

From: **Client Transport Mailbox** <[clienttransport@buckscc.gov.uk](mailto:clienttransport@buckscc.gov.uk)>  
Date: Tue, 3 Sep 2019 at 12:35  
Subject: Home to School Transport Bus Pass Update - Tues 3rd Sept  
To:

Good afternoon,

As you will be aware we have experienced a number of issues with pass printing and publishing boarding points this year, as a result it has generated a high volume of calls into the service.

In order to resolve this we have devised a contingency plan to ensure students get to school on time and this is as follows.

- In order to ensure every child has a pass at the beginning of term, we are printing temporary passes for every student as an alternative back up plan. **The Compliance Team will be hand delivering these passes to schools today.** We are aware that the majority of students have received passes but as a contingency, if a student has not received their pass by tomorrow morning we would be grateful if you could issue their temporary pass. There is a front sheet for ease and please check to confirm where a temporary pass has been issued and then please advise the transport team in the normal way.
- All revised Boarding Points will be published on the Web and the Bus Disruption Board no later than 4 pm today. We would also be grateful if you could publish on the school parent sites.
- Bus Monitors will be allocated to a number of services where we have made some alterations in order to ensure that students are supported. Bus Monitors/Suppliers will have lists for each pick up point to ensure appropriate collection and drop off.
- Where required, back up services have been arranged with suppliers in order to provide contingency services if required
- Transport officers are contacting a number of parents by telephone today to confirm arrangements, in addition we will be placing information on the School Web, Bus Disruption Board and Bucks Social Media. (No later than 4 pm today)

Once again, thank you for your continued support I hope you find this information helpful.

## **Client Transport**

### ***Transport • Economy • Environment / Client & Public Transport***

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