

A Study of the Qualitative Impact of the South  
West Cavan Rural Transport Service on its  
Passengers.

**Submitted by the Nurture Programme, September 2005**

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## **1.0 Introduction**

To follow is a study of the qualitative impact of the South West Cavan Rural Transport Service on its passengers.

The research was conducted in line with the following terms of reference:

1. To perform an in-depth investigation into rural transport use in the local area, highlighting its strengths, weaknesses, opportunities and threats.
2. To establish the impact on the quality of life and mobility of passengers using the service, under the following headings:
  - Connection of people and places through improved access to local shops/ facilities.
  - Limiting the isolation of older people.
  - Provision of mobility to people with disabilities, young people and people without a car.

The study in its broadest context recognises the fact that County Cavan has considerable difficulty with transport provision, particularly in the southern rural areas (MENTOR, 2002a), due primarily to low rural population densities and dispersed settlement patterns, which make it difficult to provide commercially viable public transport services (Callely, 2002). As a result the population of rural Ireland have become very car dependent. Lack of ready access to a car can and often does lead to inadequate access to services. A recent study carried out by Cavan County Development Board highlighted the fact that almost 12% of households in County Cavan did not have a car, while almost 30% of over 65's lived in households with no car. Almost 15% of people with a disability or illness live in a household with no car, and just under 30% of lower income groups live in households with no car. Approximately 33% of young people aged between 18 and 25 never or rarely have a car available to them.

One of the most isolated areas in County Cavan is the village of Kilnaleck. Kilnaleck is poorly serviced by transport providers (MENTOR, 2002b). Prior to the establishment of the South West Cavan Rural Transport Initiative there was only one serviced local route to Cavan, which operated and continues to operate on a Tuesday morning. Currently there is also one express route to Dublin which leaves Kilnaleck on a Sunday evening, this service is only really suitable for students travelling to University for the week. Local people then are reliant on people who have cars when they need to travel into larger towns to shop or link in with an existing service.

Following a detailed rural transport audit and needs analysis carried out by MENTOR (2002b), a proposed transport solution was set out where three minibus services would operate on three different days covering two specific routes. Following an analysis of the transport needs, it was recommended that the main features of the service should include:

- a) Access to regular transport provision at times which suited the majority of people travelling along the most popular journey destinations.
- b) The service would be book able in advance, the service would pick up people at home and the routes would be fixed with a set return.
- c) Cost regardless of where passengers got on or off the bus.

The South West Cavan Rural Transport Initiative (S.W.C.R.T.I.) has been fully operational over the last 22 months. It was approved for operational funding of €41,000 in 2003 and a further €40,000 in 2004 under the R.T.I. To date the S.W.C.R.T.I. operated 1008 services, serving Cavan town and surrounding villages in South West and North Cavan, including Bunnoe, Redhills, Ballyhaise, Clifferna, Laragh, Stradone, Kilcogy, Kilnaleck, Crosskeys and Mountugent. Over 8,600 passengers have used the service over the last 22 months; over 70% of these are over 66 years of age. All services are provided by local transport operators each week. Services are pre-booked in advance by telephone. Free travel passes are accepted on board the services, most of which are providing door to door transport for passengers. The transport co-ordination for the project is based in Kilnaleck and is undertaken by one part-time co-ordinator. The main goals of the pilot project are to:

1. Provide all ability access and enhance rural transport services to secure long term improvement in rural people's access to services and social activities.
2. Promote social inclusion and tackle the problems of social isolation.

To date, evaluations of the projects progress have mostly been of a quantitative nature. In early 2005 the Board of Management of the project identified the need for an in-depth investigation into rural transport use in the local area, from a qualitative point of view, to establish the impact on the quality of life and mobility of passengers using the service, and to establish the current strengths and weaknesses within the rural transport service from the elderly passengers and service operators point of view. It was hoped that by studying these issues in greater detail the impact of the S.W.C.R.T.I. on the surrounding community can be wholly evaluated, thus improving the efficient and effective development of the initiative overall.

## **1.1 Methodology**

This evaluation was primarily conducted via a vis field research. That said some initial desk research informed the evaluators view regarding structure, operational frameworks and management capacity.

Following a period of desk research, an end-user/customer focus group was established and invited to input into the structure of the process to follow as well as to air issues, concerns and opinions generally regarding the service. Intensive field research followed whereby a researcher spent three consecutive days travelling on each of the bus routes, interviewing passengers as a group and individually. Emerging from this process were very detailed customer satisfaction ratings, and seven specific case studies.

Arguably, though not built into the methodology per se, the aforementioned process could be construed as a time and motion study in that it afforded researchers the opportunity to see the services operate in real time, thereby giving depth to the final conclusions.

As well as interviewing passengers, the research team interviewed the Co-ordinator and also conducted a focus meeting with the Management Committee. The Drivers were also consulted as part of this process.

## **2.0 STRATEGIC REVIEW**

### **Background**

The South West Cavan Rural Transport Initiative (S.W.C.R.T.I.) has been fully operational over the last 22 months. It was approved for operational funding of €41,000 in 2003 and a further €40,000 in 2004 under the R.T.I. To date the S.W.C.R.T.I. operated 1008 services, serving Cavan town and surrounding villages in South West and North Cavan, including Bunnoe, Redhills, Ballyhaise, Clifferna, Laragh, Stradone, Kilcogy, Kilnaleck, Crosskeys and Mountugent. Over 8,600 passengers have used the service over the last 22 months; over 70% of these are over 66 years of age. All services are provided by local transport operators each week. Services are pre-booked in advance by telephone. Free travel passes are accepted on board the services, most of which are providing door to door transport for passengers. The transport co-ordination for the project is based in Kilnaleck; undertaken by 1 part-time co-ordinator is employed. The main goals of the pilot project are to:

1. Provide all ability access and enhance rural transport services to secure long term improvement in rural peoples access to services and social activities;
2. Promote social inclusion and tackle the problems of social isolation;

The project is managed by a committee of 14 which comprises representatives from Kilnaleck and District Community Co-operative, Kilnaleck Social Services, Cavan Partnership, the North Eastern Health Board, Irish Wheelchair Association and Bus Éireann. The Committee also contains passenger representatives and community representatives. The project has been successful in providing all ability access, to date 45% of services are wheelchair accessible, and all drivers to date have undertaken MiDAS training. The project also aims to enhance rural transport services to secure long term improvement in rural people's access to services and social activities, in the first nine months of operation, up until the end of December 2003, the S.W.C.R.T.I. carried 2092 passengers, on a total of 416 services. Between January and November 2004 the project had carried 5912 passengers, on 536 services. The above figures aptly illustrate the ongoing progress of the project, the average passenger number per service was 5 in 2003, while in 2004 the average passenger number per service increased by 120%, to 11. The S.W.C.R.T.I. as of 2005 has also extended its routes to include isolated parts of North Cavan, these new routes have proved very

successful, and have promoted the projects aim which is to promote social inclusion and tackle the problems of social isolation.

The aims of the project are:

1. To develop a rural transport system that would meet the needs of the community, particularly those who are isolated, marginalized and who feel socially excluded.
2. To sustain local communities to ensure that local shops, post offices, banks etc. are viable in rural communities, and to ensure the continuity and lifestyle of the local community.
3. To co-ordinate activities which will sustain, support and provide resources for the long term betterment of the local community.
4. To leverage funding from statutory and semi-statutory bodies while providing services that are beneficial to those involved.
5. To promote the participation of local people and relevant statutory and semi-statutory representatives in the management and running of the project.
6. To tackle isolation and social exclusion, to empower people by building self-confidence and self-worth and to support and compliment other local community activities.
7. To encourage transport operators to provide all ability access.
8. To extend the current geographical area to cover all of County Cavan, where a need for transport exists.

### **Geographical spread**

The S.W.C.R.T.I. intends to extend west to meet with Rural Lift, North to meet with Baltibus, East to meet with Flexibus and South to meet North Longford Rural Transport Initiative. As we shall see later this aspiration will need to be balanced with the need to extend the hours of the Coordinator post.

### **Funding**

The S.W.C.R.T.I. has leveraged funding from Cavan Partnership, North Eastern Health Board and Cavan County Council Community & Voluntary Organisation Grant Scheme. Cavan Partnership has allocated €9,500 in funding to date. Cavan County Council Community & Voluntary Organisation have grant aided the S.W.C.R.T.I. €1,200. The North

Eastern Health Board have agreed in principal to grant aid S.W.C.R.T.I. by €2,000 to assist in carrying out a study into the qualitative impact of the S.W.C.R.T.I on its passengers. Over the next two years, the S.W.C.R.T.I. aims to prepare applications for further funding from Peace and Reconciliation, People in Need, Dormant Account Funds and the National Lottery.

### **Training**

Over the next 2 years, the Committee will receive training in the following areas:

1. Committee Skills
2. Communication Skills
3. Sourcing and Preparing Funding Applications


The Financial Sub Committee receives training in:

 Financial Management

The Staff Support & Supervision Sub Committee receives training in:

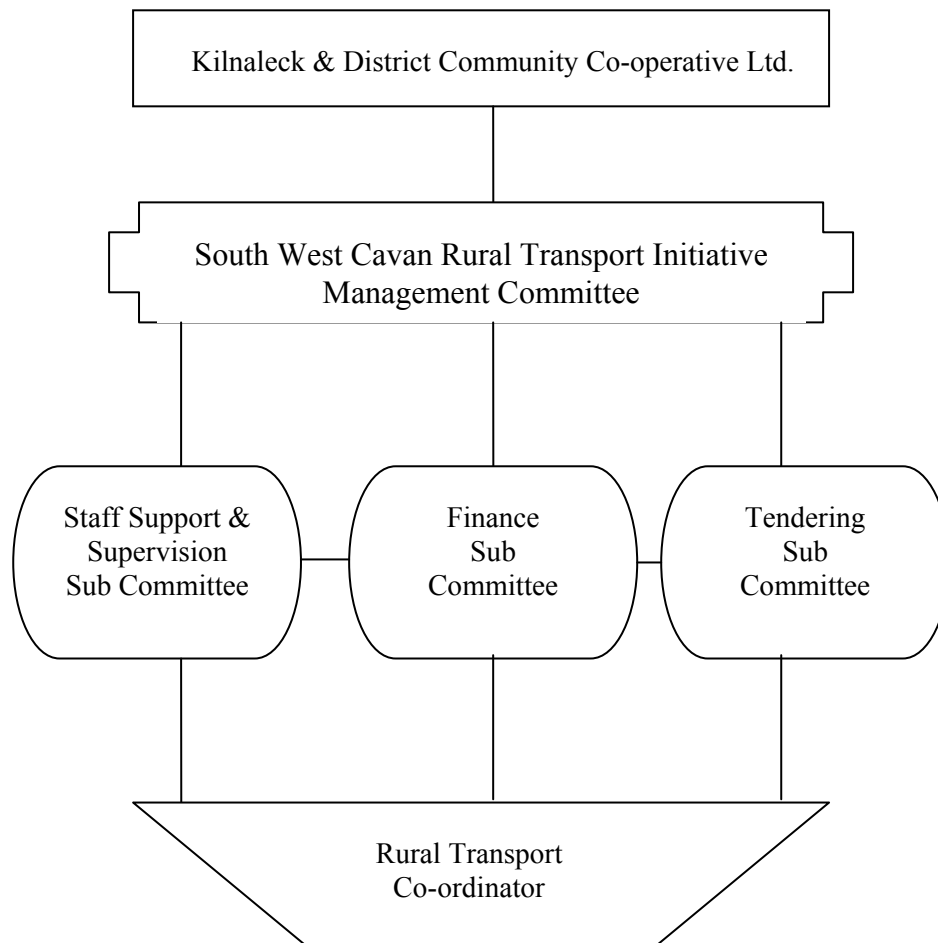
 Staff Support & Supervision

The operators and drivers, and any passenger assistants recruited are trained in:

 MiDAS Training and/or PATs

## Group Capacity

The following is the current organisational chart of S.W.C.R.T.I.



Illustrated above is an organisation chart for the S.W.C.R.T.I. The organisation is under the umbrella of Kilnaleck and District Community Co-operative Ltd., and a report on the initiative progress is made available to the co-operative on a monthly basis. The S.W.C.R.T.I. is made up of a Management Committee of 15 people (see appendix i). There are 3 Sub Committees which are made up of 3 members and these Sub Committees report back to the overall Management Committee.

## **Staffing**

The S.W.C.R.T.I. currently employs one worker. A part-time co-ordinator works 20 hours per week. Constrained resources such as this affect the overall project negatively and it is envisaged that the co-ordinator's hours shall be extended to 35 hours (full-time). The excessive administration surrounding the running of this project is only kept in check with assistance from the local Community Development Project (C.D.P.). The local C.D.P. allocates a FAS worker to the S.W.C.R.T.I. for 5 hours a week. The C.D.P. also provides assistance with sourcing and preparing funding applications, research etc.

## **3.0 Southwest Cavan Area**

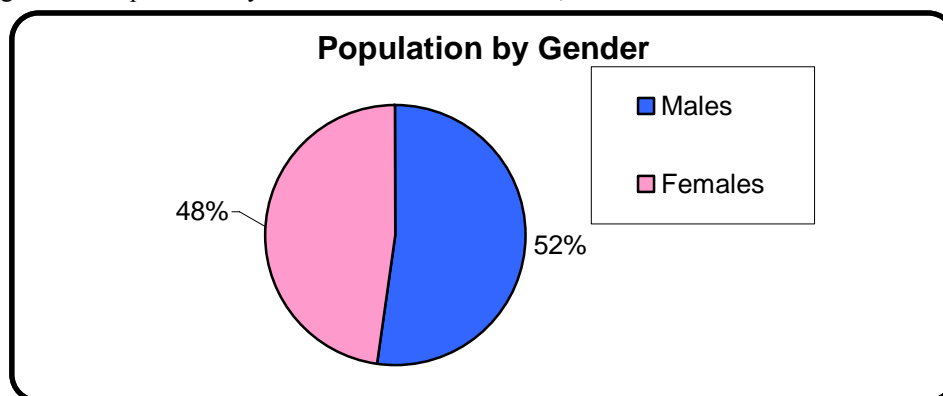
Small Area Population Statistics (SAPS 2002, CSO) for the Southwest Cavan Area capturing the following twelve electoral districts:

- |                 |              |                |
|-----------------|--------------|----------------|
| 1. Ballintemple | 5. Derrin    | 9. Drumlumman  |
| 2. Ballymachugh | 6. Graddum   | 10. Kilcogy    |
| 3. Crosskeys    | 7. Kill      | 11. Kilgolagh  |
| 4. Denn         | 8. Kilnaleck | 12. Loughdawan |

A detailed review of the most up to date SAPS available offers useful insight into the demography of the target areas, and highlights the absolute necessity of an accessible transport service for the area.

**1. Population and Geography.** Total population is 5884 (Males 3079, Females 2,805). There are 4% more males than females in this sample of Cavan which is in line with rural trends in Ireland.

Diagram 1.1 Populations by Sex Southwest Cavan Area, 2002



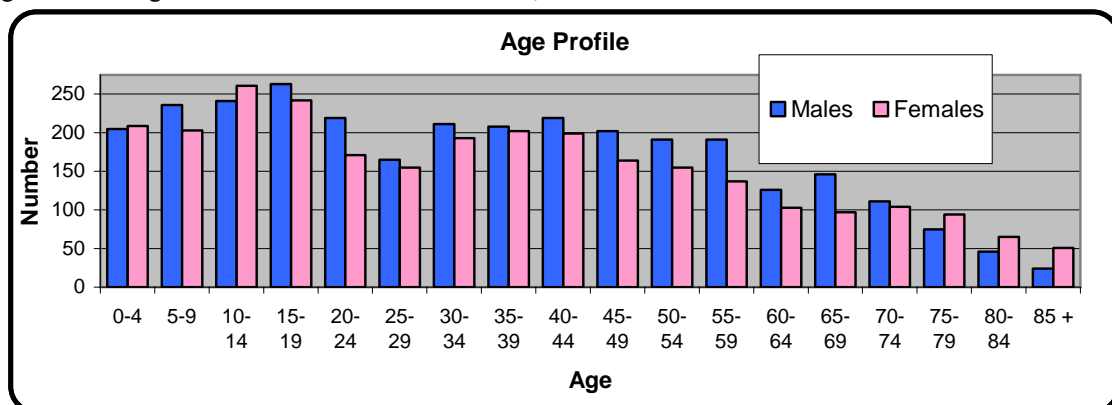
Kilnaleck has the largest population (796), the greatest population density and experienced the largest population growth between 1996 and 2002 hence it is reasonable to treat it as an axial hub in terms of service roll out as it is currently the practice. Kilgolagh is the least populated and has the lowest population density. Derrin experienced the largest drop in population.

Table 1.1 Populations and Geography by Electoral Division in Southwest Cavan Area, 2002

Electoral Division	Persons 1996	Persons 2002	Change in pop. 1996-2002	% Change in pop. 1996-2002	Area (hectares)
038 Ballintemple	440	475	35	8.0	1681
040 Ballymachugh	615	651	36	5.9	3602
055 Crosskeys	587	614	27	4.6	1939
057 Denn	645	655	10	1.6	2066
058 Derrin	383	355	-28	-7.3	1501
062 Graddum	452	462	10	2.2	2110
065 Kill	338	329	-9	-2.7	1475
068 Kilnaleck	718	796	78	10.9	2090
089 Drumlumman	479	520	41	8.6	1761
090 Kilcogy	387	371	-16	-4.1	1784
091 Kilgolagh	289	314	25	8.7	1847
092 Loughdawan	347	342	-5	-1.4	1397
SW Cavan Area (All 12 ED)	5680	5884	204	3.6	23253
County Cavan	52944	56546	3602	6.8	193188

**3.1. Age Profile.** The age pyramid is not a classic example with low figures for 0-4 year olds and 25-29 year olds. The low figure for 0-4 year olds is due to low birth rates but the low figure for 25-29 year olds suggests emigration of young workers from Cavan. The rest of the pyramid is standard and numbers decrease with age.

Diagram 2.1 Age Profile of Southwest Cavan Area, 2002



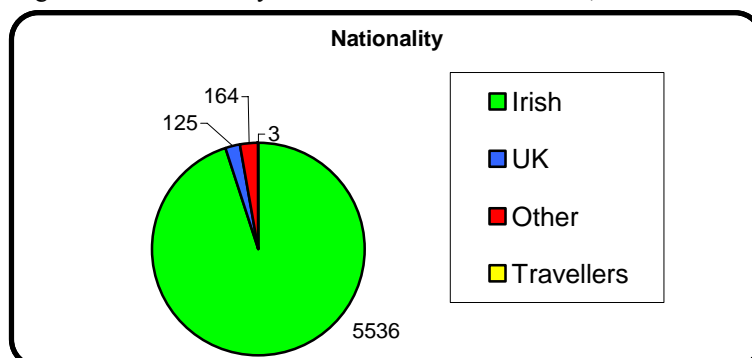
The average age profiles of the twelve electoral districts combined are similar to Cavan County as a whole. In comparison to the State there is a slightly greater percentage of 0-14 year olds with a drop in those aged 15-44. The percentage of those over 65 (13.8%) is greater than the State average (11.1%). Ballintemple has a significantly greater percentage of 0-14 year olds (30.7%) compared to the Southwest Cavan Area average (23%), whereas Kilcogy (18.6%) fell below the area average. Derrin (22.3%), Drumlumman (22.5%) and Kilcogy (22.1%) had the lowest percentage of 25-44 year olds in comparison to the Southwest Cavan area (26.4%) and the State (30.1%) averages. Kilcogy had a significantly large percent of person over 65 (18.9%).

Table 2.1 Age Profile of 12 Electoral Districts selected in Southwest Cavan Area. [Total number in each area followed by (%) of total in each.]

Age Group	0-14	15-24	25-44	45-64	65+
038 Ballintemple	<b>146 (30.7)</b>	63 (13.3)	126 (26.5)	86 (18.1)	54 (11.4)
040 Ballymachugh	138 (21.2)	89 (13.7)	186 (28.6)	150 (23.0)	88 (13.5)
055 Crosskeys	147 (23.9)	112 (18.2)	169 (27.5)	115 (18.7)	71 (11.6)
057 Denn	160 (24.4)	104 (15.9)	171 (26.1)	130 (19.8)	90 (13.7)
058 Derrin	68 (19.2)	65 (18.3)	<b>79 (22.3)</b>	92 (25.9)	51 (14.4)
062 Graddum	119 (25.8)	65 (14.1)	128 (27.7)	91 (19.7)	59 (12.8)
065 Kill	70 (21.3)	53 (16.1)	83 (25.2)	72 (21.9)	51 (15.5)
068 Kilnaleck	160 (20.1)	115 (14.4)	228 (28.6)	181 (22.7)	112 (14.1)
089 Drumlumman	136 (26.2)	78 (15.0)	<b>117 (22.5)</b>	119 (22.9)	70 (13.5)
090 Kilcogy	<b>69 (18.6)</b>	57 (15.4)	<b>82 (22.1)</b>	93 (25.1)	<b>70 (18.9)</b>
091 Kilgolagh	77 (24.5)	42 (13.4)	96 (30.6)	58 (18.5)	41 (13.1)
092 Loughdawan	65 (19.0)	52 (15.2)	87 (25.4)	82 (24.0)	56 (16.4)
<b>SW Cavan Area (All 12 Eds)</b>	<b>1355 (23.0)</b>	<b>895 (15.2)</b>	<b>1552 (26.4)</b>	<b>1269 (21.6)</b>	<b>813 (13.8)</b>
<b>Cavan County</b>	<b>12891 (22.8)</b>	<b>8370 (14.8)</b>	<b>15292 (27.0)</b>	<b>12178 (21.5)</b>	<b>7815 (13.8)</b>
<b>State</b>	<b>827428 (21.1)</b>	<b>641522 (16.4)</b>	<b>1180259 (30.1)</b>	<b>831993 (21.2)</b>	<b>436001 (11.1)</b>

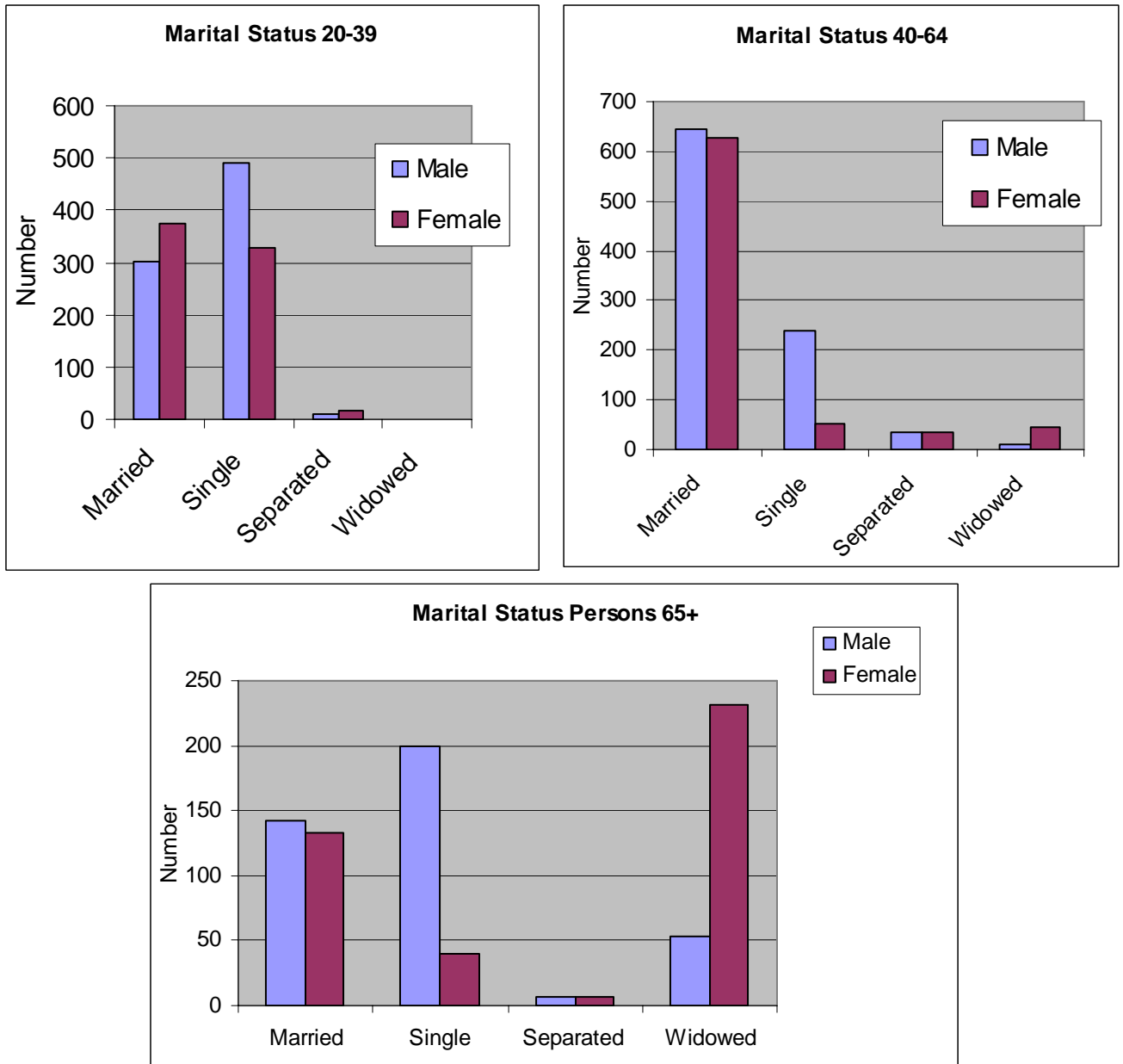
**3.2. Nationality.** The population is predominately Irish (95%).

Diagram 3.1 Nationality of the Southwest Cavan Area, 2002



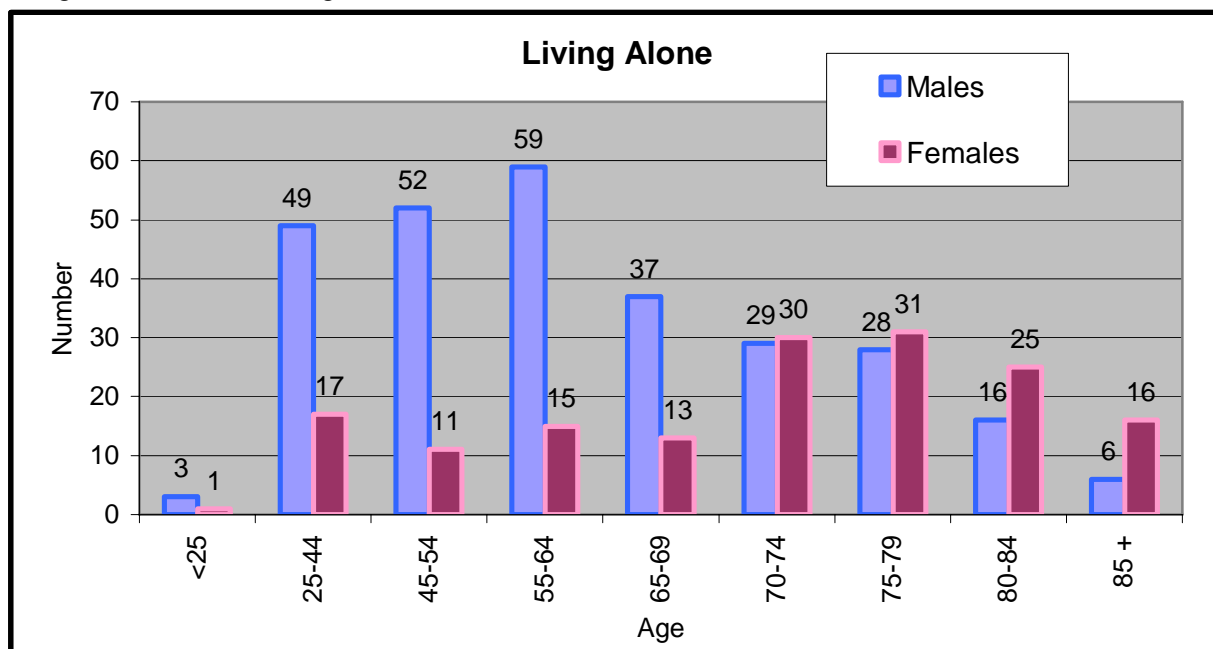
**3.3. Marital Status.** There are a significantly greater number of single males than single females, a difference that grows throughout the age ranges, becoming most pronounced in males over 65. The number of widows over 65 is significant.

Diagram 4.1 Marital Status of the Southwest Cavan Area by Age Range, 2002



**3.4. Numbers Living Alone.** There is a greater number of males living alone (279) than females (159), which peaks between the ages of 55-64. There are 116 males and 115 females over 65 living alone, but more females over 80 living alone which are consistent with a longer life expectancy for women. Compared to the State average (22%), County Cavan has a higher percentage of males over 65 living alone (29%).

Diagram 5.1 Numbers Living Alone in the Southwest Cavan Area, 2002



**3.5. Present Status.** 36% of females and 65% of males in this sample consider their principal status as ‘at work’ while 9% of females and 14% of males are retired. 35% of females describe their principal status as home duties. Compared to the rest of the state (26.6%), a greater percentage of women in the Southwest Cavan Area were engaged in home duties (34.7%).

Table 6.1 Present Status of Persons 15+ (%) in Southwest Cavan Area, 2002

Status	% of Females SW Cavan (N: 2132)	% of Females State (N: 1567655)	% of Males SW Cavan (N:2397)	% of Males State (N: 1522120)
At work	36.3	43.3	64.9	63.3
1 <sup>st</sup> job seeker	0.2	0.6	0.6	0.8
Unemployed	2.6	3.2	4.4	5.8
Student	12.5	11.8	8.7	10.9
Home duties	34.7	26.6	2.1	1.4
Retired	9.0	9.2	13.9	12.4
Unable to work	3.1	4.0	4.8	4.4
Other	1.6	1.3	0.8	1.0

**3.6. Labour Force by Age Group** (Persons aged 15 years and over at work, unemployed and looking for first regular job).

Table 7.1 Percentage of Age Group in the Labour Force in the Southwest Cavan Area, 2002

<b>Age Group</b>	<b>% of females of each age group in labour force</b> (N: 833)	<b>% of males of each age group in labour force</b> (N: 1675)
<b>15-24</b>	37	55
<b>25-34</b>	72	96
<b>35-44</b>	52	93
<b>45-54</b>	47	88
<b>55-64</b>	26	74
<b>65+</b>	2	18

**3.7. At Work by Industry.** Over one quarter of those at work in the Southwest Cavan area are employed in the agriculture industry, including over one in three males. Over one quarter of females at work are engaged in professional services such as education, health and social work and slightly less in commerce. Most individuals are at work as employees within an industry (84%) with the exception of agriculture in which a majority (68%) are self-employed.

Table 8.1 at work by industry in Southwest Cavan Area, 2002

<b>Industry</b>	<b>Female %</b> (N: 774)	<b>Male %</b> (N: 1555)	<b>Combined %</b> <b>(M&amp;F)</b>
Agriculture	9.6	35.4	26.8
Building & Construction	2.2	17.6	12.5
Manufacturing	13.0	15.7	14.8
Commerce	23.3	11.7	15.5
Transport	2.1	3.8	3.2
Public Administration	6.5	2.9	4.1
Professional Service	26.2	2.6	10.5
Other	17.2	10.4	12.6

**3.8. Occupation.** Clerical work was followed by Professional and Services as the most common occupations for females. Manufacturing and Building are the most common occupations of males in the sample aside from farming. However, both these occupations contain the highest rates of unemployment among stated occupations in Cavan with unemployment rates at 17% for manufacturing and 19% for building industries.

Diagram 9.1 Occupations of Females in the Southwest Cavan Area, 2002

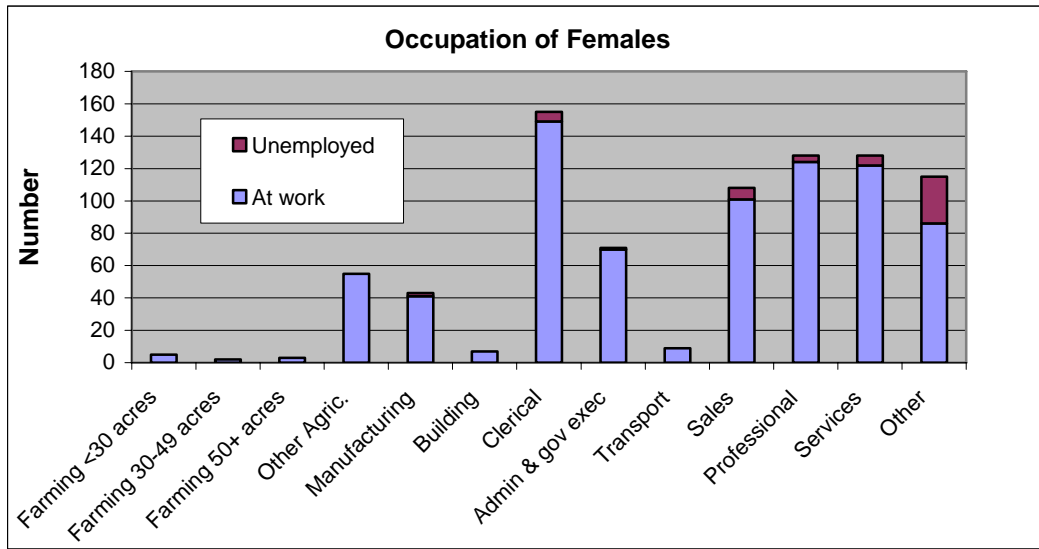
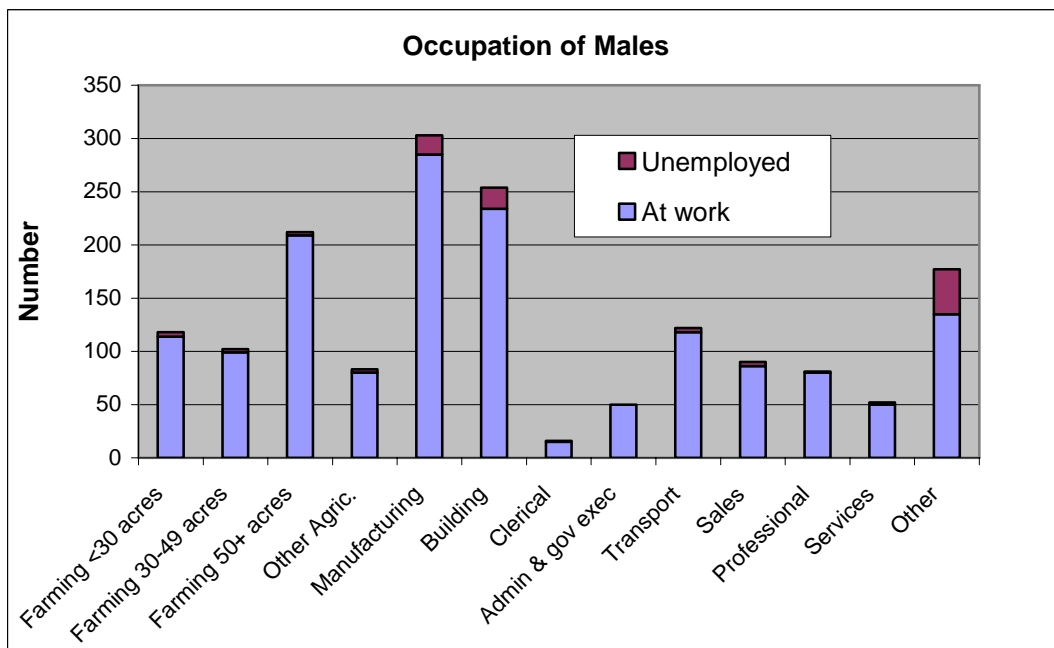
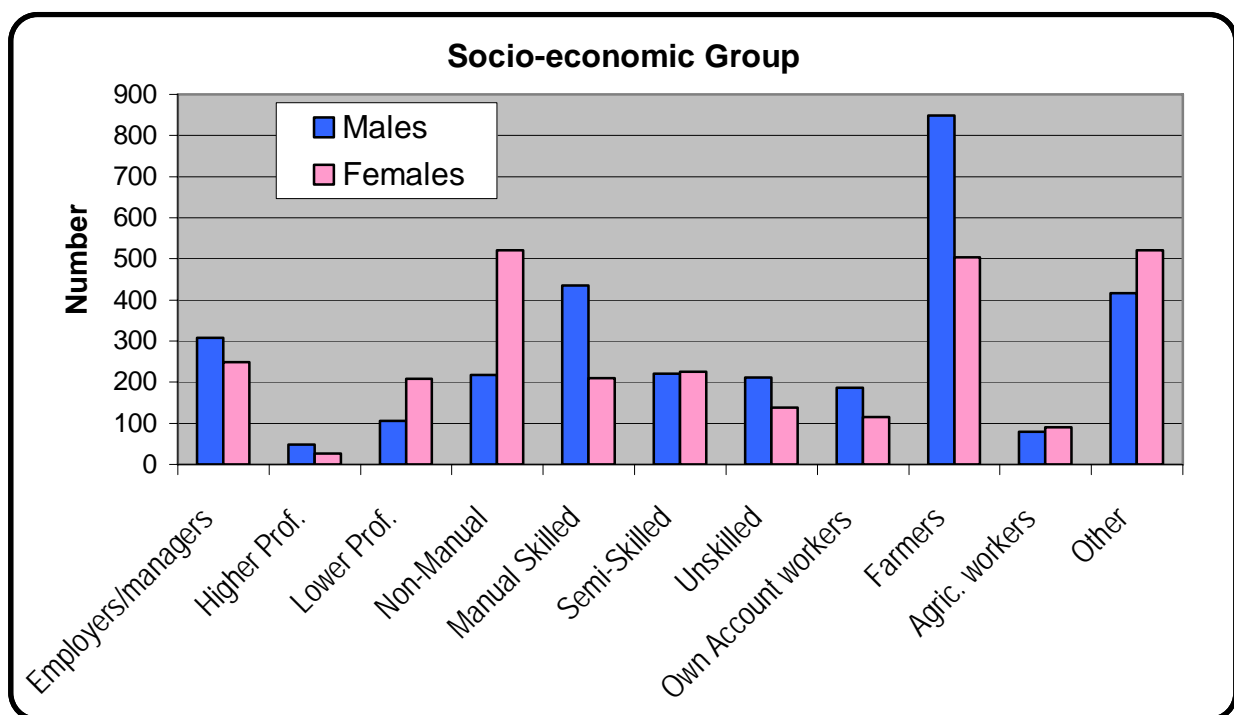


Diagram 9.2 Occupations of Males in the Southwest Cavan Area, 2002



**3.9. Socio-economic Group\*.** Farmers (28%) represent the most common socio-economic group for males followed by Manual Skilled workers (14%). Females had a relative equal distribution among the top three socio-economic groups including Non-manual (19%), other (19%) and Farmers (18%). As a whole 23% of males and females were classified Farmers which are significantly higher than the rest of Cavan (14.7%) and the State (5.8%). The Southwest Cavan Area has a significantly lower percentage of Employers & Managers, Higher and Lower Professionals as compared to the rest of Cavan and the State (See Appendix Table 10).

Diagram 10.1 Socio-economic Group of Males and Females in Southwest Cavan Area, 2002



\* Socio-economic group (SEG) includes all persons 15+ who are at work determined by the occupation and additionally in some cases by employment status. Unemployment or retired persons are classified by the socio-economic group according to their former occupation.

**3.10. Social Class.** The largest percentage of females (26%) aged 25-44 are classified Non-manual. Males between 25-64 were predominately classified as Skilled Manual, the largest percentage (31%) among males 25-44. There are a large number of both males and females over 65 in the lowest social class. There were few persons in the highest social classes in the Southwest Cavan Area compared to the rest of County Cavan and the State with a higher percentage of persons classified as Unskilled (See Appendix Table 11.1 for detailed breakdown of Social Class within the electoral divisions).

Diagram 11.1 Female Social Class by Age, Southwest Cavan Area, 2002

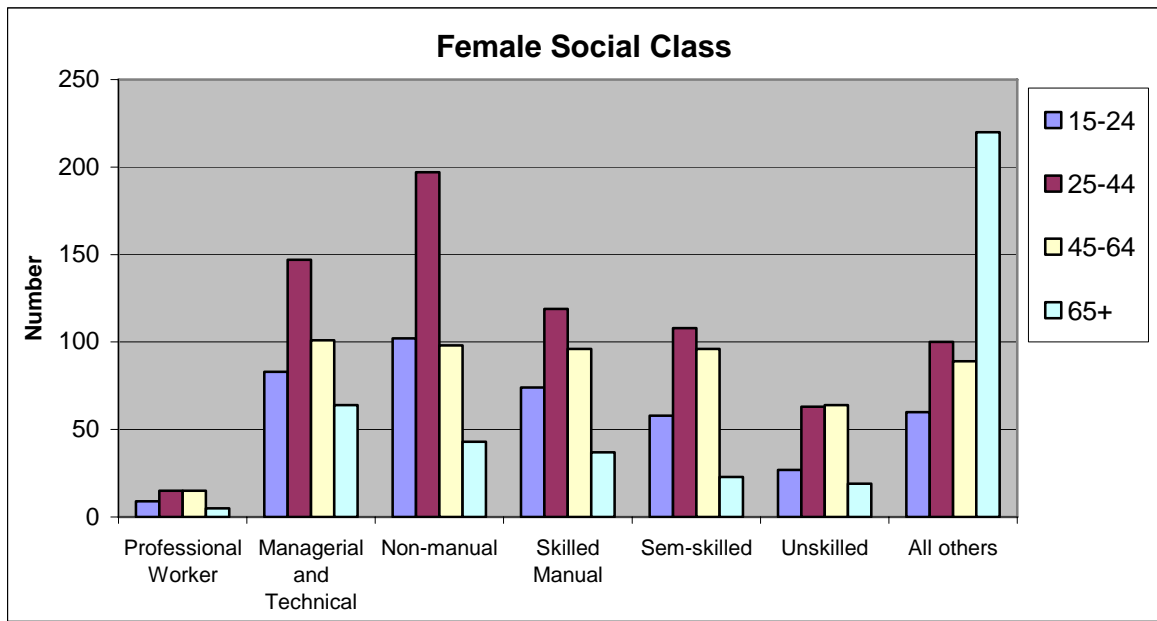
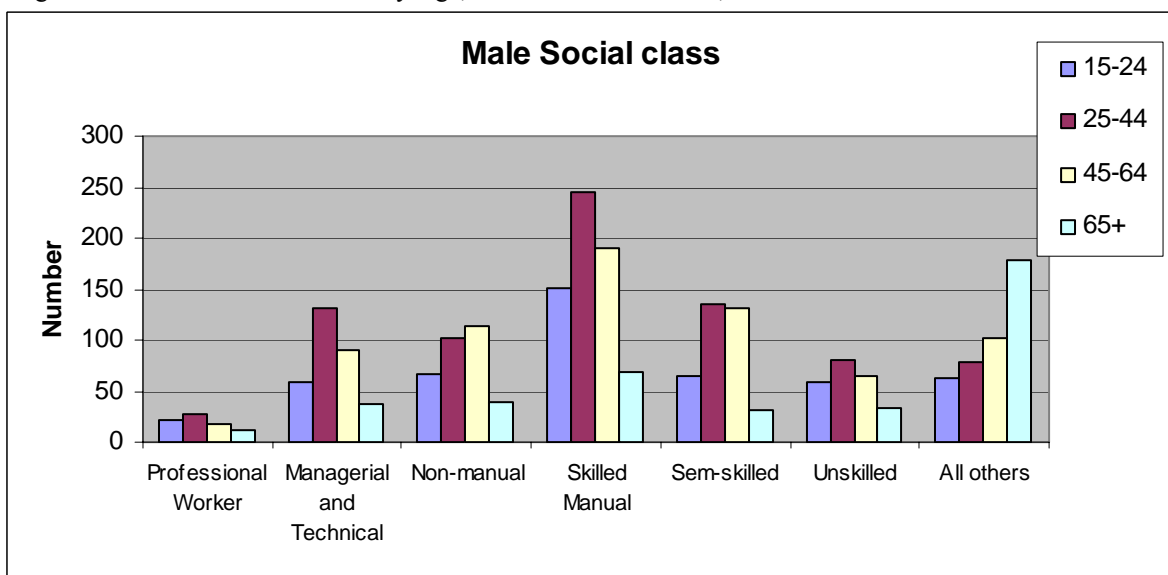


Diagram 11.2 Male Social Class by Age, Southwest Cavan Area, 2002



**3.11 Age Education ceased.** Nearly 50% percent of males ceased education at 16 compared to 35% of females. Compared to the State a greater percentage of both males and females ceased education before reaching 15. Less than half the norm continued education past 20 (8.5% of females, 6.2% of males) compared to the State (15.5% of female, 16% of males).

Table 13.1 Age that Education Ceased by Sex (%), Southwest Cavan Area and State, 2002

<b>Age Education Ceased</b>	<b>% of Females SW Cavan</b>	<b>% of Males SW Cavan</b>	<b>% of Females State</b>	<b>% of Males State</b>
<15	16.5	24.2	11.9	14.3
15	5.5	9.2	6.8	8.5
16	12.8	15.7	12.0	14.4
17	10.1	8.3	12.0	10.7
18	16.0	9.9	16.9	14.2
19	7.3	4.2	5.5	4.0
20	4.4	2.0	4.0	3.3
21+	8.5	6.2	15.5	16
Not Stated	19.0	20.2	15.3	14.6
(N)	(2104)	(1792)	(1323112)	(1299346)

**3.12. Highest Level of Education.** 62% (35% Primary and 27% Lower secondary) of Southwest Cavan males in the sample have not attained an education level above lower secondary compared to 47% (26% Primary and 21% Lower Secondary) of females and 45% of State males. 11% of females obtained up to a non-degree qualification compared to just 5% of males. Less than 5% of males and 8% of females in Southwest Cavan achieved an education level of Degree or more compared to 15% for both males and females in the State. 77% of unemployed males and 59% of unemployed females in the area ceased full time education at lower secondary or primary level.

Diagram 14.1 Highest Level of Education by sex in Southwest Cavan Area, 2002

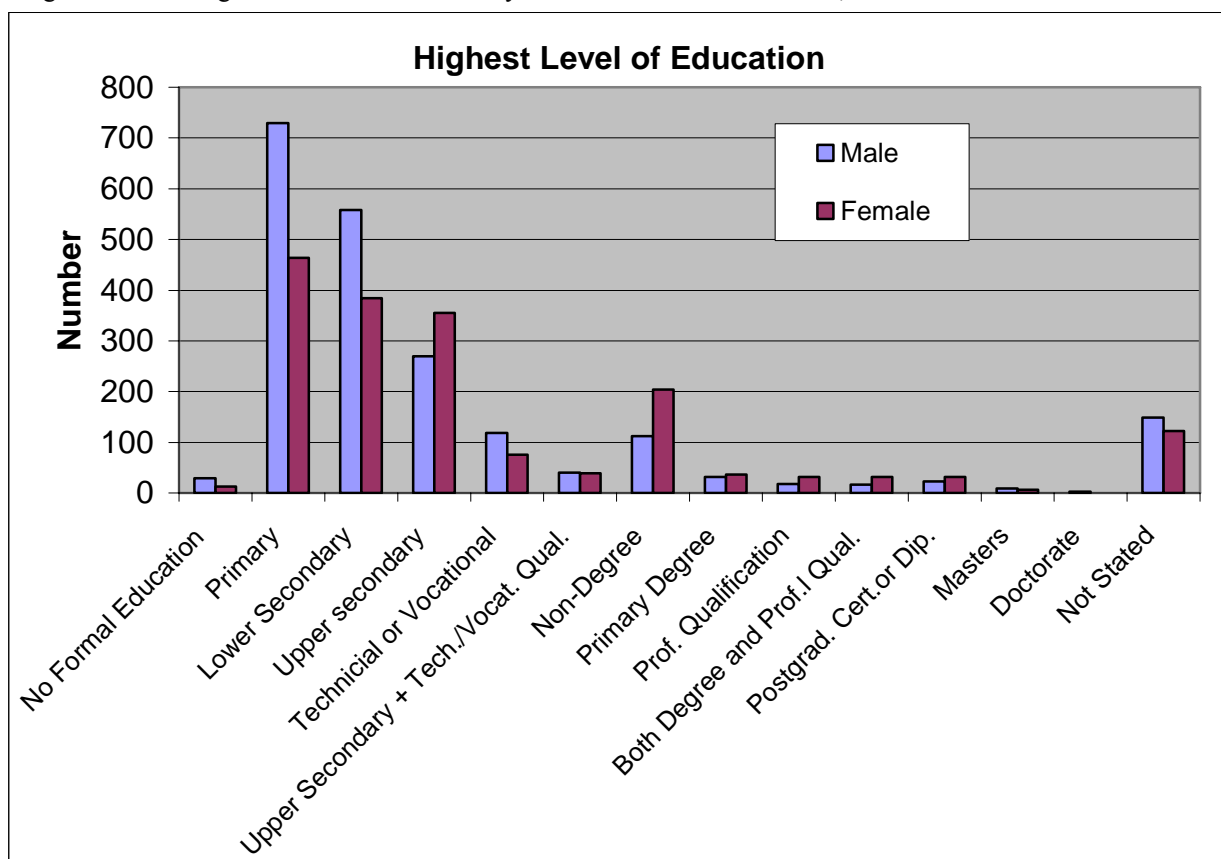


Table 14.1 Highest level of education achieved by persons over 15 whose full-time education has ceased, Southwest Cavan versus State, 2002

Level of education	% Females (SW Cavan)	% Females (State)	% Males (SW Cavan)	Males (State)
Primary (incl. no formal education)	26.6	20	36	22.1
Lower secondary	21.4	20.6	26.5	22.5
Upper secondary	26.2	28.2	20.3	27
Third level - Non-Degree	11.4	10.4	5.3	8.7
Third Level - Degree or higher	7.6	15.4	4.8	14.8
Not stated	6.8	5.4	7.1	4.8
(N)	(1792)	(1323112)	(2104)	(1299346)

**3.13. Disability.** Approximately one in every twelve persons in the Southwest Cavan area has a disability.

Table 15.1 Persons with Disability by age group in Southwest Cavan Area, 2002.

<b>Age Group</b>	<b>Number</b>
0-14	24
15-24	26
25-44	65
45-64	108
65+	209
<b>Total</b>	<b>432</b>

**3.14. Travel.** The primary means of travel to work, school or college is the passenger car representing 50% of all travel. The greatest number of individuals travelled on average between 5-9 miles from home with over 76% travelling three miles or more from home.

Table 16.1 Means of Travel Southwest Cavan Area, 2002

<b>Means of Travel</b>	<b>% of Total (N: 3744)</b>
Foot	5.8
Bicycle	0.5
Bus	23.3
Train	0.1
Motor Cycle	0.2
Motor Car (Driver or passenger)	50.1
Other	17.6
Not Stated	2.2

### 3.15 Socio-economic Group by Electoral District in Southwest Cavan Area, 2002

District	N	Employers and managers	%	Higher prof.	%	Lower prof.	%	Non-manual	%	Manual skilled	%	Semi-skilled	%	Un-skilled	%	Own account workers	%	Farmers	%	Agri. worker	%	Z. All others	%
Ballintemple	475	37	7.8	6	1.3	30	6.3	66	13.9	58	12.2	31	6.5	30	6.3	32	6.7	119	25.1	1	0.2	65	13.7
Ballymachugh	651	51	7.8	5	0.8	47	7.2	76	11.7	53	8.1	50	7.7	67	10.3	32	4.9	142	21.8	19	2.9	109	16.7
Crosskeys	614	84	13.7	10	1.6	32	5.2	73	11.9	86	14.0	82	13.4	21	3.4	15	2.4	108	17.6	15	2.4	88	14.3
Denn	655	52	7.9	1	0.2	33	5.0	79	12.1	69	10.5	40	6.1	62	9.5	39	6.0	142	21.7	10	1.5	128	19.5
Derrin	355	22	6.2	1	0.3	24	6.8	39	11.0	45	12.7	17	4.8	27	7.6	17	4.8	81	22.8	13	3.7	69	19.4
Graddum	462	45	9.7	1	0.2	26	5.6	48	10.4	63	13.6	31	6.7	26	5.6	25	5.4	123	26.6	15	3.2	59	12.8
Kill	329	33	10.0	1	0.3	8	2.4	59	17.9	20	6.1	23	7.0	13	4.0	25	7.6	76	23.1	9	2.7	62	18.8
Kilnaleck	796	104	13.1	24	3.0	41	5.2	96	12.1	90	11.3	62	7.8	46	5.8	22	2.8	121	15.2	60	7.5	130	16.3
Drumlumman	520	40	7.7	7	1.3	26	5.0	56	10.8	51	9.8	32	6.2	17	3.3	42	8.1	166	31.9	13	2.5	70	13.5
Kilcogy	371	22	5.9	3	0.8	7	1.9	56	15.1	25	6.7	25	6.7	15	4.0	22	5.9	121	32.6	5	1.3	70	18.9
Kilgolagh	314	34	10.8	7	2.2	21	6.7	37	11.8	46	14.6	25	8.0	13	4.1	25	8.0	66	21.0	3	1.0	37	11.8
Loughdawan	342	31	9.1	8	2.3	19	5.6	52	15.2	40	11.7	29	8.5	12	3.5	6	1.8	87	25.4	7	2.0	51	14.9
<b>All SW Cavan EDs</b>	<b>5884</b>	<b>555</b>	<b>9.4</b>	<b>74</b>	<b>1.3</b>	<b>314</b>	<b>5.3</b>	<b>737</b>	<b>12.5</b>	<b>646</b>	<b>11.0</b>	<b>447</b>	<b>7.6</b>	<b>349</b>	<b>5.9</b>	<b>302</b>	<b>5.1</b>	<b>1352</b>	<b>23.0</b>	<b>170</b>	<b>2.9</b>	<b>938</b>	<b>15.9</b>
<b>Cavan County</b>	<b>56546</b>	<b>7002</b>	<b>12.4</b>	<b>1753</b>	<b>3.1</b>	<b>4198</b>	<b>7.4</b>	<b>8345</b>	<b>14.8</b>	<b>6590</b>	<b>11.7</b>	<b>4793</b>	<b>8.5</b>	<b>2806</b>	<b>5.0</b>	<b>3274</b>	<b>5.8</b>	<b>8294</b>	<b>14.7</b>	<b>949</b>	<b>1.7</b>	<b>8542</b>	<b>15.1</b>
<b>State</b>	<b>3917203</b>	<b>608453</b>	<b>15.5</b>	<b>203978</b>	<b>5.2</b>	<b>383388</b>	<b>9.8</b>	<b>670734</b>	<b>17.1</b>	<b>399044</b>	<b>10.2</b>	<b>308102</b>	<b>7.9</b>	<b>192626</b>	<b>4.9</b>	<b>191585</b>	<b>4.9</b>	<b>228317</b>	<b>5.8</b>	<b>34662</b>	<b>0.9</b>	<b>696314</b>	<b>17.8</b>

### 3.15.1 Social class by Electoral District in Southwest Cavan Area, 2002

Geographic Area	N	Prof. workers	%	Managerial & technical	%	Non-manual	%	Skilled manual	%	Semi-skilled	%	Unskilled	%	7 All others	%
Ballintemple	475	14	2.9	90	18.9	129	27.2	92	19.4	48	10.1	31	6.5	71	14.9
Ballymachugh	651	10	1.5	162	24.9	104	16.0	93	14.3	81	12.4	84	12.9	117	18.0
Crosskeys	614	14	2.3	91	14.8	95	15.5	172	28.0	113	18.4	34	5.5	95	15.5
Denn	655	9	1.4	89	13.6	127	19.4	140	21.4	84	12.8	70	10.7	136	20.8
Derrin	355	7	2.0	43	12.1	72	20.3	93	26.2	37	10.4	34	9.6	69	19.4
Graddum	462	6	1.3	79	17.1	82	17.7	133	28.8	51	11.0	39	8.4	72	15.6
Kill	329	16	4.9	54	16.4	52	15.8	71	21.6	48	14.6	18	5.5	70	21.3
Kilnaleck	796	35	4.4	131	16.5	107	13.4	159	20.0	118	14.8	103	12.9	143	18.0
Drumlumman	520	24	4.6	95	18.3	108	20.8	114	21.9	65	12.5	27	5.2	87	16.7
Kilcogy	371	5	1.3	61	16.4	80	21.6	66	17.8	55	14.8	23	6.2	81	21.8
Kilgolagh	314	17	5.4	61	19.4	49	15.6	87	27.7	43	13.7	15	4.8	42	13.4
Loughdawan	342	8	2.3	57	16.7	67	19.6	67	19.6	56	16.4	19	5.6	68	19.9
<b>All SW Cavan EDs</b>	<b>5884</b>	<b>165</b>	<b>2.8</b>	<b>1013</b>	<b>17.2</b>	<b>1072</b>	<b>18.2</b>	<b>1287</b>	<b>21.9</b>	<b>799</b>	<b>13.6</b>	<b>497</b>	<b>8.4</b>	<b>1051</b>	<b>17.9</b>
<b>Cavan County</b>	<b>56546</b>	<b>2286</b>	<b>4.0</b>	<b>12113</b>	<b>21.4</b>	<b>10121</b>	<b>17.9</b>	<b>11826</b>	<b>20.9</b>	<b>7081</b>	<b>12.5</b>	<b>3602</b>	<b>6.4</b>	<b>9517</b>	<b>16.8</b>
<b>State</b>	<b>3917203</b>	<b>237511</b>	<b>6.1</b>	<b>1000615</b>	<b>25.5</b>	<b>645761</b>	<b>16.5</b>	<b>672892</b>	<b>17.2</b>	<b>426158</b>	<b>10.9</b>	<b>220843</b>	<b>5.6</b>	<b>713423</b>	<b>18.2</b>

What better way to conclude this section of the evaluation than by quoting Former Minister of Transport, Seamus Brennan T.D., who in his speech at the launch of Rural Lift (2003), said that “Research has shown that those most marginalised by lack of transport in rural areas are women, the elderly, the mobility impaired, people on low incomes and young people. Research also shows that the provision of accessible, affordable and acceptable local transport can make a very important improvement in the quality of life for these people.” In excess of 18% of households in South West Cavan do not own a car. Census 2002 also shows that just fewer than 13% of households were headed by persons over 65 years of age living alone, with the national average of just under 9%. Approximately 52% of people with a disability fall into the above age category, which is also higher than the national average of just under 42%, just over 23% of the population as recorded as relying on a bus service. Given the stark reality of the figures which clearly legitimise plans for expansion 2005/06, it is difficult to harmonise the positive words of the Minister with the difficulty faced by the Initiative’s Coordinator in sourcing funding.

#### 4.0 Field Research Findings

## CAVAN TRANSPORT SERVICE ASSESSMENT RESULTS

### Service Profile Floods Taxi Service

#### Profile of Bus and Journey

#### Profile of Passengers

<b>Service Provider</b>	Floods Taxi Service	<b>Number of Passengers</b>	12
<b>Route Number</b>	6A	<b>No. of Roundtrip Passengers</b>	12
<b>Date of Journey</b>	15/06/05	<b>Males</b>	1
<b>Departing Location</b>	Bruskey Church	<b>Ages</b>	65+ = 1
<b>Arriving Location</b>	Kilnaleck	<b>Females</b>	11
<b>Depart Time</b>	12.30pm	<b>Ages</b>	65+ = 11
<b>Duration of Journey</b>	> 1 hour		
<b>Driver's Name</b>	Paul		
<b>Wheelchair Accessible</b>	Yes		
<b>Passenger Capacity</b>	14 or more		
<b>Journeys per Week</b>	Fortnightly		
<b>Standard Cost</b>	Single - € 3 Return - €5		

## **Individual Passenger Satisfaction Ratings**

### **Floods Taxi Service**

*(Total of 6 passengers surveyed)*

**Scale: Poor, Fair, Good, Very Good, or N/A**

**How often do you use this service?**

Once every two weeks = 6

**How would you rate the suitability of the departure time of this service?**

Good=4      Very Good=2

**How would you rate the suitability of the return time of this service?**

Good=4      Very Good=2

**How would you rate the suitability of the assistant on boarding the bus?**

Good=4      Very Good =2

**How would you rate suitability of the assistance on a alighting the bus?**

Fair= 1      Good=1      Very Good =4

**How would you rate the level of access for people with disabilities?**

Fair=3      Good=1      Very Good =3

**How would you rate the adequacy of luggage space?**

Good=4      Very Good =2

**How would you rate the level of comfort while travelling on this service?**

Fair=1      Good=3      Very Good =2

**How would you rate the level of courtesy extended to you by the driver?**

Fair=1      Good=2      Very Good =3

**How would you rate the general atmosphere on the bus?**

Good=4      Very Good =2

**How would you rate the affordability of the services?**

Very Good =5      N/A =1

#### **Further Comments:**

In general the answers from this section give a very positive impression of the service. All passengers rated the affordability of the service as very good. However this is offset by the fact that they all had bus passes. Comments were made about the level of access for disabled people, as one passenger stated that "a box or little step would make it easier to get on board". This is similar to the views of another passenger who said that the use of a step because "our knees are not good would make alighting the bus easier." Finally one passenger asserted, "if the seats were wider and there was more leg room the comfort level of the bus would be increased." However, this feeling was not prevalent as all other passengers rated the comfort level of the service as good or very good.

## **Passenger Questionnaire**

### **Floods Taxi Service**

#### **What's the purpose of your journey?**

Of the six questioned two passengers stated the purpose of their journey was to go to the centre, two said the Réaltóg Centre, one said the Social Kilnaleck Centre and one said Kilnaleck.

#### **Without this service how would you reach your intended destination?**

Three out of the six said that without this service they would not go at all. One passenger said a taxi or walk if they were feeling well enough and another two said they would get a taxi.

#### **What opportunities does this service open up for you?**

Of the six questioned, four passengers said that this service allowed them to meet people or "meet the crowd" as one passenger put it. One passenger said it allowed them the opportunity to get out of the house and another said it allowed them to get another bus in the centre.

#### **How many people live in your household?**

Five out of the six passengers questioned live alone. One passenger lived with two other people.

#### **What other forms of transport are used by you or your family?**

Four out of the six questioned did not use any other form of transport. One passenger used a taxi service and the other use a taxi service and public bus.

#### **How much do you pay for taxis?**

Four out of the six questioned said that they used their bus pass for this service. One stated that it depended on the journey and another said, "bus pass or 10 euro for a taxi."

#### **What social activities do this service give you access to?**

Four out of the six questioned said that the service allowed them to meet people. One said that it gave them access to Bingo and music at the Réaltóg centre and one said the Réaltóg centre itself.

#### **What services are now able to access as a direct result of this service?**

Five out the six said the Centre, while one passenger said the doctors shop.

#### **Prior to the establishment of this bus route what services were you unable to access?**

The overlying answer to this question was "it was difficult to get around." One passenger said meeting people. One passenger left this question unanswered.

**Please list three things you would like to happen to improve this service?**

Passenger #1	"No complaints."
Passenger #2	"No complaints."
Passenger #3	"A step would help us get on."
Passenger #4	"I'd really be stuck if I couldn't get to Cavan. I always use this service unless I'm sick. This bus does the job."
Passenger #5	"If more people used it."
Passenger #6	"A step. If the seats had more room. We don't like it when there is no service because of holidays"

## Service Profile

### Brady's Mini Bus

#### Profile of Bus and Journey

#### Profile of Passengers

<b>Service Provider</b>	Brady's Mini Bus	<b>Number of Passengers</b>	11
<b>Route Number</b>	6B	<b>No. of Roundtrip Passengers</b>	11
<b>Date of Journey</b>	15/06/05	<b>Males</b>	4
<b>Departing Location</b>	Kilnaleck – Réaltóg Centre	<b>Ages</b>	41-65= 1 65+= 3
<b>Arriving Location</b>	Derrins Bridge	<b>Females</b>	7
<b>Depart Time</b>	5.30pm	<b>Ages</b>	65+ = 7
<b>Duration of Journey</b>	< 1 hour		
<b>Driver's Name</b>	Dominic		
<b>Wheelchair Accessible</b>	No		
<b>Passenger Capacity</b>	14 or more		
<b>Journeys per Week</b>	Fortnightly		
<b>Standard Cost</b>	Single - € 3 Return - €5		

## **Individual Passenger Satisfaction Ratings** Brady's Mini Bus

*(Total of 9 passengers surveyed)*

**How often do you use this service?**

Once every two weeks = 9

**How would you rate the suitability of the departure time of this service?**

Good=3      Very Good=6

**How would you rate the suitability of the return time of this service?**

Good=3      Very Good=6

**How would you rate the suitability of the assistant on boarding the bus?**

Fair=1      Good=3      Very Good =5

**How would you rate suitability of the assistance on a alighting the bus?**

Good=4      Very Good =5

**How would you rate the level of access for people with disabilities?**

Fair=3      Good=5      Very Good =1

**How would you rate the adequacy of luggage space?**

Good=5      Very Good =4

**How would you rate the level of comfort while travelling on this service?**

Good=3      Very Good =6

**How would you rate the level of courtesy extended to you by the driver?**

Very Good =9

**How would you rate the general atmosphere on the bus?**

Good=2      Very Good =7

**How would you rate the affordability of the services?**

Good=1      Very Good =4      N/A =3

### **Further Comments:**

The overall opinion of the service was very positive. In terms of the luggage space one passenger did remark that it depended on the bus. However another said, "this is not a shopping bus." Regarding the level of accessibility for disabled people one person said, "there is no wheelchair access." One passenger did point out that there were "no wheelchair users on this bus." Again the general feeling about the comfort level and level of courtesy was very positive. One passenger stated, "the drivers help everyone." Another said, "all the drivers are gentlemen."

## **Passenger Questionnaire**

### **Brady's Mini Bus**

#### **What's the purpose of your journey?**

All nine questioned stated that the purpose of their journey was to reach the Centre.

#### **Without this service how would you reach your intended destination?**

Eight out of the nine questioned said that they would have no other way of reaching the centre without this service. One person said they would get a taxi.

#### **What opportunities does this service open up for you?**

Three of those questioned said that the service allowed them to access the centre. One person said it allowed them to "get out". One person said "the craic." Other answers ranged from "meeting people, dancing and singing" to "meeting people, shopping, pension".

#### **How many people live in your household?**

All nine said they lived alone. However, one person answered "we live alone", indicating that their partner may have been on the bus with them.

#### **What other forms of transport are used by you or your family?**

Four of those questioned said they would also use a lift. One said, "a taxi." Two others said public transport and the two remaining passengers said none.

#### **How much do you pay for taxis?**

Eight of those questioned said they use their bus pass. One passenger said this service cost them 10 euro.

#### **What Social activities do this service give you access to?**

Three passengers said that the service gave them access to the centre. Four others said that it allowed them to get out or to mix with other folks. Of the remaining two one said that the service gave them access to the post office and the doctors and the post office.

#### **What services are now able to access as a direct result of this service?**

Three passengers said there were now able to access "the centre" as a result of the service. Three cited social activities such as meeting people and seeing friends and the remaining two said the post office and the doctors and the post office.

#### **Prior to the establishment of this bus route what services were you unable to access?**

Four of those questioned said that they were unable to access the centre. Two said they were not able to get out and two answers were no applicable.

**Please list three things you would like to happen to improve this service?**

Passenger #1	"Happy with the service."
Passenger #2	"Very good service and the centre are very good."
Passenger #3	"We all want this service everyone."
Passenger #4	"Great service."
Passenger #5	"I'm very happy at the moment."
Passenger #6	"Passengers should ring in if they are not getting the bus."
Passenger #7	"No complaints."
Passenger #8	"Nothing on my mind."
Passenger #9	"Nothing to add."

## Service Profile 3

### Bartley McGovern

#### Profile of Bus and Journey

#### Profile of Passengers

<b>Service Provider</b>	Bartley McGovern	<b>Number of Passengers</b>	16
<b>Route Number</b>	5	<b>No. of Roundtrip Passengers</b>	16
<b>Date of Journey</b>	16/06/05	<b>Males</b>	2
<b>Departing Location</b>	Carrick Church	<b>Ages</b>	Under 18= 1 65+= 1
<b>Arriving Location</b>	Cavan	<b>Females</b>	14
<b>Depart Time</b>	10:00am	<b>Ages</b>	26-40= 1 41-65= 2 65+ = 11
<b>Duration of Journey</b>	> 1 hour		
<b>Driver's Name</b>	Bartley		
<b>Wheelchair Accessible</b>	Yes		
<b>Passenger Capacity</b>	14 or more		
<b>Journeys per Week</b>	1		
<b>Standard Cost</b>	Single - € 3 Return - €5		

## **Individual Passenger Satisfaction Ratings**

Bartley McGovern

*(Total of 4 passengers surveyed)*

**How often do you use this service?**

Once a week= 2          Once every two weeks = 2

**How would you rate the suitability of the departure time of this service?**

Good=2          Very Good=2

**How would you rate the suitability of the return time of this service?**

Good=1          Very Good=3

**How would you rate the suitability of the assistant on boarding the bus?**

Very Good =4

**How would you rate suitability of the assistance on alighting the bus?**

Very Good =4

**How would you rate the level of access for people with disabilities?**

Fair=1          Good=3

**How would you rate the adequacy of luggage space?**

Fair=2          Good=2

**How would you rate the level of comfort while travelling on this service?**

Fair=4

**How would you rate the level of courtesy extended to you by the driver?**

Very Good =4

**How would you rate the general atmosphere on the bus?**

Very Good =4

**How would you rate the affordability of the services?**

Very Good =2          N/A =2

### **Further Comments:**

The general feeling about this service was slightly less positive than that of the other services. Two passengers said that the departure time of the service should be a little bit earlier. Regarding the suitability of the assistance on boarding the bus one passenger said, "I have arthritis and I have to take time to get on." The same passenger stated that the level of access was not good "if you are in a wheelchair." Again the feeling was that the level of courtesy was excellent, one passenger commented that the driver is a gentleman.

## **Passenger Questionnaire**

### **Bartley McGovern**

#### **What's the purpose of your journey?**

Of those questioned two said shopping was the purpose of their journey. One passenger said shopping and meeting people and the other said, "Cavan, the craic and have a look around."

#### **Without this service how would you reach your intended destination?**

Two of those questioned said they would be able to reach their destination without this service. One passenger said they would rely on family to reach their destination and the other said a lift from neighbours.

#### **What opportunities does this service open up for you?**

Of those questioned two said it allowed the opportunity to socialize, meeting others. The remaining two passengers said it allowed them to go shopping.

#### **How many people live in your household?**

Two live alone, one passenger lived with two others and other passenger question had two guests from England staying at present.

#### **What other forms of transport are used by you or your family?**

One passenger said she would use a taxi. Another said lifts and sometimes the bus to Dublin. Another mentioned lifts and the remaining passenger answered none.

#### **How much do you pay for taxis?**

Of the four questioned three answered N/A and one said 20 euro to get to Cavan.

#### **What social activities do this service give you access to?**

All four passengers questioned said the service allows them "to meet people."

#### **What services are now able to access as a direct result of this service?**

All four said Cavan town itself, with two mentioning the doctors and one the post office.

#### **Prior to the establishment of this bus route what services were you unable to access?**

Two of the four said they would find a way to get around. One said, "I didn't get out much" and one said: "I didn't get out unless I got a lift."

**Please list three things you would like to happen to improve this service?**

- Passenger #1 "Can't think of anything."
- Passenger #2 "The roads are very bad it's not the driver or the bus that's the problem."
- Passenger #3 "If more people would use this service it would improve. Earlier time would suit me better to get into Cavan."
- Passenger #4 "Leave half an hour earlier and we'd have that extra time in Cavan. Because we have collect older people from their door we get in late and there isn't much time to get around town."

## Service Profile

### Quigley's Mini-bus Hire

#### Profile of Bus and Journey

#### Profile of Passengers

<b>Service Provider</b>	Quigley's Mini-bus Hire	<b>Number of Passengers</b>	28
<b>Route Number</b>	9	<b>No. of Roundtrip Passengers</b>	21
<b>Date of Journey</b>	17/06/05	<b>Males</b>	3
<b>Departing Location</b>	Scots House P.O	<b>Ages</b>	26-40= 1 41-65= 1 65+= 1
<b>Arriving Location</b>	Cavan	<b>Females</b>	25
<b>Depart Time</b>	10:00am	<b>Ages</b>	Under 18= 8 26-40= 3 41-65= 3 65+= 11
<b>Duration of Journey</b>	> 1 hour		
<b>Driver's Name</b>	John		
<b>Wheelchair Accessible</b>	No		
<b>Passenger Capacity</b>	14 or more		
<b>Journeys per Week</b>	1		
<b>Standard Cost</b>	Single - € 3 Return - €5		

## **Individual Passenger Satisfaction Ratings** Quigley's Mini-bus Hire

*(Total of 6 passengers surveyed )*

**How often do you use this service?**

Every few weeks = 1                      Most weeks= 3                      Weekly= 2

**How would you rate the suitability of the departure time of this service?**

Good=4                      Very Good=2

**How would you rate the suitability of the return time of this service?**

Poor=3                      Good=2                      Very Good=1

**How would you rate the suitability of the assistant on boarding the bus?**

Good=3                      Very Good =3

**How would you rate suitability of the assistance on a alighting the bus?**

Good=3                      Very Good =3

**How would you rate the level of access for people with disabilities?**

Fair=1                      Good=5

**How would you rate the adequacy of luggage space?**

Poor=1                      Fair=2                      Good=3

**How would you rate the level of comfort while travelling on this service?**

Fair=2                      Good=3                      Very Good =1

**How would you rate the level of courtesy extended to you by the driver?**

Good=2                      Very Good =4

**How would you rate the general atmosphere on the bus?**

Fair=2                      Good=2                      Very Good =2

**How would you rate the affordability of the services?**

Good=2                      Very Good =4

**Further Comments:**

There was very little comment made by those questioned on this service. One disabled passenger did remark, "my feet are disabled but I managed." In fact this was the passenger to make any comment on the service. He also stated, "bags are a problem".

## **Passenger Questionnaire**

### **Quigley's Mini-bus Hire**

#### **What's the purpose of your journey?**

All of those questioned stated shopping as the purpose of their journey. However, three passengers did expand as one said, "day out with the children, shopping", another said "post office and into town" and one said, "shopping and a look around, more of a day out."

#### **Without this service how would you reach your intended destination?**

The general feeling was that without this service each passenger would not reach their intended destination, one said, "I'd be stuck in (the) house, I can't ride a bike." Another said, "the local shop would be as far as I could go."

#### **What opportunities does this service open up for you?**

Of those questioned four said this service allowed them to get out/day out. One passenger said, "I can't get money." Another said "Tesco's is far better."

#### **How many people live in your household?**

The composition of the households of the passengers questioned was significantly different. Two of those questioned lived alone. One lived with her sister, two others had two in their household and one passenger had five people in their household.

#### **What other forms of transport are used by you or your family?**

Five of those questioned had no other means of transport, although one of these mentioned a daughter who calls in her car. One of the other passengers questioned owned a car and the remaining passenger used a taxi.

#### **How much do you pay for taxis?**

Five said "n/a" and one passenger said 15 euro.

#### **What social activities do this service give you access to?**

The answers varied a great from one another in this section. One passenger said, "stay in town all day." Another said, "I can go around the shops and go in for tea." "Having a laugh with people and a day out" was another answer given, as was "getting out." "Shopping and meeting people" was an answer given by two passengers and one passenger said this service had given them access to swimming and the park.

#### **What services are now able to access as a direct result of this service?**

Two of those questioned said the shops and another two said the doctors. One said getting into town and one stated having a laugh with people, a day out.

**Prior to the establishment of this bus route what services were you unable to access?**

Four of those questioned gave not applicable answers such as, "I used a car, and I got lifts." One said, "I didn't live here" and one said the Library.

**Please list three things you would like to happen to improve this service?**

Passenger #1	"It's ok for me."
Passenger #2	"n/a"
Passenger #3	"A bus service on Tuesday."
Passenger #4	"The roads need to be improved, the buses are grand."
Passenger #5	"Late night bus."
Passenger #6	"There's one lady we have to go out of the way to collect and it takes up so much time."

## Service Profile

Bartley McGovern

### Profile of Bus and Journey

### Profile of Passengers

<b>Service Provider</b>	Bartley McGovern	<b>Number of Passengers</b>	11
<b>Route Number</b>	11	<b>No. of Roundtrip Passengers</b>	11
<b>Date of Journey</b>	17/06/05	<b>Males</b>	2
<b>Departing Location</b>	Clifferan Church	<b>Ages</b>	Under 18= 1 65+= 1
<b>Arriving Location</b>	Tesco's, Cavan	<b>Females</b>	9
<b>Depart Time</b>	1:00pm	<b>Ages</b>	Under 18= 1 18-25=1 41-65= 3 65+ = 4
<b>Duration of Journey</b>	> 1 hour		
<b>Driver's Name</b>	Bartley		
<b>Wheelchair Accessible</b>	No		
<b>Passenger Capacity</b>	14		
<b>Journeys per Week</b>	Fortnightly		
<b>Standard Cost</b>	Single - € 3 Return - €5		

## **Individual Passenger Satisfaction Ratings**

Bartley McGovern

*(Total of 7 passengers surveyed:)*

**How often do you use this service?**

Sometime = 1                  Weekly = 6

**How would you rate the suitability of the departure time of this service?**

Good=4                  Very Good=3

**How would you rate the suitability of the return time of this service?**

Good=3                  Very Good=4

**How would you rate the suitability of the assistant on boarding the bus?**

Good=2                  Very Good =4                  N/A =1

**How would you rate suitability of the assistance on a alighting the bus?**

Good=1                  Very Good =5                  N/A =1

**How would you rate the level of access for people with disabilities?**

Good=4                  Very Good =2                  N/A =1

**How would you rate the adequacy of luggage space?**

Fair=4                  Good=3

**How would you rate the level of comfort while travelling on this service?**

Good=4                  N/A=3

**How would you rate the level of courtesy extended to you by the driver?**

Good=2                  Very Good =5

**How would you rate the general atmosphere on the bus?**

Poor=1                  Fair=5                  Good=1

**How would you rate the affordability of the services?**

Good=2                  Very Good =2                  N/A=3

### **Further Comments:**

There was a lot comments made about the adequacy of the luggage space on this service. One passenger said, "you have to squeeze your shopping in." Another said, "everything goes in the back." One passenger said, "we fit everything in." In terms of the suitability of assistance of boarding and alighting the bus one passenger said, they help carrying the shopping, and another said that the driver helps everybody. One passenger who rated the return time of the service "very good" said that the reason behind this was she was home in time for the kids coming home from school. The same passenger stated, "there's a person that nobody likes on this service, she affects everyone and the atmosphere suffers."

# **Passenger Questionnaire**

Bartley McGovern

## **What's the purpose of your journey?**

Six of those questioned said shopping and one said just into town.

## **Without this service how would you reach your intended destination?**

Of those questioned one said, "a taxi or a relative would drop us in." Another said, "Private car if available." Of the remaining passengers one said, "I'd drive to the local shop", and another said "lift from the neighbours." Another said a taxi and one said, "I'd have to get things delivered and I wouldn't get what I want."

## **What opportunities does this service open up for you?**

Two of those questioned said this service opened up social activities such as getting out and about. One said, "I can do my own shopping." Another said, "I can do my own thing." Another mentioned freedom. The remaining passenger stated "cheaper shopping."

## **How many people live in your household?**

Four of those questioned lived alone. One passenger had three people with her household. One passenger had eleven, another passenger had 3 and the remaining passenger had two people living in their household.

## **What other forms of transport are used by you or your family?**

Three of those questioned said private car, one said a taxi, one a lift from neighbours, another had no other means, and the remaining passenger stated, "I have a car but I have cataracts and I would drive into town."

## **How much do you pay for taxis?**

Five of those questioned replied "n/a", two passengers said the service cost 10-15 euro each way.

## **What social activities do this service give you access to?**

Four of those questioned said meeting people. One person said to get around town. One mentioned doctor's appointments and one said, "shopping walking around shops, meeting up with friends".

## **What services are now able to access as a direct result of this service?**

Five of those questioned said retail services, doctors, and post office. Another passenger stated everything in Cavan.

## **Prior to the establishment of this bus route what services were you unable to access?**

There was a lot of variety in the answers given for this question. One passenger mentioned gift shops. Another stated shopping and opticians and another stated post office and doctor. Of the remaining passengers

one stated that it was hard to get to Cavan. One stated, "I was driving but my family don't want me to now." The final passenger questioned said, "always get where I need to but you (were) relying on others."

**Please list three things you would like to happen to improve this service?**

Passenger #1	"Nothing."
Passenger #2	"It's a very good service."
Passenger #3	"No complaints."
Passenger #4	"Very good door to door service."
Passenger #5	"I'm happy with this service."
Passenger #6	"It's great."
Passenger #7	"In the wet weather there's a couple who have to walk down from their house to the road. The bus should go up and get them. Get rid of the difficult woman or she'll destroy the service."

## Individual Passenger Satisfaction Ratings

**Results Table 1. Combined Individual Satisfaction Ratings (N=32)**

	Poor	Fair	Good	Very Good	N/A
How would you rate the suitability of the departure time of this service?			17	15	
How would you rate the return time of this service?	3		13	16	
How would you rate the suitability of assistance on boarding the bus?		1	12	18	1
How would you rate the suitability of assistance on alighting the bus?		1	9	21	1
How would you rate the level of access for people with disabilities?		7	18	6	1
How would you rate the adequacy of luggage space?	1	8	17	6	
How would you rate the level of comfort while travelling on this service?		7	13	9	3
How would you rate the level of courtesy extended to you by the driver?		1	6	25	
How would you rate the general atmosphere on the bus?	1	7	9	15	
How would you rate the affordability of the services?		1	5	17	9

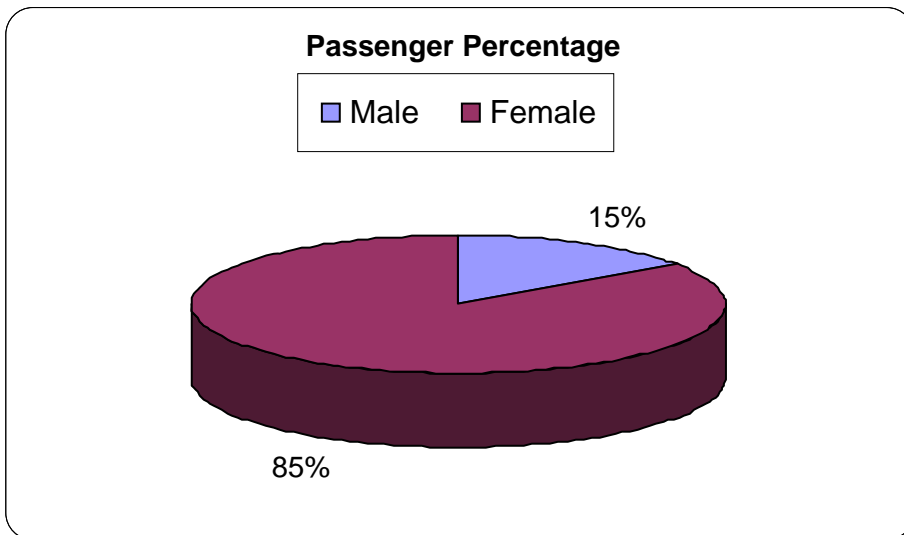
**Results Table 2. Combined Individual Satisfaction Ratings (%)**

	Poor	Fair	Good	V. Good	N/A
How would you rate the suitability of the departure time of this service?	0.0%	0.0%	53.1%	46.9%	0.0%
How would you rate the return time of this service?	9.4%	0.0%	40.6%	50.0%	0.0%
How would you rate the suitability of assistance on boarding the bus?	0.0%	3.1%	37.5%	56.3%	3.1%
How would you rate the suitability of assistance on alighting the bus?	0.0%	3.1%	28.1%	65.6%	3.1%
How would you rate the level of access for people with disabilities?	0.0%	21.9%	56.3%	18.8%	3.1%
How would you rate the adequacy of luggage space?	3.1%	25.0%	53.1%	18.8%	0.0%
How would you rate the level of comfort while travelling on this service?	0.0%	21.9%	40.6%	28.1%	9.4%
How would you rate the level of courtesy extended to you by the driver?	0.0%	3.1%	18.8%	78.1%	0.0%
How would you rate the general atmosphere on the bus?	3.1%	21.9%	28.1%	46.9%	0.0%
How would you rate the affordability of the services?	0.0%	3.1%	15.6%	53.1%	28.1%

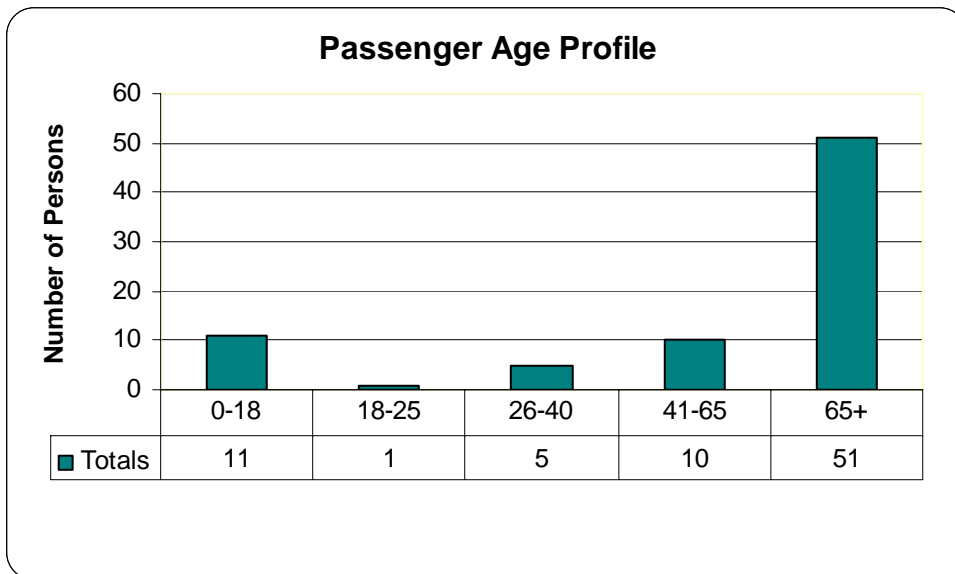
**Results Table 3. Passenger Breakdown by Age and Sex, Actual and % (N=78)**

Age	0-18	18-25	26-40	41-65	65+	Total
<b>Male</b>	<b>2</b> (2.6%)	<b>0</b> (0.0%)	<b>1</b> (1.3%)	<b>2</b> (2.6%)	<b>7</b> (9.0%)	<b>12</b> (15.40%)
<b>Female</b>	<b>9</b> (11.5%)	<b>1</b> (1.3%)	<b>4</b> (5.15%)	<b>8</b> (10.3%)	<b>44</b> (56.4%)	<b>66</b> (84.60%)

**Graph 1. Passenger Profile, Male vs. Female (N=78)**



**Graph 2. Passenger Age Profile (N=78)**



## 4.1 Case Studies

### Case Study 1 **Life before and now the No. 9 bus**

#### Kate's Story

Kate is between the ages 20-24 years. She is single women and is not working at the moment. She used to work in a Deli as a shop assistant. She has achieved a Secondary level education.

Kate remembers when there was no bus and how expensive it was to get a taxi. "Its €16 from here to Cavan. I wouldn't have any money left if I had to pay this, there and back." Kate wants to go into town and wander around. She might look in the shops and go for a coffee. She's happy with the inbound and outbound of the bus service. She uses the post office and the doctor's surgery when she's in town as the need arises. "I can get lifts but I'm obliged to other people then" She likes listening to the craic on the bus but she doesn't really join in. "There's always a laugh with someone"

### Case Study 2 **Life before and now the No. 9 bus**

#### Jane's Story

Jane is "under 30 years" she says. She is a lone parent with one daughter who is on the bus with her today (time of conducting the case study). Her brother is also on the bus and they all sit in different seats conversing with each other. "I have the basic education" she says. Jane does not work in the open labour market presently.

Before the bus service it was too expensive to get around. "I live in a council house and I get the Single Parent Allowance. School costs for my daughter and the cost of living means I can't be getting taxis at €15 one way."

The bus stops at the post office and both her and her brother get out for their money. There's time for a smoke as other people are also using this facility. "The bus driver is not the usual man but they're all very good. They help the old people. I love the old people. We always have the laugh on the bus." She says. Jane is one of the most vocal when back on the bus she's happy to be out and winds her (approx, 8 year old) daughter up who is sitting on the other end of the bus. "How are you getting home ya little rascal?"

"I've no complaints at all about this bus. It gets us out of the house."

### Case Study 3 Life before and now the No. 11 bus

#### Claire's Story

Claire is between the ages 55-59 years. She is widowed. She works part-time in the service industry. Her educational attainment was not ascertained.

Claire had tried to get a bus service up and running in the past. In the beginning she had 27 names, however only her and one other woman travelled the route. She believes that it was only with her persistence that the service is now established.

Before the service Claire was totally dependent on her daughter to get into Cavan Town. She would go with her daughter in the morning when she was going to work and would have to make her own way home, usually by taxi.

“Nowadays the bus makes such a difference. The local post office is closed down and that was a great meeting place for people. In fact three post offices are closed in the area that this bus covers. People use this bus to do essential things.” She says. The library is another facility she uses that she would otherwise have no access to. Claire believes in getting the proverbial ‘job done’; and her attitude doesn’t appeal to some of the other bus users. “That one is very bossy.” Is a remark overheard while the survey of passengers is being carried out: “She spoils the atmosphere on this bus” says another. Some of the passengers don’t say goodbye to her as they alight from the bus. Claire whispers an answer to the question regarding the affordability of the service “The cost could be a bit more. Look they are getting a lift to their door and they are being helped by the driver with their shopping.” Claire makes it clear with the driver when it comes to her turn that she’ll jump out and walk. The driver says its no problem to leave her up the lane but she insists. She disembarks self assuredly.

## Case Study 4 **Life before and now the No. 5 bus**

### Mary's Story

Mary is between the ages 40 – 44 years. She is unmarried and works part-time minding her sister's children, she is also an artist and she describes this as part-time also. She has a Third-Level education having attended Art College.

Mary used a low powered motorcycle before the bus service was set up; it was the only way she could get about. She would travel as far as Cavan Town but even then she was very nervous about traffic. She had lifts available to her from her sister and her sister-in-law but she felt she would then be dependent on them and would have to work around their times. She still has the moped but she 'wouldn't go as far as the nearest junction to her house' these days. She says "the cars drive so fast, they whiz past you. It's too dangerous. "

The bus service has made such a difference to her and she really enjoys the craic. She likes getting to know people. She likes the older people they cheer her up with their enthusiasm. "It's a real day out for the old people". She says.

Mary's business today is to do some shopping and to meet some friends. The bus picks her up from her front door and drops her back. She thinks this service is wonderful. She points to her feet "I suffer a bit with the skin on my feet it's not easy for me to walk too far."

## Case Study 5 Life before and now the No. 5 bus

### Anne's Story

Anne is over 65 years. She is a widow and describes herself as . “ a housewife”. Also noting “my husband used to be the car driver.”

Anne would not be able to get to Cavan to go swimming if there was no bus service. She can get lifts but the times don't suit. “My daughter has a baby now and she can't be bringing me around anymore. My son's at home but he has no car. I'd be lost without this bus.”

When asked what opportunities do the bus service open up for her, her answer is short and simple “Independence”. She wants and needs this service and she says things very clear and straight forward. “The people that can walk to the bus should walk ‘because it slows everybody else down. A young woman should be able to meet the bus at the crossroads. A lot of people have appointments that they have to keep in Cavan. I disagree with collecting some one that is able-bodied when it means we have to go out of the way for just them”

## Case Study 6 Life before and now the No. 6B bus

### Peter's Story

Peter is over 65 years. He is married although he lives alone. His wife is in a nursing home she suffers from Alzheimer's disease. He is retired. He used to be “An owl farmer” he says. He completed National School, his father died when he was young so he had to work and ‘caretake’ his mother and younger sisters.

He had a car when there was no bus service but his family persuaded him to give it to his grandson. “They didn't want me driving, they said I wasn't able anymore.” He felt isolated he says “but I was never stranded”.

He now feels independent because of the bus. He can get out on his own. His son lives nearby so he can get lifts but he doesn't want to be dependent. He comes to the Réaltóg Centre to meet people. Peter is very happy with the service but he thinks some people don't appreciate it as much as he does.

## Case Study 7 Life before and now the No. 6B bus

### Pat's Story

Pat is over 65 years. He is a widower. He used to work as an Iron Turner (ship building). He completed National School.

He remembers when Bus Eireann provided a service to Kilnaleck. He used that service. He also used a bus if there was a special service put on for annual functions. He has always gone fishing and shooting with his friends who have cars and he still does and 'always will'. He finds the local shop is near enough to walk, but he loves to get the bus to Tesco's because it's so much cheaper.

"The bus service that I get is marvellous. I get to the Centre and I meet people. I love singing. I've nothing bad to say. I go shopping on Thursdays and I get what I need. I don't mind waiting or anything like that. I'll never tell ya a lie."

Pat is big and loud he gets more excited the more he talks "I'll tell you one thing. I use the bus and if not, I tell them" He repeats himself. "I tell them if I'm not travelling. Some people will not tell them that they don't want the bus and the bus goes out of its way to collect them from their house. If I say I'll be there, I'll be waiting at the door." Pat wants to be taken very serious when he says this. He really wants to ensure that he will not be at fault if the bus service is cut-back. He supports it all the way.

He praises everyone involved in keeping it running while his anger is directed at "the women who bring the driver and the bus out of the way, when they don't call or tell anyone" he says: "They have no respect for anyone."

## 5.0 Conclusions

One of the project's primary aim's is to enhance rural transport services to secure long term improvement in rural people's access to services and social activities, and this it has done with due aplomb, in the first nine months of operation, up until the end of December 2003, the SWCRTI carried 2092 passengers, on a total of 416 services. In 2004 the project carried 6603 passengers, on 628 services; figures thus far in 2005 will exceed targets for the preceding year. The average passenger number per service was 5 in 2003, while in 2004 the average passenger number per service increased by 110%, to 10.5 passengers per service, again this has increased yet further in 2005 (mean average will become available at the end of this trading year). The SWCRTI has also extended its routes to include isolated parts of North Cavan, these new routes have proved very successful, and are working to meet the projects aim, which is, to promote social inclusion and tackle the problems of social isolation. The above figures illustrate at least quantitatively the ongoing impact of the project. The service links isolated individuals with essential and non-essential services, including GP's, the Post office, main transport arteries etc.

Also given the demography of its end users (see section two above), SWCRTI adds tremendous additionality to local and regional HSE services, which may otherwise be virtually inaccessible to nearly a quarter of South West Cavan's population, many of whom are themselves already extremely vulnerable, isolated, and likely to be in a cohort that require high levels of service support from the Health Service. Indeed it is difficult to imagine how the HSE could hope to adequately reach their target constituency without such a service. It is therefore, commendable and strategically sound for the HSE to continue as active supporters of the Initiative. Moreover given the symbiotic nature of the relationship between both it is reasonable to assume that the HSE can expect to accrue tangible gains from any extra support offered to assist in expanding the transport initiative going forward.

As well as promoting social inclusion among isolated groupings the initiative is quiet remarkable on a number of other levels. Firstly, the Co-ordinator; is an energetic, committed and innovative leader. He appreciates the intricacies of running a community based transport initiative, and presents as an extremely competent line manager. He also demonstrates a commitment to promote the service, as well as the principle of RTI in general. I have no doubt that if his hours were extended that he would be well positioned to expand the service (see above) to connect with other RTI's in the County and it environs and thereby provide an accessible transport matrix for the whole of County Cavan.

Notwithstanding his enthusiasm, the Co-ordinator is expected to achieve far too much by the management committee. While it is reasonable on the part of the management committee to wish to be represented at various meetings throughout the county, and indeed laudable that they should wish to expand the service going forward, these aspirations are simply unrealistic, and will remain so, until such time as the co-ordinator post is extended to a full time post, with, if possible, secretarial assistance. Notwithstanding the excellent work of the coordinator, I cannot emphasize enough the fact that the stresses he faces are real and immediate, evidenced for example by the fact that in the third quarter of the year the Programme of Activities for 2005 has not been agreed by the Board of Management.

The restricted timeframe within which the initiative is coordinated serves to make its achievements to date all the more remarkable. Secondly, then, the initiative as well as successfully reaching its intended market has also remained true to the original aims of the RTI in that it does not compete with any local commercial passenger transport operators, thereby ensuring that the initiative simply enhances passenger services provided to the public, as opposed to duplicating and/or displacing existing services.

Thirdly, adding to the strength of the co-ordinator is the diversity of representation of the management committee; there are representatives from key stakeholders with an interest in the area of transport and social inclusion from the HSE, Bus Éireann, Cavan Partnership, County Social Services, Kilnaleck Social Service, Passenger Representatives and Kilnaleck & District Community Co-op (KDCC).

Presently, however, despite the talent and credentials of the management committee they continue function under the auspices of KDDC, so technically they are no more than a sub-group of that company, though they appear for the most to function separately from it. This management committee as it is presently termed to all intense purposes act as would company directors, and as already noted, do so with extreme proficiency. If the group wish to avoid a situation where the legal status of the decisions made by the management committee (i.e. Corporate Governance) is called in to question, the specific relationship between the two groupings should be clarified forthwith aided where appropriate by relevant legal advice.

Fourthly, routes that are provided by SWCRTI are certainly tackling social isolation; combating poverty and linking passengers who would otherwise have little or no access to private or public transport. Currently the routes in question are running at capacity which while enhancing figures also limits the development of these services unless routes are split. Indeed plans are en train to split some

routes subject to the availability of funds; but again this will also mean that the initiative will be unable to expand its geographical coverage. Clearly the expansion of geographic coverage would be the best of all options given that it would make the project more viable. It is important therefore that existing funds are overly tied into splitting routes.

Fifthly, the quality of drivers is yet strength of the project; they are remarkably accommodating and passenger-centred in their approach. That said the smaller operators are more willing than the larger operators to take part in training provided by the Initiative. Indeed it would appear to the independent researcher who travelled on each of the routes that the smaller operator display a higher level of regard for the service, and demonstrate a greater level of appreciation regarding the underlying objectives of SWCRTI. To date SWCRTI has provided MIDAS and Fire evacuation training to any driver who would like to take part.

Finally, the evaluation has identified one of the core reasons for the level of such of the initiative lies in its willingness to collaborate with other agencies/services/initiative across the county. For example at present SWCRTI are working with Flexibus in Meath in providing a transport service around Virginia. This service is provided by a single operator with Flexibus paying and organising the southern side of the town and SWCRTI providing a service on the northern side of the town. This type of co-operation provides an operator with a half days work and gives both projects a cost benefit in that cost are divided across both projects. Other committees and programmes the SWCRTI are working with include ICBAN Joining up Development Programme, Community & Voluntary Forum, ADM's Operational Policy & Mainstreaming Consultative Committee and South Cavan Rural Social Scheme. Involvement with these committees and programmes is vital because it raises the profile of the RTI and by association potentially assists SWCRTI when looking for additional funds in the future. SWCRTI also works very closely with South West Cavan Community Development Project (SWCCDP) in all aspects of its work. Indeed SWCCDP have provided a huge amount of assistance with annual reports, strategic reviews and ongoing planning. The HSE and Cavan Partnership have been stalwarts of the Initiative since its inception, and as already noted duly recognise the mutual benefits of such a close cooperative relationship.

Despite a range of restrictions, the initiative has achieved much and has the potential to achieve even more in the future, that said it important that if the project intends to expand, it first consolidate its existing base.

There is a stated aspiration on the part of the Co-ordinator and the Management Committee that the project be extended to cover all areas of county Cavan that are currently unable to access transport services. Clearly the latent capacity for such an expansion can only be mobilised by funding a full-time co-ordinator post. Unfortunately to date there have been no guarantees of long term funding over the next 3 years; all that has been forthcoming, however vague, is that the RTI will be mainstreamed from the end of 2006.

The current funding arrangements are not ideal to say the least with the current POA (see above) for 2005 not agreed in full yet. The primary funding agency has insisted that a sizable portion of funding be directed to the operational section of the project. This results in less resources being targeted to the development of the project going forward. .

Below is a SWOT analysis offered by way of summary of the main findings of the independent evaluation:

**Strengths, Weaknesses, Opportunities and Threats**

The results of this Board discussion are as follows:

Strengths	Opportunities
<ul style="list-style-type: none"> <li>☞ Serving isolated people in rural areas.</li> <li>☞ Door to door services.</li> <li>☞ Strong staff representation on board.</li> <li>☞ Quality services provided by Operators.</li> <li>☞ All drivers MiDAS trained.</li> <li>☞ Provided transport where previously it was not available.</li> <li>☞ 45% of services have wheelchair accessibility.</li> <li>☞ A positive action to tackle social exclusion.</li> <li>☞ Successful routes</li> <li>☞ Tight budget control</li> <li>☞ Trained drivers</li> <li>☞ Strong representation of statutory agencies on Management Committee</li> <li>☞ Sourced Match funding</li> <li>☞ Excellent Public Relation, bolstered by initiatives such as the formal launch, and public consultations for the purposes of this evaluation.</li> </ul>	<ul style="list-style-type: none"> <li>☞ Pilot extended to 2006.</li> <li>☞ Unsure of Legal status of Management Committee</li> <li>☞ Services running at almost full capacity.</li> <li>☞ To expand to a point where with the support of partner agencies a accessible transport matrix for the entire could be secured</li> </ul>

Weaknesses	Threats
<ul style="list-style-type: none"> <li>🚒 Services are running at almost full capacity.</li> <li>🚒 Co-ordinator hours are very constrained.</li> <li>🚒 Unable to promote service due to capacity issue.</li> <li>🚒 Excessive administration is time consuming.</li> </ul>	<ul style="list-style-type: none"> <li>🚒 Uncertainty in increased Funding.</li> <li>🚒 Inability to extend geographical area due to funding constraints.</li> <li>🚒 Low availability of wheelchair accessible vehicles.</li> <li>🚒 Other projects encroaching on our operational Area</li> <li>🚒 Some passengers are unpopular on some services</li> </ul>

## **5.1 Recommendation**

The Recommendations are offered along three intersecting strands.

1. Expansion, both of the company generally and services
2. Staff deployment to resource strategies going forward
3. The relationship of the Management Committee to the Company.

**Recommendation 1: The Initiative should focus on consolidating its existing structures and services generally before proceeding to expand beyond its present geographical boundaries. Presently given the limited resources in terms of personnel it would be imprudent to endeavour to roll out additional services to neighbouring areas; especially given that there is no real strategic advantage to the Project; while there may be a real danger in reducing the existing high standards and undermining the overall success of the project going forward.**

**Recommendation 2: Following on from the above recommendation, I strongly recommend that the number of regional meetings presently being attended by the Project co-ordinator are dramatically reduced to allow him focus almost exclusively on service delivery.**

**Recommendation 3: There is need to differentiate the roles and responsibilities of the Co-op and the voluntary Management Committee. To this end I am recommending that a clarification meeting be arranged post haste.**

## Appendix i

The table below contains a list of members of the board, the groups they represent and whether or not they work on any of the above 3 Sub Committees.

<b>Name &amp; Group Represented</b>	<b>Management Committee</b>	<b>Staff Support &amp; Supervision Sub-Committee</b>	<b>Finance Sub-Committee</b>	<b>Tendering Sub-Committee</b>
<b>+Ms Bridget Boyle</b> <i>Irish Wheelchair Association</i>	✓			
<b>+Maureen Keady</b> <i>Kilnaleck Social Services</i>	✓	✓		✓
<b>+Ms Maureen McEnerney</b> <i>Community Representative</i>	✓			
<b>+Mr Michael McCormick</b> <i>Bus Éireann</i>	✓			✓
<b>+Mr Donald Gibney</b> <i>Kilnaleck &amp; District Community Co-op</i>	✓			
<b>+Ms Francis O’Callaghan</b> <i>North Eastern Health Board</i>	✓			
<b>+Mr Brian Daly</b> <i>North Eastern Health Board</i>	✓			
<b>+Mr Patrick Gaffney</b> <i>Community Representative</i>	✓		✓	
<b>+Ms Nancy Reilly</b> <i>Passenger Representative</i>	✓			
<b>+Ms Mary Callan</b> <i>Kilnaleck Social Services</i>	✓			✓
<b>Bridie O’Reilly</b> <i>County Social Services</i>	✓			
<b>Geraldine Clarke</b> <i>South West Cavan Community Project</i>	✓			
<b>Ms Pamela Carney</b> <i>Cavan Partnership</i>	✓	✓		
<b>Ms Noeleen Conaty</b> <i>Kilnaleck &amp; District Community Co-operative</i>			✓	

## Appendix ii

The table below shows the linkages that the S.W.C.R.T.I. currently holds through representation on its board:

<b><i>Agency and Representation on the Board</i></b>	<b>Areas of Co-operation, Linkages and leverage</b>
North Eastern Health Board 2 Committee Members	Meeting with the Health Board in the Cavan/Monaghan area in a bid to negotiate funding to provide transport services which would be mutually beneficial to both parties. Cavan/Monaghan elderly services have agreed to give support both financially and in an advisory capacity to carry out a study into the qualitative impact of the S.W.C.R.T.I. on its elderly passengers.
Cavan Partnership 1 Committee Member	Cavan Partnership has allocated funding toward the Running of the project in 2003/2004; they have also provided funding so a study into the qualitative impact of the S.W.C.R.T.I on its passengers can be undertaken. Cavan Partnership has also facilitated S.W.C.R.T.I in an advisory/support capacity.
Irish Wheelchair Association Cavan Branch 1 Committee Member	The Irish Wheelchair Association Cavan Branch have given invaluable support at committee level as well as supporting the operators providing the service by given useful information on wheelchair and all ability access.
Bus Éireann 2 Committee Members	Bus Éireann have provided assistance with the process of tendering for services, and were always available for comment and advice on the set up of routes. All services into Cavan town can connect to onward services on the Bus Éireann network.
Kilnaleck & District Community Co-op Ltd. 2 Committee Member 1 Sub-Committee Member	Kilnaleck & District Community Co-op Ltd is the umbrella organisation under which the S.W.C.R.T.I. operates. Since start up they have provided the initiative with a project base and meeting room facilities. They have also resourced the group in an advisory and support capacity.
Kilnaleck Social Services 4 Committee Members	Kilnaleck Social Services provide the project with assistance in identifying routes and passengers. They have also been instrumental in promoting and marketing the project. Kilnaleck Social Services also provide refreshments to passengers on Fridays, and also undertook the catering for the launch of the project.
Community Representatives 2 Committee Members	Community Representatives provide feedback from local community groups on route and passenger requirements.
Passenger Representative 1 Committee Member	The Passenger Representative provides feedback from passengers using the service.

### Appendix iii

The table below shows the linkages that the S.W.C.R.T.I. currently holds with other organisations that are non board members.

<b>Agency</b>	<b>Areas of Co-operation, Linkages and leverage</b>
County Development Board	The County Development Board have assisted the project financially in setting up new routes, and through providing the project with a county base platform for networking and promoting the project
County Cavan Community & Voluntary Forum	S.W.C.R.T.I. co-ordinator is a committee member of the County Cavan Community & Voluntary Forum. This will provide the project with a platform to promote itself on a county basis
Cavan Monaghan Rural Development Co-operative LEADER <i>Rural Social Scheme (R.S.S.)</i>	S.W.C.R.T.I. co-ordinator is a member of the interview panel and the treasurer of the R.S.S. in the Ballyjamesduff electoral area. It is anticipated that the R.S.S. will be able to provide passenger assistants on some of the services provided by the project
Irish Central Border Area Network (I.C.B.A.N.)	S.W.C.R.T.I. is a member of the Cross Border Community Transport Forum which is facilitated by I.C.B.A.N. This allows the project to network with other transport projects in the border areas both North and South.
Rural Transport Network (R.T.N.)	S.W.C.R.T.I. is a member of the R.T.N. which allows the S.W.C.R.T.I. staff and board members network with other R.T.I. groups across Ireland.
South West Cavan Community Development Project (S.W.C.C.D.P.)	The S.W.C.C.D.P. has worked with the S.W.C.R.T.I. over the past 12 months. The S.W.C.C.D.P. has provided administrative support to the S.W.C.R.T.I. and has assisted the S.W.C.R.T.I. in an advisory and supportive capacity.