



At Translink, we are delighted to be celebrating our 25th anniversary

At Translink, we are delighted to be celebrating our **25th anniversary**.

We hope you enjoy this snapshot of our first **25 years** and our exciting plans for the future of Public Transport in Northern Ireland.

Translink was established in **1996** when Citybus, NI Railways and Ulsterbus came together.

We operate 12,500 services each day, with a fleet of 1400 buses, coaches and trains which between them, travel 44 million miles each year.

Public Transport is essential to the economic, social and environmental well-being of our society, which means we touch the lives of everyone in Northern Ireland, not just those that use our services.

Our Vision is to be your first choice for travel in Northern Ireland and over the last **25 years** we have worked hard to continually develop our services to attract more and more people to get on board.



So much has changed for the better with new fleet, new services, new stations, enhanced accessibility, improved passenger information and much more, helping us to attract record passenger numbers to use our services.

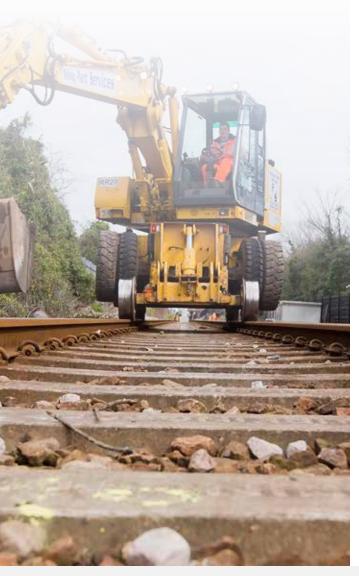
While Covid has had a real impact on the business, we believe there is a huge opportunity to come back better, cleaner and greener as part of our economic recovery. Climate change is still the biggest threat we all face, and air pollution is also coming to the fore as one of the largest risks to health.

With lots more to come, we will continue to enhance our network to offer attractive public transport to positively impact the climate crisis and drive the change for a healthier, more active and better quality of life for future generations.



Getting you there. Safely, on time and in comfort for 25 years





Infrastructure

Our Stations

1996 Laganside Buscentre / 1999 Newry Bus
Centre / 2001 Bangor / 2001 Coleraine Bus
and Rail Centre June / 2001 Antrim Bleach
Green / 2005 Fortwilliam Train Care Centre
– New Trains / 2009 Newry Train Station /
2012 Bridge End renamed Titanic Quarter /
2013 Adelaide Train Facility / 2016 Bellarena
Official Opening by Queen Elizabeth / 2018
Central Station Refurbishment – renamed
Lanyon Place Station / 2019 Milewater
Service Centre / 2020 North West Transport
Hub





Our Stations

1996 Laganside Buscentre

Belfast's Laganside Buscentre, which opened in 1996, replaced bus stations at Smithfield and Oxford Street. It operates services to Bangor, Newtownards, Comber/Ballygowan and Carrickfergus, Greenisland and Whitehead, among others. Laganside Buscentre also includes a tribute plaque to bus drivers who lost their lives during The Troubles.





1999 Newry Buscentre

Newry Buscentre opened in 1999 at a unique location between the Clanrye River and Newry canal, replacing an old bus depot on the outskirts of the town. The site for the new terminal was chosen to serve the traditional town centre as well as new shopping developments.





Infrastructure



Our Stations



TaT

2001 Bangor



Bangor Bus and Rail Centre opened as Northern Ireland's first purpose-built fully integrated bus and rail centre. It provides easy transfer between bus and rail services and offers park and ride facilities. A time capsule was installed, to be opened in 2100!











Our Stations



Coleraine Bus and Rail Centre was
the second integrated complex to be
completed. The project involved replacing
the bus station and redeveloping the Charles
Lanyon designed railway station, an 185Os
listed building. The new facility included a
Rotunda linking the bus and rail facilities and
serving as the main public entrance and
passenger foyer.









The line between Antrim and Bleach Green, across the Bleach Green viaduct, reopened in 2001 after a 23-year closure, offering a more direct route and shortened journey time between Belfast, Portrush and Derry~Londonderry by approx. 30 minutes.





2005 Fortwilliam Train Care Centre

A new purpose-built Train Care Centre was opened officially on 24 October 2005 at Fortwilliam. Now in operation 24 hours a day, the innovative train cleaning and stabling facility ensures Translink's trains are kept in optimum condition.





Infrastructure

2005







2009 Newry Train Station

Newry Train Station opened in September 2009, after being redeveloped. The work involved new access roads into the station, new platform canopies and electronic passenger information signs as well as a 300 space Park and Ride facility.







2012 Bridge End renamed Titanic Quarter



Bridge End Station opened in 1977 to serve Harland & Wolff shipyard and harbour estate as the gateway station to both Titanic Quarter and East Belfast. It was renamed "Titanic Quarter" station in 2012, coinciding with the significant developments and tourist attractions opening in Titanic Quarter. Platform extension and improvement works were also carried out and new ramped access was constructed to the pedestrian footbridge over Sydenham by-pass.







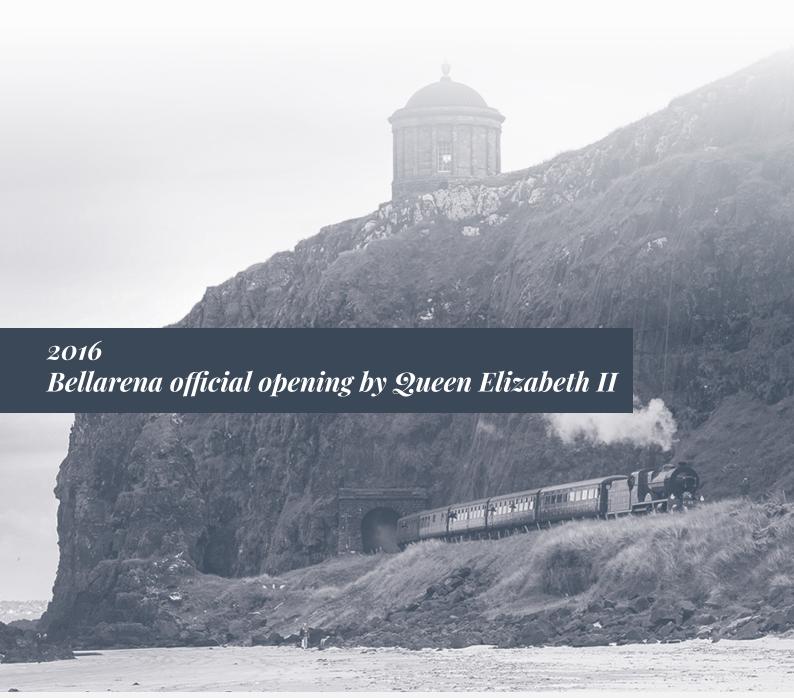
2013 Adelaide Train Facility



Completed in 2013, Adelaide Train facility serves Translink's fleet of trains, providing stabling, re-fuelling and wash facilities, along with a maintenance and cleaning shed and associated offices, staff facilities and storage.











Queen Elizabeth II officially opened the second platform at Bellarena station in June 2016, accompanied by the Duke of Edinburgh. The work was part of an upgrade on the Coleraine to Derry~Londonderry line. A passing loop to replace one at Castlerock was also part of the redevelopment at Bellarena.







Our Stations



The former Central Station underwent a facelift in 2018 and was renamed Lanyon Place Station. The work included the removal of the blast wall and re-designing and updating of the foyer, ticket office and façade. A Changing Places facility was completed in 2019 at Lanyon Place Station.



2019 Milewater Service Centre

The Milewater Service Centre, opened in February 2019 is the main base for the iconic Glider fleet, as well as a depot for Translink's engineering and projects teams. Milewater is a bespoke high-quality service centre, with enhanced services and facilities to accommodate Glider and Metro fleet, workshops, central storage facilities, specialist equipment and bus washing and fuel facilities.



Infrastructure

2019







North West Transport Hub

The North-West Transport Hub is located at the former Grade B-listed Waterside train station in Derry~Londonderry. It links to Foyle Street Buscentre and the city centre via the Peace Bridge, using the greenway, for those who prefer to walk or cycle. Enhanced passenger facilities at the North West Transport Hub include a unique and vibrant community space which opened to passengers in 2019. Work on the project was completed in 2020, including a bus turning circle and a Park and Ride. A fully equipped Changing Places facility is available at the North-West Transport Hub.



Infrastructure



2020



New Services/ Modernisation of Fleet



1997 Enterprise Launch / 2004 New Trains / 2005 Metro / 2011 Class 4000 Trains / 2017 Foyle Metro / 2018 Urby / 2018 Glider





Fleet



1997 Enterprise Launch

An Enterprise service has been running between Belfast and Dublin since the 1940s.

The current "Enterprise" was launched in 1997 with De Dietrich trains, including first class "Enterprise Plus" in addition to Enterprise Class and on-board Corporate catering, offering both dining and trolley services. The Enterprise trains underwent a livery change in 2009 and a full refurbishment in 2015, with fresh new livery and interior design.







Fleet



Class 3000, built by train manufacturer CAF in Spain, replaced the Class 80s DEMU's that were in service since the 1970s. These diesel units are numbered 3001 to 3023. The first set began passenger service in November 2004.





2005 *Metro*

Metro officially launched in 2005, when its predecessor "Citybus" was organised into 12 Quality Bus Corridors operating in Belfast. Metro employs 700 operational staff, backed up by engineering and other support staff and operates a fleet of approximately 260 buses. Metro is serviced by four depots, Falls, Short Strand, Newtownabbey and Milewater Service Centre.



Fleet





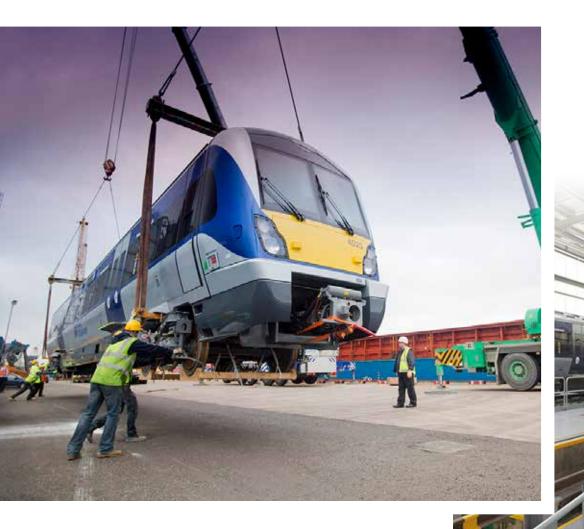
2011 Class 4000 Trains



The first Class 4000 train entered service on the Larne Line in September 2011. All 20 of the trains became fully operational during 2012. Some platform extensions were carried out to facilitate the new sets and Adelaide Maintenance Facility was built for upkeep, cleaning and refuelling of the trains, as well as Class 3000 fleet.



Fleet







Fleet



Translink's new Foyle Metro bus service started on September 1st 2017 in Derry~Londonderry, with 19 brand new buses added to the fleet. 'Foyle Metro' operates across 14 bus corridors with an eye-catching red bus fleet.



2018 *Urby*

First introduced in 2018, Urby is a modern new service that connects people who live in towns on the periphery of Belfast and travel into the city for work, study or other leisure activities. Urby buses offer faster, comfortable journeys, with leather seating, free-wifi and usb charging ports on environmentally friendly buses. Urby was initially introduced to Newtownards, Carryduff and Ballyclare before being extended to Ballygowan, Comber and Moneyreagh.



Fleet





2018 Glider



Glider came into service in Belfast in September 2018, providing fast and reliable services connecting East and West Belfast and Titanic Quarter with a fleet of 34 modern eco-hybrid vehicles. Interchange facilities for Metro bus feeder services are provided at Dundonald Park and Ride in the east and Colin Town Centre transport hub in west Belfast. Proposals to introduce a second, north-south Glider route are in development as part of the Belfast Region City Deal.











Innovation

1999 Contact Centre

Translink's contact centre, then the "Call Centre" first opened in 1999, initially based at Milewater Road. In 2002 it moved to custom built offices at Adelaide, with a new telephone system, Journey Planner and with responsibility for Smartcard applications, online sales and Social Media duties. The Contact Centre now handles over 60,000 customer queries per month.





2002 Concession Smartcards

Senior Smartpass was introduced in 2002 for all 65+ passengers. The 60+ Smartpass was later introduced on 30th September 2008. This was a huge milestone for free travel in Northern Ireland.



Innovation



2002

Innovation

2002 Smartcards

Metro Smartcards were initially introduced in October 2002 including the 3 zones – Inner, City and Extended and 5 to 40 journey topups. This was further expanded to Ulsterbus in November 2004. This marked Translink as the first UK operator to offer customers an on-bus commercial smartcard product on a country-wide basis – also the first operator in the UK to offer a distance-based multi-journey smartcard product.



2002 Website/Journey Planner App



Our first integrated multi-leg Journey
Planner was launched in the new contact
centre in 2002 and then subsequently
rolled out to the, then new, website. It
later was developed as an app for both
android and IOS in 2013. The journey
planners provide trip information in real
time; and fares calculations. This system
also feeds information to departure
boards in stations and provides data for
third parties such as Apple and Google
Transit.

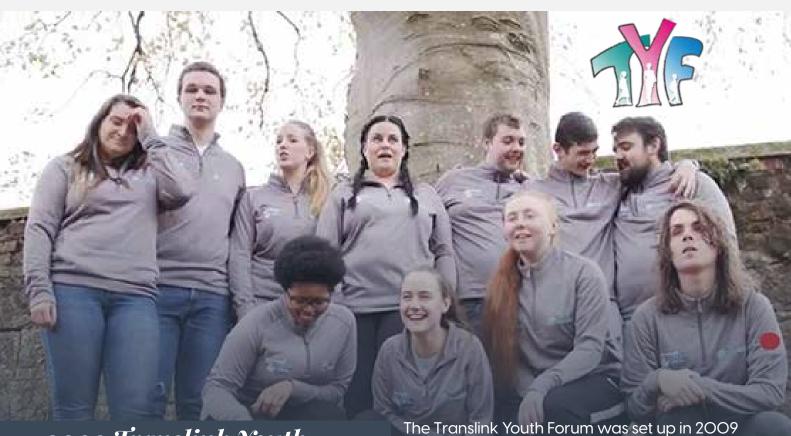




Innovation

2004 New Train Simulator

The new train simulator was first acquired in 2004. The facility was updated in 2013 and allows train drivers to test their responses to adverse weather conditions and obstacles such as stray cattle and abandoned cars.



2009 Translink Youth Forum (TYF)



The Translink Youth Forum was set up in 2009 to provide a platform for 16 – 24 year olds' to have a voice in making public transport accessible for young people. The TYF have held youth summits and regional events and are still very active providing valuable insights from young people about the day to day running of Translink.





Translink | 2020 @Translink_NI - Oct 19, 2020

"I love you right up to the moon - and back."

Today kicks off #BookWeekNI - we've partnered with @LibrariesNI & @bbcnireland to encourage everyone to rediscover the joy of reading #LetsGoSafelyTogether

Guess How Much I Love You @1994 Sam McBratney and Anita Jeram. Walker Books

2010

Innovation



2010 Social Media

Translink's first steps onto Social Media were in 2010 with Facebook and Twitter profiles. We have come a long way since then, with over 200,000 followers and profiles on all the main platforms - WhatsApp, Facebook, Twitter, Instagram, YouTube, LinkedIn & TikTok.

We have a dedicated Social Media team who keep our followers informed of realtime travel updates; ticket offers; Translink partnerships and also provide great customer service answering queries from our passengers.



2011 mLink



mLink first launched in 2011 offering rail passengers a range of touch free tickets from their mobile phone. The app has been developed over the years offering best value fare tickets for Metro, Goldline, Glider and in 2020, offerings for Ulsterbus passengers.



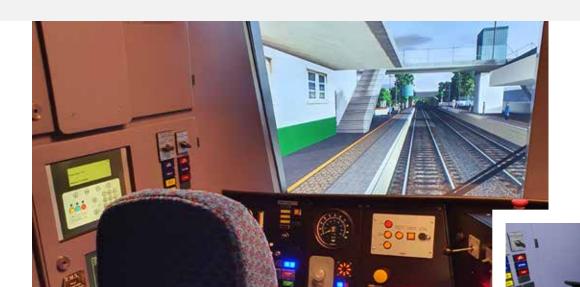
Innovation



2012 yLink

Translink's Youth Forum played a key role in developing the new yLink product which has now issued over 70,000 since its inception. The youth forum was involved in focus groups and travel diaries for young people. Their lobbying and engagement achieved discounted public transport for young people aged 16 to 24.





Innovation

2016 Translink Training Academy

The Translink Training Academy was formed in 2016 after the amalgamation of the Rail Operations Training Academy (ROTA) and the Bus Driving School. Based primarily at Adelaide maintenance depot in South Belfast, Translink's Training Academy is responsible for the training and assessment of all Translink's operational staff and external contractors using a wide range of simulation tools, including a Train Driving simulator for the Class 3000 and Class 4000 trains and Train Signalling simulators. A fleet of buses is also available for use in Bus Driver training, along with mobile classrooms and training demonstrations.



2018 On-street Ticket Vending Machines - TVMs

The first phase of the Translink Future
Ticketing Project saw the introduction
of Glider ticket vending machines
and smartcard validators in 2018.
These provide off-vehicle ticketing
for passengers to buy or tap before
travelling, allowing faster boarding.



Innovation

2018

Innovation





Events

Translink has played a significant role in major events that have taken place in Northern Ireland - and further afield over the years, with transport plans in place to carry thousands of people safely and efficiently to and from key events.



2009 Tall Ships / 2012 Olympics / 2013 City of Culture, Derry / 2013 G8 Summit / 2013
Radio One Big Weekend – Derry / 2013 World
Police Fire Games / 2013 Women's Have a
Go Day / 2014 Giro D'Italia / 2015 Tall Ships
/ 2018 Translink takes part in Belfast Pride /
2019 The 148th Open / 2020 Tackling Covid 19
Pandemic





2009 -2020

Events







Tall Ships 2009 - 2015

40 tall ships dropped anchor in Belfast Lough for a four-day visit as part of the Tall Ships Atlantic Challenge in August 2009. Translink provided a wide range of bus and train services, ticket options and summer deals for the Tall Ships spectacle, providing easy access to events from Central Station (now Lanyon Place), Laganside Buscentre and Europa Buscentre. Extra trains to Holywood, Helen's Bay, Cultra and Bangor also carried passengers who wanted to get views across Belfast Lough.

A major transport plan was also put in place when The Tall Ships returned to Belfast six years' later (2015). Special Shuttle Bus services were arranged from Sprucefield, Cairnshill, Dundonald and Ballymartin for The Tall Ships 2015 Festival and bus services operated from Holywood Exchange to Queens Quay and from Boucher Road Playing Fields to Pollock Dock. Shuttles also ran between Pollock Dock and Queen's Quay; and from Wellington Place to Pollock Dock. A special Translink "Smartmoves to the Tall Ships" Travel Guide was also produced to help passengers plan their journeys.





2009 -2020

Events

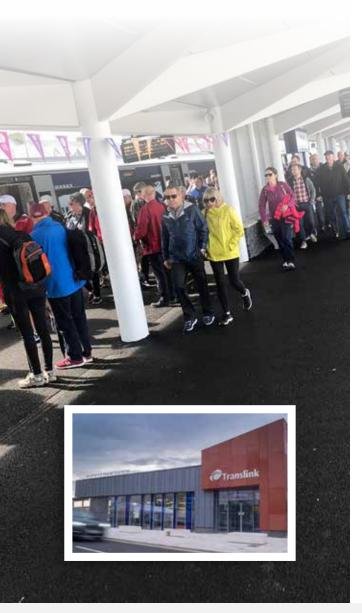
2012 Olympics in London

In 2010, Translink was named as a successful bidder for the Olympics Games Family Bus Services in London. The task to recruit staff including 140 drivers, 10 inspectors, 6 engineers and support staff began, as well as sourcing of vehicles.

Whilst in London, our team carried out prestigious work on the contract, including carrying dignitaries from Buckingham Palace and athletes including Usain Bolt.

2013 & 2018 Women's Have a Go Day

Women across Northern Ireland were invited to take part in "Have a Go" days for the opportunity to drive a bus and find out more about a career as a Translink Bus Driver. The "Have a Go Day" encouraged more women to become bus drivers and reduce misconceptions that it was a male only career.



2019 The 148th Open Golf

Translink provided a comprehensive transport operation for the 148th Open Golf Championship in Portrush. In the region of 200,000 people used our services during the championship week. Visitors to the 148th Open were among the first to use the newly opened train station in Portrush.





Transport during the Covid-19 pandemic.

In late February 2020, Northern Ireland's first case of COVID-19 was recorded. Within a matter of weeks we found ourselves in a lockdown situation, leading to a dramatic change in working and travelling habits.

Safety of our staff and passengers is our number one priority and we followed guidance from the Northern Ireland Executive and the Public Health Agency on a range of new safety measures.

These included social distancing measures on board buses and trains and in stations; provision of hand sanitiser stations; PPE including face coverings, gloves and other equipment for frontline staff; screens around bus driver cabs; and a no-change policy, encouraging passengers to use contactless payment options. Rigorous cleaning regimes were also implemented on fleet and in stations.

During the COVID-19 pandemic, Translink also delivered key messages of safety, hope and solidarity with a #ChaseTheRainbow campaign. This delivered important government advice – Stay Home, Stay Safe – while offering hope that better days lay ahead. Two trains were given a 'Trainbow' makeover and rainbow designs were featured on 110 buses and almost 300 shelters and advertising space.



2009 -2020

Events



We also ran a number of campaigns, including videos, social media assets and posters to encourage the correct use of public transport during the pandemic, with key messages about social distancing, wearing face coverings and staying safe on-board public transport.





Our People

At Translink our people make the difference, with our Translink Spirit at the heart of what we do. We take great pride in the amazing work by our staff, both in their job roles and by going "above and beyond".

Over the last 25 years our employees have regularly shown this Spirit, from supporting their local communities to raising money for charities close to their hearts and for our many Charity partners.

Over the last year this Spirit has been very much to the fore with all our employees working hard to keep vital services running during the Pandemic and still going the extra mile to support our local communities.

The wellbeing of our employees has always been important and over the years our wellbeing activities have grown and developed. We have a wide range of initiatives and support available to employees across all areas of the business including local mental health first aiders and "Wellbeing Champions".

We also continue to innovate how we communicate and engage with staff, developing our employee Spirit app and online Learning Platform.

As we move forward, our people and the Translink Spirit will continue to be vital to our success.





Lyndsey McKinstry HR Services

One of my favourite memories working at Translink over the past 25 years has to be the time a colleague and I met 'The Fonz' in what used to be 'Central' station. We spent 20 minutes chatting with him about how much he looked like a colleague's Uncle Stanley, I don't think the poor man could get back to America quick enough!!



Over the last 25 years, there have been so many changes and improvements across the organisation, not only in front line operations but also in the departments behind the scenes. Although the structure has changed, the main values haven't, it really is like an extension of family, we have ups and downs but there is always someone there to pick you up, support you and encourage you to be your best self - with lots of lifelong friendships made! Looking to the future, along with the continued enhancements planned for Translink, I am really looking forward to getting back to the office and hugging the life out of everyone I haven't seen in over a year!

David Buchanan

Signalling Standards and Compliance Engineer

When I started working for Translink, specifically the Signalling and Telecoms department in 1996, there were less track safety measures than are in now in place. You were given a hi-vis orange bib and sent out for track training with an experienced installer. Training was what your mentor chose to share. In the last 25 years, I have seen improvements in safety competencies and technical training, IRSE licensing and provision of uniform. Now, high safety standards are a priority. Over the years, Translink have kept up with advancements in technology, including the setting up of a computer maintenance management system and mobile working solutions, which allow us to do our job more efficiently.







Gerald Nugent Driver, Antrim

I can remember when I started in 1996 that the buses in Antrim depot I was driving were the same buses I went to school in. Within a few years, our fleet was upgraded with new low floor buses. I've seen many advancements the past 25 years but I am most looking forward to seeing the new ticket machines arriving along with the new fleet.

In 2008 I had the opportunity to join the Ulsterbus tours team as a seasonal driver and in 2013 I was trained up for continental tours with a run to Aix le Bains.

Work is like a big family and we all try to help each other out where we can. In my role I have watched children grow up from babies, to teenagers, to young adults and beyond. In this job you get the unique opportunity to get to know people over the years.

Margaret McClure Driver, Antrim

I was the first female driver in Antrim Depot 25yrs ago. Being in an all male environment was very daunting at first but everyone took me under their wing and made me feel most welcome. Over the years Translink has changed with the times, moving away from manual operations to more modern operations from ticketing to timetables and even our vehicles.

I've recently returned to full time work after being able to avail of flexible working. Being able to work on a termtime and part time basis has allowed me to be there for my son. Translink have supported me in every way possible through my career change of needs. I still love the job as much as I did 25yrs ago.





Looking to the Future

An exciting and dynamic new era is dawning for Northern Ireland's public transport.

We have a defined road-map setting out the vital steps to deliver a sustainable mobility network for Northern Ireland. With a clear focus on climate action and air quality, it puts sustainability at the heart of decision making as we bring people and communities together and create opportunities and choices which will be vital to make our region economically competitive, socially inclusive and renowned as one of the top locations in Europe for Sustainable transport.







Service Development

Public transport plays a central role in encouraging active travel. This is in keeping with public health policy. We aim to work with key stakeholders including the Department for Infrastructure, local Councils and Sustrans to improve the integration of public transport and active travel.

We will also continue to review our network and refine and enhance services and timetables in line with changing demands, demographics and new travel habits. Enhancing accessibility will also be a key focus as will providing cost effective rural services to help sustain local towns across the region.

Looking towards the future we are exploring the potential to integrate emerging mobility modes such as e-bikes, e-scooters and MAAS (Mobility as a Service) into our plans with the potential shift away from personally-owned modes of transport towards mobility provided as a service.

We will continue to engage with key stakeholders including local and central government and industry to promote and increase the uptake in zero-emission technology, encouraging the development of a whole system approach, reducing costs and supporting the 'Race to Zero'.



Sustainable Bus Fleet

We will embrace zero/low emission technology and innovations to decarbonise public transport building on the programme of zero emission bus replacement which started in 2O21 / 22 with a fleet of over 1OO Battery Electric Vehicles and Hydrogen Fuel Cell Electric Vehicles entering passenger service - the first of their kind on the island of Ireland. We will develop a bus procurement plan, along with the Department for Infrastructure, to meet the target of net zero by 2O4O.

In addition, we will work with the Department for Infrastructure, to promote and extend bus priority schemes including bus lanes. These measures are vital to further maximise the effectiveness of our new zero/low emission fleet and maximise the benefits to the environment and air quality.





We will assess the optimum zero emission fleet technologies for operation across the rail network and the transition from a diesel operation utilising electric/hydrogen technology. We plan to work with the Department for Infrastructure to develop a strategy to meet the target of net zero by 2040.

These plans will be aligned with the Network Utilisation Strategy for the rail network in Northern Ireland and the Enterprise Development Strategy developed in partnership with larnrod Éireann.

Enterprise enhancements to include an hourly timetable with Government and EU support and working in partnership with larnród Éireann.

We will also continue on-going development of our stations and facilities and various safety related track renewal projects set to be completed over the next five years.

New Trains 3

21 new carriages will be coming into service over the course of the next 18 months, with the last new sets expected to come into passenger service in the latter half of 2022. A range of associated new train projects are also being carried out. This includes the Train Refurbishment Programme of the existing Class 4000 fleet which will run concurrent to the new carriage delivery schedule so that each full 6-piece train will look and feel like a new train when it enters passenger service. These new carriages will increase capacity across the train network, providing added comfort for passengers.

Translink Future Ticketing System (TFTS)



The delivery of Translink's Future Ticketing System began in September 2018 with the launch of Glider and the first installation of the new model of Ticket Vending Machines at key station locations in 2020. 2021 will see further exciting developments with the implementation of new Rail Handheld Ticket Machines in NI Railways, Metro on-bus ticketing equipment with contactless debit/ credit card acceptance and Ulsterbus onbus ticketing equipment rollout across the country. Next year, Translink will introduce the new NI Railways ticketing system as well as the introduction of an Account Based Ticketing System, allowing customers to pay for travel using contactless credit and debit cards, bringing about a 'game changing' revolution in Translink ticketing for our customers





Glider / BRT – phase 2:

Proposals to introduce a second, northsouth Belfast Rapid Transit/Glider route are in development as part of the Belfast Region City Deal, helping to greater connect the city.

We will also continue on-going development of our stations and facilities and various safety related track renewal projects set to be completed over the next five years.

North West line – Phase 3:

Translink intends to progress a feasibility study for Phase 3 of the Coleraine – Derry~Londonderry project, though commencement of works is dependent on funding. This will potentially allow the provision of half hourly services between Derry~Londonderry and Coleraine.

Park and Ride:

An increase in Park and Ride capacity supports a 'green' recovery from the COVID-19 pandemic, helping to encourage greater use of public and sustainable transport operations. Park and Ride helps to tackle climate change and reduce pollution and congestion. Major Park and Ride projects include Trooperslane, Mossley West, Moira and Portadown.



New Stations: Belfast Transport Hub



Relfast Transport Hub will be the main transport gateway to Belfast, with rail, bus and coach connections to all parts of Northern Ireland and beyond. This transport led regeneration project is a hugely important NI Executive Flagship Project and a key driver of economic growth and prosperity for Belfast & Northern Ireland.

Belfast Transport Hub will be located on an 8-hectare site beside the current Europa Buscentre and Great Victoria Street Stations.





Yorkgate Station

Translink plans to construct a new train station at Yorkgate, which will act as a northern gateway to Belfast, as well as providing new connections for Ulster University and the Cathedral Quarter.

Upgrades to Rail Halts

A number of stations are set to undergo upgrades as part of the New Trains 3 programme. Works will include platform extensions to accommodate six carriage sets and increased capacity.

We hope you have enjoyed this snapshot of some of the highlights of Translink's first 25 years - and our future plans.

Thanks again to our staff, passengers, stakeholders, charity partners and community partners.

We look forward to working with you in the future and welcoming you on board our buses and trains.

