

Purssell, Nigel

From: Harrogatecoach@aol.com
Sent: 11 December 2009 11:24
To: Purssell, Nigel
Cc: Bradley, Andrew
Subject: Service 21

Morning Nigel,

I am writing to you about the service 21, which, since the alteration in November, has seen the reliability go very seriously downhill.

I realise that there have been outside factors also - i.e. the floods and the St Nicholas Fayre, but the biggest problem with it is that there is no make up time at all. Once the bus is late, it just gets worse.

I know that you have had Chris out surveying this week, and he has come up with some suggestions for you, but the following are mine:

The Copmanthorpe loop has upset the Appleton Roebuck residents (who are the main ones), as they now have a ridiculously long journey back for the sake of about 3 or 4 people who might use the bus once a week. The South Bank loop is a waste of time - there are buses that go round South Bank, and quite often Nunnery Lane is a bottleneck adding to the delays.

Consequently, we are losing customers (and the revenue is ours) - and our previous reputation for reliability has been thrown out of the window.

Middlethorpe Grove is still proving to be a problem with parking - can we please get someone to paint yellow lines around the corners and on one side of the road in certain parts of the loop. It seems that some of the problems are now caused by York College students parking all over, as there isn't enough provision at College.

It is very annoying that the problems above have had such a detrimental effect on what was a very good and problem free service. We have spent 6 years buliding the customer base and loyalty, and this is now in tatters.

I hope the you can look into the above, and I look forward to hearing from you

Craig Temple
Managing Director
Harrogate Coach Travel Ltd