

### **3.8 Deputy G.C.L. Baudains of St. Clement of the Minister for Transport and Technical Services regarding changes to bus routes from 31st March 2013:**

Would the Minister advise whether changes to some bus routes did not occur on 31st March 2013 as advertised and if so, explain why, and identify whether the continuing problems with the service lie with the operator, his department or himself and, if the latter, would he apologise to the public for the inconvenience caused?

[10:30]

#### **Deputy K.C. Lewis (The Minister for Transport and Technical Services):**

As stated in my answer to the Deputy's question 7544 on 16th April, a number of proposed enhancements to establish winter bus routes originally intended to take effect from 31st March 2013, at a time of year when winter services would normally remain unaltered, were replaced with the introduction of the Liberty Link group of services, following representations during the timetable consultation period from organisations and individuals. This change to the planned revision was able to be accommodated within a very short timescale and was being well received by those who commented on the original proposals. Some of the proposed enhancements are still due to take place and have been deferred until the next planned timetable change date of 27th May 2013 for the peak summer season proposals which are currently being consulted upon by Liberty Bus.

#### **3.8.1 Deputy G.C.L. Baudains:**

The *Gazette* of 14th February spoke of proposed changes, the Minister is quite correct, but then it went on to say: "The revised timetable will commence on 31st March" well, it did not, for the number 1A bus for a start, and now, as we are told, the same promise has been made for 27th May. Will that happen? We do not know. When will the Minister finally admit that CT Plus is unable to run a reliable service, compounded by the fact they appear to have a policy of not responding to passenger queries? When is the Minister going to get this service running properly, if possible?

#### **Deputy K.C. Lewis:**

I believe Liberty Bus have employed someone to handle all the consumer problems that have arisen. As I have mentioned previously, I believe that CT Plus, the parent company, have about 19 franchises throughout the U.K. so they do know how to run a bus company. I said they have had some problems, and Members are aware of the operational difficulties that have been encountered during the early period of the bus contract and, as regulator, I have impressed upon Liberty Bus, the service operator, that addressing punctuality and service is of the utmost priority.

#### **Deputy R.J. Rondel:**

Following the submission of my question, I believe that there may be potential conflict of interest and I would ask your ruling as to whether I may be able to ask it, Sir?

#### **The Bailiff:**

Well, I think it would be tricky for me to give a ruling when I am not entirely sure what the question is.

#### **Deputy R.J. Rondel:**

The question relates to large retailers and, being a director of a very good local farm shop [Laughter] I may be accused of having a conflict, and I ask for your ruling.

#### **The Bailiff:**

I think you could ask the question