

STATES OF JERSEY



CONNEX: THE EARLY PERIOD OF THE LOCAL BUS SERVICE

Presented to the States on 24th June 2003
by the Environment and Public Services Committee

STATES GREFFE

CONTENTS

	Page
Introduction.....	3
A description of the contractual basis of the new service	
The start of the service – winter timetables..... (29th September 2002 to 12th April 2003) (28 weeks)	3
Concessionary passes.....	3
The start of the summer period 2003.....	4
An overview of statistics gathered during the winter period.....	4
Future developments.....	4
Contact information.....	5
Timetable information.....	5
Appendix 1 – Passenger numbers and percentage by service.....	6–8
Appendix 2 – Connex Passenger Charter.....	9–11
Acknowledgements.....	12
<u>List of Figures</u>	
Figure 1– Passenger numbers by service.....	6
Figure 2– Passenger percentages by service.....	7

A REPORT ON THE NEW PUBLIC BUS SERVICE

Introduction

The contract for the new era in the Public Bus Service commenced on Sunday 29th September 2002. The contract to run the Service was awarded to Connex Transport Jersey Ltd. for a period of 7 years and it is extendable for a further 3 years by mutual agreement. Before this contract finishes there will be another competitive tender exercise to award a further operating contract to the successful bidder. The 7 year length of contract is considered to be the minimum period required to attract active investment in new vehicles and facilities.

The Public Bus Service is now promoted by the States of Jersey and administered on its behalf by the Environment and Public Services Department. Connex Transport Jersey Ltd. is contracted to run and develop the Service for a fixed annual sum of £4.3 million, subject to cost of living increases. Connex passes all fare income directly to the States. The difference between the annual income for the States and the annual sum paid to Connex will be the amount of public subsidy required to operate the service on behalf of users.

The timetable to be run in the first year of operation is that which applied in the winter of 1999/2000 and the summer of 2000, as agreed by the States when approving the bus strategy. This is to determine the base revenue of the original service, to be used as a comparison to future years as the service is developed. However this does not preclude the ongoing introduction of essential improvements in the first year.

Connex have published their Passenger Charter which can be seen on-bus or at their Weighbridge office. It is their commitment to the Public and their standards of service to be expected (Appendix 2).

Winter timetable operations 2002/03

The start of operations at the end of September commenced in difficult times. Some facilities for the Operator were not complete for a variety of reasons and a combination of these problems, the change-over of staff and other logistical difficulties meant that commuters experienced some loss of service in the first days. The situation was quickly addressed and since then a regular and reliable service has been forthcoming as Connex settled into their new role. Thousands of copies of the winter timetables were issued free of charge at numerous outlets, however information displayed at strategic points around the Island was unfortunately vandalised.

The new buses provided by Connex have been welcomed for their quality, environmental credentials, and the ability for disabled passengers to travel independently. Their size and design has enabled the vehicles to be extremely manoeuvrable in heavy traffic and tight situations in town streets. This pioneering design, undertaken especially for Jersey, is now selling well to local authorities in the U.K. for the same reasons.

Concessionary passes

The issuing of new concessionary passes has taken place over this period. Unsurprisingly, considering the numbers involved (7,508), there were some initial teething problems. These have now been overcome and again this system has settled into an efficient operation. New applications, replacements and renewals will be notified by post when ready for collection at the Weighbridge offices of Connex. Renewals will be generated automatically – no further application is necessary but entitlement documentation will be checked on collection as required by audit procedures.

Summer timetable operations 2003

Summer timetables started smoothly on Sunday 1st June. Eight extra mid-life vehicles have been added to the fleet and 3 more, due in mid to late June, will be higher capacity vehicles to cope with loadings on busier routes in high summer. Timetables are available at Connex premises at the Weighbridge and timetable boards are in the process of being erected at strategic bus stops.

Statistics (29th September to 12th April – 28 weeks)

Total passengers carried	1,039,511	
Total number of journeys each weekday	506	
Average passengers carried per calendar month	159,925	
For comparison, Guernsey's specific passenger figure for January 2003 was 56,700 (an 18,000 increase on January 2001); the Jersey specific passenger figure for January 2003 was 141,496 – some 2.5 times greater than current Guernsey bus usage		
Concessionary journeys (as a percentage of total passengers this is 17.5%)	181,842	
Income during the quiet part of the year	£807,615	gross
Contract payments this period (total annual contract £4,341,593)	£2,337,780	

N.B. The difference between this period income and the contract payment figure (most of the expected winter deficit) does not equate to the amount of public subsidy required to fund the Service.

For further statistical details see **Appendix 1**.

There have been **14** instances of service discrepancies in this period since the penalty clauses became effective, only **5** of which were directly attributable to deficiencies in Connex operations.

There have been **24** written complaints in this period.

Future developments

The new winter timetables commencing later this year will contain revisions to the route structure following the experience gained earlier in the year. This will be the real start to the redevelopment of the bus service.

Detailed plans are being prepared for the building of the Transportation Centre on the 'Island Site'. It is hoped that this exciting development will be ready towards the middle of 2005. It will provide a new, clean and comfortable area for passengers using public transport on the Island. The Centre and its associated retail outlets will provide a new focal point for the Esplanade.

Information

Jersey Bus Users Forum

If you have any observations or suggestions you wish to make as a bus user, please write to the following address –

The Chairman,
JBUF
c/o Citizens Advice Bureau
St. Paul's Community Centre
St. Helier
JE2 3WP.

Connex

In the event that you have comments or complaints to make to the Operator, please write to –

The General Manager,
Connex Transport Jersey Ltd.
La Collette II

St. Helier
JE2 3NX.

Timetable Information

For general enquiries call Connex on 877772.

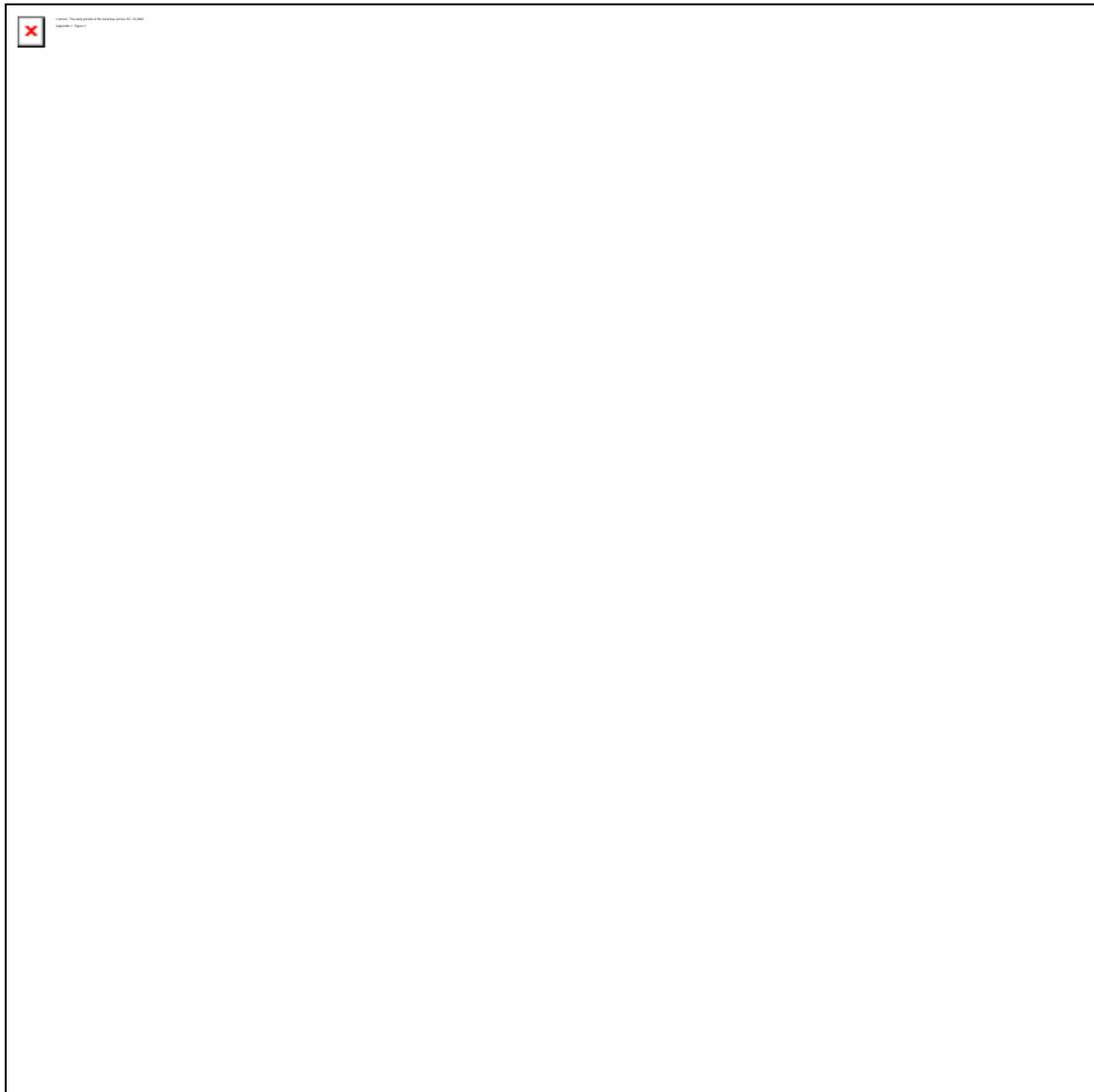
or you can obtain a copy of current timetables from Connex premises at the Weighbridge, or consult one of the following web pages –

- www.gov.je
- www.thisisjersey.com
- www.jerseyinsight.com

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Figure 1



N.B. Routes 7b, 8A and 20 are essentially tourist-orientated and were inoperative from 26th October 2002 until 24th March 2003. Route 3B is a commuter variation on Route 3A.

Routes 6 and 22, as the most uneconomic year-round routes, have been discontinued with effect from 1st June 2002.



Route Destinations

Winter Services

- 1** to Gorey via St. Clement Coast Road
- 1B** to Gorey via Longueville
- 2C** circular route to Gorey Station via Longueville and return via St. Clement Inner Road
- 3** to Rozel via Maufant and St. Martin
- 3A** to Zoo via Mont Millais, St. Saviour's Hospital and St. Martin
- 3B** to Zoo via St. Saviours Road Maufant and St. Martin's Arsenal
- 4** to Bonne Nuit Bay via Trinity
- 5** to St. John's Village and extension to St. Mary's Church off-peak
- 6** to St. Andrew's Road, First Tower via St. Saviour's Road and Rouge Bouillon
- 7** to Devil's Hole via St. Lawrence and St. Mary
- 7B** to Plemont via St. Lawrence, St. Mary and St. Ouen Villages
- 8** to Gronez via St. Peter's Valley and St. Ouen's Village
- 8A** to War Tunnels and Living Legend
- 9** to Grève de Lecq via St. Peter
- 12** to Corbière via St. Breladé's Bay
- 12A** to L'Etacq via Portelet Inn and St. Ouen's Bay
- 15** to Airport via St. Aubin and Red Houses
- 18** to Le Marais Estate via Havre des Pas
- 19** to General Hospital, La Pouquelaye, Overdale and Crematorium via Chestnut Lea
- 20** to St. Catherine via Langley Park and La Hougue Bie
- 21** to Victoria Village
- 22** to Rue des Près
- 23** to Zoo via Langley Park and St. Martin's Public Hall

CONNEX TRANSPORT JERSEY LTD.

PASSENGER CHARTER

2002

Introduction

Connex Transport Jersey Ltd. (hereafter Connex) and our staff, in conjunction with the States of Jersey, are committed to provide a service that is safe, reliable, comfortable and value for money for all of our passengers.

Reliability

No bus should leave its terminus before its advertised time (unless for safety or other legitimate reasons).

No bus should operate more than 2 minutes before, or 10 minutes after its advertised time (unless for safety or other legitimate reasons).

Accessibility

Connex are committed to improving the accessibility of our services so that they are easily available to all customers who may wish to use them.

Capacity

We review our loading points on a regular basis to ensure that we provide sufficient buses to meet demand, but if you are finding buses regularly full, passing your stop, please let us know.

Customer information

When we modify a timetable, or change a route, we will publicise the change and issue a new timetable in advance of the change taking place. We will explain the reason for the change wherever possible and draw attention to any specific service implications.

Bus timetables, fares information and special offers will be provided on bus, at our office on the Weighbridge, and at other outlets frequented by our customers.

Where information is available at bus stops, it should be correct and up to date at all times. Should this not be the case, please let us know.

Cleanliness of buses and premises

All buses in service will be cleaned and washed externally on a regular basis.

All buses will be internally valeted and deep-cleaned every four weeks.

The Weighbridge bus terminus will be cleaned daily.

Journey comfort

In order to provide a pleasant on-bus environment, regular inspections will take place to ensure all buses have adequate heating, ventilation and lighting.

Our drivers are trained in safe driving techniques to optimise passenger safety while on our buses. Subject to road

conditions and the behaviour of other road users, the bus should be driven so that braking and acceleration are smooth and sudden movements minimised.

Smoking

The consumption of tobacco products on buses is illegal. Connex is committed to working with the authorities to ensure these regulations are complied with and a healthy environment is maintained on our buses.

Access refusal

Our drivers have the right to refuse travel to any passenger where in his or her opinion they will disrupt the journey of other passengers.

Dogs

Dogs are welcome on our buses but the driver has the right to refuse to carry any dog that in his\her opinion, is likely to cause inconvenience to other passengers, in particular if dogs are not kept on a lead. In no circumstances will a dog be allowed to occupy a seat.

Lost property

Property found on our buses should be handed to the driver, or a company official.

The lost property will be held for one month before disposal.

Enquiries for lost property should be made at the company offices at the Weighbridge (Gosset Chambers, 6 Caledonia Place, St. Helier JE2 3NG) or by telephone [01534 877772].

Easy identification of route number and destination

All buses should show the correct route number and destination at all times whilst in service and “Out of Service” when not.

Customer contact

It is Connex policy that all staff should –

- be polite and helpful to our passengers and members of the public at all times;
- consider your safety and comfort when driving;
- not smoke when on duty or in the public areas of our offices and depot.

Customer suggestions and comments

In order to help us improve the service we provide for you, we actively encourage feedback. Suggestions for service improvements and comments about existing services are vital to us if we are to achieve our objectives outlined in this Charter.

When sending a written comment please address it to The General Manager, Connex Transport Jersey Ltd., La Collette II, St. Helier, JE2 3NX. We should send either an answer or a written acknowledgement of your letter within 5 working days. In any case you will receive a written reply within 15 working days.

If you are not satisfied with the reply, you can write to The Executive Director of Connex Transport Jersey Ltd. (at the above address) who will review your complaint.

Consulting you

Market research on our bus services will be carried out regularly. This research will consist of customer interviews and observations by trained researchers. In addition we will carry out internal monitoring of changes in customer travel patterns by using data from the ticket issuing equipment.

Finally

Our Charter sets out our commitment to provide high standards of service to you, our customers. It does not create any new legal relationship with you and it does not affect your legal rights or obligations in any way.

Antoine Hurel
Chairman

ACKNOWLEDGEMENTS

Statistics for Bus Services in Jersey – Connex Transport Jersey Ltd. 2002/3

Guernsey Bus Passenger Statistics – States of Guernsey Traffic Committee, 2003