N21/N69 Limerick to Adare to Foynes
N4 Collooney to Castlebaldwin	N22 Ballyvourney to Macroom
N5 Ballaghaderreen to Scramogue	N25 New Ross Bypass
N5 Westport to Turlough	N28 Cork to Ringaskiddy Road
N6 Galway City Ring Road	N52 Ardee Bypass
M7 Naas to Newbridge bypass widening, Osberstown interchange and Sallins Bypass	N56 Dungloe to Glenties
	N56 Mountcharles to Inver
N8/N25 Dunkettle Interchange	N59 Moycullen Bypass
M11 Gorey to Enniscorthy	N69 Listowel Bypass
M20 Cork to Limerick	N72/N73 Mallow Relief Road

Diagram 4: National Development Plan: Major National Road Projects

The NDP also proposes that the following sections of the national road network will be progressed through pre-appraisal and early planning during 2018, in order to prioritise projects that are proceeding to construction in the NDP:
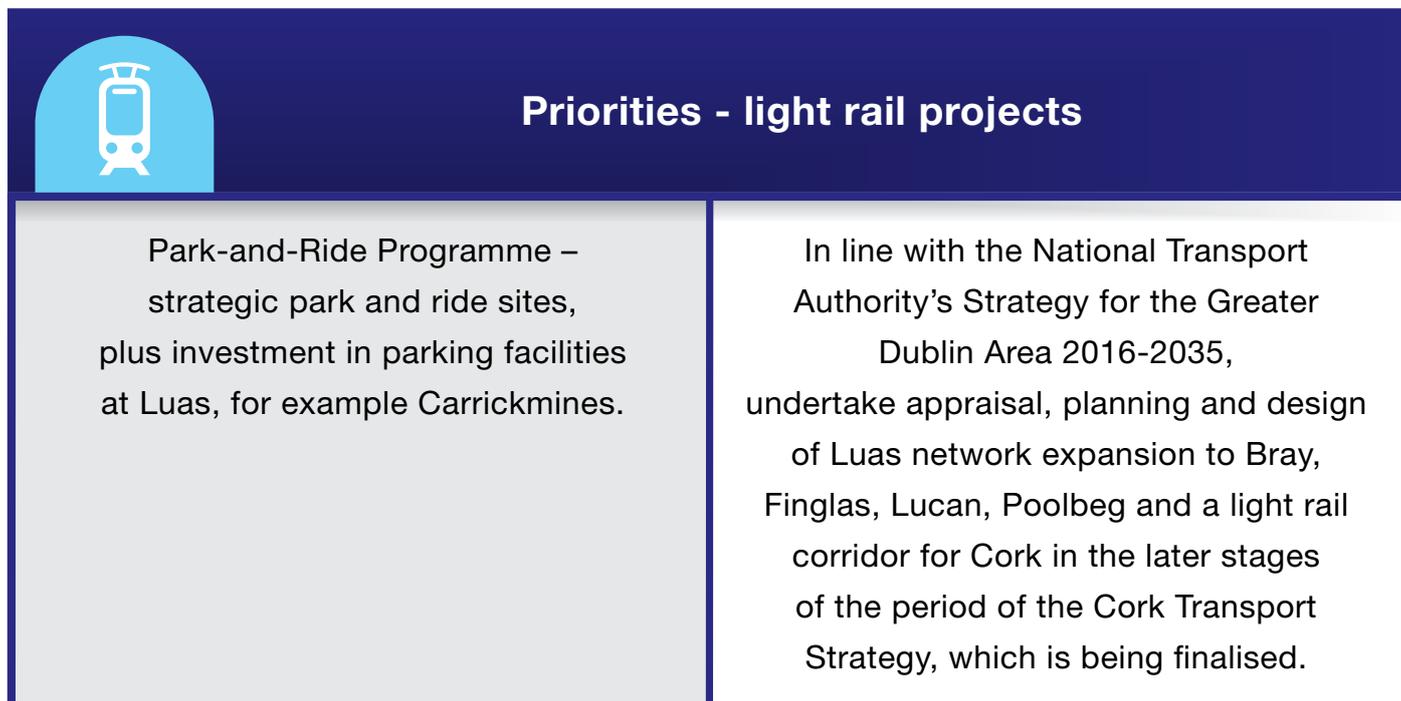
Pre-appraisal and early planning - national roads

N2 Clontibret to the Border	N13/N14/N56 Letterkenny Bypass and Dual Carriageway to Manorcunningham
N2 Rath Roundabout to Kilmoon Cross	
N2 Ardee to south of Castleblaney	N14 Manorcunningham to Lifford
N3 Virginia Bypass	N17 Knock to Collooney
N3 Clonee to M50	N21 Newcastle West Bypass
M4 Maynooth to Leixlip	N21 Abbeyfeale
M4 Mullingar to Longford	N24 Cahir to Limerick Junction
N4 Carrick on Shannon	N25 Waterford to Glenmore
M11 from Jn 4 M50 to Kilmacanogue	N25 Carrigtohill to Midleton
N11 Oilgate to Rosslare	N52 Tullamore to Kilbeggan
N13 Ballybofey Stranorlar Bypass	M50 Dublin Port south access

Diagram 5: National Development Plan: National Road Projects in Pre-appraisal and Early Planning

NDP light rail priorities include:

Priorities - light rail projects

Park-and-Ride Programme – strategic park and ride sites, plus investment in parking facilities at Luas, for example Carrickmines.	In line with the National Transport Authority's Strategy for the Greater Dublin Area 2016-2035, undertake appraisal, planning and design of Luas network expansion to Bray, Finglas, Lucan, Poolbeg and a light rail corridor for Cork in the later stages of the period of the Cork Transport Strategy, which is being finalised.

Diagram 6: National Development Plan: Light Rail Priorities

Comprehensive information in relation to the current status of the programmes and projects that are included in the NDP is provided in the Department of Public Expenditure and Reform's Investment Projects and Programmes Tracker.

In implementing our roles and functions, TII has developed a number of policy documents to address key, strategic issues that are associated with or impact upon our operations. Examples of the policies concerned are summarised below. Copies of all our policy documents, guidelines, etc. are available in the Policies section of our website.

Table 2: Examples of TII policy documents addressing key strategic issues

Service Area Policy	TII is directly involved in the provision of on-line service areas on motorways and high quality dual carriageway sections of national roads. This is distinct from off-line areas, i.e. locations at, or near, interchanges or further distant from the motorway / dual carriageway mainline. Comprehensive information in relation to our policy regarding the provision of service areas, which was determined following an extensive public consultation process, is set out in our Service Area policy document.
Tourist and Leisure Signage Policy	TII's policy and criteria regarding the provision of tourist and leisure signage on national roads is available in the Policies section of our website.
Telecommunications Roadworks	Under the Communications Regulation Act 2002, as amended, applications by telecommunications network operators for consents to carry out roadworks on national roads must be submitted by network operators to TII. The type of roadworks may involve the establishment, extension and maintenance of underground electronic communications infrastructure and associated physical infrastructure. In accordance with the requirements of the Act, TII has prepared a scheme, available in the Roadworks Consent Applications section of our website, which sets out our policy regarding the use of underground road capacity on national roads for telecommunications infrastructure.
Irish Language Scheme	Section 11 of the Official Languages Act 2003 provides for the preparation by a public body, following a request by the Minister for Arts, Heritage and the Gaeltacht, of a statutory scheme detailing, inter alia, the services the public body will provide: • through the medium of Irish; • through the medium of English, and • through the medium of Irish and English. TII's current scheme is available in the Official Languages section of our website.

Environmental Standards	TII publishes an extensive range of standards aimed at minimising the impact of scheme planning, construction and operation on the environment and archaeology. The publications concerned are available to view / download on the TII Publications website.
Land Acquisition	In February 2016, a renewed co-operation agreement was signed by TII, the Department of Transport, Tourism and Sport and the Irish Farmers Association in respect of land compulsorily acquired or to be acquired for the development of the national road network.

3.02 Background to Policy Proposals and Decisions

TII's strategic roles, programmes and policies, and the way in which we administer and carry out these functions, are determined by Government policy and the extensive legislative framework that governs all of our activities.

Our roles and activities in relation to the Luas light rail infrastructure are also informed by the National Transport Authority (NTA) which, in accordance with the provisions of the Dublin Transport Authority Act 2008, is required to secure the provision of public transport services within the Greater Dublin Area.

TII's Project Management Guidelines provide the overall framework for the evolution and progression of major and minor national road improvement schemes through an eight phase development process. The guidelines are complementary to TII's Project Appraisal and Cost Management guidelines and reflect Government policy and guidelines for the delivery of Capital Works in the public sector and DTTaS Guidelines on a Common Appraisal Framework for Transport Projects and Programmes, published by the Department of Transport, Tourism and Sport.

The national road pavement improvement works programme is prioritised on the basis of road condition surveys that are conducted annually throughout the national road network.

Key strategic documents and guidelines, including the TII Project Appraisal Guidelines and Project Management Guidelines, are available on our Publications website. Other key documents that inform development proposals and the implementation of schemes include the Public Spending Code, National Transport Model and the various environmental, archaeological, heritage and other guidelines, which are also available in the Library section of our website.

Regulatory Environment

Some of the principal legislation impacting upon the governance and operations generally of TII are set out below. The legislation concerned may be viewed / downloaded on the Irish Statute Book website.

- National Monuments Acts 1930 – 2004
- Ombudsman Acts 1980 to 2012
- The Roads Acts 1993 to 2015
- Ethics in Public Office Acts, 1995 and 2001
- Transport (Dublin Light Rail) Act 1996
- Prompt Payment of Accounts Act 1997
- European Communities (Natural Habitats) Regulations (1997 – 2005)
- Data Protection Acts 1988 to 2018 and the General Data Protection Regulation
- Planning and Development Act 2000
- Local Government Act 2001
- Transport (Railway Infrastructure) Act 2001
- Communications Regulation Act 2002, as amended
- Official Languages Act 2003
- Disability Act 2005
- Railway Safety Act 2005
- Safety, Health and Welfare at Work Act 2005
- Environmental Noise Regulations 2006 (S.I. 140 of 2006)
- Planning and Development (Strategic Infrastructure) Act 2006
- European Communities (Award of Public Authorities' Contracts) Regulations 2006
- European Communities (Access to Information on the Environment) Regulations 2007 – 2018
- Freedom of Information Act 2014

3.03 Reports on the Operation of Public Services

Comprehensive information in relation to TII's activities is published in TII's Annual Reports and Accounts, following the audit of accounts by the Comptroller and Auditor General. These Reports and Accounts are available to view / download in the Library section of our website.

3.04 Expenditure Reviews and Policy Assessments

To carry out our roles, functions and responsibilities effectively, TII seeks to ensure that sound financial management systems are in place and that they are strictly adhered to. The TII Board and its committees play a central role in this process and oversee, through TII's Internal Audit function, the review of expenditure and the systems and processes in place to ensure value for money.

Our Chief Executive, who manages and controls the business of TII, is responsible for the management and administration of contracts, including:

- compliance with procurement law;
- compliance with the Public Spending Code, as published by the Department of Public Expenditure and Reform on their website;
- obtaining sanctioning authority approval if TII is the sponsoring agency, but not the sanctioning authority; and
- providing sanctioning authority approval where relevant.

The Chief Executive works closely with the Board of TII, the Minister and the Department of Transport, Tourism and Sport. The Chief Executive is, from a governance perspective, the Accountable Officer for TII – accountable directly to the Committee of Public Accounts and other Dáil Committees – and may be called to appear before Dáil Committees.

TII's annual accounts are subject to audit by the Office of the Comptroller and Auditor General.

Part 4:
Financial Information

Part 4: Financial Information

4.01 Financial Statements

In accordance with TII's Corporate Governance requirements, TII makes copies of Annual Reports and Accounts available publically, free of charge, following audit of our accounts by the Office of the Comptroller and Auditor General. Our Annual Reports and Accounts are published in the [Reports and Accounts section of our website](#).

4.02 Major Plans for Capital Expenditure

Details of planned major national road and light rail schemes are set out in [Part 3.](#)

4.03 Payments for Works, Goods and Services

Information regarding payments for goods and services by TII is updated and published quarterly on our [website](#).

4.04 Governance: Board Member Remuneration

Fees and expenses paid to TII Board members are detailed in our Annual Reports and Accounts.

4.05 Funding / Sponsorship of Non-Public Bodies

TII currently has no information for this heading.

Part 5:
Procurement

Part 5: Procurement

5.01 Procurement Policies

TII is committed to compliance with EU and national legislation, related regulations, Departmental and Office of Government Procurement guidelines, circulars and codes of practice relevant to the procurement of works, supplies and services by TII.

TII procurement processes respect the following EU Treaty principles:

• Equal treatment and non–discrimination
• Transparency
• Mutual recognition
• Proportionality
• Free movement of goods and services
• The right of establishment

TII Corporate Procurement Guidelines have been put in place to assist and support TII staff involved in the procurement of works, supplies and services. These guidelines provide clarity in relation to the roles to be fulfilled and procedures to be adhered to in the context of procurement processes. TII is committed to the maintenance and appropriate development of these guidelines over time and to their mandatory application.

TII is committed to ensuring, through the application of its Corporate Procurement Guidelines, that appropriate emphasis is placed on:

• ensuring proper planning, resourcing and organisation of procurement processes from the outset;

• ensuring that those responsible for managing procurement processes have access to appropriate supports, including access to specialist advice;
• ensuring, prior to contract signing, that the procurement process followed is compliant with TII Corporate Procurement Guidelines (and, by extension, compliant with relevant legislation, regulations, guidelines, circulars, codes, etc.); and
• the development and maintenance of appropriate files and records, having due regard to the full spectrum of considerations relevant to the proper management of data and information.

TII Procurement Policy is available in the Procurement section of our website.

5.02 Link to Current Tender Competitions on eTenders

Details of all current tender competitions over €25,000 (over €50,000 for works) for all competitions are available on www.etenders.gov.ie.

5.03 Public Contracts Awarded

Details of contracts awarded over €25,000 (over €50,000 for works) are published on www.etenders.gov.ie, in line with National and EU legislation, and include the indicative amount, the duration of the contract and the winner. Any contract above EU thresholds will be published in the Official Journal of the EU (OJEU).

Part 6:
FOI Disclosure Log and Other Routinely Published Information

Part 6: FOI Disclosure Log and Other Routinely Published Information

6.01 FOI Disclosure Log

Under Section 48 of the Freedom of Information (FOI) Act, public bodies are obliged to have regard to any FOI Code of Practice that is published by the Minister. In accordance with the Code of Practice for Freedom of Information for Public Bodies, published by the Department of Public Expenditure and Reform in September 2015, public bodies are required to maintain and publish a log of FOI requests received, which is known as a 'Disclosure Log'. Exceptions include requests for access to personal information or other limited circumstances, where the publication of such information would not be appropriate.

In accordance with the requirements concerned, details of relevant FOI requests are published on our Disclosure Log in the Freedom of Information section of our website. The Log is updated on a quarterly basis.

6.02 Reports

Following completion of the audit of TII's accounts by the Office of the Comptroller and Auditor General, our Annual Reports and Accounts are published each year on our website.

6.03 Commercial Publications and Charges

Details of TII's publications, which are generally made available free of charge, are available on our Publications website. Where charges apply to a publication, this will be clearly indicated on our website.

6.04 Regularly Sought Information Held by TII

Certain types of information held by TII are sought on a regular basis and TII facilitates access to the data concerned through our websites, wherever possible. Examples of such information include traffic data, annual reports and accounts, tolling information, design and construction standards, environmental publications, etc.

TII makes an extremely large volume of its data publicly and freely available through the Government's Open Data portal. Full details of the data is provided on the TII page of the Open Data Portal.

In accordance with the Regulations on the Re-use of Public Sector Information, we encourage the re-use of the information that we produce. Further information regarding the Regulations concerned is available on the Re-use of Public Sector Information section of our website.