

**WRITTEN QUESTION TO THE MINISTER FOR TRANSPORT AND TECHNICAL SERVICES BY
DEPUTY M. TADIER OF ST. BRELADE
ANSWER TO BE TABLED ON TUESDAY 7th JUNE 2011**

Question

Will the Minister inform members how many complaints have been received since 2008 by his Department and Connex regarding buses which have gone past full and unable to stop?

Will the Minister outline what the policy is on providing 'relief buses' when buses are full, or explain, in the absence of set policy, what the current practice is?

Answer

Since January 2008 Transport and Technical Services Department has received, either directly or via Connex, eight letters on the subject of fully-loaded buses unable to pick up additional passengers. Although exact figures are not readily available, a similar quantity of e-mail messages has also been received by TTS. It is likely that Connex will have received some telephone calls on the subject from members of the public.

The contract between TTS and Connex makes provision for the supply of adequate passenger capacity. Services departing the bus station are expected to be monitored by Connex supervisory staff. They are able to allocate additional resources, when available, to clear passenger queues. In the case of buses becoming fully loaded during the course of operating a journey, drivers are expected to report this to supervisory staff via the two-way radio system fitted to all vehicles.