RSA

Údarás Um Shábháilteacht Ar Bhóithre
Road Safety Authority

Annual
Report 2019

Contents

Chairperson's Statement

Since its foundation in 2006, the Road Safety Authority's sole remit has been to make Irish roads safer and reduce the number of deaths and injuries among road users. As a country we have made positive progress over the period of the current road safety strategy.

The number of road deaths has dropped by 25% since the strategy began in 2013, but we cannot be complacent. We welcomed the news that 2018 was the safest year on our roads since we began recording deaths in 1959. Unfortunately, we were not able to reduce this further in 2019 as we lost 141 lives on the road.

The government's *Road Safety Strategy 2013–2020* will come to an end next year. In this final year we need to reduce the toll on our road to 124 or fewer if we are to achieve the strategy's primary lifesaving goal. It can be done, and we must work with all our partner agencies across enforcement, engineering, policy and voluntary sectors to achieve it.

We must continue to focus on measures that have proven effective in tackling risky road behaviours and supporting at-risk groups. A key measure is robust road safety policy and we welcomed new legislation from Minister for Transport, Tourism and Sport, Shane Ross TD, to eliminate dangerous overtaking of cyclists.

In 2019 we continued to support legislation introduced in 2018 that focused on unaccompanied learner drivers and legislation that increased penalties for drink-driving offences. The unaccompanied learner driver law has made a difference, with a drop in fatal crashes involving learner drivers and a drop in those relying long term on a learner permit reported. While the number of drivers arrested for offences at the lower end of the drink-driving limit declined in 2019, driving impaired under the influence of alcohol and or drugs continues to be a huge challenge for our road safety endeavours.

Liz O'Donnell
Chairperson

Enforcement is one of the most important cogs in the road safety wheel and 2019 saw the introduction by An Garda Síochána of their Garda ACTIVE Mobility app. It is no exaggeration to say that this will be a game changer. One garda describing its impact on road safety enforcement said that there would be no more tall tales at the roadside. I would like to congratulate our colleagues in An Garda Síochána for its development and introduction. It is a breakthrough innovation for garda roads policing and builds on our work, which introduced this technology to help in the enforcement of the haulage and passenger transport sectors. I look forward to the widespread roll out of the Garda ACTIVE Mobility app among more frontline gardaí in 2020.

In 2019, Brexit and its protracted negotiations impacted on our operations and placed significant additional demand on our organisation.

The planned departure of the United Kingdom from the European Union put a huge strain on our licensing services, as UK licence holders resident in Ireland needed to exchange them for an Irish licence to remain compliant with Irish and

EU law. A total of 49,685 UK licences were exchanged by residents in Ireland in 2019. This was a substantial increase on the 6,000 UK licences exchanged in 2018. I want to applaud our staff for rising to meet this challenge. I also want to acknowledge the work of our staff in progressing our digitisation programme. This project will significantly upgrade the way we offer our services online. It will allow us to better support our customers on whatever road safety journey they are on, such as embarking on the learning to drive journey and all the steps that it entails.

At an international level Ireland continued to be recognised as a best practice country in the area of road safety. Ireland was the second safest European Union member state in 2018 in terms of road mortality (road deaths per million inhabitants). In recognition of this and our efforts to improve safety, Ireland received the prestigious European Transport Safety Council (ETSC) Road Safety Performance Index (PIN) award in June 2019. The annual award is presented to a European country that has demonstrated continued progress on road safety combined with a strategic cross-government approach.

There is a culture within the RSA of wanting to learn from the experiences of others, and to share best practice and the knowledge we have gained for the greater good. In 2019 we were delighted to support the EU Road Safety Exchange Project 2019–2021, an EU road safety initiative aimed at reducing the number of road deaths and serious injuries on EU roads. The three-year project aims to tackle road fatalities by bringing together collective best practice between EU nations. As part of this, we will be sharing the Irish experience of tackling road safety issues including drink- and drug-driving with poorer-performing countries, such as Romania and Portugal.

We will continue to use research, evidence and shared learnings around best practice to inform the development of the next Government Road Safety Strategy, which will run from 2021 to 2030.

In developing Ireland's next strategy, one emerging challenge will be new transport models and figuring how best to marry sustainable transport models, climate action and active travel safety. It should also place a greater emphasis on creating a safer environment for more active travel such as walking and cycling. We saw first-hand how this was achieved in other European cities in the RTÉ 1 television series we sponsored on cycling, which aired in early 2019. Young people need to be invited to take part in the formulation of the new strategy. Road traffic injuries are a leading cause of death among children and young people so our strategy should be informed by the perspective of young people.

Finally, I would like to acknowledge all those who have been impacted by road traffic incidents and who shared their stories with us throughout 2019. The launch of the RSA and An Garda Síochána Christmas and New Year appeal at the National Rehabilitation Hospital in Dun Laoghaire was a standout moment for me last year. At this event survivors of serious collisions spoke to those gathered of the impact that their life-lasting injuries have had on them and their families. All of them shared one ambition: that no other individual or family suffers the loss they have. We thank them for their bravery in sharing their stories and support for road safety.

Finally, as chairperson of the RSA I wish to acknowledge and thank the members of the public for their ongoing support of us and our ambition to reduce the trauma of road death and serious injury.

Liz O'Donnell
Chairperson

Interim CEO's Statement

In 2019 we lost 141 people in 130 fatal collisions. While this is an increase of one death compared to the 140 lives lost in 2018, overall it represents a slowdown in recent progress, which had seen year on year reductions in road deaths since 2016.

John Caulfield
Interim Chief Executive

The group most at risk in 2019 was drivers who together with passengers accounted for two-thirds of all deaths on the road. While the safety of vulnerable road users needs to be prioritised, we must not forget that drivers and passengers are the groups who are still dying in unacceptably high numbers.

As the current Government Road Safety Strategy draws to a close, work has begun on developing the next strategy, which will run from 2021 to 2030. The first step in this process was taken at our annual International Road Safety Conference in 2019. It looked at 'International Best Practice in Road Safety Strategy Development'. Ireland is viewed as a best practice country in relation to its strategic approach to road safety. This was recognised in 2019 when the country was awarded the prestigious ETSC PIN award for road safety. It also recognised Ireland's efforts to reduce road fatalities in 2018, a year that was the safest on record here. At 29 road fatalities per million population, Ireland became the second safest state in the EU.

An important factor in reducing deaths over the years has been the collaborative approach of all the main players involved in road safety. Examples in 2019 included our collaboration with the Health Research Board of the HSE and the Medical Bureau of Road Safety (MBRS) on research into drug-driving. The findings were presented at our Annual Academic Lecture. We worked with An Garda Síochána in 2019 to publish an analysis of fatalities and serious injuries during off-peak travel times. It highlighted the need for garda enforcement to be deployed at weekends and during off-peak hours (10pm – 6am) and that alcohol detection should be prioritised. We hosted a joint training programme with members of Garda Roads Policing Units around the country. It addressed road safety issues, crash data analysis findings, and enforcement of commercial and passenger transport.

We maintained a high level of road safety education and awareness in 2019. Highlights included a new TV-led campaign encouraging seat belt wearing among high risk young males. We sponsored a 4-part TV series on RTÉ television called Now You See Me. It focused on cycling safety. Our interactive education resources collectively visited 600 events that resulted in engagement with almost a quarter of a million people.

During 2019 there was a significant reduction in waiting times for driving tests, from nearly 12 weeks at the beginning of 2019 to 6 weeks at the end of the year. This was despite a 20% increase in applications during the year. The increase resulted from the welcome introduction of tougher penalties to clamp down on unaccompanied learner drivers. The new penalties helped reduce the number of people who have been relying long term on a learner permit to drive. Those on a fourth or subsequent learner permit reduced by almost 20% in 2019. We also opened new multipurpose driving test centres in Dundalk and Dun Laoghaire in 2019.

On the driver licensing side, the National Driver Licence Service (NDLS) had a busy year. The NDLS processed over

600,000 licence and permit applications. Of these, 50,000 applications were related to UK foreign licence exchanges due to Brexit, which was an unprecedented volume of foreign exchanges.

One of the most significant developments, at an EU level, in 2019 was the adoption of the new General Safety Regulation by the Commission and Parliament. The regulation is going to revolutionise safety of new cars, vans, trucks and buses in the coming decade. It's probably the most important development in vehicle safety since the seat belt. I want to acknowledge the work of staff who took part in intensive negotiations, along with colleagues from the Department of Transport, Tourism and Sport, on the new regulations, representing the Irish position on technical working groups in Brussels.

Looking to the future, innovation in vehicle engineering that responds to both environmental and road safety challenges will be to the fore. In fact, they are inextricably linked.

In 2019, work continued to deliver our commitment in the Corporate Plan to improve the way we deliver services. By next year we should see significant elements of this being delivered. For example, we will be launching an online facility that will allow driving test customers arrange their own appointment and manage their booking to suit their own needs. An expanded online service will also give customers the ability to apply for and renew a driving licence or learner permit.

The most significant improvement however is that customers will be able to access our services, which are currently fragmented across different websites, from a single online source. The service will be more personalised and guide customers on their journey as they move from one step to the next, e.g. when learning to drive. Other highlights include the roll-out of a new query knowledge management system to support our Customer Care Centre and our business units.

As an organisation with staff located right across the country, effective internal communications are vital to ensure we deliver the necessary corporate change and road safety goals. This is something that has received considerable attention in 2019. I'm delighted to say that our approach to managing change through and with our people was recognised in the government's first progress report on the framework for development and innovation in the Irish public sector 'Our Public Service 2020'.

I would like to pay tribute to the various agencies and groups that have supported the work of the RSA throughout the year. I want to recognise the hard work of all staff, especially those who were involved in managing the demands imposed by Brexit. I wish to acknowledge the support of our parent department, the Department of Transport, Tourism and Sport, and indeed the Minister for Transport, Tourism and Sport Shane Ross.

I want to thank the media for their continued support for road safety in 2019. Most importantly of all I want to thank every road user who made a conscious effort to walk, cycle or drive safer last year. With just one year of the current Government Road Safety Strategy remaining, I would ask everyone to continue to practise good road safety habits in 2020 and look at ways that you could make more of a difference. If as individuals we all make small changes in 2020, we will make our communities safer.

At the time of writing this statement in early 2020 we are in the grip of a global pandemic. As a result, most of our services have been suspended. Therefore, we need to be aware of the fact that 2020 will be a very challenging year. Even as restrictions are lifted and our services resume things will be different. The pandemic will have a significant impact on the delivery of services and service levels to our customers. We ask that customers bear with us as we all navigate our way through these extraordinary times.

John Caulfield
Interim Chief Executive

Board Members

Ms Liz O'Donnell
Chairperson
Term extended on 24 October 2019

Mr Dimitris Karagiorgis

Mr Kevin Goulding

Ms Donna Price

Ms Gillian Treacy

Term ended

Mr Eddie Rock
Term ended on
13 September 2019

Prof. Áine Carroll
Term ended on
13 September 2019

Aileen O'Toole
Term ended on
2 November 2019

Mr John Lumsden
Term ended on
30 October 2019

For biographies please visit rsa.ie

Introduction

The RSA's mission is simple: to save lives and prevent injuries by reducing the number and severity of collisions on the road.

The RSA works to improve road safety in Ireland by:

- developing and implementing information and education campaigns to increase awareness of road safety and promote safer driving

- improving vehicle standards

- establishing and monitoring a standard for driver instruction

- overseeing the system of driver testing and licensing

- undertaking certain enforcement activities linked to the commercial transport sector

- overseeing the National Car Testing Service (NCT) and management of the Commercial Vehicle Roadworthiness Testing (CVRT) system

- working with stakeholders to ensure a coordinated response and ensure our collective resources are used wisely and efficiently

- collaborating and engaging with An Garda Síochána on road safety matters

- undertaking collision and road safety research in order to develop measures and recommendations to improve road safety

- advising the minister for transport, tourism and sport on road safety policy

- producing and reporting on the progress of the government's Road Safety Strategy

Government's Road Safety Strategy 2013–2020

The government's *Road Safety Strategy 2013–2020* set a target to reduce fatalities on Irish roads to 25 per million population or 124 or fewer by 2020. In 2019 all stakeholders continued to work to deliver on actions designed to deliver these targets.

To successfully reach the Road Safety Strategy targets we need to reduce deaths from an average of 12 per month in 2019 to an average of 10 deaths per month in 2020. This means cutting an additional two deaths per month.

All key organisations involved in the Road Safety Strategy met on 3 December. At this meeting everyone strengthened our commitments to meet these Road Safety Strategy targets by the end of 2020.

2019 consolidation of life saving laws

In 2019 we focused on building on the legislative achievements made in 2018. In 2018, the Minister for Transport, Tourism and Sport, Shane Ross championed some very important lifesaving road safety legislation. They included tougher penalties for drink-driving at lower blood alcohol concentration levels (BAC) and tough penalties to stop learner drivers from driving unaccompanied.

Whereas in previous times, road safety legislation achieved almost unanimous political support, the passage of these pieces of legislation was hard fought. But thanks to the moral courage shown by the minister, parliamentary representatives in both houses of the Oireachtas, and the efforts of road safety campaigners the legislation was ultimately successful and passed into law. Throughout the legislative process we provided wholehearted and vocal support by ensuring that the facts were always brought to the fore in discussions and debate on the new legislation. The collaborative, fact-based approach by all stakeholders involved in road safety was essential to the successful introduction of these laws.

While these laws were introduced in late 2018 our task in 2019 was to raise public awareness of them and build community support for their enforcement. Thanks to the efforts of An Garda Síochána, who enforced these laws, in 2019 many lives were saved and injuries prevented.

In 2019 we ran mass media campaigns to raise greater awareness of the increase in penalties for drink-driving offences committed at the lower level. We also devoted considerable effort to raising awareness of the tougher penalties aimed at learner drivers who drive unaccompanied.

The results speak for themselves. Through the combined efforts of RSA awareness, specifically our Crashed Lives series of adverts, and garda enforcement activity we saw a drop in the number of people being arrested for drink-driving at lower blood alcohol concentration levels (BAC) in 2019. The same approach resulted in a significant behavioural change among learner drivers who came forward in greater numbers for a driving test in 2019.

To address the vulnerability of cyclists on the road the Minister for Transport, Tourism and Sport, Shane Ross, introduced new legislation to tackle dangerous overtaking of cyclists. Again, we backed up this new life-saving legislation with a mass media campaign that reinforced the fact that regardless of who is at fault, cyclists always come off worse in a crash.
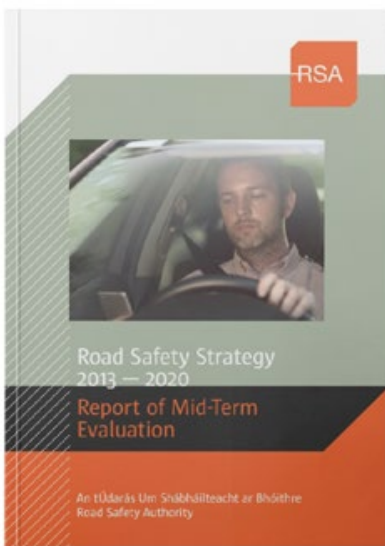
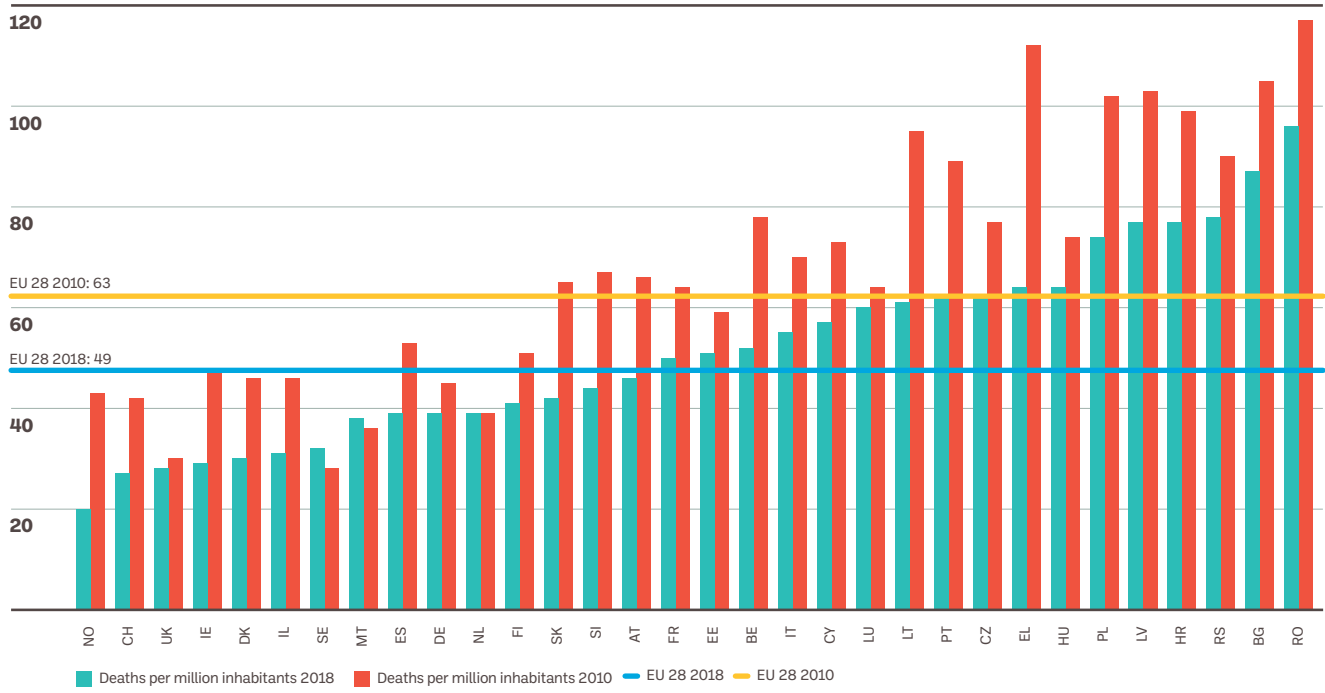# Ireland on the International Road Safety Stage

PIN Award

Ireland was named the winner of the prestigious European Transport Safety Council Road Safety Performance Index (PIN) award 2019. The annual award is presented to a European country that has demonstrated continued progress on road safety combined with a strategic approach to tackling the problem across government. The award was presented to Minister for Transport, Tourism and Sport Shane Ross at an event in Brussels on 19 June 2019.

Ireland was the second safest European Union Member State in 2018, in terms of road mortality (road deaths per million inhabitants) and has moved up five places in the ranking of EU countries since 2010 when it held seventh place. In terms of numbers killed, Ireland has cut annual deaths by more than 30% since 2010. By comparison, deaths increased in other relatively safe countries over the same period including Sweden and the Netherlands.

Mortality (road deaths per million inhabitants) in 2018 (with mortality in 2010 for comparison) in countries measured by the ETSC Road Safety Performance Index (PIN) programme[13]

EU 28 2010: 63
EU 28 2018: 49

Deaths per million inhabitants 2018 | Deaths per million inhabitants 2010 | EU 28 2018 | EU 28 2010

Countries: NO, CH, UK, IE, DK, IL, SE, MT, ES, DE, NL, FI, SK, SI, AT, FR, EE, BE, IT, CY, LU, LT, PT, CZ, EL, HU, PL, LV, HR, RS, BG, RO

Ireland on the International Road Safety Stage
continued

RSA annual international conference

We hosted our annual international road safety conference in June 2019 in Dublin Castle. The theme of the conference was 'International best practice in road safety strategy development' and was attended by over 200 road safety stakeholders. The conference featured an array of national and international speakers, with operational, academic and policy development backgrounds. The speakers shared their expertise and experiences in developing best practice road safety strategies and performance measures. The conference was a precursor to the development of the next Irish government's *Road Safety Strategy 2021–2030*.

RSA annual academic lecture

As part of Road Safety Week 2019, we hosted an academic lecture in October in the Royal College of Surgeons (RCSI) on the theme of 'Drug-driving: prevalence, risks and detection'. Expert speakers at this event included Professor Denis A. Cusack, director of the Medical Bureau of Road Safety (MBRS) who discussed drug impaired driving in Ireland. Dr Vigdis Vindenes, head of research in the Department of Forensic Sciences, Oslo University Hospital, presented on impairment based legislative limits in Norway. Assistant Commissioner David Sheahan of An Garda Síochána discussed enforcement of drug-driving in Ireland. The lecture also unveiled preliminary results from a collaboration between the RSA, Health Research Board (HRB) and MBRS, looking at the presence of drugs among driver fatalities.

Road Safety Review 2019

As of 31 December 2019*, there were 130 fatal collisions, which resulted in 141 fatalities on Irish roads. This represents 3 fewer collisions and 1 (+1%) more fatality compared to garda data for the same period in 2018*.

Fatalities by year, 1997–2019
Source: RSA Collision Database, May 2020

Year	Fatalities
1997	472
1998	458
1999	413
2000	415
2001	411
2002	376
2003	335
2004	374
2005	396
2006	365
2007	338
2008	279
2009	238
2010	212
2011	186
2012	163
2013	188
2014	192
2015	162
2016	182
2017*	156
2018*	140
2019*	141

Strategy overall target: 124

+<1%
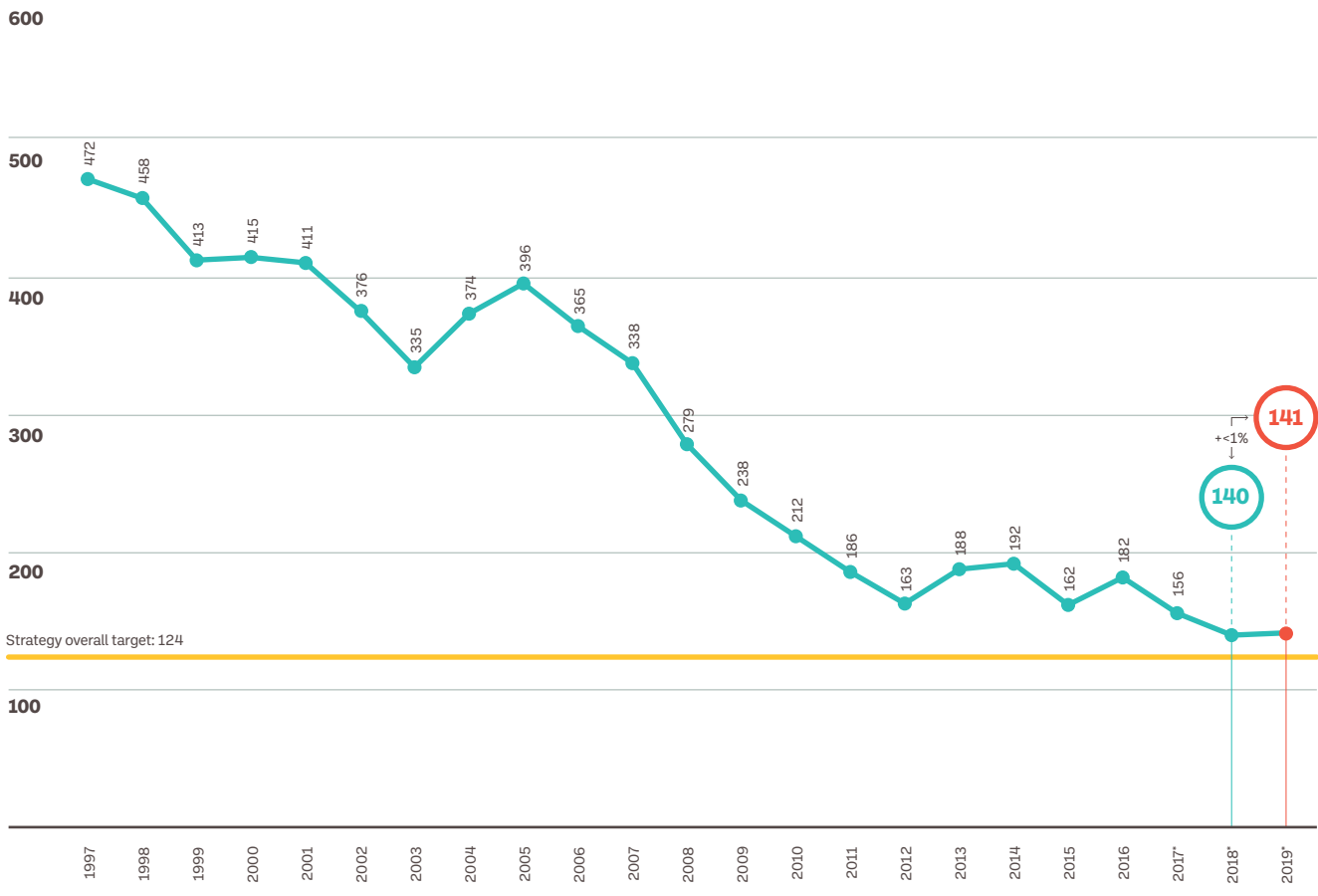
This is the Road Safety Strategy fatality target: 124 or fewer by 2020
*Figures are provisional and subject to change.

130
fatal collisions on Irish roads

2018: 133
▼ 2%

141
fatalities on Irish roads

2018: 140
▲ <1%

Road Safety Review 2019
continued

Fatalities by road user type, 2018 vs 2019

There were decreases in fatalities for 3 road user groups in 2019 compared to 2018. The most notable group was pedestrians, down from 42 in 2018 to 27 in 2019 (-36%). Motorcyclist fatalities increased by 1 fatality, while driver fatalities increased by 39%, from 54 in 2018 to 75 in 2019. Driver and passenger fatalities represented almost two in every three fatalities (64%) in 2019. Vulnerable road users (pedestrians, motorcyclists and pedal cyclists) represented over one-third of all road fatalities (36%). Overall, vehicle occupant fatalities increased from 74 in 2018 to 90 in 2019 (+22%).

Road fatalities by road user type, 2018 vs 2019
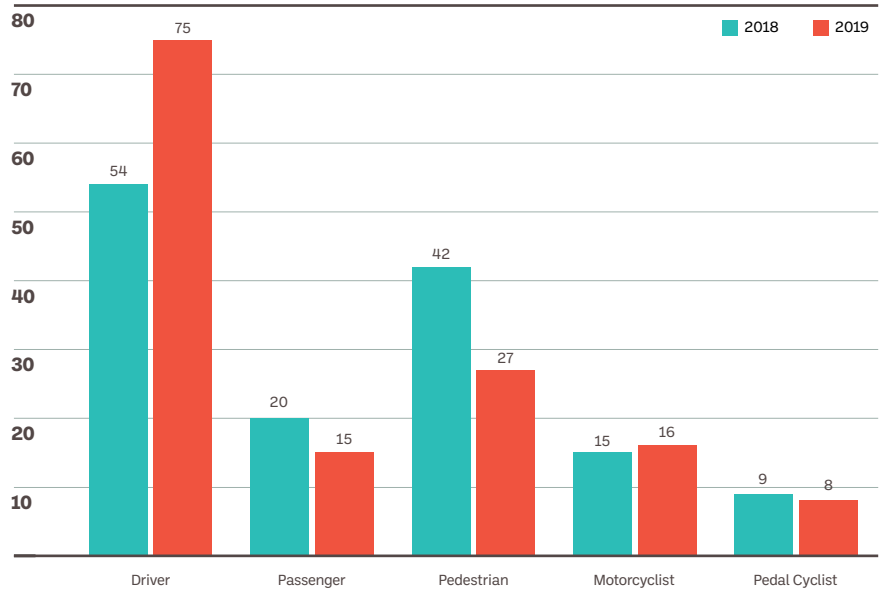
## Fatalities per million of population[1]

The fatality rate in 2019 was 29 deaths per million of population, with 141 deaths. The previous year, 2018, was the safest year on record in Ireland with 140 deaths (29 per million of population). Between 1997 and 2019 the fatality rate declined 78% from 129 to 29 deaths per million of population.

Road traffic fatalities per million of population[2]
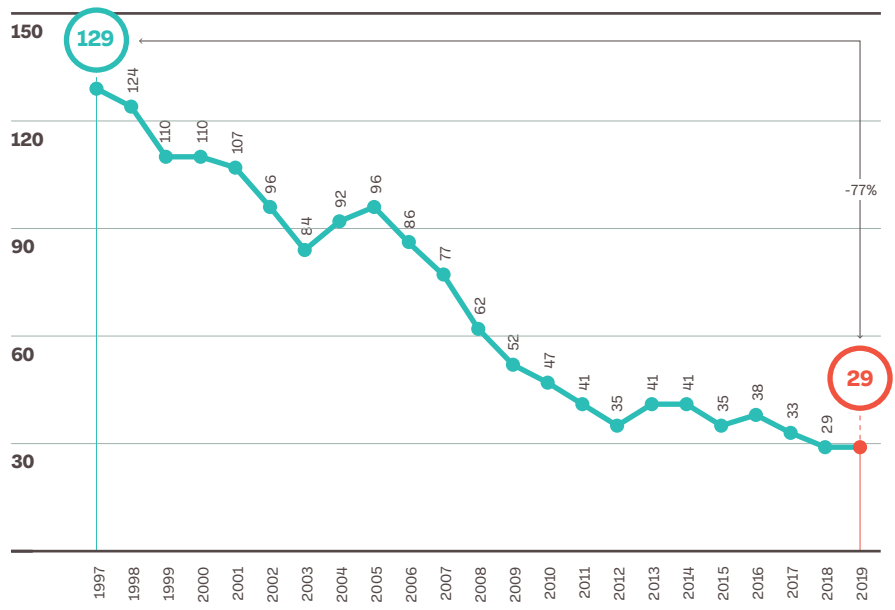
Road safety reference points
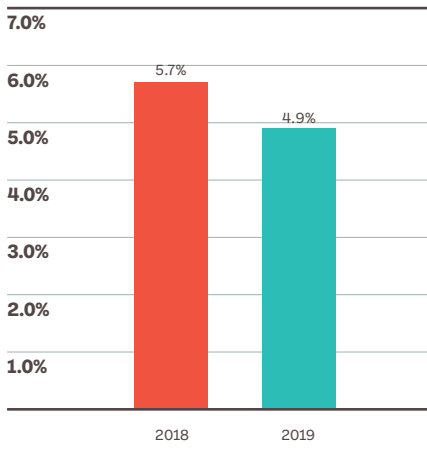
- In 2019, the annual average unemployment rate was 4.9%. This is a decrease from 5.7% in 2018[3].
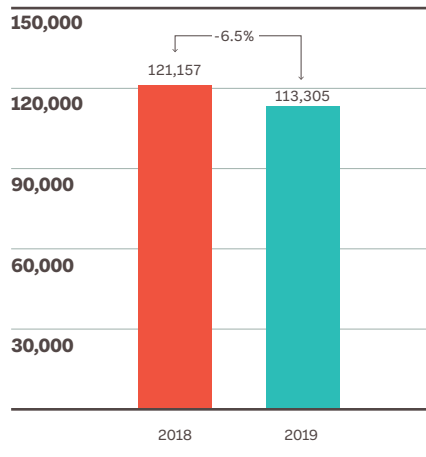
- In 2019, 113,305 new private cars were licensed for the first time. This is a decrease of 6.5% compared with 2018 (121,157)[4].
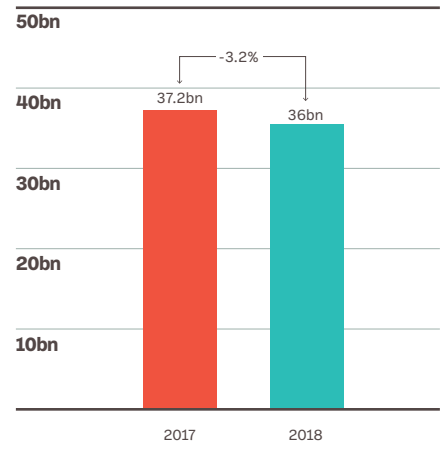
- In 2018, total kilometres travelled by private cars decreased from 37.2 billion to 36.0 billion (-3.2%) compared to 2017[5].
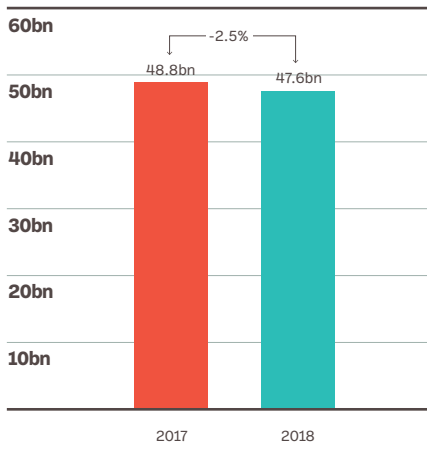
- In 2018, Irish vehicles travelled a total of 47.6 billion kilometres. This is a 2.5% decrease compared to 2017.
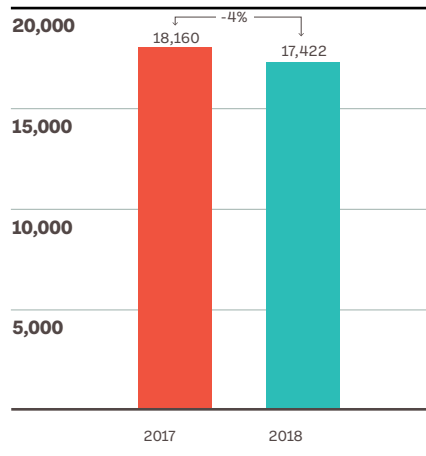
- The average kilometres travelled by each vehicle in 2018 was 17,422 kilometres, decreased from 18,160 in 2017 (-4%).
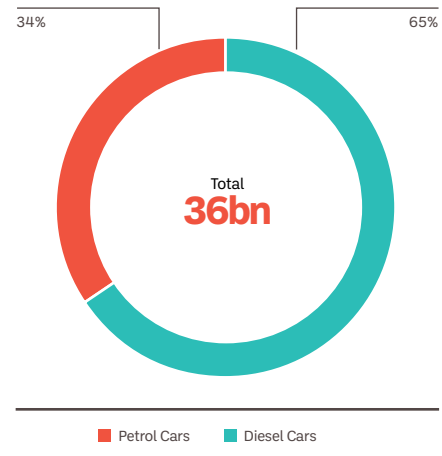
- Of 36.0 billion private car kilometres travelled in 2018, 65% were travelled using diesel cars and 34% were travelled using petrol cars.

Road Safety Review 2019
continued

Number of road fatalities per county 2019 and fatalities per 100,000 population[6]

Donegal 8 / 5.0
Leitrim 1 / 3.1
Sligo 1 / 1.5
Monaghan 2 / 3.3
Cavan 3 / 3.9
Louth 4 / 3.1
Roscommon 3 / 4.6
Mayo 3 / 2.3
Longford 1 / 2.4
Westmeath 3 / 3.4
Meath 7 / 3.6
Dublin 19 / 1.4
Galway 7 / 2.7
Offaly 5 / 6.4
Kildare 4 / 1.8
Clare 5 / 4.2
Laois 1 / 1.2
Carlow 2 / 3.5
Wicklow 3 / 2.1
Limerick 9 / 4.6
Tipperary 13 / 8.1
Kilkenny 6 / 6
Wexford 7 / 4.7
Kerry 6 / 4.1
Cork 15 / 2.8
Waterford 3 / 2.6
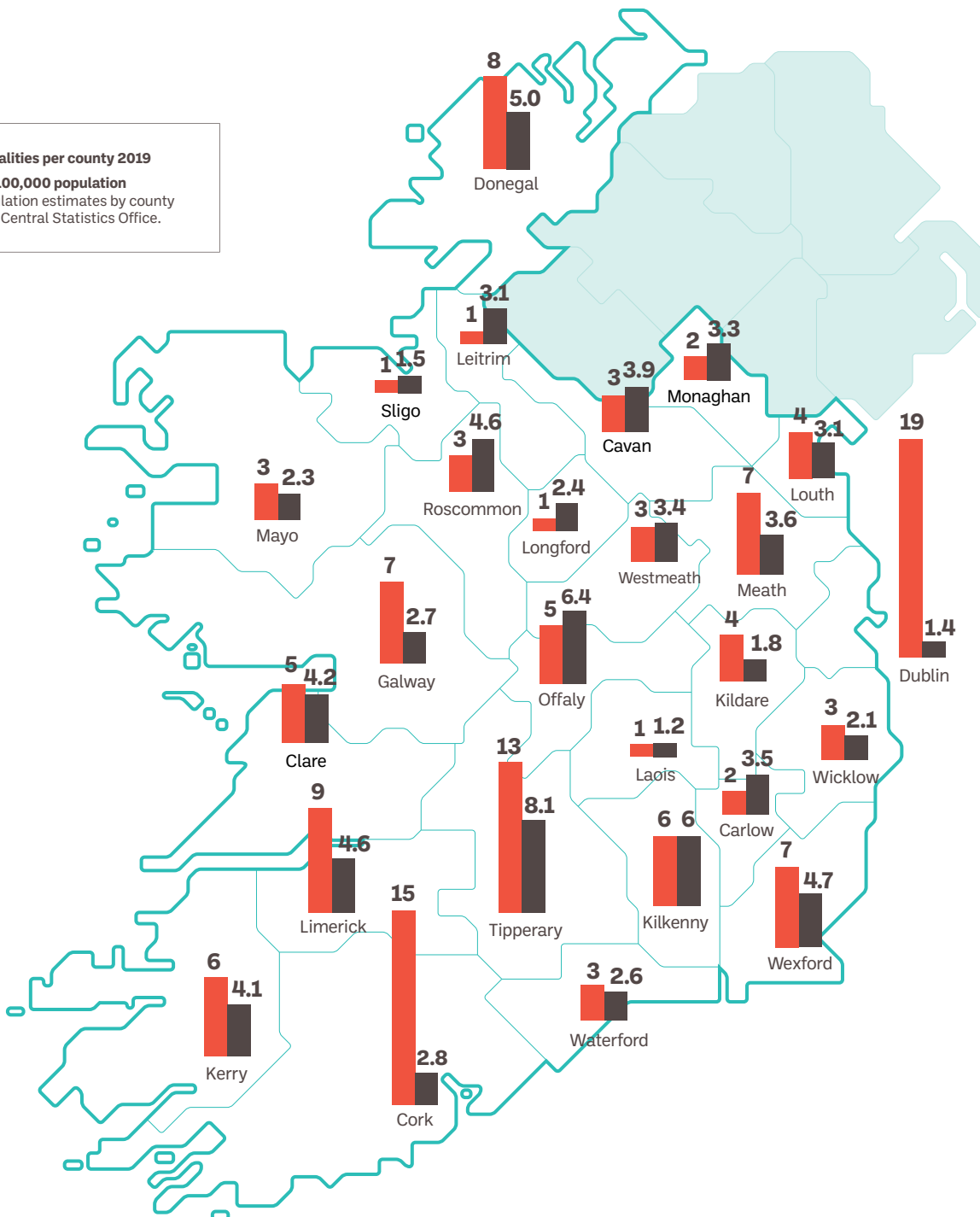
Road safety in the EU: fatalities per million population across the EU

County by county gradation from the least to the most fatalities
0–35 36–55 56–75 76–100

Finland 38
Sweden 22
Denmark 34
Estonia 39
Latvia 69
Lithuania 66
Ireland 29
Netherlands 38
Belgium 54
United Kingdom 29
Germany 37
Poland 77
Czech Republic 58
EU 28 48
Luxembourg 36
Slovakia 45
France 50
Austria 47
Hungary 62
Romania 96
Slovenia 49
Portugal 63
Croatia 73
Bulgaria 90
Spain 37
Italy 52
Greece 65
Malta 32
Cyprus 59
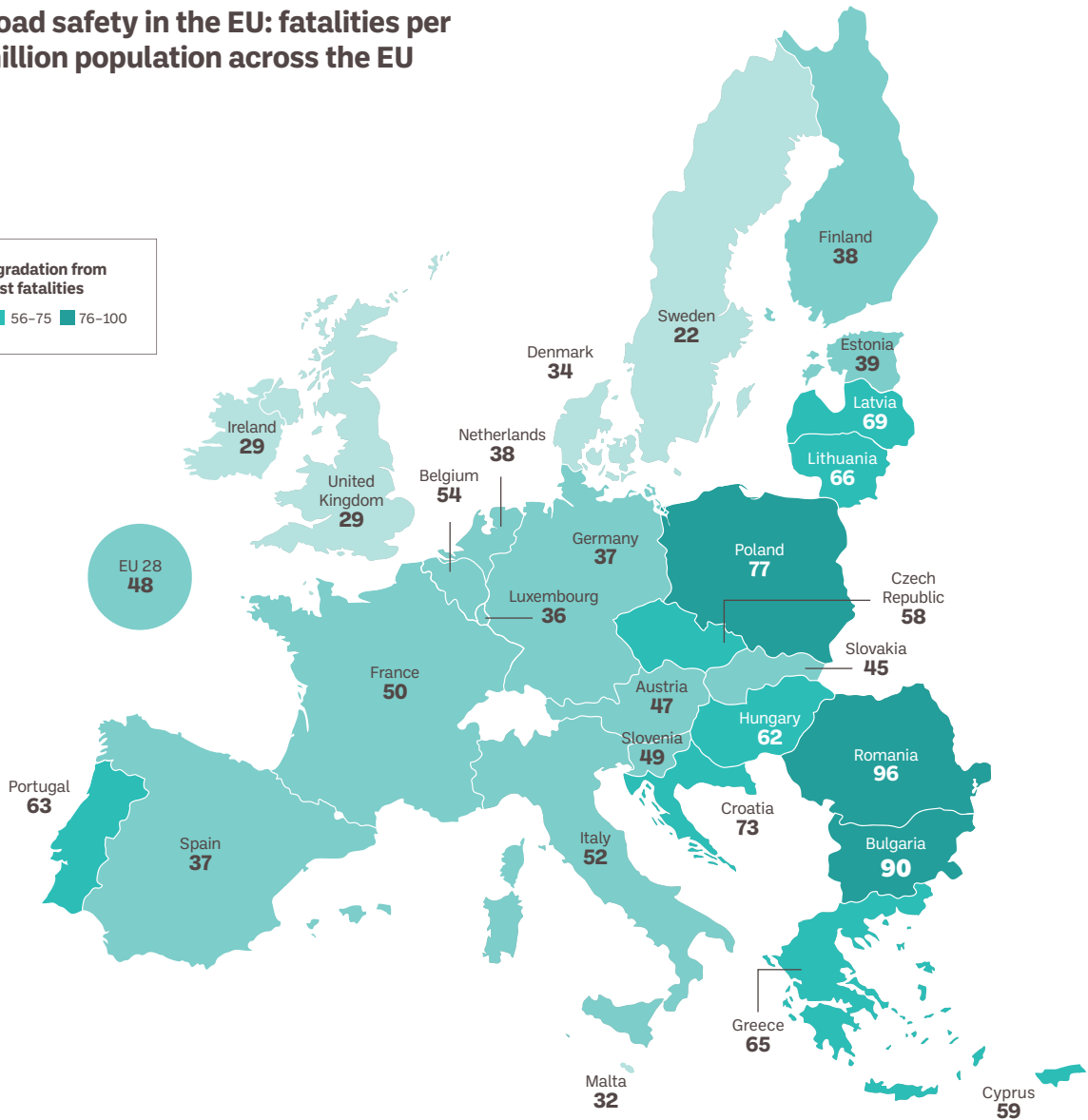
Approximately 24,500 people lost their lives on EU roads in 2019 as per figures presented in the ETSC 14 PIN report. In the EU28, this represents 48.1 deaths per million of population. This is the fourth year in a row there has been a decrease in the number of fatalities.

Fatalities reduced by 2% from 2018 to 2019. While this reduction is encouraging, reaching the EU objective for 2020 (reducing the number of road deaths between 2010 and 2020 by half) remains a challenge[7].

The fatality rate per million of population was lowest in Sweden (21.6), Ireland (28.8), the UK (28.9) and Malta (32.4) in 2019 among the EU28. Ireland is second in Europe in terms of road safety.

Road Safety Awareness Campaigns

Seat Belt TV campaign: advertising impact/behaviour change

In August 2019 we launched our new Seat Belt Safety TV-led campaign. This was aimed at 17–24-year-old male drivers and their passengers to encourage them to always wear a seat belt. On Irish roads in the last 10 years, 42% of rear seat passengers killed were not wearing a seat belt.

Prompted awareness through tracking by Behaviour & Attitudes was 57%. This is significantly greater than the Behaviour & Attitudes average.

Effectiveness of campaign messaging
In your view, how effective is this advertisement in demonstrating the following?

	Very effective %	Fairly effective %
How important it is to speak up when others are not wearing a seat belt.	70	25
How simple it is to ask others in a car to wear a seat belt.	67	26
If you're a true friend, you wear a seat belt even before your friend has to ask you.	67	26
It is vital to always wear a seat belt, especially when in the back of a car.	71	23

Behavioural change

	Agree strongly %	Agree slightly %
After seeing this advertisement I now know more about how to easily ask others in a car to put on their seat belts.	60	25
I think this advertisement is effective in providing information on the role we play in ensuring those around us wear their seat belt.	63	27
After seeing this advertisement I feel more confident that I can ask others in a car to put on their seat belts.	65	23
I am now more aware of whether others are wearing a seat belt.	61	26

Source: Behaviour & Attitudes 2019

Campaign awards

We won the People's Choice award, plus a Bronze for Best Virtual Reality and 360 Video for our anti-drink-driving **Consequences** campaign at the 9th Annual Lovie Awards held in London in November. The Lovie Awards are presented by the International Academy of Digital Arts and Sciences (IADAS). They are the most prestigious honour in Europe for excellence across websites, online advertising, internet video, apps, mobile websites, podcasts and social media.

Consequences also won two Gold (Best 360 Video and Best 360 VR) and one Silver (Best 360-Narrative Experience) at the W3 Awards, which is based in New York. It honours the internet's best websites, digital video, marketing, mobile and social content. It's judged by the Academy of Interactive and Visual Arts, including acclaimed media experts.

Our new **Seat Belt Safety** campaign also picked up a Bronze award at the Kinsale Shark awards in September.

RSA road safety advertising 2019

Base: All motorists

A National Barometer Study conducted by Behaviour & Attitudes in 2019 showed that road safety TV ads were rated by the public as the most influential factor in saving lives on Irish roads – ahead of garda enforcement itself. Some 97% of respondents rated road safety ads as influential, of which 62% rated them as very influential.

The percentage of respondents who claim to have seen the adverts after having been shown some form of stimulus material.

RSA TV campaigns: prompted awareness 2019

January 2019	Crashed Lives	**79%**
February 2019	Crashed Lives	**67%**
March 2019	Crashed Lives	**67%**
July 2019	Cycling: Safe Pass	**84%**
August 2019	Driver Fatigue	**76%**
October 2019	Seat Belt Safety	**57%**

0   20%   40%   60%   80%   100%
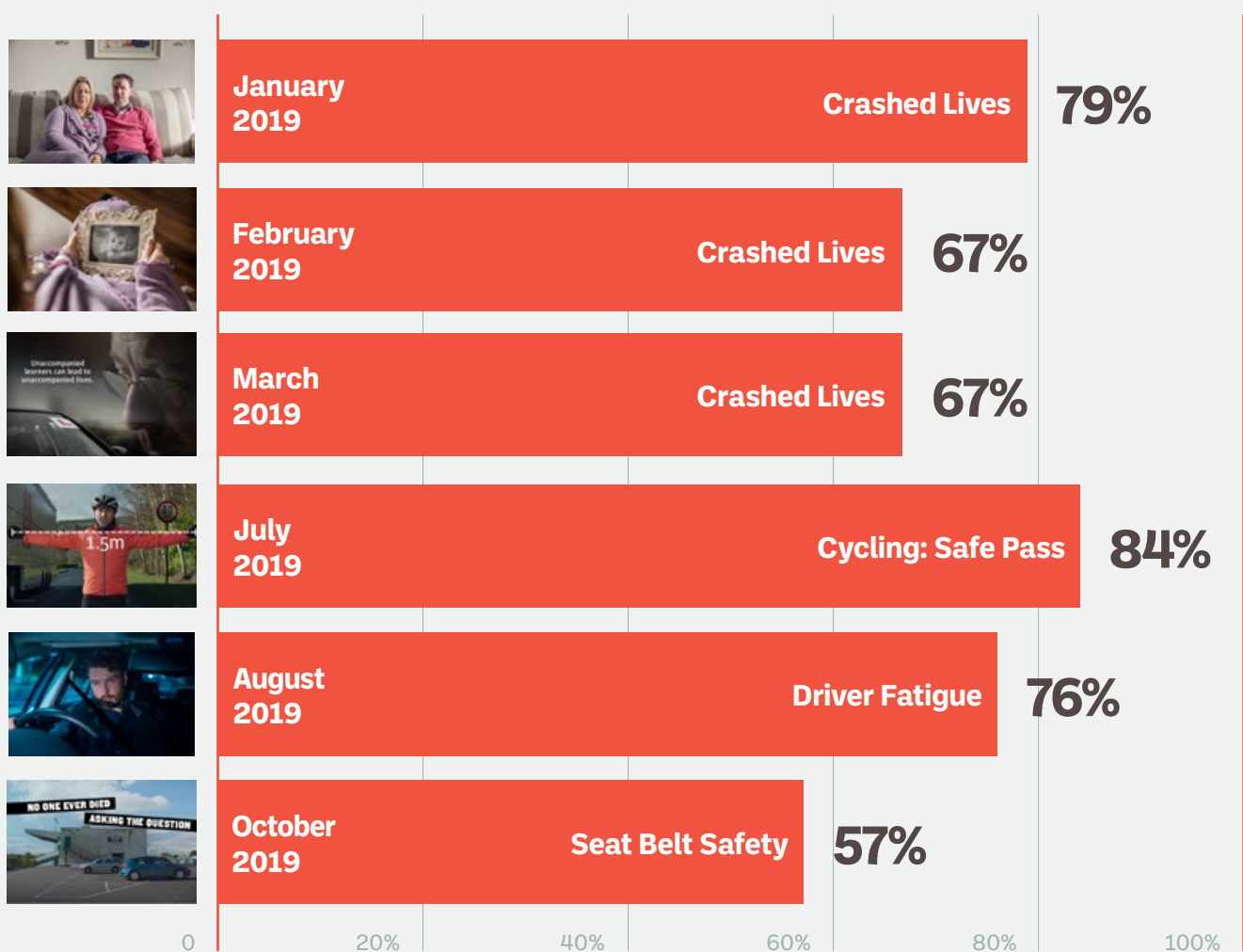
The RSA TV average in 2019 is 72%. Cycling: Safe Pass delivers the highest awareness yet for an individual RSA campaign.
Source: Behaviour & Attitudes 2019

Road Safety Awareness Campaigns
continued

Other campaign highlights in 2019

Learner Driver Campaign

A number of joint awareness and enforcement campaigns were carried out with an Garda Síochána in 2019, aimed at unaccompanied learner drivers and long-term reliance on learner permits. This activity was supported with radio, digital and social media.

Project EDWARD

European Day Without a Road Death or Project EDWARD was held on 26 September 2019. This annual pan European effort to save lives and reduce injuries was marked by a special seminar in Dublin Castle, which was broadcast live.

Now You See Me

A new four-part road safety series called *Now You See Me*, aired in spring of 2019 on RTÉ 1. Sponsored by the RSA it looked at vulnerable road users, in particular cyclists.

GPA Campaign

The RSA, Gaelic Players Association (GPA) and Women's Gaelic Players Association (WGPA) launched a three-year collaboration to promote road safety awareness. Together the three organisations hope to help drive behavioural change among younger road users.

Crashed Lives

In Feb 2019, the Crashed Lives campaign shared the tragic account of Noel Clancy who lost his wife Geraldine and daughter Louise in a collision. The ad had a high spontaneous recall 39% (vs. 27% RSA campaign average). Prompted awareness for the campaign was also strong at 67%

Christmas and New Year

The 2019 Christmas and New Year road safety appeal was made at the National Rehabilitation Hospital in Dun Laoghaire. It focused on those who have suffered serious injuries in road traffic collisions. Some 3,518 road users suffered life-altering injuries between the years 2014 and 2017, with vulnerable road users representing half of all serious injuries.

Social media

The RSA continues to have a strong presence on social media and is steadily growing its reach online. We have eight social media accounts over six platforms with the addition of LinkedIn to our portfolio of channels.

Through social media we are able to give timely road safety messages to our audience, respond to queries and gather feedback that helps to shape our campaigns.

178,627*

Facebook likes

30,339*

Twitter followers

8,260*

YouTube subscribers

6,300*

Instagram followers

4,312

LinkedIn followers

*Figures as of December 2019

Road Safety Research

ERSA2 survey

ESRA2 (E-Survey of Road Users' Attitudes 2) is a joint international initiative of road safety institutes, research centres, public services, and private sponsors. The online panel survey collected data from more than 35,000 road users in 32 countries (1,031 in Ireland). The survey fieldwork for ERSA2 (2018) began in October 2018 and was concluded before year end.

	Ireland	EU20
Chart 1	69%	75%
Chart 2	37%	37%
Chart 3	22%	29%
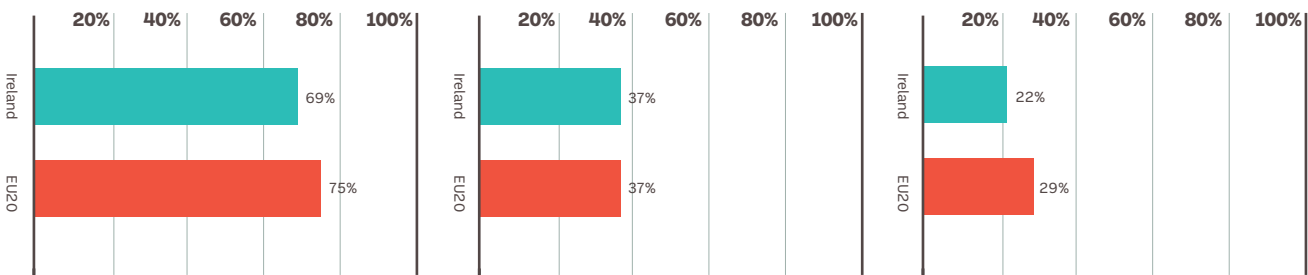
- 69% of car drivers surveyed[8] in Ireland claimed to have driven faster than the speed limit outside of built-up areas[9] at least once in the last 12 months[10]; the comparable figure for the EU20[11] was 75%.

- 37% of car drivers surveyed in Ireland felt it was likely that they would be checked by An Garda Síochána for respecting the speed limits[12] on a typical journey; the comparable figure for the EU20 was also 37%.

- 22% of car drivers surveyed in Ireland talked on a handheld phone while driving at least once in the last 30 days; the comparable figure for the EU20 was 29%.

Off peak fatal collisions research

In 2019, we published an analysis which looked at off-peak fatal collisions over a five-year period (2014–2018), to highlight when and where off-peak collisions are occurring, and to review the road user profile of those killed late at night and in the early hours of the morning.

Motorcycle rider behaviour survey

In 2019, we also conducted a motorcycle rider behaviour survey. This included 450 respondents in an online survey running from 1 March to 7 April 2019.

Road Safety Education

The Education Team are responsible for the delivery of education and training. This is to ensure that all road users are equipped with the appropriate skills, knowledge and attitudes to stay safe on the roads.

Nationwide road safety education service

1,982	education programmes delivered
5,697	contact hours delivered

Check it Fits

9,086	Check it Fits checks
150	Check it Fits locations

Shuttle – the RSA's mobile interactive road safety unit

167,000	visitors
194	events

StreetSmart – the RSA's interactive primary school resource

16,318	children
71	schools

Road safety leaflet and brochure merchandising and distribution

314,242	brochures distributed
11,552	merchandising visits

Rollover simulator – highlights the effectiveness of wearing a seat belt

57,000	visitors
201	events

High-visibility distribution

14,897	adult armbands	**64,900**	children's armband	**19,766**	bike lights
40,914	drawstring bags	**193,525**	adult vests	**62,066**	rucksack covers
59,820	running bibs	**2,040**	Sam Browne belts	**57,720**	children's vests

Road Safety Education
continued

Check it Fits

The RSA Check it Fits, in partnership with Toyota, is a free child car seat checking service that travels all over the country.

Child car seat checks by county 2019

- Donegal 596
- Leitrim 106
- Sligo 153
- Monaghan 275
- Cavan 173
- Louth 292
- Mayo 298
- Roscommon 190
- Longford 94
- Westmeath 484
- Meath 475
- Dublin 1,601
- Galway 488
- Offaly 98
- Kildare 465
- Wicklow 281
- Clare 270
- Laois 120
- Carlow 148
- Limerick 389
- Tipperary 248
- Kilkenny 157
- Wexford 390
- Kerry 383
- Waterford 297
- Cork 615
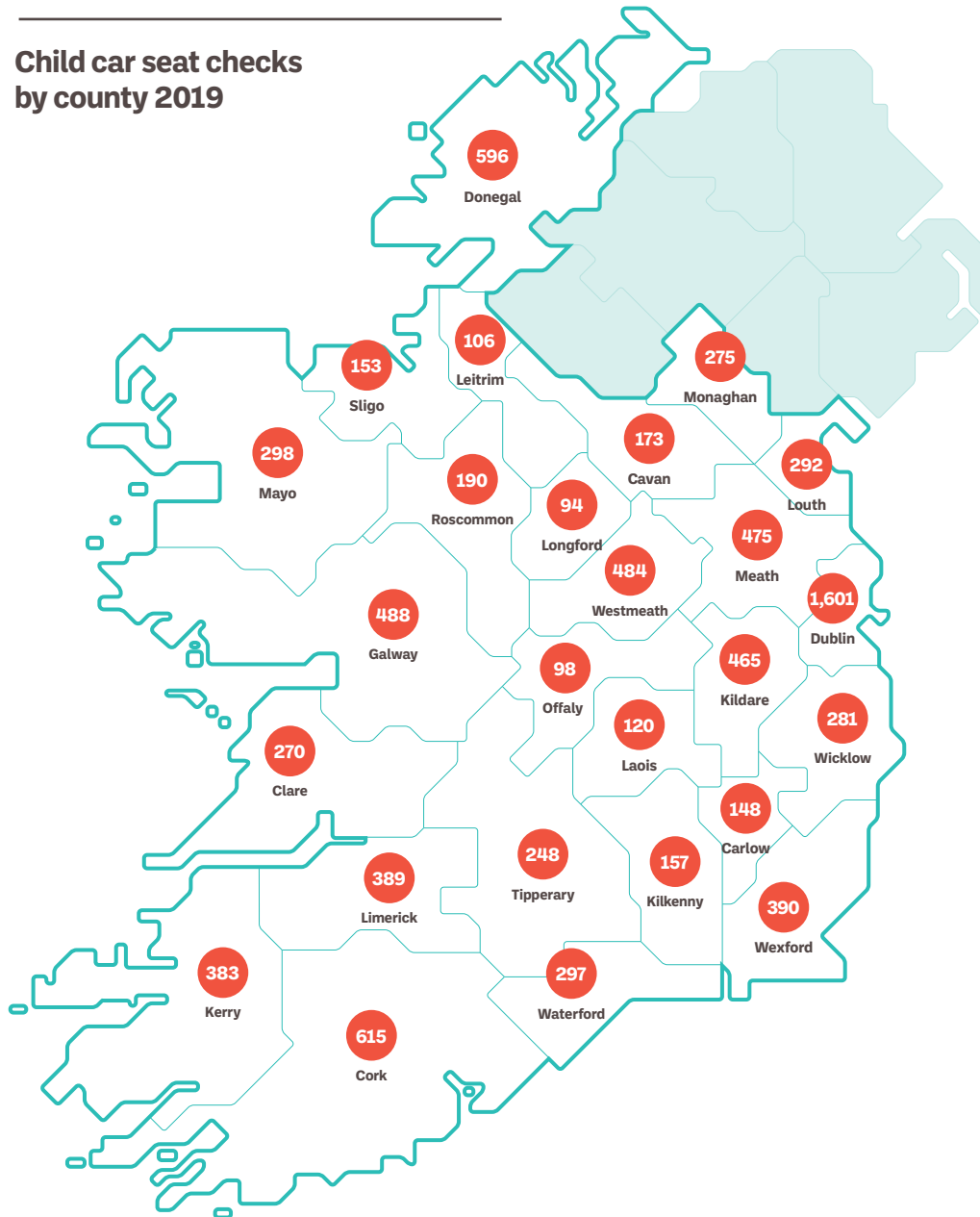
Total

Places visited
150

Cars visited
5,724

Child seats checked
9,086

23,000

primary school pupils
took part in Cycle Right

€200,000

contributed by the RSA
to the Cycle Right
programmes

National Ploughing Championships

The National Ploughing Championships are a major highlight in our calendar and we once again had a significant presence at the event in Co Carlow during September 2019. Our stand had informative and engaging activities to educate visitors about road safety. The highlight of the event was the launch of our new 'Distractions' virtual reality experiences. We handed out over 10,000 high-visibility items, as well as distributing out an extra 50,000 high-visibility vests at the Irish Farmers Journal stand. Our Shuttle unit had over 30,000 visitors over the 3 days.

Cycle safety training

In 2019 23,000 primary school children completed Cycle Right training. This was an increase of almost 4,000 on 2018. Cycle Right is the national standard for cycle training. It is managed by Cycling Ireland and we allocated €200,000 in funding toward this programme in 2019. We continued to fund adult cycling. We worked with South Dublin County Council, Go Ahead Ireland and Cycling Ireland to deliver one adult programme. This programme includes putting professional drivers on bicycles so they could experience decision-making from a cyclist's point of view.

Road Safety Education
continued

€18,563

given to local authorities to support the Junior School Warden Scheme

12

Roads Policing Seminars hosted in 2019 by the RSA

Driving for work

In October 2019 we worked with the Health and Safety Authority and An Garda Síochána to deliver four Driving for Work seminars across Ireland. The goal of the seminars was to raise awareness of the importance of having good risk management practices when it comes to safe driving for work.

The 2019 seminars focused on the Grey Fleet. These are privately owned vehicles but are used for business travel. During the seminars we gave the participants information on collisions and on killer behaviours. We also gave them tips and tools on how to manage the grey fleet risks. We also gave participants information on how to use safe driving for work practices, as well as details on the key needs for fleet and vehicle management. Practical best practice examples of companies who effectively manage driving for work and the many business benefits this brings were also provided. You can find more information about the seminars at drivingforwork.ie.

Junior School Warden Scheme

In 2019 we gave €18,563.07 in funding to local authorities to support the Junior School Warden Scheme. In total 26 schools and 693 wardens took part in this scheme.

Road safety awareness training seminars with An Garda Síochána

Along with An Garda Síochána we hosted 12 training seminars throughout Ireland in 2019. A total of 334 gardaí from the National Roads Policing Unit took part.

Road Safety Driver Education

Approved Driving Instructors (ADIs) and Essential Driver Training (EDT)

The RSA is responsible for regulating the driving instruction industry in Ireland.

At 31 December 2019 there were 1,793 ADIs, of which 1,642 were providing Essential Driver Training (EDT) to learner drivers. Since its introduction ADIs have delivered almost 2.6 million EDT lessons to over 210,000 learner drivers.

The number of EDT lessons completed during 2019 was over 650,000.

Number of ADIs broken down by county 2019

Donegal 69
Sligo 35
Leitrim 13
Monaghan 26
Cavan 24
Louth 73
Mayo 57
Roscommon 31
Longford 12
Meath 89
Dublin 449
Galway 93
Westmeath 38
Offaly 27
Kildare 82
Laois 25
Wicklow 53
Clare 45
Carlow 17
Tipperary 61
Kilkenny 35
Wexford 57
Limerick 85
Waterford 39
Kerry 63
Cork 195
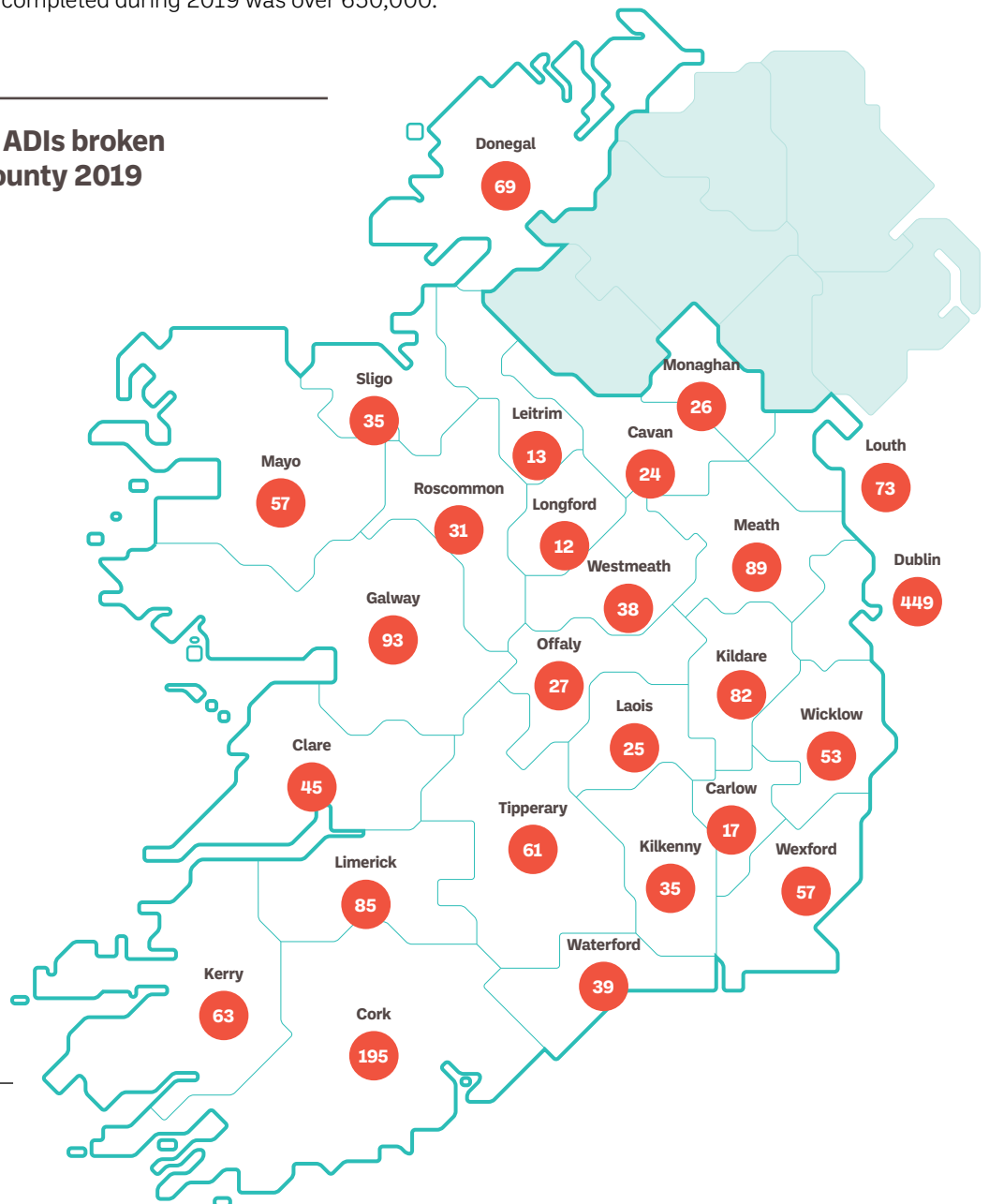
Total

ADIs

1,793

Road Safety Driver Education
continued

Driver Certificate of Professional Competence (Driver CPC)

The RSA is responsible for overseeing the delivery of training for the driver certificate of professional competence (Driver CPC) in Ireland. This is additional vocational training that professional drivers are required to undertake.

More than 741,440 training days were completed since the introduction of Driver CPC.

CPC training centres per province at 31 December 2019

Training Organisations
Training Centres

Ulster — 6 / 24
Connacht — 16 / 43
Leinster — 47 / 90
Munster — 26 / 83

Total

Training Organisation

95

Training Centres

240
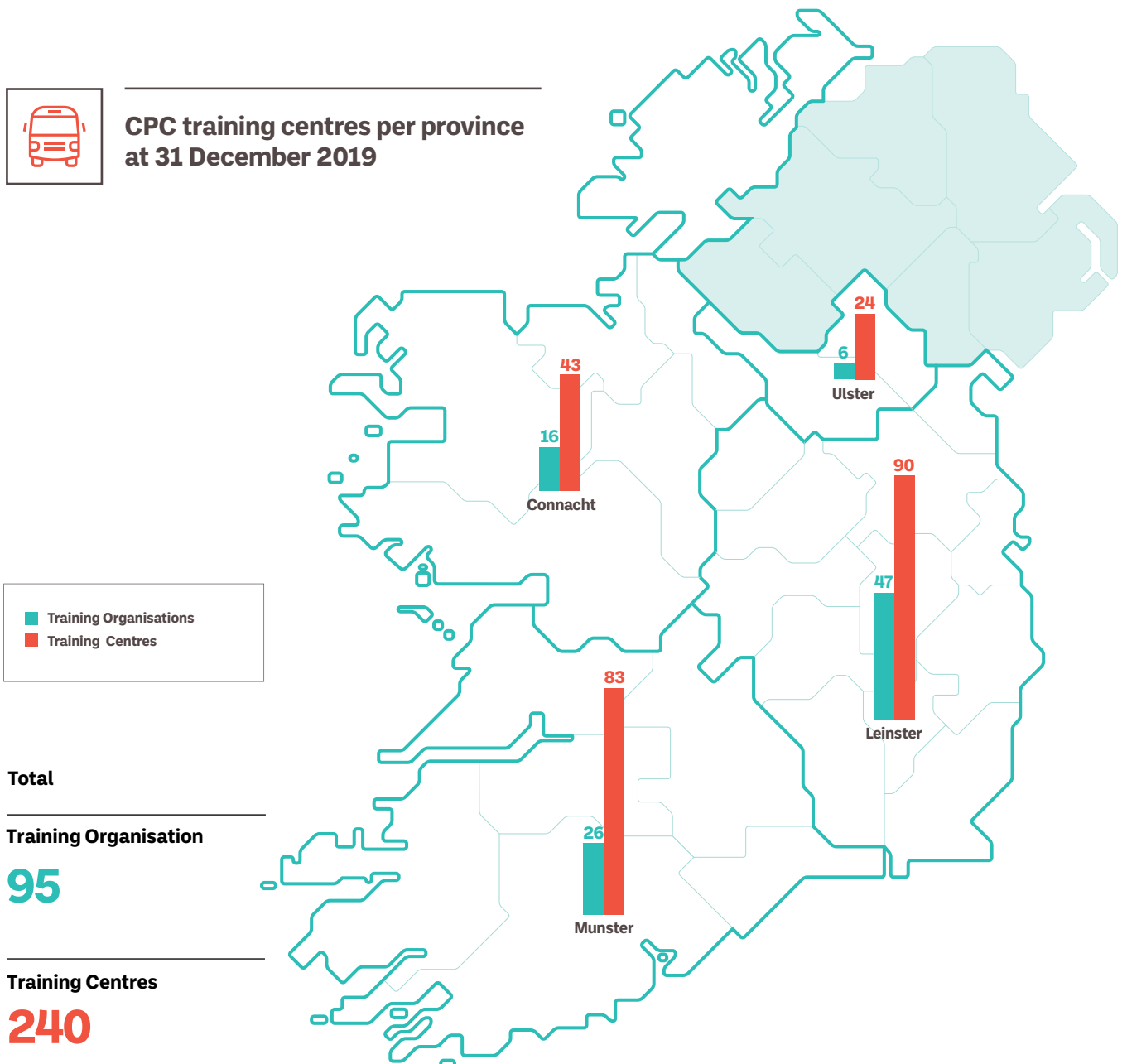
Driver Testing and Licensing

Driver testing information 2019

Summary

		Applications Received	Total Tests Offered	Pass Rate
	Motorcycles	4,557	4,421	65.8%
	Cars	179,769	199,279	51.5%
	C vehicles	8,893	8,748	74.3%
	D vehicles	4,751	4,620	78.7%
	Car and trailer	3,960	3,967	81.4%
	Tractor	57	3 (completed)	100%
	Total	201,987	221,038	53.9%

Tests offered broken down by outcome

11.1% — No show (applicant did not attend for appointment)
24,472

3.8% — Non-conducted (candidate document or vehicle issue)
8,301

0.9% — Abandoned (e.g. weather, or vehicle breakdown during the test)
1,886

84% — Conducted (pass and fail results)
186,379

100% — Total tests offered
221,038

Driver Testing and Licensing
continued

2019 pass rates for Category B (car) by test centre

Pass
Fail
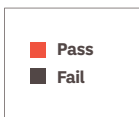
Overall Average

54%

Test Centre	Pass Rate
Athlone	45%
Ballina	53%
Birr	49%
Buncrana	60%
Carlow	54%
Carrick-On-Shannon	53%
Castlebar	56%
Cavan	64%
Churchtown	47%
Clifden	63%
Clonmel	51%
Cork	52%
Donegal	51%
Dun Laoghaire/Deansgrange	54%
Dundalk	53%
Dungarvan	53%
Ennis	54%
Finglas	47%
Galway	56%
Gorey	52%
Kilkenny	51%
Killarney	53%
Kilrush	52%
Letterkenny	53%
Limerick (Woodview)	52%
Limerick (Castlemungret)	53%
Longford	54%
Loughrea	61%
Mallow	50%
Monaghan	64%
Mulhuddart	41%
Mullingar	51%
Naas	58%
Navan	52%
Nenagh	60%
Newcastle West	51%
Portlaoise	50%
Raheny	44%
Roscommon	52%
Shannon	47%
Skibbereen	54%
Sligo	52%
Tallaght	46%
Thurles	52%
Tipperary	56%
Tralee	59%
Tuam	57%
Tullamore	52%
Waterford	49%
Wexford	56%
Wicklow	52%
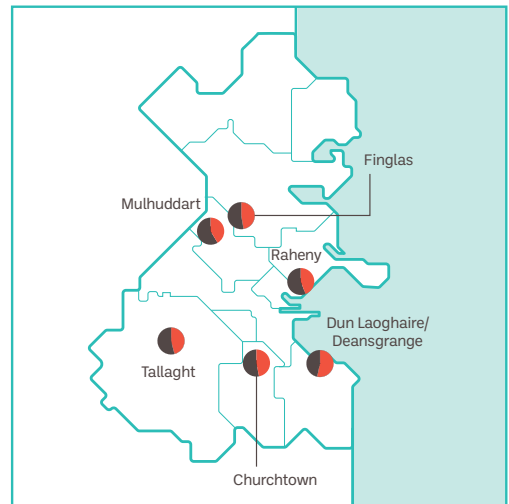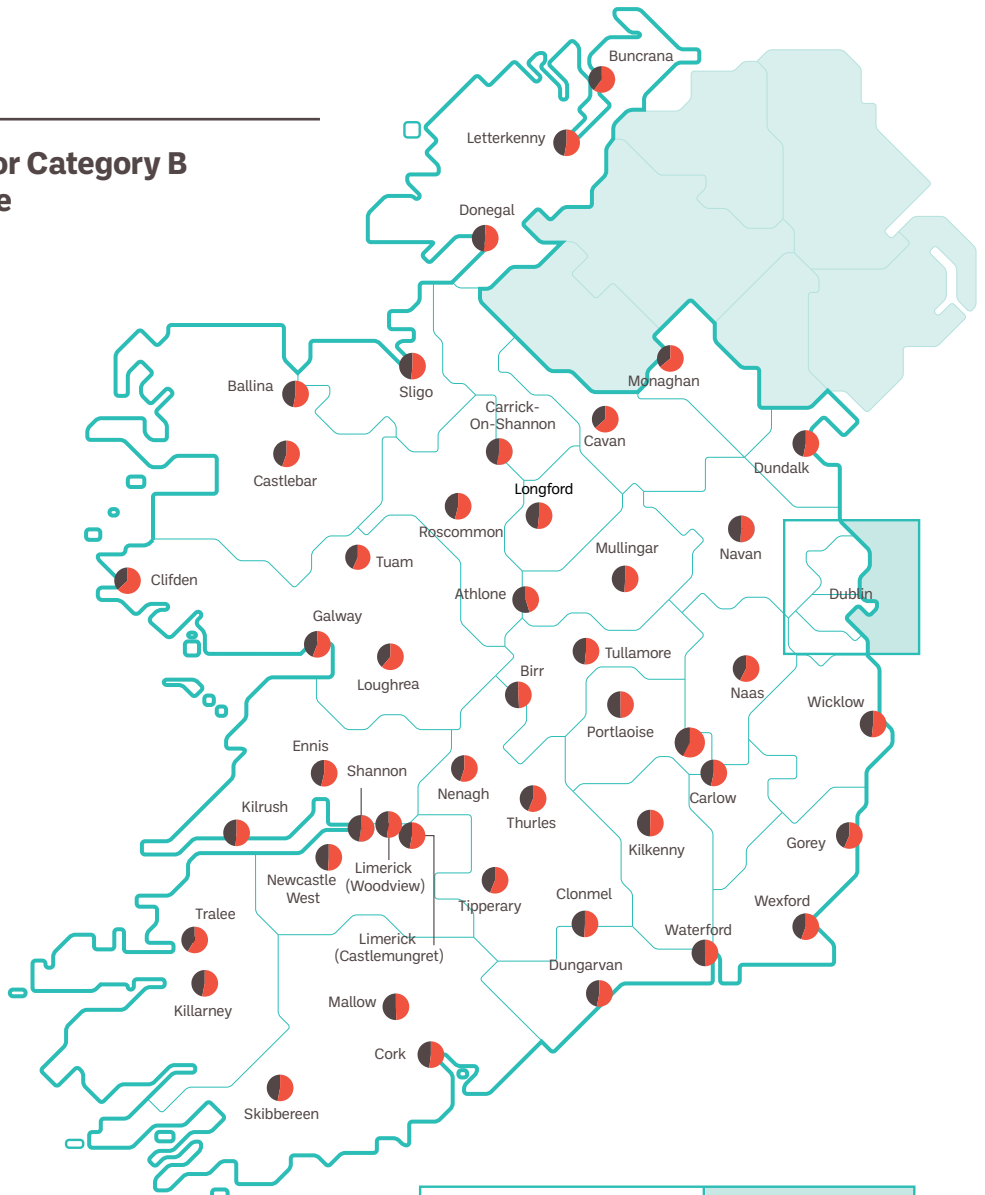
Pass rate analysis by demographic

Pass rate

Age group	Pass rate
16–21 years	57%
22–25 years	55%
26–30 years	54%
31–35 years	53%
36–40 years	51%
41–50 years	50%
51–60 years	48%
61–99 years	38%
Total	54%

Driving test average waiting times (weeks)

— Avg wait time — Target

14
12
10
8
6
4
2

05/01/2019 05/02/2019 05/03/2019 05/04/2019 05/05/2019 05/06/2019 05/07/2019 05/08/2019 05/09/2019 05/10/2019 05/11/2019 05/12/2019
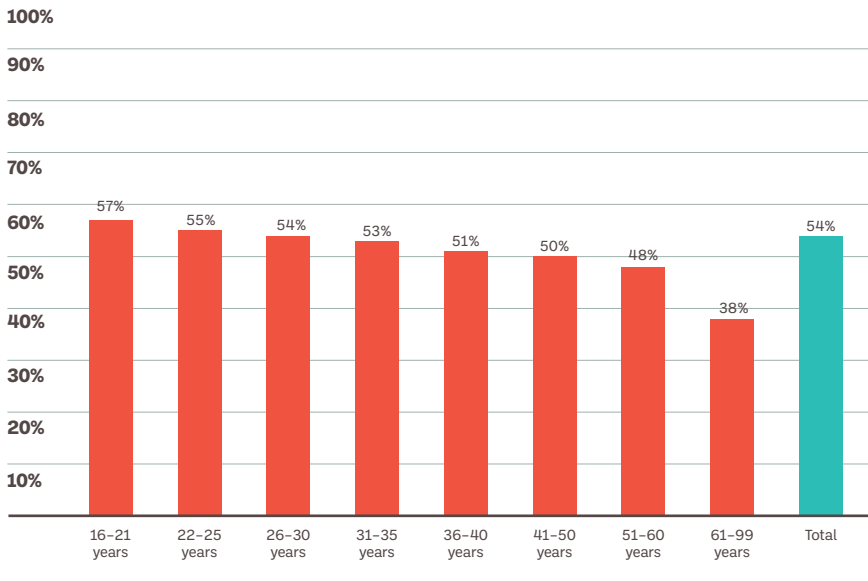
Essential Driver Training (EDT) car tests only

53%
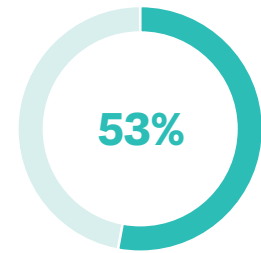
Pass rate for drivers subject to EDT

46%
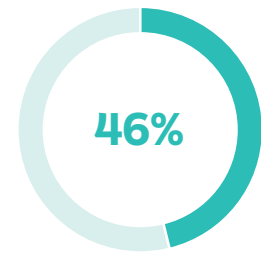
Pass rate for drivers not subject to EDT
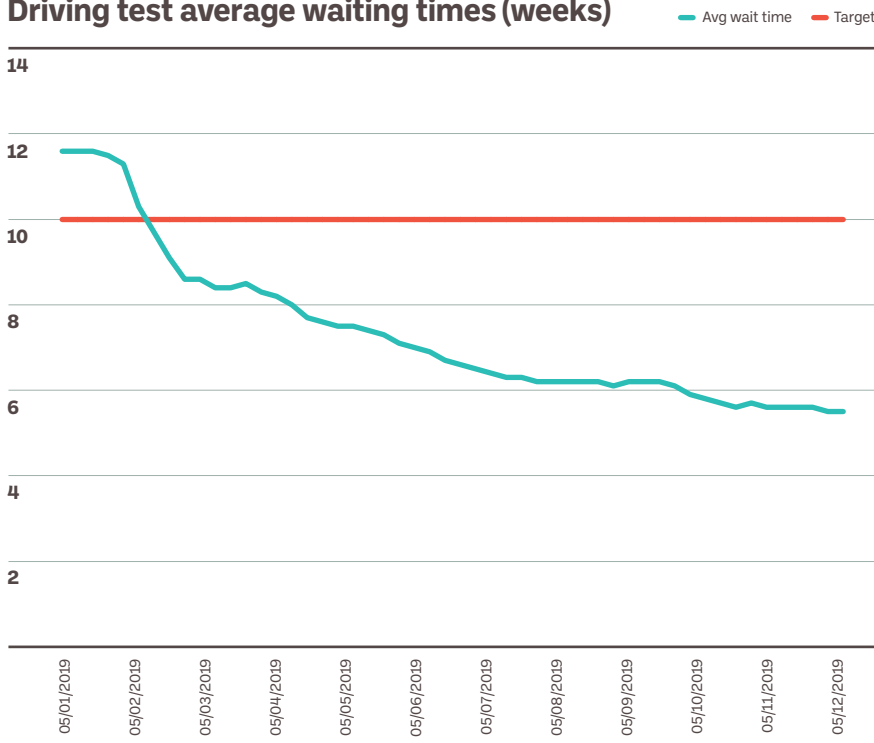
Driver Testing and Licensing
continued

Most common faults at the test (car tests only)

	0	5%	10%	15%	20%	25%

- **Observation** — 22%
- **Vehicle controls** — 16%
- **Progress** — 13%
- **Position** — 13%
- **React/anticipate** — 8%
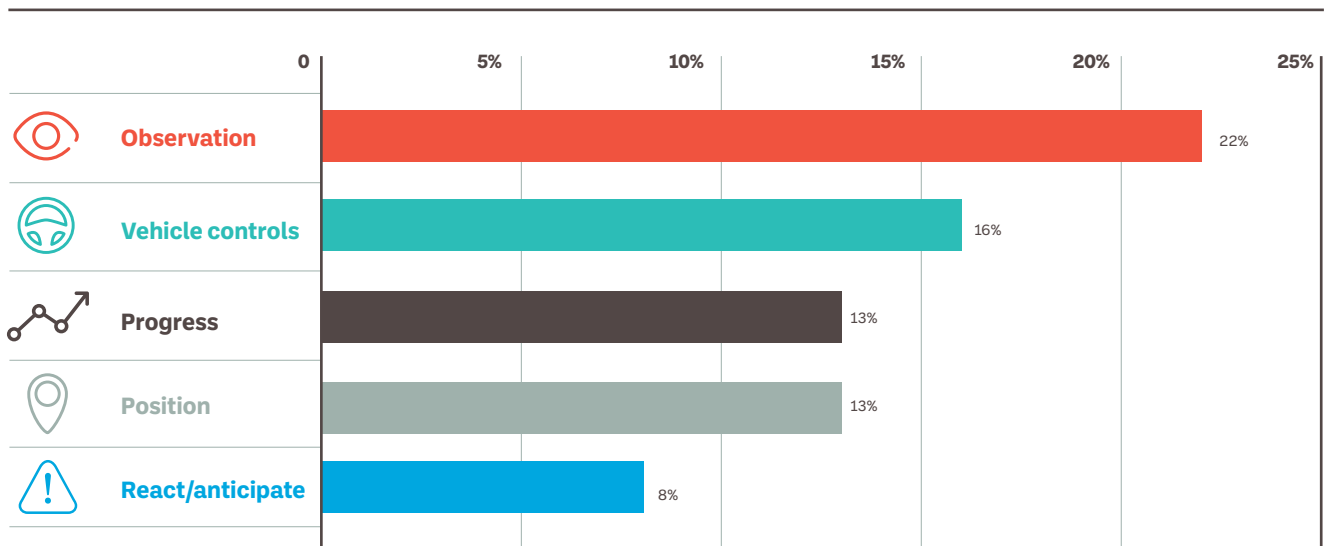
Most common reasons for non-conducted tests

	0	10%	20%	30%	40%	50%

- **Vehicle not roadworthy** — 47%
- **Insurance/ tax / NCT issues** — 26%
- **Permit issues** — 10%
- **Late for test** — 4%
- **Missing L-plates** — 3%
- **Wrong vehicle** — 1%
- **Other** — 8%
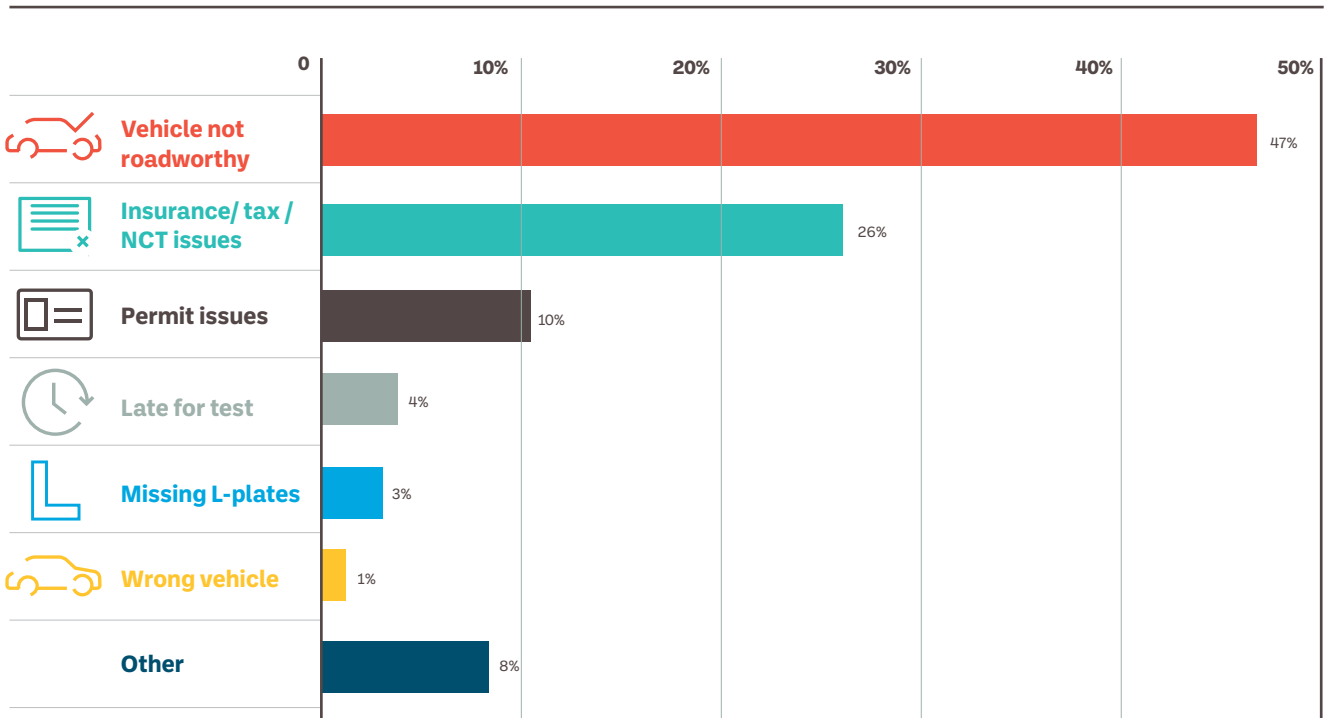
2019 was a busy year, with 49,685 people applying to exchange their UK driving licence for an Irish licence. In previous years we dealt with on average 6,000 UK licence exchanges. All UK driving licence holders living in Ireland must exchange their driving licence by 31 December 2020. If they do not, they will not be licensed to drive in Ireland.

We continued to work on Phase ll of our NDLS online service. We will roll this out in the second half of 2020. It will allow all customers to apply online for their licence if they have a MyGovID verified account.

49,685
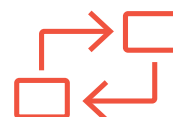
people applying
to exchange their UK
driving licence

Driver Testing and Licensing
continued

NDLS centres and theory test centres by county 2019

Donegal
3
2

Monaghan
1
2

Sligo
1
1

Leitrim
1
1

Cavan
1
1

Louth
2
1

Mayo
2
2

Roscommon
1
1

Longford
1
1

Meath
1
1

Westmeath
2
2

Dublin
4
4

Galway
2
2

Offaly
1
1

Kildare
1
1

Laois
1
1

Wicklow
1
1

Clare
1
1

Carlow
1
1

Tipperary
2
2

Kilkenny
1
1

Limerick
3
1

Wexford
1
1

Kerry
3
1

Cork
5
3

Waterford
1
1

Legend
- Theory Test Centre
- NDLS Centre
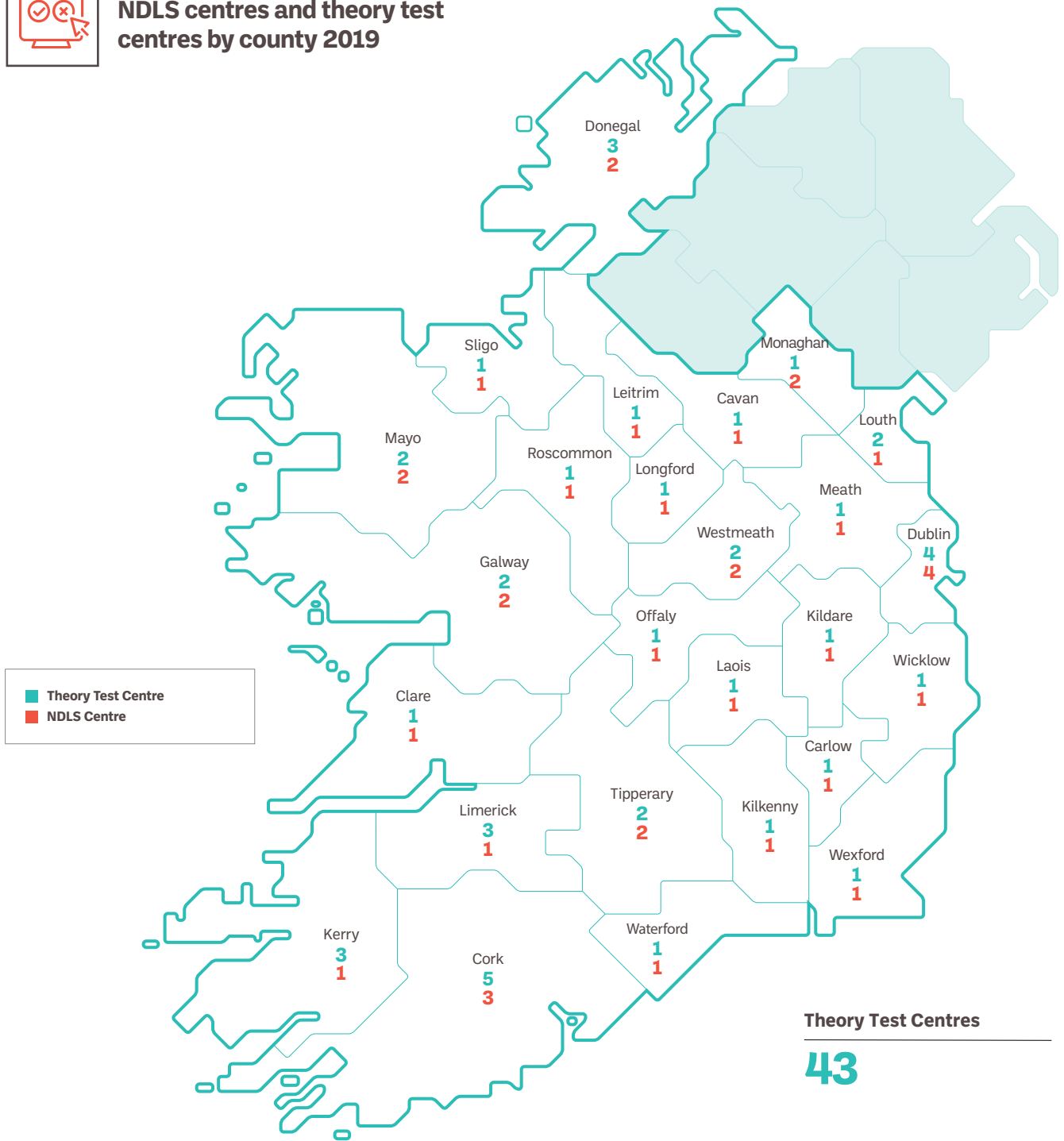
Theory Test Centres

43

NDLS Centres

37

National Driver Licence Service (NDLS)

441,113
full licences issued

74%
of licences issued within 3–5 days

195,405
learner permits issued
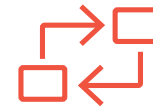
65,486
foreign licences exchanged

Licences issued by application type 2019

Application type	Number of applications
Foreign exchanges	65,486
Driving licences	387,214
Learner permits	185,961
Replacement driving licences	53,899
Replace learner permits	9,444
Total	**702,004**

Top five licence exchange countries in 2019 (exchange foreign licence for Irish licence)

	Country	Percentage
	United Kingdom	73.80%
	Poland	4.30%
	Romania	2.70%
	Australia	2.20%
	Lithuania	2.10%

Driver theory tests 2019

Legend: Applications Received, Tests Scheduled, Tests Conducted, Tests Passed, Pass Rate
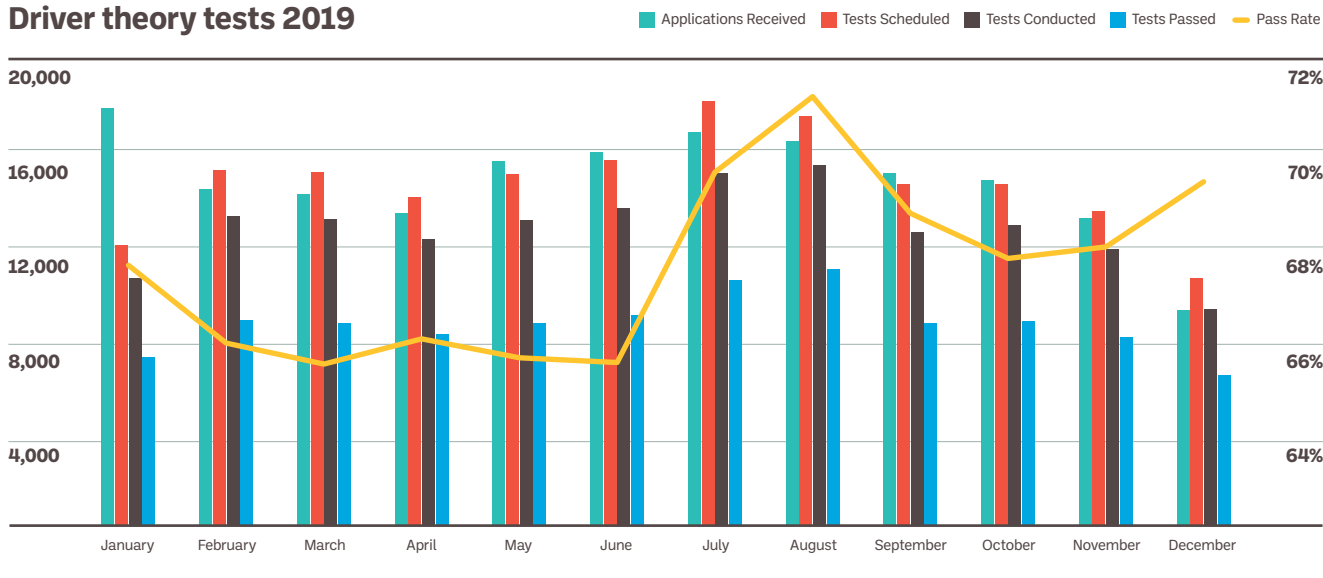
*Q2 times were badly affected by the large number of Brexit-related applications

Driver Testing and Licensing
continued
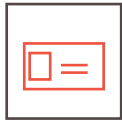
Learner permits and full driver licences current on 31 December 2019 by type in each county

Donegal
6,891
106,774

Sligo
2,925
45,518

Leitrim
1,525
23,496

Monaghan
2,447
43,299

Cavan
3,803
51,361

Louth
6,196
79,546

Mayo
6,028
93,411

Roscommon
3,058
46,021

Longford
2,209
27,116

Meath
9,810
129,793

Westmeath
5,024
60,668

Dublin
67,303
752,549

Galway
11,817
171,103

Offaly
3,860
51,450

Kildare
11,398
145,696

Wicklow
7,306
96,360

Laois
4,220
50,867

Clare
5,423
84,038

Carlow
3,477
41,186

Limerick
8,950
126,995

Tipperary
8,572
112,166

Kilkenny
4,859
64,058

Wexford
7,840
105,008

Kerry
6,860
103,888

Cork
25,311
357,286

Waterford
5,913
78,259

Legend:
- Learner Permits
- Full Driver Licences

Learner permits
Total
233,025

Change from 31 December 2018 return
-7,039

Full driver licences
Total
3,047,912

Number of drivers holding multiple learner permits in 2019

- 5th permit or more: 30,672
- 4th permit: 7,714
- 3rd permit: 11,718
- 2nd permit: 47,068
- 1st permit: 135,853
- Total: 233,025
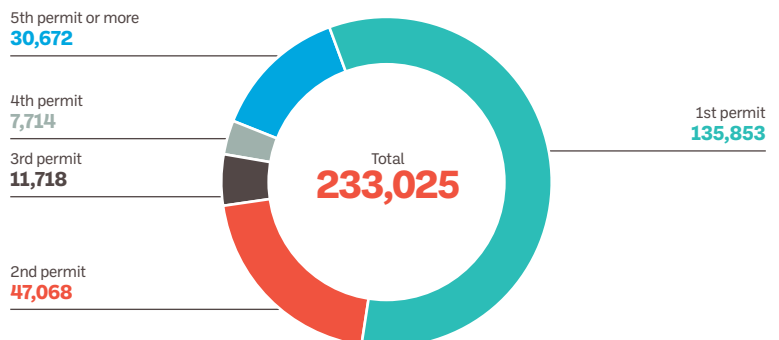
Fourth or subsequent Learner Permits current at 31 December 2019 broken down by county

Those on a fourth or subsequent learner permit, reduced by 19% in 2019.

■ 4th or subsequent learner permit

Donegal **646**

Sligo **346**

Leitrim **230**

Cavan **558**

Monaghan **221**

Louth **1,010**

Mayo **652**

Roscommon **416**

Longford **365**

Meath **1,621**

Westmeath **786**

Dublin **12,525**

Galway **1,323**

Offaly **607**

Kildare **1,989**

Wicklow **1,411**

Laois **774**

Clare **757**

Carlow **705**

Limerick **1,333**

Tipperary **1,473**

Kilkenny **933**

Wexford **1,315**

Kerry **957**

Cork **4,408**

Waterford **1,025**
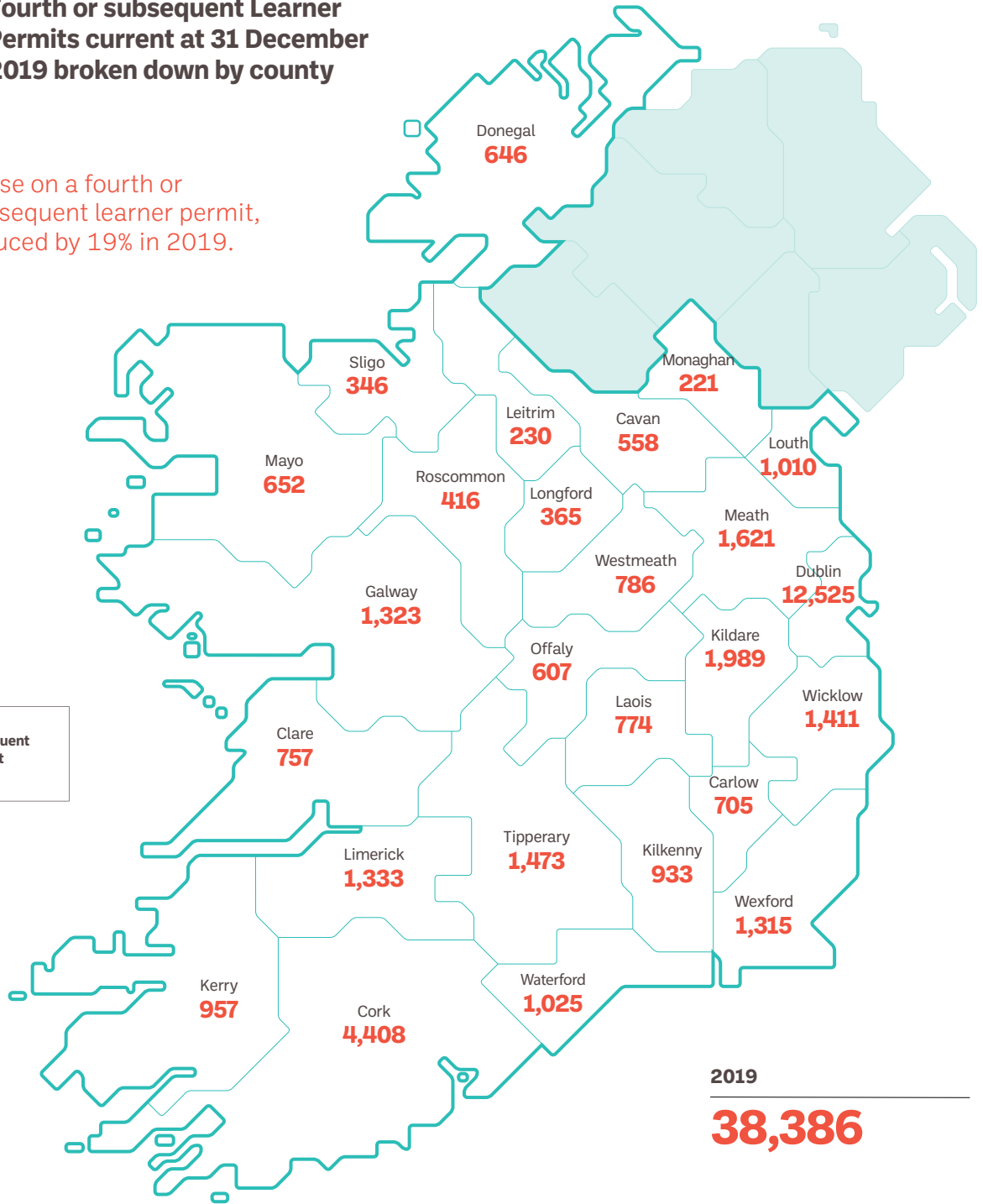
2019
38,386

2018
47,401

Driver Testing and Licensing
continued

Emergency Services Driving Standard

The Emergency Services Driving Standard (ESDS) initiative is now firmly in place. We are continuing to develop and maintain this professional standard for the drivers of emergency services vehicles, using best practice at all times.

The standard is voluntary. We have developed it for emergency services drivers in various roles. These include drivers in operational support i.e. refers to non-response driving and supporting the operations of the organisation and emergency response drivers in those services given exemptions under the Road Traffic Acts when carrying out their duties.

The aim of the standard is to greatly reduce the unique risks linked with the use of emergency service vehicles and to put the safety of other road users, emergency service personnel and their passengers first.

A survey carried out by ESDS in 2019 of ESDS-certified drivers found over 99% said there is a definitive road safety benefit from doing ESDS training.

ESDS Working Panel

Number of ESDS Driver Certifications issued in 2019

Month	Certifications
January	90
February	160
March	96
April	143
May	128
June	116
July	117
August	101
September	90
October	179
November	48
December	228
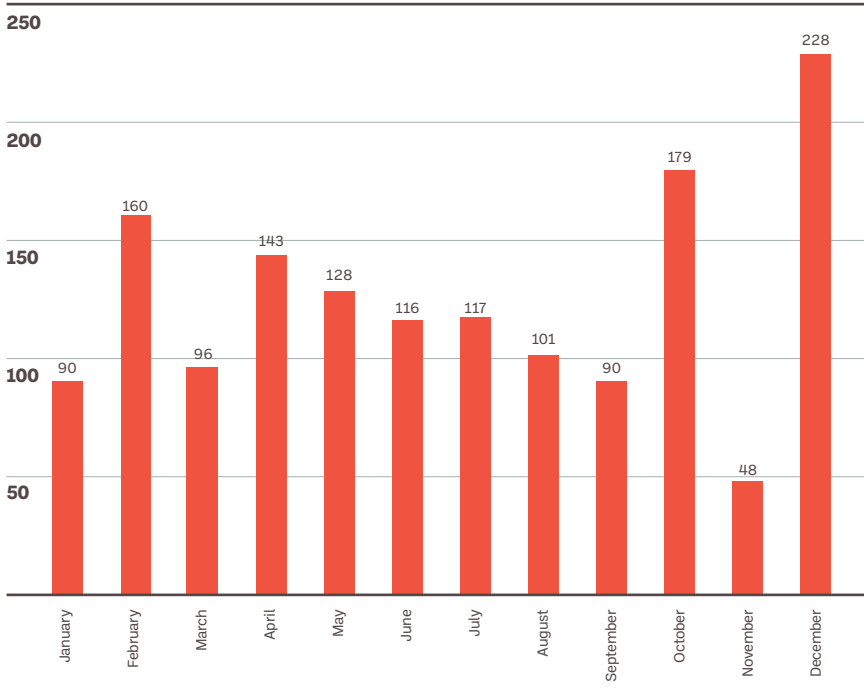
Vehicle Standards, Testing and Enforcement

Our team develops our national rules and policies on vehicle standards and technical roadworthiness testing. We give technical information to industry and the public. We continue to look for ways to improve the standard of vehicles on Irish roads by introducing new safety standards and promoting the importance of the safety of Irish vehicles. We closely watch international developments in vehicle safety technologies by taking part in national and international forums. These technologies include advanced driver assistance systems and self-driving cars.

Vehicle Standards, Testing and Enforcement
continued

Connected autonomous vehicles (CAV)

A key focus for us in 2019 was understanding the rapidly changing motor industry. Connected autonomous vehicles (CAV) (self-driving cars) will play a major role in our transport industry in the future. We have been developing our technical skills and preparing for CAV to be introduced here. During 2019, we started developing the RSA's CAV Deployment Strategy Report, which examines the future impact of CAV on our day-to-day services.

General safety regulation

We helped to develop the new 2019 General Safety Regulation on Motor Vehicles (EU Mobility Package) which came into force in December 2019. Through our involvement in the Council Working Group in Brussels on the EU Mobility Package, we campaigned for stronger standards for vehicle safety features. This regulation will make sure that cars, trucks and buses will become safer during the next 10 years and that safety features will be fitted as standard in every vehicle.

EU/national legislation and policy

- During 2019, we began preparing for the introduction of the new Type Approval Framework Regulation. This is a set of safety and quality standards manufacturers must meet in the production of new vehicles for the EU market. This included legal drafting of Ireland's requirements for type approval certification.
- We finished the first phase of updating national secondary traffic laws (i.e. the Construction, Equipment and Use of Vehicles Regulations). This first phase joined 51 statutory instruments from the 3 main sets of in-service vehicle laws.
- We were responsible for delivering legislation for a smooth Brexit changeover for Irish vehicle (truck and bus) production, while keeping suitable vehicle safety and environmental standards. We represented Ireland in Brussels at the Council Working Group. We negotiated on Ireland's policy on vehicle standards and market conditions for Irish vehicle-assembly SMEs.

Technical information management

In 2019, we continued our work on raising public awareness of vehicles' towing limits. We worked with the IFA Directory, Teagasc Yearbook, Farmers Forum, the National Ploughing Championships and the Tullamore Show to promote the message of safe towing.

Our aim is to give straightforward answers to the public's questions on the standards their vehicles should meet under Irish law. To help with this, on our website we published a range of frequently asked questions on different topics from agricultural tractors to commercial and passenger vehicles to motorcycles.

Customer operations 2019

3,230

carriage of dangerous goods (ADR) applications processed through our online 24/7 service

15,210

vehicles issued with end of series derogations

8

public service vehicles issued with special permits to allow their operation on public roads

2,500

technical queries handled

In 2019, we continued carrying out checks of commercial vehicles and their drivers to make sure they follow road safety rules. We also continued enforcing those rules, working with An Garda Síochána.

Our frontline enforcement staff use an enforcement app on their phones, which gives them the information they need to do their job. Our enforcement strategy targets operators and drivers who break the rules, and it minimises inconvenience for those who follow the rules.

Vehicle Standards, Testing and Enforcement
continued

Following a tender procedure in 2019 Applus Inspection Services Ireland Ltd was appointed as the contractor to provide the National Car Testing Service from 2020 to 2030.

In 2019 we also completed a strategic review of the way Commercial Vehicle Roadworthiness Testing (CVRT) is delivered. This involved talking to a range of stakeholders including the relevant representative associations. We will use the findings of this review as the blueprint for developing the Commercial Vehicle Testing System after 2024.

We also began issuing smart tachograph cards before the EU regulation deadline of June 2019.

Brexit
To prepare for Brexit we continued our work on understanding the challenges involved, and we put suitable measures in place to reduce its negative effects. We worked with the Department of Transport, Tourism and Sport on relevant matters, including the need for new legislation.

EU/national legislation and policy
We worked with the EU Commission on new legal proposals for legislation we can use for drivers' hours, tachograph and other rules.

	National Car Testing Service (NCT)	Commercial Vehicle Roadworthiness Testing (CVRT)
Full tests conducted	1,390,586	508,445
Pass rate on full tests	49.9%	62%
Fail Dangerous results	92,523*	31,676
Most common fail components	■ Lamps ■ Suspension and steering ■ Brakes ■ Tyres	■ Brakes ■ Lamps ■ Steering and suspension ■ Tyres

* Following the new EU Directive 2014/45/EU, since August 2018 there are a greater number of defects now classified as Fail Dangerous, for example defective tyres and brake issues. Therefore these figures cannot be compared to previous years.

NCT capacity

	2019	2018
NCT test centres	47	47
NCT vehicle inspectors	547	553

NCT pass/fail rates

There was a slight increase in the first time pass rates in 2019 to 49.98%. This was mainly due to a younger fleet.

	2019	2018
First time pass rates	49.98%	49.24%
Average vehicle age	8.2 years	8.33 years

Intensive NCT monitoring

We monitor NCT performance using a number of key performance indicators (KPIs). These include overall customer service, which shows that the NCT contractor exceeded minimum standards during 2019.

	2019	2018
Average waiting time for an NCT (KPI less than 14 days)	8.38 days	5.39 days

CVRT on-time testing performance

The following table shows the on-time testing compliance of commercial vehicles tested within one month of their test due date.

	2019	2018
All CVRT vehicles	70%	66%
Light commercial vehicles (LCVs)	66%	63%
Heavy commercial vehicles (HCVs) 3.5 to 7.5 tonne	68%	65%
Large buses	89%	89%

CVRT performance monitoring

As part of an intensive monitoring and supervision programme, we inspected CVRT centres and CVR testers during 2019.

	2019	2018
CVR testing centre inspections	1,812	2,056
CVR tester observed inspections	2,614	3,332
CVR tester independent inspections	1,456	1,865

47
NCT test centres

50%
First time NCT pass rate

1,812
CVR testing centre inspections

70%
CVRT on-time testing performance

Vehicle Standards, Testing and Enforcement
continued

Enforcement and compliance

We carry out both roadside and premises inspections. These are part of our enforcement strategy to make sure that commercial vehicle operators and drivers are following the rules.

Roadside checks – roadworthiness

	2019	2018
No. of checkpoints	1,681	1,351
Vehicles checked	11,346	10,392
Out-of-state vehicles checked	1,171	957
Dangerously defective vehicles detected	444	501
Vehicles with major defects detected	2,927	2,774
Compliance rate	48%	44%

Operator premises inspections – roadworthiness

	2019	2018
No. of inspections	4,918	5,292
No. of vehicles checked	3,040	2,444
Directions issued	617	788
Compliance rate first visit	44%	39%
Compliance rate second visit	65%	56%

Roadside checks – drivers' hours, tachograph and operator licensing checks

	2019	2018
No. of drivers checked	2,384	2,218
No. of out-of-state drivers checked	275	219
Total records checked	56,202	50,262
Breaches detected	2,879	1,937
Prosecutions started	229	149
Compliance rate	65%	71%

Premises inspections – drivers' hours, tachograph and operator licensing checks

	2019	2018
No. of inspections	171	197
No. of drivers' records checked	2,540	2,890
No. of working days analysed	320,278	410,944
No. of infringements detected	4,775	6,936
Prosecutions started	34	27
Compliance rate	25%	23%

Enforcement resources available

At end of year	2019	2018
Vehicle inspectors	18	13
Transport officers	19	16

RSA success in court

	2019	2018
Cases successfully prosecuted in court	108	132

NCT test centres and CVR testing centres per county

NCT test centres
CVR testing centres

Donegal
4
5

Sligo
1
3

Mayo
2
6

Leitrim
1
1

Monaghan
1
3

Cavan
1
6

Louth
2
4

Roscommon
1
4

Longford
1
2

Meath
1
4

Westmeath
1
4

Galway
3
7

Dublin
5
21

Offaly
1
3

Kildare
1
8

Wicklow
1
4

Clare
1
3

Laois
1
2

Carlow
1
3

Limerick
2
7

Tipperary
2
9

Kilkenny
1
5

Wexford
1
6

Kerry
3
5

Cork
6
22

Waterford
1
3

NCT test centres

47

CVR testing centres

149
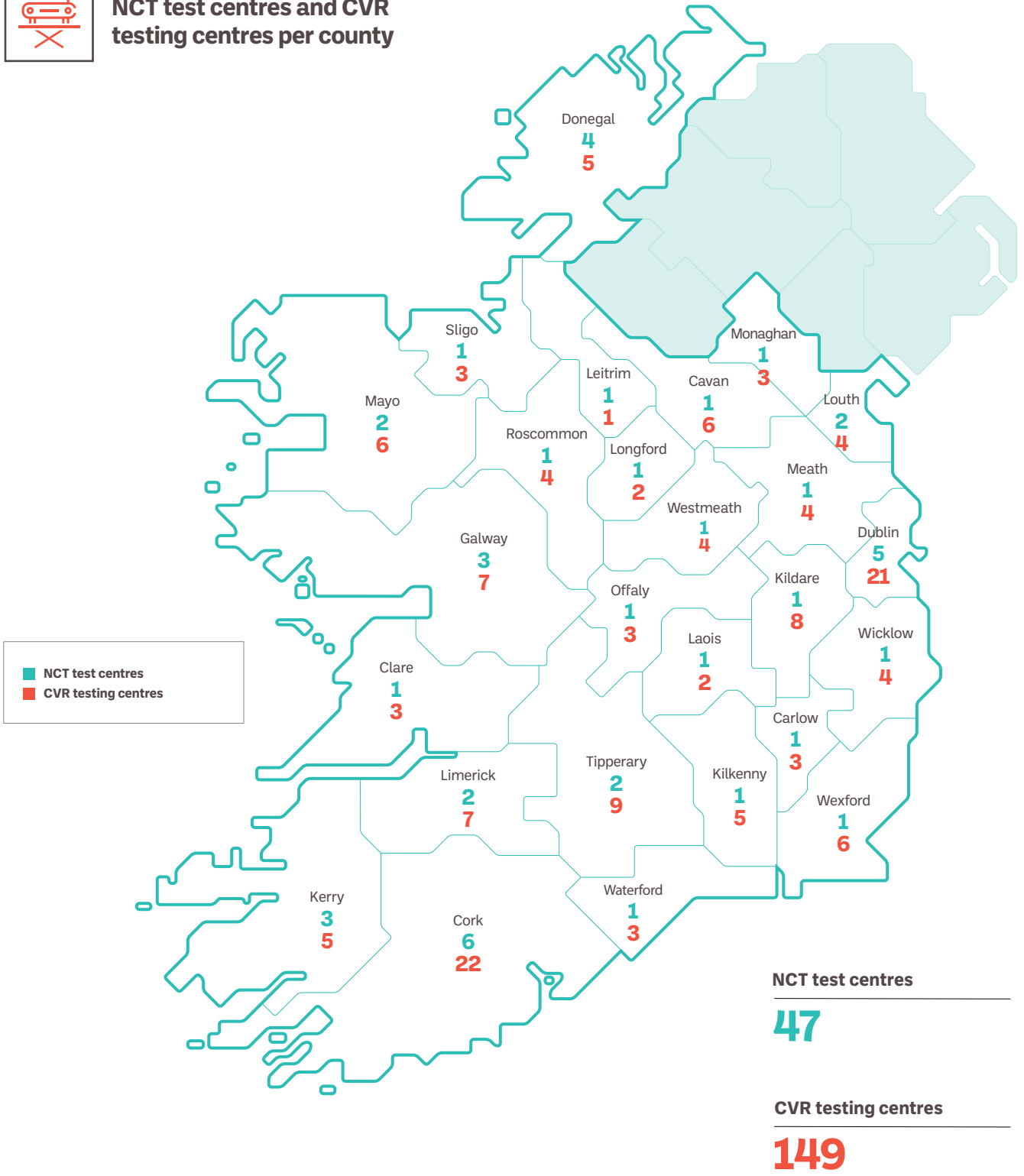
Management Team

Moyagh Murdock*
Chief Executive
Departed 31 March 2020

Denise Barry
Director of Corporate Strategy,
Policy and Technology

Pearse White
Director of Finance and
Commercial Services

Michael Rowland
Director of Road Safety,
Research and Driver Education

Declan Naughton
Director of Driver
Testing and Licensing

Liam Duggan
Director of Vehicle Standards,
Testing and Enforcement

The remainder of the
leadership team includes:

Gerry McGuire
Head of ICT

Alison Coleman
Head of HR

Caroline Greene / Maria Holmes
Principal Engineer

*****John Caulfield**
Interim Chief Executive
Acting as of 31 March 2020

RSA organisational structure

We are organised into three front line directorates as follows:

- Road Safety, Research and Driver Education
- Driver Testing and Licensing
- Vehicle Standards, Testing and Enforcement

The front line Directorates are supported by Human Resources, the Finance and Commercial Services Directorate and the Corporate Strategy, Policy and Technology Directorate.

Road Safety, Research and Driver Education	The role of the Road Safety, Research and Driver Education Directorate is to raise awareness of road safety, educate road users and conduct research into road safety issues. The directorate is also responsible for the regulation of the driver instructor industry and Driver Certificate of Professional Competency. The directorate works with all stakeholders signed up to the government's *Road Safety Strategy 2013–2020* to ensure that road safety initiatives are achieved.
Driver Testing and Licensing	The Driver Testing and Licensing Directorate is responsible for the driver testing system and driver licensing. The work of the directorate is to ensure that we license safe drivers so that our roads are safe for all users.
Vehicle Standards, Testing and Enforcement	Our Vehicle Standards team look after the development of national requirements and policies on vehicle standards and technical roadworthiness testing. We provide expert technical information to industry and the public. We continue to seek ways to improve the standard of vehicles on Irish roads by introducing new safety standards and promoting the importance of maintaining a vehicle correctly. We closely monitor international best practices and global developments in vehicle technologies that improve road safety. Our Vehicle Testing and Enforcement Directorate has responsibility for a number of functions concerned with vehicle safety and testing, as well as improving compliance in order to ensure the effective and safe management of vehicles on our roads. The directorate is also responsible for enforcement of road safety legislation in respect of commercial vehicles and their drivers.
Finance, Commercial Services and Human Resources	The support functions provided to the organisation include human resources, finance and corporate governance, procurement, health and safety, freedom of information, data protection, and estate, facility and fleet management.
Corporate Strategy, Policy and Technology	Our role is to oversee and support the delivery of the *Corporate Plan 2016–2020* and support the business through a range of functions including successful change and project management, business design, ICT, operational excellence initiatives, customer care and legal services.

Corporate Plan 2016–2020

The stated vision of our *Corporate Plan 2016–2020* is that we are recognised as the leading voice for road safety nationally and a leading voice internationally, driving change in attitudes and behaviours in road users, collaborating with key stakeholders, to save lives.

The Corporate Strategy, Policy and Technology Directorate has responsibility for coordinating and assisting with the delivery of our Corporate Plan through RSA-wide strategic alignment by ensuring that everyone is working to the same goals and that our business plans and measures are aligned. The directorate's role is to also support the business across our range of functions, including successful change and project management, business design, ICT enablement, business intelligence and operational excellence initiatives.

The Corporate Plan commits to delivering five strategic propositions:

1 **Integrated customer journey**
By 2020, every customer will receive a higher quality, cost effective and timely service from the RSA.

2 **Our people at the centre of everything we do**
By 2020, we will have a proactive employee engagement environment, with particular focus on culture, performance, internal communications, succession planning, learning and development which leads to effective customer/partner relationships and employees promoting the RSA externally.

3 **Capacity and capability to deliver and improve performance**
By 2020, our processes, systems and technologies will provide efficient and seamless services to customers, including the publication of key performance indicators (KPIs).

4 **Effective platform for the future of the RSA**
By 2020, we will have implemented an engagement strategy and will continue to build our partnership with those key stakeholders who have the greatest impact on improving road safety for all road users. We will gather, collate and utilise data to directly link causes to specific corrective actions to deliver safety for all road users.

5 **Targeted action and collaboration to drive change**
By 2020, we will have created a platform for growth that has future-proofed our service provision, created a sustainable financial model for the RSA, and embedded modern ICT, enabling an end-to-end operation and functioning organisation. Digital will be the norm and data protection and security will be paramount.

RSA Corporate Support Services

There is an established support and service delivery structure in the RSA. These areas cover board support, corporate governance, finance, procurement, contract management, facility provision, fleet provision, data governance, freedom of information (FOI) administration, and health and safety.

The key highlights for 2019 were:

- **Board** — continuation of governance support to the Board in the delivery of their governance, oversight and direction functions

- **Corporate governance** — delivery of compliance requirements under the 2016 Code of Practice for the Governance of State Bodies

- **Finance** — delivery of a new expenses integrated module in the RSA financial reporting system

- **Procurement** — delivery of a number of large multidisciplinary procurement processes

- **Facilities** — delivery of new estate in Dundalk, Ballina and Dun Laoghaire and material progress in the delivery of new estate in Loughrea, Cavan and Drogheda in 2020

- **Fleet** — provision and management of new fleet

- **Data governance** — consolidation of the RSA's Data Governance Framework in 2019

- **FOI** — timely and appropriate management of FOI and Data Subject Access requests

- **Health and safety** — continuation of improvements in risk assessments and safety inspections across the RSA

Our People

The RSA is an equal opportunities employer and continues to promote diversity and inclusivity in its policies, procedures and practices.

Gender balance

Female 46%

Male 54%
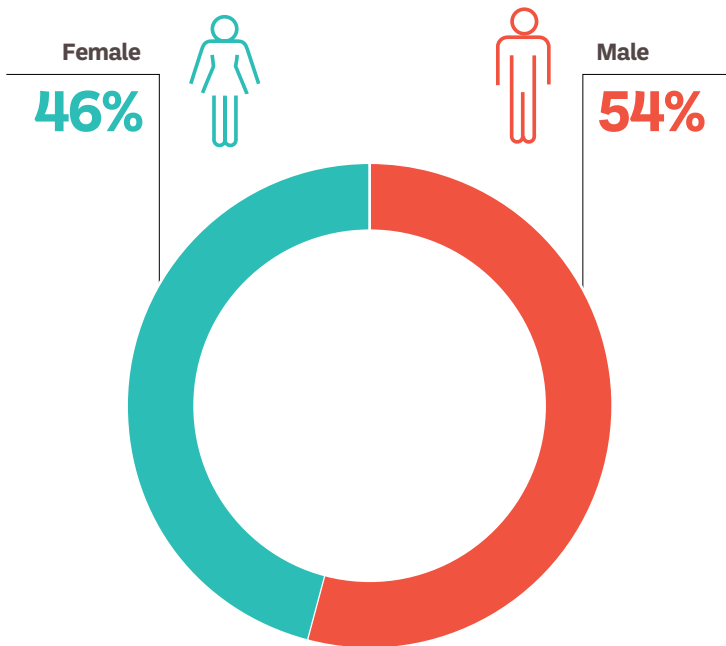
Average gender pay balance

€1.20

€1.00

€0.80

€0.60

€0.40

€0.20

€0.95 — Female

€1.00 — Male

Female   Male
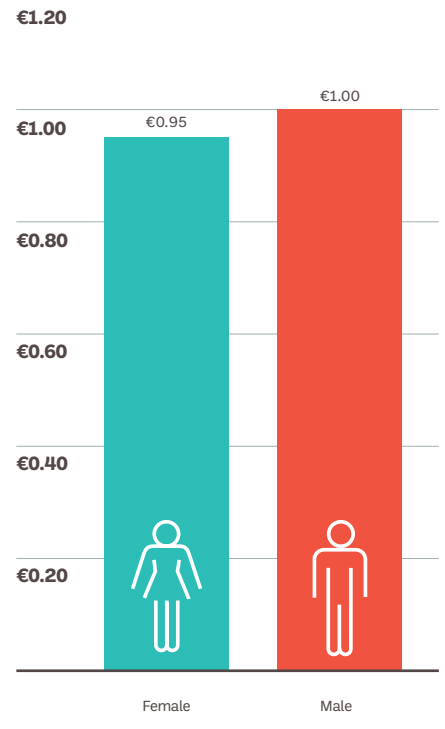
Corporate Strategy, Policy and Technology

Project Management Office (PMO) overview 2019

Integrated Customer Journey

'By 2020, every customer will receive a higher quality, cost-effective and timely service from the RSA.'

We made significant progress on strategic projects in 2019. These will help to deliver our wider Integrated Customer Journey (ICJ) programme. There are many building blocks in the ICJ programme. We will deliver the following key parts through several projects, many of which will take place over a number of years.

Integrated Customer Journey Programme					
Streamline Front Office delivery model		Digitalisation of Services		Customer Self Service	
Strategic review of Front Office services	NDLS Front Office	Business Solutions Platform	NDLS online	Query and Knowledge Management (QKTY)	Content Management System
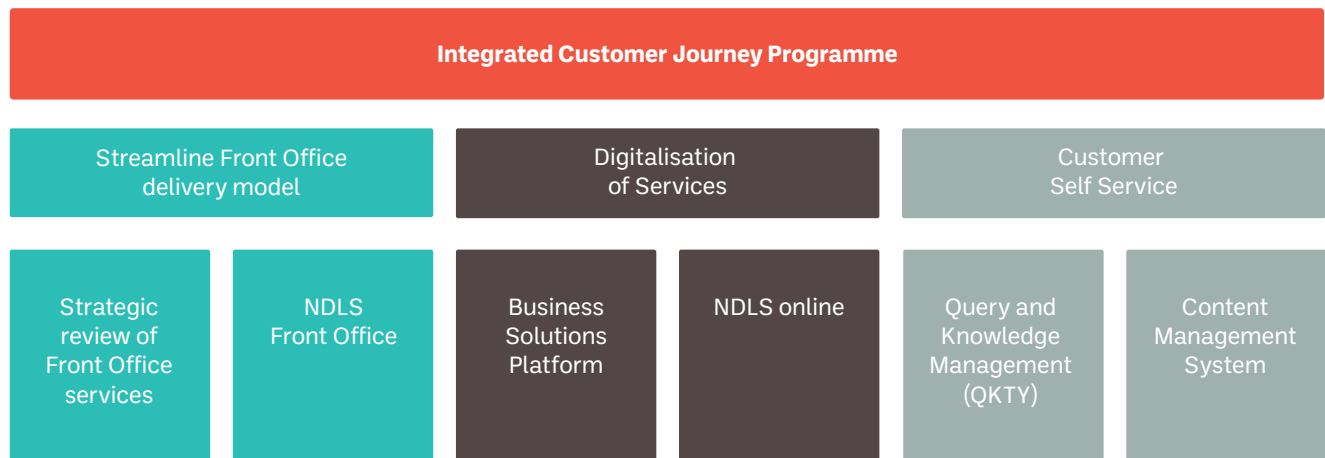
In 2019 we completed a number of important projects. We also completed some key phases for major projects which will go live in 2020:

- We completed Phases 1 and 2 of the QKTy project which introduced a new VoIP telephone system and Sugar customer relationship management (CRM) system for RSA staff and Customer Contact Centre.

- We completed a strategic review of our front office services and the NDLS service to identify the best way to organise our front office services.

- We developed our Business Solutions Platform project to allow it to go live in June 2020. We can then launch our Customer Portal. This is an online system for customers for driving test booking and scheduling.

- We developed the NDLS online project to allow it to go live in mid 2020. This will mean that customers can apply online for all NDLS application types.

- We awarded the contract for the Content Management System (CMS) project late in 2019. In 2020 this project will deliver a content management strategy and content management system, and in early 2021 a new RSA website.

Corporate Strategy, Policy and Technology
continued

Customer Call Centre

In 2018, we started a change programme to deliver a reliable, timely and consistent service to our customers through several channels To do this we have introduced new systems in our Customer Call Centre to improve our current customer channels, e.g. to improve our phone and email systems and to create new online customer service channels such as webchat and online forms.

To help with this, we introduced a new phone and query management system in the Centre in 2019. This new system helps us to answer customer queries more efficiently and with more personalisation. It also allows us to measure overall customer satisfaction levels by using phone surveys.

Overall, 2019 was a busy year for the Centre. We received 384,792 calls, 9% more than in 2018. This was driven by a surge in the number of applications for driver testing services and the Driver CPC truck renewal cycle. Thanks to the improved system and greater efficiencies

in the section, we were able deal with this increased number of calls and maintain customer service levels without needing more resources.

These new systems, together with enhanced technology, will support our ongoing improvement programme in the Centre. It will help us meet our goal of creating a customer service centre of excellence where every customer receives a high quality, cost efficient and timely service.

384,792

calls received in 2019

2018: 350,000
▲ **9%**

Operational Excellence programme

In 2019, our Operational Excellence programme led to 116 new initiatives across the organisation, improving customer service, staff experience and reducing operational costs by improving business processes including robotic process automation (RPA).

Our process improvement initiatives have helped free up staff to focus on key projects which will improve our services further. For example, we made changes to our website which made it easier for customers to direct their queries to the correct department for faster response times.

We also automated the process for customers to cancel their driving tests. This has resulted in 35,000 driving tests being cancelled automatically by our process automation tools ('bots'), removing repetitive manual tasks for staff.

To continue to encourage a culture of innovation in the RSA, we developed an operational excellence staff training course (LEAN) and added it to our staff training site MyLearning. This course encouraged staff to identify more efficient ways of working. By the end of 2019 77% of staff had completed the course.

Legal

The Legal Centre provides sound, pragmatic and commercial legal advice and guidance to the business in support of the RSA's corporate plan and legislative programme. We support key projects across the organisation and meet regularly with the Department of Transport, Tourism and Sport to push forward the RSA's legislative priorities, for both primary and secondary legislation.

Processes automated	Processes in backlog for automation	Operational Excellence Programme to date
13 processes	**7** processes	**2,673** days

Spotlight: moving towards a self service future

20,940+	2,840+	558+
SMS cancellations processed	Webform cancellations processed	Working days saved (so far)

What we need to do

Prioritise the automation/digitisation activities that we need to get our business back up and running	Start the automation/digitisation of more activities	Increase our ability to deliver automation/digitisation activities by involving more RSA resources

Corporate Strategy, Policy and Technology
continued

Data analytics

Driving forward with data

	Data initiatives delivered	In 2019, we set up an organisation-wide data analytics service. Its role is to prioritise, process and track all our data initiatives.
	Our strategic goals	One of our key strategic corporate objectives is to become a fully data-driven organisation. To do this we need to have a clear OneRSA data plan. In late 2019 we started a project to develop an organisation-wide Data and Analytics Strategy.
	Understanding data	We recognise that developing our current data skills offers huge potential if combined with the vast amount of business knowledge already in the RSA. So we have focused on building these data skills. We've done this through regular practical, focused training and team knowledge-sharing events, for both the data analytics team and other RSA departments.
	Education and collaboration	We also started working with Trinity College Dublin in 2019. We offered an undergraduate the opportunity to work on one of our data initiatives.

20

data initiatives delivered
in 2019

3

new data tools:
Tableau, R, and Python

25
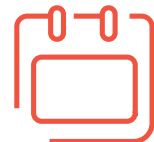
focused data training
days held

ICT

In 2019, our ICT team continued to play a key role in the delivery of technology projects from the ICT roadmap.

ICT infrastructure and security

- We installed a new ICT infrastructure.
- An external ICT security audit was done on three different areas of our infrastructure in November 2019.
- In 2019, the first application (Sugar customer relations management (CRM) for customer query management) went live. It integrates with the RSA Consolidated Data Services (CDS) which enables RSA staff access to customer information, for example the National Vehicle and Driver File, Driver Testing Application System, Certificate of Professional Competence, Emergency Driving Test and Approved Driving Instructor. It allows the Customer Care Centre staff to access this information quickly.

ICT Service Management

Our main project in 2019 was a complete replacement of all staff computer hardware. This included desktops and laptops, and involved over 400 devices. It also included an upgrade of the operating system from Windows 7 to Windows 10.

This role supports all ICT activities by making sure ICT has the best technology partners and contracts, with strong service level agreements in place.

263

servers hosted in our Data Centre

42 TB

of data stored in our Data Centre

Equivalent of nearly 5.5 million digital photos

9,411

incidents/service requests

Corporate Strategy, Policy and Technology
continued

The Design Authority

In the Design Authority section we take an overall view of the RSA and its long-term goals. We look at what business skills, technology, information and design tools our organisation needs to serve our customers as best it can. We try to reduce problems by finding suitable business solutions that we can use throughout the RSA to achieve our OneRSA goal.

In 2019, our main focus was designing and developing technologies and processes so we can provide an Integrated Customer Journey for our broad range of customers. These include learner drivers, licensed drivers, professional drivers, vehicle owners and transport operators. Our goal is to help customers use all our services online instead of having to phone us or call to an office in person. By identifying ways to do this, we are taking a step closer to becoming a customer-centric organisation.

Our new RSA Customer Portal will offer our customers a clear and complete service experience, even though for the time being some parts of the service will not be available online.

One of the three parts of the portal we completed this year is a knowledge management system. We have updated 450 information articles. We are using these articles for the customer portal, corporate websites and our new query management system. This will help us to make sure we have a consistent way to deliver information to our customers, no matter how and where they interact with us.

To support our work, we carefully analyse how and where our customers interact with our services. We look at this from the point of view of all our different customers. We then develop 'journey maps' for them as we work on the different phases of the portal project.

We have also developed RSA Digital Design Guidelines to support the OneRSA service. This will help to make sure our customers have a consistent online experience across all our digital platforms. We are using these design guidelines on our portal and for all new digital developments.

Financial Statements
For the Year Ended 31 December 2019

General Information

Address	Moy Valley Business Park Primrose Hill Ballina Co Mayo
Senior Executive	Ms Moyagh Murdock – Chief Executive Officer (resigned 31st March 2020)
	Mr John Caulfield – Interim Chief Executive Officer (Since 1st April 2020)
	Mr Pearse White – Director Finance & Commercial Services
	Ms Denise Barry – Director Strategy, Policy & Technology
	Mr Liam Duggan – Director Vehicle Testing & Enforcement
	Mr Declan Naughton – Director Driver Testing & Licensing
	Mr Michael Rowland – Director Road Safety, Research & Driver Education
	Ms Caroline Greene – Principal Engineer Vehicle Standards
Members of the Board	Ms Liz O'Donnell (chairperson)
	Mr Kevin Goulding
	Mr Dimitris Karagiorgis
	Ms Gillian Treacy
	Ms Donna Price
	Mr Eddie Rock (term expired 13th September 2019)
	Dr Áine Carroll (term expired 13th September 2019)
	Mr John Lumsden (term expired 30th October 2019)
	Ms Aileen O'Toole (term expired 2nd November 2019)
Bankers	Bank of Ireland Pearse Street Ballina Co Mayo
Auditors	Comptroller and Auditor General 3A Mayor Street Upper Dublin 1
Website	www.rsa.ie

Report of the Comptroller and Auditor General

Ard Reachtaire Cuntas agus Ciste
Comptroller and Auditor General

Report for presentation to the Houses of the Oireachtas

Road Safety Authority

Opinion on the financial statements

I have audited the financial statements of the Road Safety Authority for the year ended 31 December 2019 as required under the provisions of section 29 of the Road Safety Authority Act 2006. The financial statements comprise

- the statement of income and expenditure and retained revenue reserves

- the statement of comprehensive income

- the statement of financial position

- the statement of cash flows and

- the related notes, including a summary of significant accounting policies.

In my opinion, the financial statements give a true and fair view of the assets, liabilities and financial position of the Road Safety Authority at 31 December 2019 and of its income and expenditure for 2019 in accordance with Financial Reporting Standard (FRS) 102 — *The Financial Reporting Standard applicable in the UK and the Republic of Ireland.*

Basis of opinion

I conducted my audit of the financial statements in accordance with the International Standards on Auditing (ISAs) as promulgated by the International Organisation of Supreme Audit Institutions. My responsibilities under those standards are described in the appendix to this report. I am independent of the Road Safety Authority and have fulfilled my other ethical responsibilities in accordance with the standards.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Report on information other than the financial statements, and on other matters

The Road Safety Authority has presented certain other information together with the financial statements. This comprises the annual report, the governance statement and Board members' report and the statement on internal control. My responsibilities to report in relation to such information, and on certain other matters upon which I report by exception, are described in the appendix to this report.

I have nothing to report in that regard.

Seamus McCarthy
Comptroller and Auditor General
16 July 2020

Appendix to the report

Responsibilities of Board members

As detailed in the governance statement and Board members' report, the Board members are responsible for

- the preparation of financial statements in the form prescribed under section 29 of the Road Safety Authority Act 2006
- ensuring that the financial statements give a true and fair view in accordance with FRS 102
- ensuring the regularity of transactions
- assessing whether the use of the going concern basis of accounting is appropriate, and
- such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Responsibilities of the Comptroller and Auditor General

I am required under section 29 of the Road Safety Authority Act 2006 to audit the financial statements of the Road Safety Authority and to report thereon to the Houses of the Oireachtas.

My objective in carrying out the audit is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement due to fraud or error. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the ISAs, I exercise professional judgment and maintain professional scepticism throughout the audit. In doing so,

- I identify and assess the risks of material misstatement of the financial statements whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- I obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal controls.
- I evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures.

- I conclude on the appropriateness of the use of the going concern basis of accounting and, based on the audit evidence obtained, on whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Road Safety Authority's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my report. However, future events or conditions may cause the Road Safety Authority to cease to continue as a going concern.
- I evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Information other than the financial statements

My opinion on the financial statements does not cover the other information presented with those statements, and I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, I am required under the ISAs to read the other information presented and, in doing so, consider whether the other information is materially inconsistent with the financial statements or with knowledge obtained during the audit, or if it otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact.

Reporting on other matters

My audit is conducted by reference to the special considerations which attach to State bodies in relation to their management and operation. I report if I identify material matters relating to the manner in which public business has been conducted.

I seek to obtain evidence about the regularity of financial transactions in the course of audit. I report if I identify any material instance where public money has not been applied for the purposes intended or where transactions did not conform to the authorities governing them.

I also report by exception if, in my opinion,

- I have not received all the information and explanations I required for my audit, or
- the accounting records were not sufficient to permit the financial statements to be readily and properly audited, or
- the financial statements are not in agreement with the accounting records.

Governance Statement and Board Members' Report

Governance

The Board of the Road Safety Authority (RSA) was established under the Road Safety Authority Act 2006. The operations of the Board are set out in sections 14, 15 and 16 of this Act. The Board is accountable to the Minister for Transport, Tourism and Sport and is responsible for ensuring good governance. It performs this task by setting strategic objectives and targets and taking strategic decisions on all key business issues. The regular day-to-day management, control and direction of the RSA are the responsibility of the Chief Executive Officer (CEO) and the executive of the RSA. The CEO and the executive must follow the broad strategic direction set by the Board and must ensure that all Board members have a clear understanding of the key activities and decisions related to the entity, and of any significant risks likely to arise. The CEO acts as a direct liaison between the Board and management of the RSA.

Board Members' Responsibilities

The work and responsibilities of the Board are set out in the Board's Terms of Reference and Annual Work Programme which also contain the matters specifically reserved for Board decision. Standing items considered by the Board include:

- declaration of interests
- reports from committees, including the Audit and Risk Committee (ARC).
- performance reports

Section 29 of the Road Safety Authority Act, 2006 requires the Board of the RSA to keep, in such form as may be approved by the Minister for Transport, Tourism and Sport, all proper and usual accounts of money received and expended by it.

In preparing these financial statements, the Board of the RSA is required to:

- select suitable accounting policies and apply them consistently
- make judgements and estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that it will continue in operation
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements

The Board is responsible for keeping adequate accounting records which disclose, with reasonable accuracy at any time, its financial position and enables it to ensure that the financial statements comply with Section 29 of the Road Safety Authority Act, 2006.

The Board is responsible for approving the annual business plan and budget. An evaluation of the performance of the RSA by reference to the annual business plan and budget was carried out throughout the year by the ARC, who in turn reported to the Board.

The Board is also responsible for safeguarding its assets and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Board considers that the financial statements of the RSA give a true and fair view of the financial performance and the financial position of the RSA at 31 December 2019.

Board Structure

At 31 December 2019, the Board consisted of a Chairperson and four ordinary members, all of whom are appointed by the Minister for Transport, Tourism and Sport. The members of the Board meet ten times per year.

Since the 30th October 2019, the Board's membership has been below it's minimum membership threshold of a Chairperson and six ordinary members as per Section 14 (3) of the Road Safety Authority Act 2006. At present, the Board has continued to operate and meet with its current membership of a Chairperson and four ordinary members which meets its quorum requirements of five (5) as outlined in Section 16 (7)(a) of the Road Safety Authority Act 2006. The Authority is currently engaged with the Public Appointments Service for the appointment of four new ordinary members to bring its membership above its minimum statutory level.

On account of board members' term expirations in 2019, the Remuneration Committee did not meet. The Governance Committee was disbanded by the Board in 2019 as its dedicated purpose for the creation of Board Governance policies and procedures relating to the Code of Practice for the Governance of State Bodies 2016 was completed.

The table below details the appointment period for current members.

Board Member	Role	Appointment Duration	Date Appointed
Ms Liz O'Donnell	Chairperson	5 years	29 October 2019
Mr Kevin Goulding	Ordinary member	3 years	14 August 2017
Mr Dimitris Karagiorgis	Ordinary member	3 years	21 September 2017
Ms Gillian Treacy	Ordinary member	3 years	01 January 2018
Ms Donna Price	Ordinary member	3 years	01 January 2018

Members whose term expired in 2019

Mr Eddie Rock	Ordinary member	3 years	14 September 2016
Dr Áine Carroll	Ordinary member	3 years	14 September 2016
Mr John Lumsden	Ordinary member	5 years	31 October 2014
Ms Aileen O'Toole	Ordinary member	5 years	03 November 2014

Audit and Risk Committee (ARC): comprises two Board members and one independent co-opted member. The role of the ARC is to support the Board in relation to its responsibilities for issues of risk, control and governance and associated assurance. The ARC is independent from the financial management of the organisation. In particular the committee ensures that the internal control systems including audit activities are monitored actively and independently. The ARC reports to the Board after each meeting.

The members of the ARC are Mr Kevin Goulding (chairperson), Mr Dimitris Karagiorgis and Mr Michael Flynn, co-opted independent. There were five meetings of the ARC in 2019.

Governance Statement and Board Members' Report
continued

Schedule of Attendance, Fees and Expenses

A schedule of attendance at the board and committee meetings for 2019 is set out below and includes the fees and expenses received by each member:

	Board	ARC	RC	Board/ Committee Fees 2019 €	Vouched Expenses 2019 €
Number of meetings	**10**	**5**	**-**		
Current board members					
Ms Liz O'Donnell (chairperson)	10			11,970	255
Mr Kevin Goulding	9	4		7,695	216
Mr Dimitris Karagiorgis	9	5		7,695	216
Ms Gillian Treacy	6			7,695	1,307
Ms Donna Price	9			-	2,091
Mr Michael Flynn (co-opted ARC member)		5		2,500	-
Members whose terms expired in 2019					
Mr Eddie Rock (potential 7)	7			5,416	621
Dr Áine Carroll (potential 7)	5			-	216
Mr John Lumsden (potential 10 and 4)	9	4		6,399	216
Ms Aileen O'Toole (potential 10 and 4)	10	3		6,461	359
Total				**55,831**	**5,497**

One board members did not receive board fees in 2019, in compliance with the 'one person one salary' principle. At the request of another board member, in lieu of payment of their fees, they were disbursed as a charitable donation.

The average attendance at the board meetings in 2019 was 88%.

Key Personnel Changes

Board

In accordance with the Road Safety Authority Act, 2006, four board members terms expired in 2019, Mr Eddie Rock, Dr Áine Carroll, Mr John Lumsden and Ms Aileen O'Toole.

Audit and Risk Committee

Due to board members, Mr John Lumsden and Ms Aileen O'Toole, term expiring in 2019, the ARC number of members has reduced from five to three members.

Remuneration Committee

Due to the term expirations of Dr Áine Carroll and Mr John Lumsden in 2019, this committee will be reconstituted in 2020 with new membership, following the appointment of four new ordinary members.

Disclosures Required by Code of Practice for the Governance of State Bodies (2016)

The Board is responsible for ensuring that the RSA has complied with the requirements of the Code of Practice for the Governance of State Bodies ('the Code'), as published by the Department of Public Expenditure and Reform in August 2016. The following disclosures are required by the Code:

Employee Short-Term Benefits Breakdown

Please refer to Employee Short-Term Benefits Breakdown in Note 4(b) to the Financial Statements.

Consultancy Costs

Consultancy costs include the cost of external advice to management and exclude outsourced 'business-as-usual' functions.

	2019 €	2018 €
Legal Advice	912,765	723,222
Business improvements	1,954,290	3,444,412
Other	-	29,874
Total Consultancy Costs	**2,867,055**	**4,197,508**
Consultancy costs capitalised	838,117	1,622,790
Consultancy costs expensed	2,028,938	2,574,718
Total	**2,867,055**	**4,197,508**

Governance Statement and Board Members' Report
continued

Consultancy Costs (continued)

Legal advice - The increased spend on external legal advice in 2019 reflects the requirements for specialist legal advice in relation to the National Car Test retender and RSA's defence of litigation relating to residency requirements for driver licensing applications, the total cost of which amounted to €0.189m.

Business Improvements - The external advice costs associated with the establishment of an ICT Roadmap, Project Management Office (PMO), Design Authority and Change Management team, in order to deliver its Corporate Plan, as well as costs associated with a number of strategic reviews completed in 2019, have been classified under business improvements. The decrease of €1.5m year on year under this classification relates to the following factors:

1. Consultancy costs capitalised amounting to €0.83m. These costs have decreased by €0.8m year on year due to the RSA recruiting a PMO Manager, three project managers, and two business analysts in the latter half of 2019, thus reducing our reliance on consultants and spend in 2019. As the RSA has increased its internal expertise, the guidance of the external consultants, was required to a lesser extent in 2019, in order to continue the delivery of a number of key ICT and business transformation projects currently underway to address our Corporate Plan commitments.

2. The administration element of the business improvement costs of €1.1m incurred, have reduced by €0.7m year on year as a result of:

   - Non Capital Project Management Office of €0.1m, which is a €0.3m decrease year on year primarily due to internal resources being secured in the latter half of 2019 and the external consultancy is no longer required in this area.

   - Change Management Costs of €1m, which is a €0.4m decrease year on year primarily due to the continued knowledge transfer and a shadowing programme of our own internal capabilities reducing the need of external consultants. The External consultants provided resources and support for a number of change activities in 2019, in the areas of business planning, strategic alignment, operational excellence, data analytics and integrated customer journey design.

It is envisaged that the RSA plan is to continue to reduce reliance as the full year impact of this internal recruitment and knowledge transfer is realised. However, given the nature of the transformation projects underway, the RSA envisages that there will continue to be some requirement for external consultants in the short to medium term.

Legal Costs and Settlements

The table below provides a breakdown of amounts recognised as expenditure in the reporting period in relation to the legal costs of court representation in enforcement cases. This does not include expenditure incurred in relation to general legal advice received by the RSA, which is disclosed in 'consultancy costs' above.

	2019 €	2018 €
Legal proceedings costs	238,990	205,123
Total	**238,990**	**205,123**

Travel and Subsistence Expenditure

Travel and subsistence expenditure is categorised as follows:

	2019 €	2018 €
Domestic		
Board	5,497	6,141
Employees	3,272,907	2,644,654
International		
Board	-	-
Employees	73,886	54,586
Total	**3,352,290**	**2,705,381**

The increase in travel and subsistence is reflective of the impact of the additional 65 driver testers recruited to address the surge in applications following the enactment of new legislation impacting learner drivers, specifically covered in a Statutory Instrument of the Road Traffic (Amendment) Act 2018 on 22nd December 2018.

Hospitality Expenditure

The Statement of Income and Expenditure and Retained Revenue Reserves for the Year Ended 31 December 2019 includes the following hospitality expenditure. This represents the amounts paid by the RSA to the Staff Sports and Social Club.

	2019 €	2018 €
Staff hospitality	5,396	6,416
Client hospitality	-	-
Total	**5,396**	**6,416**

Statement of Compliance

The Board has adopted the Code of Practice for the Governance of State Bodies (2016) and has put procedures in place to ensure compliance with the code. The RSA was in full compliance with the Code of Practice for the Governance of State Bodies for 2019.

Governance Statement and Board Members' Report
continued

Conditions, Circumstances and Developments resulting from COVID-19

As outlined in note 20 subsequent events to the financial statements, the measures taken by Government to contain the COVID- 19 virus have affected economic activity and the Authority's operations in 2020. Since March, the Authority has had to suspend all its public services. In addition, the imposition of Government regulations to extend the periods of validity for all licences and certificates relating to the Authority's public services means that the Authority has been unable to recognise any revenue from the 28th of March to the 17th of May, with services commencing on a phased basis since the 18th May in line with the Government Roadmap.

As the Authority is a substantially self-financing public body, with minimal exchequer funding, the impact of COVID-19 has been significant. At the start of the COVID-19 event, the Authority's operations performed to plan in Q1 2020 and the Authority has substantial reserves and liquidity in place.

The Authority has taken the following measures to deal with the COVID-19 event;

■ Instigated a cost reduction programme that will yield material reduction in the Authority's operating costs in 2020

■ Proactively managing its cash and liquidity position to ensure payments and liabilities are met as they fall due

■ Ensured that the Board of the Authority and the parent, the Department of Transport, Tourism and Sport have been informed of the financial position

■ Managing a Resumption of Services plan to continue to open the public services in accordance with the Government Roadmap for reopening society and business and

■ Secured a line of credit facility with its bank to ensure it has appropriate liquidity to operate through the COVID-19 event.

Depending on the duration of the COVID-19 event and the continued negative impact on economic activity, the Authority may experience further negative financial impacts in 2020. The exact impact on our operations in the remainder of 2020 and thereafter cannot be predicted. Whilst uncertain, the Authority does not believe that the impact of COVID-19 will have a material impact on its ability to operate as a going concern.

Statement on Internal Control

Scope of Responsibility

On behalf of the RSA, I acknowledge the Board's responsibility for ensuring that an effective system of internal control is maintained and operated. This responsibility takes account of the requirements of the Code of Practice for the Governance of State Bodies (2016).

Purpose of the System of Internal Control

The system of internal control is designed to manage risk to a tolerable level rather than to eliminate it. The system can therefore only provide reasonable and not absolute assurance that assets are safeguarded, transactions authorised and properly recorded and that material errors or irregularities are either prevented or detected in a timely way.

The system of internal control, which accords with guidance issued by the Department of Public Expenditure and Reform has been in place in the RSA for the year ended 31 December 2019 and up to the date of approval of the financial statements.

Capacity to Handle Risk

The RSA has an Audit and Risk Committee (ARC) which comprised of four Board members and one external co-opted independent member. However due to board members, Mr John Lumsden and Ms Aileen O'Toole, term expiring in 2019, the ARC number of members reduced from five to three members in November 2019. The ARC met five times in 2019.

The RSA has also established an internal audit function which is outsourced to an external firm and conducts a programme of work agreed with the ARC.

The Authority has continued to strengthen its risk management governance in 2019 where continued reporting both to the Board and the Executive Leadership team took place. Risk was a permanent agenda item and the Authority's top risks were reviewed and assessed at each meeting at Board and Executive levels. The Authority will broaden its risk management process and develop a policy in 2020.

Risk and Control Framework

The risk register details the controls and actions needed to mitigate risks and responsibility for operation of controls assigned to specific staff. I confirm that a control environment containing the following elements is in place:

- Procedures for all key business processes have been documented
- Financial responsibilities have been assigned at management level with corresponding accountability
- There is an appropriate budgeting system with an annual budget which is kept under review by senior management
- There are systems aimed at ensuring the security of the information and communication technology systems
- There are systems in place to safeguard the assets
- There are strong payroll controls in place

Statement on Internal Control
continued

Ongoing Monitoring and Review

Formal procedures have been established for monitoring control processes. Control deficiencies are communicated to those responsible for taking corrective action and to management and the Board, where relevant, in a timely way. I confirm that the following ongoing monitoring systems are in place:

- Key risks and related controls have been identified and processes have been put in place to monitor the operation of those key controls and report any identified deficiencies
- Reporting arrangements have been established at all levels where responsibility for financial management has been assigned
- There are regular reviews by senior management of periodic and annual performance and financial reports which indicate performance against budgets/forecasts

Procurement

I confirm that the RSA has procedures in place to ensure compliance with current procurement rules and guidelines and that during 2019 the RSA complied with those procedures, with the exception of four contracts where expenditure of €1.2m (2018: €1.3m) occurred in 2019. All four contracts were also disclosed in 2018.

- In respect of the first of these contracts, the RSA held a competition in 2018, however this process had to be collapsed. A new competition for these services was held in 2019 and the contract was awarded on the 22nd December 2019- €0.4m was expensed in 2019 relating to this contract.
- In respect of the second contract, with €0.276m paid in 2019, relating to voice data contract. A project was completed that moved the RSA to a new Voice over internet protocol (VoIP) solution on the Government network. As advised by Government networks, the RSA has remained with the incumbent provider until the new service has matured and become robust. The RSA had planned to use OGP framework to go to market but the particular OGP Framework has now expired with no immediate plans to introduce a new one therefore the RSA will have to go to direct tender, with an estimated commencement of the tender process planned for Q4 2020.
- The remaining two contracts are being managed by the RSA and will be phased out as part of the implementation of the RSA's ICT Roadmap in respect of development of a new Business Solutions Platform (BSP).
  - One of these contracts, which had expenditure of €0.17m in 2019, is planned to cease when the BSP is released, which has been delayed and has a current go live date of June 2020. The RSA's other main service (CoVIS) has been moved off this SMS service provider platform and onto our new SMS provider whose contract was awarded via an OGP framework.
  - The other contract is planned to cease following the migration of its services into the BSP platform by March 2021, this has been delayed due to the delay in BSP going live. This contract expensed €0.33m in 2019

The RSA is resolute to resolve this area of non-compliance with regard to public procurement by taking steps to remove its dependence on legacy contracts especially in the area of ICT but this must be done in a controlled and phased manner to maintain critical service provision.

Review of Effectiveness

I confirm that the RSA has procedures to monitor the effectiveness of its risk management and control procedures. The RSA's monitoring and review of the effectiveness of the system of internal control is informed by the work of the internal and external auditors, the ARC which oversees their work, and the senior management within the RSA responsible for the development and maintenance of the internal control framework.

I confirm that the Board conducted an annual review of the effectiveness of the internal controls for 2019, in February 2020.

Internal Control Issues

No weaknesses in internal control were identified in relation to 2019 that require disclosure in the financial statements, with the exception of the procurement issues disclosed above.

Statement of Income and Expenditure and Retained Revenue Reserves

for the Year Ended 31 December 2019

	Notes	2019 €	2018 €
Income			
Oireachtas grant	2	139,000	139,000
Other resources	3	95,397,135	80,082,724
Net deferred pension funding	5(c)	5,315,000	5,287,000
Employee pension contributions remitted	5(a)	(842,000)	(412,000)
Gain from disposal of assets		58,959	14,600
Total Income		**100,068,094**	**85,111,324**
Expenditure			
Remuneration and other pay costs	4(a)	(25,485,710)	(22,387,903)
Retirement benefit costs	5(a)	(5,535,568)	(5,546,227)
Technical advice	6	(536,060)	(553,932)
Administration costs	7	(8,039,493)	(8,186,311)
Programme costs	8	(49,471,327)	(47,448,525)
Depreciation	9	(7,351,824)	(5,732,541)
Total Expenditure		**(96,419,982)**	**(89,855,439)**
Surplus/(Deficit) for the year before appropriations		**3,648,112**	**(4,744,115)**
Transfer to Capital Account	13	(4,470,883)	(4,773,088)
(Deficit) for the year after appropriations		**(822,771)**	**(9,517,203)**
Balance brought forward at 1 January		**15,574,331**	**25,091,534**
Balance carried forward at 31 December		**14,751,560**	**15,574,331**

The Statement of Cash Flows and notes 1 to 21 form part of these financial statements.

Statement of Comprehensive Income

for the Year Ended 31 December 2019

	Notes	2019 €	2018 €
(Deficit) for the year		**(822,771)**	**(9,517,203)**
Experience gains/(losses) on retirement benefit obligations		1,593,000	(4,580,000)
Change in assumptions underlying the present value of retirement benefit obligations		(16,258,000)	8,118,000
Total actuarial (loss) / gain in the year	**5(b)**	**(14,665,000)**	**3,538,000**
Adjustment to deferred retirement benefits funding		14,665,000	(3,538,000)
Other Comprehensive (Loss) for the year		**(822,771)**	**(9,517,203)**

The Statement of Cash Flows and notes 1 to 21 form part of these financial statements.

Statement of Financial Position
as at 31 December 2019

	Notes	2019 €	2018 €
Fixed Assets			
Property, plant and equipment	9	19,518,612	15,047,729
Current Assets			
Receivables	10	1,775,220	1,656,619
Prepayments	11	167,869	211,667
Cash and cash equivalents		27,608,393	30,324,443
		29,551,482	32,192,729
Current Liabilities (amount falling due within one year)			
Payables	12	(14,799,922)	(16,618,398)
Net Current Assets		14,751,560	15,574,331
Long Term Liabilities (amounts falling due after one year)			
Retirement Benefits			
Deferred retirement benefit funding asset	5(c)	113,620,000	93,297,000
Retirement benefit obligations	5(b)	(113,620,000)	(93,297,000)
Total Assets less Liabilities		**34,270,172**	**30,622,060**
Representing			
Capital Account	13	19,518,612	15,047,729
Retained Revenue Reserves	19	14,751,560	15,574,331
		34,270,172	**30,622,060**

The Statement of Cash Flows and notes 1 to 21 form part of these financial statements.

Statement of Cash Flows

for the Year Ended 31 December 2019

	2019 €	2018 €
Cash Flows from Operating Activities		
Surplus / (Deficit) for the year before appropriations	3,648,112	(4,744,115)
Depreciation of fixed assets	7,351,824	5,732,541
Profit on the disposal of property, plant and equipment	(58,959)	(14,600)
(Increase) / Decrease in receivables	(74,802)	176,251
(Decrease) / Increase in payables	(1,814,154)	1,227,619
Bank interest received	(2)	(677)
Bank interest paid	31,024	23,426
Net Cash Flows from Operating Activities	**9,083,043**	**2,400,445**
Cash Flows from Investing Activities		
Payment to acquire property, plant and equipment	(11,822,707)	(10,505,629)
Proceeds from the sale of property, plant and equipment	58,959	14,600
Net Cash Flows from Investing Activities	**(11,763,748)**	**(10,491,029)**
Cash Flows from Financing Activities		
Bank interest income	2	2,122
Bank interest expense	(35,347)	(26,171)
Net Cash Flows from Financing Activities	**(35,345)**	**(24,049)**
Net Decrease in cash and cash equivalents	**(2,716,050)**	**(8,114,633)**
Cash and cash equivalents at 1 January	30,324,443	38,439,076
Cash and cash equivalents at 31 December	**27,608,393**	**30,324,443**

Notes to the Financial Statements
For the Year Ended 31 December 2019

1.   Accounting Policies

The basis of accounting and significant accounting policies adopted by the RSA are set out below. They have all been applied consistently throughout the year and for the preceding year.

(a) General Information
The RSA was set up under the Road Safety Authority Act 2006, with a head office at Moy Business Park, Primrose Hill, Ballina, Co Mayo. The RSA's primary objectives were established under the Road Safety Authority Act 2006 on 1 September 2006. The RSA is a corporate body with perpetual succession and with a seal and power to sue and be sued in its corporate name and to acquire, hold and dispose of land or an interest in land, and to acquire, hold and dispose of any other property. It is a statutory body that earns non-exchequer income from services provided to the public and partially from an exchequer grant from the Department of Transport, Tourism and Sport (Note 2).

The RSA is a Public Benefit Entity which is an entity that provides services for the general public, community and for social benefit. The RSA was established to take the lead role in the area of road safety and is responsible for the following: raising awareness of and promoting road safety through mass media campaigns and education programmes; road safety research and its primary public services including driver testing, driver licensing, vehicle standards, vehicle testing (both national car testing and commercial vehicle testing), road haulage enforcement, registration of driver instructors (ADI) and Driver Certificate of Professional Competence (Driver CPC). The RSA shares responsibility for the *Road Safety Strategy 2013 – 2020* together with a number of state departments and public authorities who must all work together, with the road-using public, to deliver the targets and outcomes set out in this strategy.

(b) Statement of Compliance
The financial statements of the RSA for the year ended 31 December 2019 have been prepared in accordance with FRS 102, the financial reporting standard applicable in the UK and Ireland issued by the Financial Reporting Council (FRC), as promulgated by Chartered Accountants Ireland. The RSA is operating in compliance with the Code of Practice for the Governance of State Bodies (2016) for 2019.

(c) Basis of Preparation
The financial statements have been prepared under the historical cost convention. The financial statements are, in the form, approved by the Minister for Transport, Tourism and Sport under Section 29 of the Road Safety Authority Act 2006. The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the RSA's financial statements.

(d) Revenue
Oireachtas Grant
Revenue is generally recognised on an accruals basis; one exception to this is in the case of Oireachtas Grants which are recognised on a cash receipts basis.

Interest Income and Expense
Interest Income and Expense is recognised on an accruals basis.

1. Accounting Policies (continued)

Other Revenue
Other revenue is recognised on an accruals basis for revenue streams including fees for driving tests, National Car Test Levy and the Commercial Vehicle Test Levy, as the revenue point of recognition is when the test is completed. The revenue from fees for digital tachograph cards, driving licences and approved driving instructor registrations are recognised on a cash receipts basis on account of the systematic limitations preventing recognition on an accruals basis. The RSA is entitled to a share of any profits generated by the National Car Test service provider. Such profits are recognised when it is probable that an economic benefit will arise and such benefit can be reliably measured.

e) Property, Plant and Equipment
Property, plant and equipment are stated at cost less accumulated depreciation, adjusted for any provision for impairment. Depreciation is provided on all property, plant and equipment at rates estimated to write off the cost less the estimated residual value of each asset on a straight-line basis over their estimated useful lives, as follows:

(i)	Leasehold Improvements	5% per annum
(ii)	Fixtures and Fittings	20% per annum
(iii)	Fleet	20% per annum
(iv)	ICT Hardware	33% per annum
(v)	Application Software	33% per annum

Residual value represents the estimated amount which would currently be obtained from disposal of an asset, after deducting estimated costs of disposal, if the asset was already of an age and in the condition expected at the end of its useful life.

If there is objective evidence of impairment of the value of an asset, an impairment loss is recognised in the Statement of Income and Expenditure and Retained Revenue Reserves in the year.

(f) Employee Benefits
Short-term Benefits
Short term benefits such as holiday pay are recognised as an expense in the year, and benefits that are accrued at year end are included in the payables figure in the Statement of Financial Position.

(g) Retirement Benefits
Staff Pensions
Civil Service Superannuation Scheme
As at 31 December 2019 there are 72 staff of the RSA who are in the civil service superannuation scheme and the pension liabilities for these staff are not included in the RSA's financial statements. Staff pension contributions in respect of these 72 staff are remitted by the RSA to the Department of Transport, Tourism and Sport and the RSA has no further obligations for those who are members of this scheme.

Notes to the Financial Statements

For the Year Ended 31 December 2019
continued

1. Accounting Policies (continued)

Single Public Services Pension Scheme ('Single Scheme')

The RSA also operates the Single Public Services Pension Scheme ('Single Scheme'), which is a defined benefit scheme for pensionable public servants appointed on or after 1 January 2013. Single Scheme members' contributions are paid over to the Department of Public Expenditure and Reform. There were 78 members of this scheme as at 31 December 2019.

In 2018, the RSA was advised, by the Department of Public Expenditure and Reform, that the RSA is considered to be a Relevant Authority as set out in Circular 28 of 2016. This was determined as the RSA is considered to be self-financing and therefore is required to remit employer contributions for members of the 'Single Scheme' to DPER in line with the provisions of the Circular. The RSA remits these contribution on a monthly basis.

Road Safety Authority Staff Superannuation Scheme

Section 20 of the Road Safety Authority Act, 2006 provides for the establishment of the RSA Staff Superannuation Scheme (the Scheme) by the RSA. In July 2013, the Scheme was approved by the Minister of Transport, Tourism and Sport with the consent of the Minister for Public Expenditure and Reform. Membership of the Scheme was open to staff who joined through external competition and by other means from September 2006. As at 31 December 2019 there were 180 staff of the RSA who are active members of the Scheme. There are also 18 deferred members and 21 pensioners of the Scheme. The Scheme operates on the basis that the RSA deducts staff pension contributions from payroll and remits these contributions to the Department of Transport, Tourism and Sport. The Department of Transport, Tourism and Sport has confirmed following discussions with the Department of Public Expenditure and Reform, that the RSA Staff Superannuation Scheme liabilities will continue to be met by the exchequer on a 'pay as you go basis' for all members of the Scheme, as they fall due, for as long as the Scheme is in operation. The 'pay as you go basis' system is where the Scheme's benefits are paid from current exchequer revenue at the time they fall due.

The financial statements reflect, at fair value, the assets and liabilities arising from the RSA's superannuation scheme and the Single Scheme and recognises the costs of providing pension benefits in the accounting periods in which they are earned by employees. Retirement benefit scheme liabilities are measured on an actuarial basis using the projected unit credit method.

National Safety Council Superannuation Scheme 1991 to 2000

Upon inception the RSA inherited 6 pensioners that transferred to the RSA on the dissolution of the National Safety Council. The RSA is allocated exchequer funding each year to meet the pensioner obligations as they fall due.

1.   Accounting Policies (continued)

(h) Critical Accounting Judgements and Estimates

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the reporting date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. The following judgements have had the most significant effect on amounts recognised in the financial statements.

Depreciation and Residual Values

The directors have reviewed the asset lives and associated residual values of all fixed asset classes, and in particular, the useful economic life and residual values of fixtures and fittings and have concluded that asset lives' and residual values are appropriate.

Retirement Benefit Obligation

The assumptions underlying the actuarial valuations for which the amounts recognised in the financial statements are determined (including discount rates, rates of increase in future compensation levels, mortality rates and healthcare cost trend rates) are updated annually based on current economic conditions, and for any relevant changes to the terms and conditions of the pension and post-retirement plans.

The assumptions can be affected by:

(i)   the discount rate, changes in the rate of return on high-quality corporate bonds

(ii)   future compensation levels, future labour market conditions

2. Oireachtas Grants

The Oireachtas grant of €139,000 to the RSA is paid from subhead B4 of the Vote for Transport, Tourism and Sport. In 2019 and 2018, the RSA was allocated the specific Oireachtas grant, of €139,000 each year, to meet the annual pension payments to a number of pensioners that transferred to the RSA on the dissolution of the National Safety Council. The amount paid to the pensioners is included within Note 4. The RSA has been delegated the responsibility of payment of the pension benefits, however, no accrual for liabilities arises, as the Department of Transport, Tourism and Sport will ultimately meet the obligations as they fall due.

Notes to the Financial Statements
For the Year Ended 31 December 2019
continued

3. Other Resources

	2019 €	2018 €
National Car Test Levy	31,176,098	21,581,167
Driver Licence Income	25,650,710	26,390,373
Driver Testing Fee Income	21,346,716	15,337,396
Commercial Vehicle Testing Levy	15,391,390	14,970,794
Digital Tachograph Income	804,975	908,790
Approved Driving Instructor Income	385,419	252,605
Carriage Dangerous Goods Income	298,011	295,451
Sponsorship Income	82,000	82,000
Bank Interest Income	2	676
Miscellaneous	261,814	263,472
	95,397,135	**80,082,724**

The RSA is a statutory body that earns revenue from services provided to the public. The main sources of revenue are set out below.

Income Type	Source
National Car Test Levy	The RSA receives levy income based on the number of cars tested. The gross fee is collected by the contracted service provider when the test is conducted and a portion of the test fee is remitted monthly in arrears to the RSA. In 2019, the turnover of the outsourced contractor operating the National Car Testing Service is approximately €74.2m (2018: €71.3m) of which the RSA received €31.1m (2018: €21.6m) in levy income and profit share as outlined in this note. The levy received in relation to the National Car Test has increased on account of both increase in volume of fleet tested in 2019 and receipt of profit share for the period 2016 – 2018. In accordance with the provisions of the contract, the Authority is entitled to a share of the profits of the National Car Testing Service. A profit share agreement for the period 2016-2018 was finalised in 2019 which resulted in an amount of €7.79m being paid to the Authority in August 2019 in respect of profit share. A new NCT contract was signed in June 2019, under the terms of this contract an amount of €1m representing 50% of the €2m initial levy payment, was paid to the Authority in September 2019. The remaining 50% was paid in March 2020.
Commercial Vehicle Testing Levy	The RSA continues to recognise Commercial Vehicle Testing Levy income in 2019, with a slight increase year on year as a result of higher volumes of commercial vehicles being tested in 2019.
Driver Testing Income	The RSA has responsibility for driver testing. This income is derived from fees paid by drivers for sitting a driving test. In 2019 there was an increase in volumes of driving tests completed due to a surge in driving tests following the enactment of new legislation impacting learner drivers.

3.　Other Resources (continued)

Income Type	Source
Driver Licence Income	The RSA has responsibility for driver licence issue and renewals. This income is derived from fees paid by drivers for obtaining / renewing a driving licence. 2019 noted a large increase in volumes of exchange licence applications, on account of the Brexit, however income remains lower year on year due to 2018 having a large increase in volumes of driver licence applications, on account of the renewal of 10 year licence directly linked to the 10 year anniversary of the driving test surge of 2008.
Digital Tachograph Income	The RSA has responsibility for the enforcement of drivers' hours' legislation. The RSA receives fee income when it issues an electronic digital tachograph card to hauliers for the recording of drivers' hours.
Approved Driving Instructor Income	The RSA has responsibility for the regulation of the Driving Instructor industry. The RSA receives fee income when it registers and tests a driving instructor.
Carriage Dangerous Goods Income	The RSA has responsibility for the regulation of the carriage of dangerous goods. The RSA receives fee income when it registers a Carriage of Dangerous Goods haulier.

4.　Remuneration and Other Pay Costs

4(a) Remuneration and Other Pay Costs

	2019 €	2018 €
Staff Salaries	19,804,143	17,703,396
Employers' contribution to social welfare	1,701,808	1,394,726
Staff training and development	332,374	278,190
Staff and Board travel and subsistence – Domestic	3,278,404	2,650,795
Staff and Board travel and subsistence – Foreign	73,886	54,586
Other staff costs	82,836	89,197
Board members' emoluments (including CEO remuneration)	212,259	217,013
Total	**25,485,710**	**22,387,903**

The above costs exclude the salary costs relating to three project managers whose costs have been capitalised, in accordance with generally accepted accounting principles, amounting to €417,060 (2018: €144,883). Pension related deductions totalling €541,775 have been deducted from salaries and wages and paid over to the Department of Transport, Tourism and Sport in respect of 2019 (2018: €714,678). The total number of staff employed (WTE) at year end was 407.3 (2018: 377.3). A further 2 (2018: 3) staff were seconded to the RSA from the Health Service Executive and CIÉ.

A number of appointments were made in 2019 in Enforcement and Driver Testing in addition to other areas such as Project management, Business Analysis and Learning and Development and in general administrative functions. The increase in travel and subsistence is reflective of the impact of the additional driver testers recruited to address the surge in applications, specifically covered in a Statutory Instrument of the Road Traffic (Amendment) Act 2018 on 22nd December 2018.

Notes to the Financial Statements
For the Year Ended 31 December 2019
continued

4.   Remuneration and Other Pay Costs (continued)

(i) Aggregate Employee Benefits

	2019 €	2018 €
Staff short-term benefits	20,016,402	17,920,409
Employer's contribution to social welfare	1,701,808	1,394,726
	21,718,210	**19,315,135**

(ii) Staff Short-Term Benefits

	2019 €	2018 €
Basic pay	18,723,097	16,413,578
Overtime	765,664	1,023,714
Allowances	527,641	483,117
	20,016,402	**17,920,409**

(iii) Termination Benefits
There were no termination benefit costs incurred by the RSA in 2019 or in 2018.

4(b) Employee benefits breakdown for the year

Range of total employee benefits From — To	Number of Employees 2019	Number of Employees 2018
€60,000 – €69,999	48	58
€70,000 – €79,999	13	20
€80,000 – €89,999	4	2
€90,000 – €99,999	2	5
€100,000 – €109,999	4	2
€110,000 – €119,999	-	1
€120,000 – €129,999	-	-
€130,000 – €139,999	-	-
€140,000 – €149,999	-	-
€150,000 – €159,999	1	1

Employee benefits include salary, overtime allowances and other payments made on behalf of the employee however excludes employer's PRSI. The decrease in the number of employees' total benefits from 2018 to 2019 is on account of backdated pay awards being recognised in 2018.

4.   Remuneration and Other Pay Costs (continued)

4(c) Key Management Personnel Compensation

Key management personnel in the RSA consists of the members of the Board, the CEO, the five directors and a principal engineer. The total value of employee benefits for key management personnel is set out below.

	2019 €	2018 €
Salary	832,691	829,297
Allowances	-	1,691
	832,691	**830,988**

This does not include the value of retirement benefits earned in the period. The key management personnel are members of the RSA Staff Superannuation Scheme, the Civil Service Superannuation Scheme or the Single Public Services Pension Scheme. Their entitlements in that regard do not extend beyond the terms of the model public service pension scheme.

Chief Executive Officer Salary and Benefits

The CEO remuneration package for the financial period was as follows:

	2019 €	2018 €
Salary	156,428	156,519
	156,428	**156,519**

The CEO is a member of the Single Public Services Pension Scheme, and her entitlements in that regard do not extend beyond the terms of that pension scheme. The value of retirement benefits earned in the period is not included above.

Notes to the Financial Statements

For the Year Ended 31 December 2019
continued

5. Retirement Benefit Costs

5(a) Analysis of total retirement benefit costs charged to the Statement of Income and Expenditure and Retained Revenue Reserves

	2019 €	2018 €
Gross current service cost	3,991,000	4,215,000
Less current service and interest cost of SPSPS members	(343,000)	(285,000)
Member contributions (including ASC)	(842,000)	(412,000)
Employer contributions to Single Public Services Pension Scheme	727,568	388,227
Interest cost on retirement benefit scheme liabilities	2,002,000	1,640,000
	5,535,568	**5,546,227**

*The pension related deduction (PRD) was replaced by an additional superannuation contribution (ASC) with effect from 1 January 2019. Member contributions disclosed in 2019 include members' additional superannuation contributions. This is not required to be adjusted retrospectively. While PRD was a temporary emergency measure, ASC is a permanent contribution in respect of pensionable remuneration.

5(b) Movement in net retirement benefit obligations during the financial year

	2019 €	2018 €
Net retirement benefit obligation at 1 January	(93,297,000)	(91,263,000)
Current service cost	(3,991,000)	(4,215,000)
Interest cost	(2,002,000)	(1,640,000)
Actuarial (loss)/ gain	(14,665,000)	3,538,000
Pensions paid in the year	335,000	283,000
Net retirement benefit obligation at 31 December	**(113,620,000)**	**(93,297,000)**

5(c) Deferred funding for retirement benefits

The Board recognises these amounts as an asset corresponding to the unfunded deferred liability for retirement benefits on the basis of the set of assumptions described below at 5(e) and a number of past events. These events include the statutory basis for the establishment of the retirement benefit schemes, and the policy and practice currently in place in relation to funding public service pensions including contributions by employees and the annual estimates process. The Board has confirmation from the Department of Transport, Tourism and Sport that the liabilities under the Scheme will continue to be met by the exchequer on a 'pay as you go basis' for all members of the Scheme, as they fall due, for so long as the Scheme is in operation.

5.   Retirement Benefit Costs (continued)

Section 44 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 provides for funding of pension payments under the Single Scheme as they fall due by way of payments out of the Central fund or from funds provided by the Oireachtas for that purpose.

The net deferred funding for retirement benefits recognised in the Statement of Income and Expenditure and Retained Revenue Reserves was as follows:

	2019 €	2018 €
Funding recoverable in respect of current year retirement benefit costs (less adjustment for SPSPS)	5,650,000	5,570,000
State Grant applied to pay retirement benefits	(335,000)	(283,000)
	5,315,000	**5,287,000**

The deferred funding asset for retirement benefits at 31 December 2019 amounts to €113.62m (2018: €93.297m).

5(d) History of defined benefit obligations

	2019 €'000	2018 €'000	2017 €'000	2016 €'000	2015 €'000
Defined benefit obligation	113,620	93,297	91,263	74,303	54,521
Experience gains/(losses) on defined benefit scheme liabilities	1,593	(4,580)	(7,575)	(2,915)	1,826
As a percentage of scheme liabilities	1.4%	(4.9%)	(8.3%)	(3.9%)	3.3%

5(e) General description of the scheme

The retirement benefit scheme is a defined benefit final salary pension arrangement with benefits and contributions defined by reference to current 'model' public sector scheme regulations. The scheme provides a pension (being 1/80 per year of service), a gratuity or lump sum (being 3/80 per year of service) and spouses' and children's pensions. Normal Retirement Age is a member's 65th birthday, and pre-2004 members have an entitlement to retire without actuarial reduction from age 62. Pensions in payment (and deferment) normally increase in line with general public sector salary inflation.

The Single Public Service Pension Scheme (Single Scheme) is the defined benefit pension scheme for pensionable public servants appointed on or after 1 January 2013 in accordance with the Public Service Pension (Single Scheme and Other Provisions) Act 2012. The scheme provides for a pension and retirement lump sum based on career-average pensionable remuneration, and spouse's and children's pensions. The minimum pension age is 66 years (rising in line with State pension age changes). It includes an actuarially-reduced early retirement facility from age 55. Pensions in payment increase in line with the consumer price index.

Notes to the Financial Statements

For the Year Ended 31 December 2019
continued

5. Retirement Benefit Costs (continued)

The valuation used for FRS 102 disclosures has been based on a full actuarial valuation performed on 17 February 2020 by a qualified independent actuary, taking account of the requirements of the FRS in order to assess the scheme liabilities at 31 December 2019.

The principal actuarial assumptions were as follows:

	2019	2018
Rate of increase in salaries	3.2% pa	3.4% pa
Rate of increase in retirement benefits in payment	1.7% pa	1.9% pa
Discount rate	1.3% pa	2.15% pa
Inflation rate	1.7% pa	1.9% pa

The change in the discount rate of 0.85% year on year is as a result of the significant reduction in Eurozone bond yields during 2019, for both sovereign and corporate bonds and across all durations.

Mortality
The mortality tables used were as follows;

	Male	Female
Pre-retirement mortality	PMA 92 c 2020	PFA 92 c 2020
Post-retirement mortality	PMA 92 c 2025 < 1 yr	PFA 92 c 2025 < 1 yr

Based on these tables life expectancy at age 65 is as follows:

	2019	2018
Male	22.1 years	22 years
Female	25.2 years	25.1 years

6. Technical Advice

	2019 €	2018 €
Technical Advice	536,060	553,932
Total	**536,060**	**553,932**

This advice primarily relates to vehicle standards consultancy costs which are in line year on year.

7.   Administration Costs

	2019 €	2018 €
Printing and Stationery	584,516	659,622
Postage	206,966	225,331
Facility Management Costs	1,182,078	1,135,301
Energy	226,116	214,501
Telephone and Data Exchange Costs	619,129	675,299
Software, Licensing and Support Costs	1,993,097	1,708,127
Hardware Maintenance	223,774	200,872
Audit Fees	36,000	31,000
Internal Audit Fees	90,002	90,478
Payroll Administration	41,958	42,794
Translation Services	13,204	16,557
Insurance	39,735	37,761
Website Maintenance	17,897	26,045
Financial Transaction Charges	219,173	197,910
Bank Interest Expense	35,347	26,171
Facility Hire Costs	1,059,890	753,730
Fleet Management Costs	295,207	206,317
HR Administration Costs	45,460	68,266
Data Records Information Management Costs	-	33,519
Project Management Office	62,861	405,221
Change Management	1,047,083	1,431,489
Total	**8,039,493**	**8,186,311**

Facility Hire Costs have increase year on year as a result of additional facilities required for driving test centres to address the surge in applications following the enactment of new legislation impacting learner drivers, specifically covered in a Statutory Instrument of the Road Traffic (Amendment) Act 2018 on 22nd December 2018.

Notes to the Financial Statements

For the Year Ended 31 December 2019
continued

8. Programme Costs

	2019 €	2018 €
(a) Driver Theory Testing	183,741	375,923
(b) Road Haulage Enforcement & Communication	2,187,214	1,735,378
(c) National Car Testing Service	1,354,509	2,475,920
(d) Road Safety Promotion	5,409,675	5,139,188
(e) Road Safety Education	1,460,958	1,511,875
(f) Road Safety Awareness	3,986,198	3,773,977
(g) Road Safety Research	482,149	447,173
(h) Driver Education	872,603	888,253
(i) Legal Fees	1,151,754	928,344
(j) Commercial Vehicle Roadworthiness Testing	3,011,267	2,782,380
(k) Driver Testing	223,046	347,643
(l) Driver Licence Policy & Process Improvement	696,709	734,883
(m) Communications	1,222,684	1,245,386
(n) National Driver Licence Service	26,568,657	24,333,361
(o) Emergency Services Driving Standard	31,934	28,832
(p) Digital Tachograph Programme Costs	581,726	616,917
(q) Other Programme Costs	46,503	83,092
Total	**49,471,327**	**47,448,525**

8.   Programme Costs (continued)

(a)   This is the cost of a full review and updating of the Driver Theory Test Service Test Question bank and a change request to remove of the mandatory requirement to hold a public services card, which commenced in 2018 and was finalised in 2019.

(b)   These are the costs associated with the enforcement programme including supervisory, technical inspections and communication costs for CVR. In 2019 the technical inspections contract was awarded and encompassed both the CVR and NCT service as opposed to the previous the contract which included only the CVR service in 2018.

(c)   This is the cost of the supervision and monitoring of the National Car Testing Service, the movement year on year relates to the costs relating to the National Car testing Service re-let being higher in the comparative year together with the move of the technical service to road haulage enforcement as part of the new contract awarded in 2019 referred to above.

(d)   Road safety promotion is a programme where the RSA continually promotes road safety using marketing communication tools such as advertising ensuring constant learning for all road users.

(e)   Road safety education is a programme aimed at delivering road user education up to third level through a range of specially developed educational campaigns.

(f)   Road safety awareness is a targeted programme aimed at specific road user groups to make them aware of road safety through various methods such as the use of the shuttle and the translation of road safety messages into a number of languages.

(g)   This is the cost of engaging in research programmes in road safety.

(h)   Driver Education is programme expenditure that relates to the regulation of the Approved Driving Instructor industry. It also incorporates the running of the Driver Certificate of Professional Competence programme in respect of professional bus and truck drivers.

(i)   These are legal fees incurred in relation to the RSA's programmes including the Commercial Vehicle Roadworthiness Testing programme, the National Driver Licence Service programme and all other programmes.

(j)   This cost relates to the operation of Commercial Vehicle Roadworthiness Testing programme.

(k)   This is the cost of enhancements to the Driver Testing programme relating to the theory and practical driving tests, in particular the development of syllabus material.

(l)   This programme relates to expenditure in the development and enhancement of the National Driver Licence Service.

(m)   The RSA incurs cost in relation to its media buying, media creative and public relations activities. It also incorporates the RSA's social media activity.

(n)   This programme expenditure relates to the operating costs of the National Driver Licence Service and includes the cost of the card production, agent network and back office processing elements of the licence service. 2019 noted a large increase in volumes of exchange licence applications, on account of the Brexit, causing a large increase in costs year on year.

(o)   These are the programme costs relating to the Emergency Service Driving Standard.

(p)   These are the programme costs relating to the Digital Tachograph Service.

(q)   Costs under this heading relate to advertising costs of vehicle standards and vehicle testing notices.

The costs of RSA staff in administering these programmes are not included in the amounts shown in this note because staff costs are not assigned exclusively to specific programmes and so it is not practical to distribute these costs.

Notes to the Financial Statements

For the Year Ended 31 December 2019
continued

9.   Property, Plant and Equipment

9(a) 2019 Property, Plant and Equipment

	Leasehold €	Fixtures & Fittings €	Fleet €	Specialist/ Telecom Equipment €	Hardware €	Application Software €	Total €
Cost							
As at 1 January 2019	3,313,577	1,141,493	1,402,350	561,757	3,389,326	35,227,951	45,036,454
Additions	3,317,968	116,028	-	-	828,725	7,559,986	11,822,707
Disposals	-	-	(224,795)	(561,757)	-	-	(786,552)
As at 31 December 2019	**6,631,545**	**1,257,521**	**1,177,555**	**-**	**4,218,051**	**42,787,937**	**56,072,609**
Depreciation							
As at 1 January 2019	447,987	992,584	1,079,722	561,757	3,003,765	23,902,910	29,988,725
Charge for the year	248,171	53,129	172,678	-	350,546	6,527,300	7,351,824
Disposals	-	-	(224,795)	(561,757)	-	-	(786,552)
As at 31 December 2019	**696,158**	**1,045,713**	**1,027,605**	**-**	**3,354,311**	**30,430,210**	**36,553,997**
Net Book Value							
As at 31 December 2019	**5,935,387**	**211,808**	**149,950**	**-**	**863,740**	**12,357,727**	**19,518,612**
As at 31 December 2018	**2,865,590**	**148,909**	**322,628**	**-**	**385,561**	**11,325,041**	**15,047,729**

9. Property, Plant and Equipment (continued)

9(b) 2018 Property, Plant and Equipment

	Leasehold €	Fixtures & Fittings €	Fleet €	Specialist/ Telecom Equipment €	Hardware €	Application Software €	Total €
Cost							
As at 1 January 2018	1,908,486	1,041,276	1,493,415	561,757	3,246,099	26,370,857	34,621,890
Additions	1,405,091	100,217	-	-	143,227	8,857,094	10,505,629
Disposals	-	-	(91,065)	-	-	-	(91,065)
As at 31 December 2018	**3,313,577**	**1,141,493**	**1,402,350**	**561,757**	**3,389,326**	**35,227,951**	**45,036,454**
Depreciation							
As at 1 January 2018	324,829	959,761	990,825	561,757	2,730,287	18,779,790	24,347,249
Charge for the year	123,158	32,823	179,962	-	273,478	5,123,120	5,732,541
Disposals	-	-	(91,065)	-	-	-	(91,065)
As at 31 December 2018	**447,987**	**992,584**	**1,079,722**	**561,757**	**3,003,765**	**23,902,910**	**29,988,725**
Net Book Value							
As at 31 December 2018	**2,865,590**	**148,909**	**322,628**	**-**	**385,561**	**11,325,041**	**15,047,729**
As at 31 December 2017	**1,583,657**	**81,515**	**502,590**	**-**	**515,812**	**7,591,067**	**10,274,641**

Notes to the Financial Statements

For the Year Ended 31 December 2019
continued

10. Receivables

	2019 €	2018 €
National Car Test Levy	1,208,838	1,151,893
Driver Theory Test Levy	506,057	420,566
Driver Test Fees	-	1,855
Driver Licence Income	48,325	305
Sponsorship Income	12,000	82,000
Total	**1,775,220**	**1,656,619**

11. Prepayments

	2019 €	2018 €
Insurance	37,234	21,042
Software Licenses	92,684	113,625
Other	37,951	77,000
Total	**167,869**	**211,667**

12. Payables

Amounts falling due within one year

	2019 €	2018 €
Trade Creditors	4,257,236	3,882,158
PAYE/PRSI	444,714	436,965
Payroll Deductions	150,013	165,545
VAT	345,422	397,341
Withholding Tax	337,898	392,022
Accruals	4,106,810	3,439,517
Holiday Pay Accrual	394,453	363,331
Deferred Income Driving Test Fees	3,812,494	6,589,582
Deferred Income Commercial Vehicle Testing Levy	410,855	430,817
Superannuation due to Department of Transport, Tourism and Sport	540,027	521,120
Total	**14,799,922**	**16,618,398**

13.   Capital Account

	2019 €	2018 €
Opening Balance	15,047,729	10,274,641
Transfer from Statement of Income and Expenditure and Retained Revenue Reserves		
Income used to purchase fixed assets	11,822,707	10,505,629
Disposal of Property Plant and Equipment (NBV > €0)	-	-
Amortisation of fixed assets	(7,351,824)	(5,732,541)
Transfer to Capital Account	**4,470,883**	**4,773,088**
Balance at 31 December	**19,518,612**	**15,047,729**

14.   Capital Commitments

The RSA has capital commitments in respect of the production of solutions to facilitate various services of a number of contracts, under the ICT Roadmap programme 2017-2021. Under these contract terms for the period from 1 January 2020 to 31 January 2021, the RSA has contractual capital commitments of €2.579m (2018: €3.176m).

The RSA will meet these commitments from its reserves and from future income from various revenue streams.

15.   Contingent Liabilities

There are no contingent liabilities at 31 December 2019.

16.   Related Party Disclosures

The RSA adopted procedures in accordance with guidelines issued by the Department of Public Expenditure and Reform in relation to the disclosure of interests by its members and these procedures have been adhered to in the year.

17.   Premises

The RSA occupies its' head office in Ballina and a sub-office in Loughrea. These premises are owned by the Office of Public Works and no rent is payable by the RSA. The RSA has 57 driver testing centres throughout the country, 20 of these are located in shared government offices, 21 are located in other premises provided by the Office of Public Works and 16 are rented directly by the RSA as an interim arrangement. The RSA is charged shared services costs for those centres located in shared government offices.

Notes to the Financial Statements

For the Year Ended 31 December 2019
continued

18.　　Borrowings

Section 13 of the Road Safety Authority Act 2006 allows the RSA to borrow money with the consent of the Minister of Transport, Tourism and Sport with the agreement of the Minister of Finance for the purpose of the performance of its functions. Since inception, the RSA has not incurred any borrowings.

19.　　Statement of Income and Expenditure and Retained Revenue Reserves

At the end of 2019, the RSA had cumulative retained reserves of €14.75m. The RSA was allocated an exchequer allocation for 2019 of €0.139m specifically to meet pension payments for pensioners on its books. Otherwise, the RSA operated on a self-financing basis in 2019.

In 2019, the RSA continued to work on the delivery of its Corporate Plan 2016 to 2020 in which the RSA has outlined how it is investing in its public service infrastructure and transforming its service delivery model through an integrated customer journey for customers who will be able to access RSA services in one digital touchpoint – the RSA customer portal. The delivery of the Corporate Plan will result in operational efficiencies from 2021 onwards, reduction in costs, better access to data enabling the RSA to reinvest in targeted road safety activity to deliver on our goal to saves lives on our road. It will also have broader societal and economic benefits e.g. reducing journeys and time lost at work to obtain RSA services. In 2019, the key projects in the RSA ICT roadmap to underpin the RSA future platforms for service delivery continued to be progressed including:

- Holistic integrated target architecture - the RSA Business Solutions Platform (BSP) whose main objective is to deliver an RSA wide platform of reusable functionality that will support implementation of our corporate plan with policy of design and build once and reuse often.
- An integration layer between RSA business applications which will enable real-time access for RSA business systems and users to appropriate Driver and Vehicle Data providing one true source of information and cutting down on multiple inputting of data and screens to access it.
- A new underlying ICT infrastructure based on Dell's VX Rail Hyper-Converged solution to replace the RSA's current ICT infrastructure, supporting the core RSA strategy proposition - Platform for the future of the RSA was put in place.
- Data architecture and warehouse to support effective data utilisation informing our activities and targeting highest risk.
- A new query knowledge management system supporting a One-RSA approach to content and query management and customer self-service and integrated with a new VOIP phone system.
- Hardware replacement including Windows 10 compatible desktops and laptops.

In 2020, these projects will realise further tangible customer and operational benefits with the launch of NDLS online for all licensing customers and the first services in the RSA Customer portal. In 2019, the RSA also conducted a review of its front office service delivery model which will inform the strategy for delivering a more streamlined seamless service to our customers who wish to avail of our services offline. There are several change management activities, including operational excellence and LEAN, being implemented across the RSA. The RSA has a robust process in place to track delivery of the Corporate Plan and manage and mitigate against risks and issues. In 2020, the RSA will conduct a review of the Corporate Plan 2016- 2020 which will inform the approach to the next RSA's Corporate Plan.

20.   Subsequent Events

Change in CEO

Moyagh Murdock resigned as CEO of the Road Safety Authority in March 2020, there is currently an interim CEO in place, until such time as her replacement is appointed.

COVID-19

The COVID-19 outbreak has developed rapidly in 2020. The measures taken by Government to contain the virus have affected economic activity and the Authority's operations as outlined as follows;

- Since 28th of March 2020, a suspension of the Authority's public services and the introduction of regulations extending the validity periods of licences and certificates for a range of the Authority's public services has been put in place, the result of which is that the Authority was unable to earn any revenue for a period of months until services started to resume on a phased basis from the 18th of May, aligned to the Government roadmap.

- On account of the Authority being substantially self-financing, the impact of COVID-19 has had a material impact on the Authority's operations and financial position.

The Authority has implemented a cost reduction programme in 2020 to reduce all transactional and discretionary expenditure to mitigate against the impact of COVID-19 on account of a material decrease in revenue. In addition, the Authority is proactively managing its cash reserves over the COVID-19 period to meet payments and liabilities as they fall due in 2020. The Authority is engaging with its parent, the Department of Transport, Tourism and Sport on its financial position and on its continued resumption of public services to enable the Authority to operate out of the event.

In the interim, in accordance with Section 13 of the Road Safety Authority Act 2006, the Authority has put in place credit facilities with its bank to ensure it has the appropriate cash and liquidity to operate through the COVID-19 event. Depending on the duration of the COVID-19 event and the continued negative impact on economic activity, the Authority may experience further negative financial impacts in 2020. The exact impact on our operations in the remainder of 2020 and thereafter cannot be predicted.

21.   Approval of Financial Statements

The Financial Statements were approved by the RSA on the 14th July 2020.

Endnotes

1   Please note: the figures for 2018–2019 are provisional and are subject to change.
2   Based on population estimates (April 2019) from the Central Statistics Office.
3   This figure is calculated from the most recent figures for the Annual Average of the Seasonally Adjusted Unemployment Rate for 15–74 year olds, Central Statistics Office, https://www.cso.ie/px/pxeirestat/Database/eirestat/Monthly%20Unemployment/Monthly%20Unemployment_statbank. asp?SP=Monthly Unemployment&Planguage=0
4   Vehicles licensed for the first time, CSO statistical release, 13 January 2020, https://www.cso.ie/en/releasesandpublications/er/vlftm/vehicleslicensedforthefirsttimedecemberandyear2019/
5   Transport Omnibus 2018, Central Statistics Office (2018). https://www.cso.ie/en/releasesandpublications/ep/p-tranom/transportomnibus2018/roadtrafficvolumes/
6   Figures are provisional and subject to change.
7   Ranking EU Progress on Road Safety, 14th Road Safety Performance Index Report, June 2020, https://etsc.eu/category/publications/
8   798 car drivers surveyed in Ireland ERSA2 survey. 15,196 car drivers surveyed in the EU20 ESRA2 survey.
9   Not including motorways.
10 Source: E-Survey of Road Users' Attitudes 2
11 Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Netherlands, Poland, Portugal, Serbia, Slovenia, Spain, Sweden, Switzerland, United Kingdom.
12 Including checks by a police car with a camera, fixed cameras, mobile cameras, and section control systems.
13 13th Annual Road Safety Performance Index (PIN) Report, June 2019, https://etsc.eu/13th-annual-road-safety-performance-index-pin-report/

Road Safety Review 2019*

In 2019 there were 106 males and 35 females killed on the roads

106   **35**

A total of **141** people lost their lives in 2019.

Compared to 140 in 2018, a **1%** increase

VEHICLE OCCUPANT FATALITIES

90

39% increase in driver deaths up from 54 to 75

25%

decrease in passenger deaths down from 20 to 15
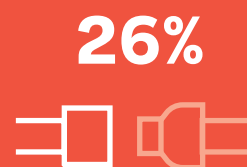
VULNERABLE ROAD USER FATALITIES

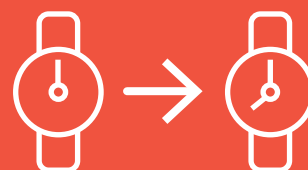36% decrease on 2018

27

7% increase on 2018

16

11% decrease on 2018

8

Almost 1 in 2 road users killed on 80 km/h roads

26%

of all drivers and passengers killed were **NOT** wearing a seat belt

SUN

Sunday was the most dangerous day of the week (32 fatalities)

Two in five fatalities occurred between 12pm and 8pm

*2019 figures are provisional and subject to change. Valid as of 27 May 2020.