

# Road Safety Authority

## Board Meeting Minutes & Action Tracker

Wednesday 27<sup>th</sup> March 2019

Present	In Attendance
Ms Liz O'Donnell	Ms Moyagh Murdock CEO
Ms Aileen O'Toole	Mr Pearse White, Director of Finance & Commercial Services & Board Secretary
Mr Dimitris Karagiorgis	Ms Denise Barry, Director of Strategy, Policy & Technology
Mr Kevin Goulding	
Prof Aine Carroll	
Mr Eddie Rock	<b>Apologies</b>
Ms Donna Price	Ms Gillian Treacy
	Mr John Lumsden

## Board Minutes

The meeting commenced at 8.30am at No. 9 Upper Pembroke Street, Dublin 2.		Action Tracker /Decision
1	<p><b>Apologies and Introductions</b></p> <p>Ms Liz O'Donnell, Chairperson welcomed the members to the meeting and noted the apologies.</p>	
2	<p><b>Meeting in the Absence of the Executive</b></p> <p>Ms Moyagh Murdock CEO and Mr Pearse White Secretary left the meeting at this stage to allow a meeting in the absence of the executive.</p> <p>The members held their meeting and Ms Murdock CEO, Mr White Secretary and Ms Colhoun returned to the meeting at this stage</p> <p>Upon their return, the executive were informed of the following;</p> <ul style="list-style-type: none"> <li>The members requested that a 'Skype' facility be put in place to accommodate those members that cannot attend a meeting</li> </ul>	

	<p>in person that will allow a member to be part of a meeting in future. Mr White agreed to put this facility in place in the future.</p>	<b>AT 19 2019</b>
<b>3</b>	<p><b>Conflict of Interest Declaration</b></p> <p>No conflict of interest matter was declared by the members present.</p>	
<b>4</b>	<p><b>Minutes of RSA Board Meeting, Decision Record and Action Tracker of the 4<sup>th</sup> March 2019</b></p> <p>The members considered the minutes of the meeting of the 4<sup>th</sup> March 2019. The Chairperson walked the members through the minutes and any matters arising were dealt with including a review of the action tracker of agreed actions from the meeting.</p> <p>In respect of stakeholder engagement, the members agreed that the Court Service of Ireland would attend the April meeting. The members discussed a number of items for the engagement and the executive agreed to share these items with the Court Service in advance of the meeting.</p> <p>Following the review, the members approved the minutes.</p>	<b>AT 20 2019</b>
<b>5</b>	<p><b>Chairperson's Report</b></p> <p>Ms O'Donnell updated the members on her activities since the last meeting.</p> <p>Ms O'Donnell addressed a number of matters with the members including the road safety outturn to date in 2019.</p> <p>Ms O'Donnell informed the members of her planned meeting with the Minister of Transport Tourism and Sport on the 10<sup>th</sup> April and she brought the members through a number of items that will be addressed at the meeting included Board succession planning.</p> <p>Ms O'Donnell also made the members aware that on the 10<sup>th</sup> April she will be reviewing the Authority's Performance Delivery Agreement with the Department of Transport Tourism and Sport. The members agreed that Mr Kevin Goulding, Chairperson of the Audit &amp; Risk Committee would accompany the Chairperson at the review along with members of the executive.</p>	<b>AT 21 2019</b>

	The members noted the Chairperson's Report.	
<b>6</b>	<p><b>Road Safety Strategy Update</b></p> <p><b><i>Road Safety Update</i></b></p> <p>Ms Moyagh Murdock, CEO informed the members that to date in 2019, 42 fatalities have been recorded which represents 6 more fatalities than for the same period in 2018. Ms Murdock outlined that weekends are still a concern for the Authority with regard to fatality activity.</p> <p>Ms Murdock gave the members an update on enforcement activity being undertaken by An Garda Siochana in respect of roads policing.</p> <p>The members requested that metrics in respect of Penalty Point Notices Issues by An Garda Siochana be put on the monthly road safety report. Ms Murdock agreed to this.</p> <p>The members also engaged in a discussion concerning the upsurge in the use of electronic scooters and they requested that the executive prepare a briefing for the Board on the road safety perspective of the use of these scooters and how this can inform the policy position in respect of their use.</p> <p>The members noted the road safety update.</p>	<p><b>AT 22 2019</b></p> <p><b>AT 23 2019</b></p>
<b>7</b>	<p><b>Chief Executive Officer's Report</b></p> <p>Ms Moyagh Murdock CEO, brought the members through the following elements in her report;</p> <p><b><i>Driving Testing Update</i></b></p> <p>Ms Murdock informed the members that on account of the additional testing capacity in place, the national average wait time for a test continues to reduce and it now stands at 8.4 weeks. Ms Murdock stated that over 35 test centres now have an individual wait time of less than 10 weeks.</p> <p>Ms Murdock stated that additional resources are being given to those centres with a wait time in excess of 10 weeks.</p> <p><b><i>NDLS Update</i></b></p> <p>Ms Murdock outlined to the members that the executive has started</p>	

	<p>work to initiate a strategic review of the NDLS which will include the future customer delivery model of the service, the digitalisation of licences and the use of technology.</p> <p><b><i>Brexit</i></b></p> <p>Ms Murdock concentrated the majority of her report on her Brexit update and in particular the steps the executive at taking to address the demand for UK licence exchanges that have arose. Ms Murdock stated that the executive is adhering to the 10-day turnaround time for licence exchanges that it committed to. In addition, Ms Murdock updated the members on her recent visit to the UK to meet with the DVLA and the work being undertaken to put ‘administrative arrangements’ in place to allow data sharing post Brexit in respect of licence exchange applications.</p> <p><b><i>National Car Testing Service</i></b></p> <p>Ms Murdock informed the members that the re-let procurement process is progressing as planned. The members were informed that five submissions have been received and the evaluation has started. The members were informed that a briefing on the NCT re- let procurement process will be given to the Audit &amp; Risk Committee on the 9<sup>th</sup> May and that it is still planned to recommend a preferred tenderer at the May Board meeting.</p> <p><b><i>Commercial Vehicle Enforcement</i></b></p> <p>Ms Murdock informed the members that new graduated fixed penalties in respect of commercial vehicle enforcement are with the Department for consideration. The members were also informed that enforcement focus remains on out of state operators and that a meeting with the IRHA has been organised in respect of this matter.</p> <p><b><i>Risk Report</i></b></p> <p>Mr White brought the members through the March 2019 Risk Report comprising of the Authority’s top seven risks. The members reviewed the report and noted the changes in the risks from the February meeting and the related mitigation and agreed actions in respect of each risk.</p> <p>The members noted the CEO Report.</p>	
8	<p><b>Report of the Executive Director of Strategy Policy &amp; Technology</b></p> <p>Ms Denise Barry, Director of Strategy Policy &amp; Technology joined the meeting at this stage.</p> <p>Ms Barry started her report by giving the members an overall context</p>	

of the Corporate Plan in respect of the likely achievement rates for each of the propositions in the plan, the key achievements in the past twelve months and the current challenges that the executive is facing in the delivery of the plan.

The members were informed that four of the five propositions will be partially achieved with the exception of the 'Effective Platform for the Future' proposition being highly likely to be achieved.

Ms Barry then proceeded to walk the members through the key initiatives and achievements in each of the five propositions in the plan as follows;

**Proposition 1 – Integrated Customer Journey**

Ms Barry brought the members through the digital transformation via the Design Authority and the Integrated Customer Journey under this proposition. In addition Ms Barry brought the members through the detail of the Query, Knowledge and Telephony project under this proposition.

**Proposition 2 – Our People**

The members were briefed on the Communication and Employee Engagement initiatives under this proposition. The members discussed ways in which the employees are engaged and discussed the merit of an 'Inspire Award' scheme run by managers where awards are based upon merit and the achievement of exceptional performance by employees. The executive agreed to review this programme and see how it could be deployed in the Authority.

**AT 24 2019**

**Proposition 3 – Capacity & Capability**

Under this proposition, Ms Barry outlined the benefits of the Operational Excellence programme where there is continual improvements of processes in the Authority. The members were also informed of the initiatives taking place in respect of process automation.

**Proposition 4 – Targeted Action & Collaboration**

Under this proposition, Ms Barry walked the members through the Authority's Data Strategy and the work that has been under by the Data Analytics team.

**Proposition 5 – Effective Platform for the Future**

Ms Barry informed the members that this is the most advanced proposition under the Corporate Plan and she outlined the work

	<p>undertaken in the areas of Strategic Planning, Reporting and the development of KPI's. Ms Barry also elaborated on the work on the ICT Infrastructure which will enable digital transformation. Ms Barry concluded her report by going through the ICT Roadmap and the related Project Management Office.</p> <p>Ms Barry stated that there will be a review of the Corporate Plan either in late 2019/early 2020 and the Board will be informed of this review.</p> <p>The members engaged in a discussion with Ms Barry and they expressed their satisfaction and appreciation of the work performed to date by her, the Strategy Policy &amp; Technology Directorate and across the whole organisation in the implementation of the Corporate Plan. The members agreed that the implementation of the Corporate Plan is a large change piece where many challenges and risks have to be overcome and to date they agreed that this has been managed by Ms Barry and her team in a stellar fashion. The Chairperson requested that a note of appreciation be prepared to reflect the Board's appreciation and satisfaction on the work performed to date.</p> <p>Ms Barry left the meeting at this stage.</p>	<b>AT 25 2019</b>
<b>9</b>	<p><b>Items for Future Discussion and Any Other Business</b></p> <p><b><i>HSE Trauma Strategy</i></b></p> <p>The members were informed that the HSE has appointed a new Head of the Trauma Strategy and that it should consider inviting this person to the Board as part of a follow up on the Trauma Strategy.</p>	
<b>10</b>	<p><b>Date of Next Board Meeting</b></p> <p>The next Board meeting will be on Wednesday 24<sup>th</sup> April 2019 at 8.30a.m.at No 9 Upper Pembroke Street, Dublin 2.</p>	

**Signed:** \_\_\_\_\_  
**Chairperson**

**Date:** \_\_\_\_\_