**Case Study : Bus Substitution – Rail Closure for transfer to Belfast Grand Central Station**

**Introduction**

Translink is the name for the integrated operations of the three companies, Metro, NI Railways and Ulsterbus. We operate scheduled bus and rail services in Northern Ireland, including cross-border and cross-channel links.

The coordinated bus and rail services are managed by a single integrated Executive Team and the Board of the Northern Ireland Transport Holding Company is responsible to the Department for Infrastructure for the operation of these subsidiary companies which deliver public transport services.

The new Grand Central Station is approaching completion and as part of the operational transition Great Victoria Station will close to rail and some bus services. To continue to provide the public service a bus substitution support programme will be implemented to bridge the period up to the opening of the new Belfast Grand Central Station.

**Scope**

Translink provides Rail Passenger Services for 53 Stations/Halts in Northern Ireland as well as Dundalk, Drogheda and Dublin in the Republic of Ireland in conjunction with Irish Rail.

Translink has appointed a contractor to provide adhoc bus substitution vehicles and drivers at times of pre-planned disruption to railway services to cover the Northern Ireland Railways network.

**Objectives**

* To support the provision of a transport service for all customers
* To provide bus substitution coverage for all affected rail routes across NI
* To fulfill our commitment to Social Value
* To ensure high levels of public satisfaction with the provision of the transport service

**Outcome**

* Local service provider
* Social benefit - Supplier commitment to employ those who face barriers to employment or from deprived areas
* Bus substitution service protected on major service provision lines and cross border provision
* Supplier is committed to meet all call out requirements in regard to passenger numbers and timescales for call out

**Resilience outcome**

The supplier will be responsible for sub tier management to ensure service is fully provided. The supplier will also be responsible for ensuring that the commitments to social value are successful implemented and reported accordingly. The supplier is committed to support all aspects and timescales of the transition to the new Grand Central Station.

The performance of this contract will be extremely important to ensuring Translink meets it’s commitments to provide a public service for all passengers and ensure high level of customer satisfaction.

**Benefits**

* Passenger customer service continues to be maintained
* Minimum possible disruption is caused to the public
* All areas of potential disruption are identified and plans in place to address
* Smooth transition to the introduction of the new Grand Central Station
* Social Value benefits have been identified and will be measured to ensure delivery

**Conclusion**

The transition to the new Grand Central station is the largest project that Translink has undertaken. Through this arrangement the service provision is protected for the transition period and all efforts have been made to ensure minimum disruption. The resilience of the service will be maintained to support the successful completion of the Grand central Station project.