

# **STATES OF JERSEY**



## **PUBLIC BUS TRANSPORT: SECOND ANNUAL REPORT**

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**Presented to the States on 1st March 2005  
by the Environment and Public Services Committee**

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**STATES GREFFE**

# SECOND ANNUAL REPORT ON PUBLIC BUS TRANSPORT

## THE SECOND YEAR OF THE CONNEX BUS SERVICE AND THE SCHOOL BUS SERVICE

### BACKGROUND

When the States approved the Bus Strategy in July 2001 (P.104/2001), the then Public Services Committee undertook to publish regular reports on the implementation of that Strategy. The first report was presented to the States on 9th December 2003 and this represents the second report which covers Year 2 of the Connex operations from October 2003 to September 2004, and also provides information on the school bus service for 2004.

This report will cover the following –

- A review of the Bus Strategy – what the Committee has achieved, what it hasn't and what it plans to do about the gaps.
- A detailed analysis of Year 2 of the Connex operation comparing with Year 1 statistics and costs.
- An overview of the School Bus Service for 2004.
- What the Committee wants to achieve in the next year.

### Review of the Bus Strategy

The Bus Strategy contained 5 separate elements within its proposition –

1. **To agree that competitive bids should be sought from bus operators** – following the placing of an advertisement, 13 companies expressed an interest in tendering for the licence, 5 companies tendered and 3 companies were interviewed in March 2002. From those interviews, Connex was awarded the contract in May 2002.
2. **To agree that a licence of up to 7 years should be awarded to the operator which best fulfils the specification and which is prepared to work in partnership with the States to enhance the quality of bus services in the Island** – this was achieved and Connex started operating in September 2002 with a fleet of new accessible buses specially built for the Island and employing most of the staff from the previous operator as required in the contract. A Service Level Agreement is in place and, in the main, the original service as transferred from the previous operator is working well.
3. **To charge the then Public Services Committee to prepare and present to the States any necessary law amendments and transfer the licensing and regulatory functions of the Committee to the Jersey Competition Regulatory Authority** – all the required law amendments were subsequently drafted and approved. With regard to the JCRA, initial discussions did take place but, at that time, the JCRA were unable to take on the role of regulator. The Committee wants to review the most appropriate mechanism for awarding licences and monitoring the regulatory functions, with the experience of the current operation.
4. **To request the Committee to investigate proposals to provide for public subsidies for bus services where required in such a manner as to provide transparency and an assurance that value for money is being obtained** – subsequent Committees have not been able to provide an alternative funding stream for the buses, but the current Committee has now successfully gained States approval to utilise parking income over and above the costs of running the car parks and this has now been approved by the Privy Council. Moreover, the information now received on a regular basis from the bus operator provides the Committee with key statistics indicating the profitable and unprofitable routes, ridership on different routes, how that ridership is made up and an analysis of the concessionary fares. The detailed review of Year 2 and comparisons with Year 1 later in this report indicates the level of information now receive

from the operator.

- 5. To request the Committee to consult with other interested parties to ensure that bus services meet the needs of the travelling public and to monitor the effectiveness of bus operations** – the Committee has consulted on any changes proposed and receives input from the Jersey Bus Users Forum. Moreover, as mentioned already, the Committee does regularly monitor bus operations but has not yet set targets for increasing bus usage. The Committee will be considering methods of increasing ridership but this needs to be undertaken in partnership with the development of an overall Sustainable Travel and Transport Plan which is now in progress. A ‘Green Paper’ is due to be consulted on in the next couple of months.

At the time of the Bus Strategy, the then Public Services Committee envisaged a two-stage plan of implementation –

- Year 1 – establish and ‘bed in’ the base line service, monitor and evaluate that service against customer demands and recommend changes to enhance the service and increase the efficiency and effectiveness.
- Year 2 and onwards – consult, approve and implement changes, monitor effect of revisions and refine as necessary, evaluate, recommend, change and so on.

The Committee saw this as an evolutionary cycle, but this relied on building upon Year 1 experience as no prior year data or information was available. However, when Year 2 commenced and revisions were put forward, the Committee of Inquiry into certain aspects of the tender process was already a possibility and the Environment and Public Services Committee has been unable to develop the services as it had anticipated. The Committee of Inquiry was approved by the States in March 2004 but was actually only set up in October after the States agreed the membership. Public hearings are now taking place but the Inquiry is unlikely to complete its findings until March 2005 at the earliest. This has had a significant effect on the Committee’s and the operator’s ability to move forward and progress the service and it will not now be until at least half way through Year 3 or beyond that significant changes will be possible which will advantage the travelling public.

## **CONNEX OPERATIONS – YEAR 2**

### **1. General Information**

Although last year’s annual report provided useful information about the Connex service, it was impossible to compare against what went before as no data was available. Now, however, it is possible to compare the 2 years and assess changes.

Detailed information has been included in appendices to this report as follows –

**Appendix 1**– Year 2 on-bus revenue collected by route

**Appendix 2**– Revenue comparison over each 4-week period in Year 2

**Appendix 3**– Percentage of concessionary journeys carried by route

**Appendix 4**– Concessionary journeys by route – Year 1/2 comparison

**Appendix 5**– List of contract penalties

**Appendix 6**– List of service discrepancies during Year 2.

Key data is shown below *with last year’s comparative figures in italics and brackets*. It should be noted that general fares (excluding prepaid passes) were increased for Year 2 by an average of 4% and some school services were transferred onto the scheduled network in January 2004.

- Total passenger journeys – 2,446,361 (*Year 1– 2,483,298*).

- Total paying passengers – 2,013,127 (*Year 1– 2,044,803*).
- Total free concessionary journeys – 433,234 (*Year 1– 438,495*) or 18% of total journeys travelled.
- Average fare – £1.06 (*Year 1– £1.03*).
- Average passengers carried in the winter months (that is, October through to May) – 172,507 (*Year 1– 169,720*) – nearly 3,000 more journeys each month, part of which is accounted for with the transfer of school services.
- Average passengers carried in the summer months (that is, June to September) – 266,577 (*Year 1– 283,560*) – nearly 17,000 less journeys each month reflecting the lower visitor numbers in general.
- Annual contract cost – £4,581,197 (*Year 1– £4,571,418*).
- Annual income received by the States – £2,125,589 (*Year 1– £2,116,873*).
- Annual States subsidy – £2,455,608 (*Year 1– £2,454,545\**) of which £448,473 (*Year 1– £438,678*) is the *revenue foregone* relating to the free concessionary fares for senior citizens and HIE card holders.
- Subsidy per passenger journey – £1.00 (*Year 1– 99p*).

*\*Note: The subsidy figure for Year 1 quoted in last year's report was £2,482,045 because it included the payment of Vehicle Registration Duty on the buses imported (£27,500). As this payment is actually additional income to the States, which would not have been received if the buses had not been imported, this has now been excluded from the calculation of subsidy. This amendment does not change the subsidy per passenger figure.*

## 2. Subsidy paid

The summary above shows that the subsidy per passenger journey in Jersey equates to £1 compared to 99p last year. However, it would also be useful to consider how the overall subsidy is split between the subsidy for the network – which all passengers pay – and the subsidy to provide concessionary fares for senior citizens and HIE card holders.

	<b>Subsidy/ Journey</b>	<b>No. of Journeys</b>	<b>Total Subsidy (£'000)</b>
Subsidy per journey paid for all passengers	82p	2,446,361	2,006
<b>Additional</b> subsidy to provide free fares for OAPs and HIE card holders	£1.04	433,234	450
<b>Total subsidy per concessionary journey</b>	<b>£1.86</b>		
<b>Total subsidy</b>			<b>2,456</b>

So the total subsidy paid for each concessionary journey equates to £1.86 whilst, for every fare-paying passenger, the tax payer pays 82p a journey.

The Committee is committed to maximise passenger numbers and this will reduce the 'network' subsidy – the cost of the contract is fixed so the higher the number of fare-paying passengers, the lower the subsidy. If the network were extended which may entail increased costs, the Committee must be convinced that the

overall subsidy will reduce by increasing ridership.

The annual subsidy excluding the concessionary fares (which the States funded prior to Connex taking over) equates to just over £2 million a year. Of this, about £500,000 represents the cost of a new fleet of customer-friendly buses. So, the annual States subsidy could be broken down as follows –

	<b>Annual Cost £'000</b>
Cost of providing a new fleet	500
Cost of concessionary fares	448
Subsidy for route network	1,508
<b>Total States Subsidy in 2004</b>	<b>2,456</b>

Analysis suggests that only 3 routes would pay for themselves– the remaining subsidy is that required to provide a social service for the remainder of the Island.

From January 2004, some school services were transferred onto the Connex scheduled network at a cost of £89,200 which is offset by income collected, both on-bus and reflected in Connex income, but also by pre-paid school bus tickets (which are usable on both services). An analysis comparing Year 2 to Year school passes collected on Connex services reveals that numbers taken have increased six-fold from 11,000 to nearly 71,000, which equates to income for school buses amounting to £30,000 (i.e. 50p a ticket). Actual school bus income hasn't increased by that amount because it has been offset against Tantivy services which have decreased. If the additional income received via school bus tickets is taken into account in Connex's figures, the subsidy per passenger journey for Connex reduces to 99p from £1.00.

### **3. Bus usage**

Analysis of usage is particularly interesting and clearly shows that a small number of routes generate a large proportion of the revenue –

- 3 routes generate 51% of the revenue (Routes 1, 15 and 18).
- Route 15 contributes 28% of the yearly revenue.
- 43% of passenger journeys are made in the 4 summer months.
- 52% of passengers travel on Routes 1, 15 and 18.
- Average number of passengers per journey equates to 15 but ranges from 2 to 21.
- Off-bus revenue (pre-paid passes) has increased 30% in Year 2 and now 6% of passengers are travelling with such a pass.
- Nearly 450,000 journeys were made by concessionary pass-holders and on Routes 18 and 19, one passenger in every 3 has free access to the public transport network.

Connex operates 44 vehicles in Jersey, of which 33 have access for the disabled traveller. There are 66 employees which rises to 85 in the summer period, of which 45 are drivers (63 in the summer).

There have been 75 instances of service discrepancies in the year as defined in the Service Level Agreement. Most of these were directly attributable to Connex operational deficiencies, although 7 can be described as being outside their control. This represents only 0.05% of the annual number of journeys operated. Last year the comparative numbers were 45 instances representing 0.02% but this was for only an 8-month period as the penalty clauses only became effective after 4 months to allow a period of 'settling in'. Under the contract, financial penalties are only applied when the level of penalty points

reaches 125 in any 12-week period and, although there was a period in the summer when this total was almost breached, no financial penalties were invoked. See **Appendix 5** for a list of contract penalties and **Appendix 6** for a detailed list of service discrepancies during the contract year.

#### **4. Summer service**

The summer service in 2004 was provided by Easylink following submissions to the Committee from both Connex and Tantivy. The States received commission of £28,553 in accordance with the agreement with that company, which also ensured that the contract was on an open-book basis. Although the Committee believes that a fully integrated public transport system is the most optimum long-term solution for the Island, in the time available when the new Committee took office and pending the outcome of the Committee of Inquiry, this outcome provided the Island with a tourist service in 2004. Easylink carried just over 200,000 passengers in the period of their operation – from Easter to mid-October.

#### **5. Comparisons**

Unfortunately, the comparative subsidy figures which the Committee provided in last year's report, which compared Jersey's subsidy to that in other areas such as the Isle of Wight, Cornwall and Norfolk, are no longer available. This information was compiled for the Office of the Deputy Prime Minister and provided Best Value Indicators as a means of comparing like services across the U.K., but it is no longer provided. This may be due to the difficulty in ensuring that the statistics were comparable between various authorities. Although this has made any comparison with other U.K. jurisdictions impossible, the department has been able to ascertain the following information from Guernsey –

- Total subsidy July 2003/June 2004 – £1,920,135.
- Total passenger journeys during that time – 1,267,294 of which 201,015 were local senior citizens travelling free.
- Average fare – 40.4p (although a flat fare of 50p exists, passengers receive additional discounts by pre-paying, the cheapest journey costing 20p if buying a 50-journey card).
- Total subsidy per passenger journey – £1.52 in Guernsey (compares to £1.00 in Jersey).

It is also worth remembering that Guernsey does not operate an evening service – the last bus finishes its journey at 8.00 p.m.– and there are only 3 Sunday services.

Moreover, revisiting the U.K. comparators quoted in last year's report shows that Jersey compares well with those other locations even though Jersey figures are one year on –

	<b><u>Cost per paying passenger journey</u></b>
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<b>Location</b>	
Isle of Wight (U.K. cheapest)	£0.70
Cornwall	£0.90
Norfolk	£1.10
Rutland	£1.20
Oxford	£1.60
Western Isles	£2.50
Argyll & Bute	£3.50
<i>Jersey – Year 1</i>	<b>£0.99</b>
<i>Jersey – Year 2</i>	<b>£1.00</b>

These comparators, together with the figures from Guernsey, illustrate that the Island is providing a service that is value-for-money compared to other jurisdictions. However, the Committee acknowledges that the public wants to see some enhancements to the current service and is actively working with Connex on the proposals mentioned later in this report.

### **SCHOOL BUS SERVICE**

The 3-year school bus contract which is operated by Tantivy and expires in 2005 cost just over £1 million in 2004. With effect from January 2004, 4½ services were transferred onto the scheduled Connex service at a cost of £89,200 and this has translated into cost savings given that the Tantivy contract provides a higher subsidy per passenger than the Connex service. As can be seen from the figures below, the contract cost has reduced whilst numbers and income have increased. An additional 61,659 students travelled on Connex services in Year 2 compared to Year 1, which shows the effect of transferring services from Tantivy. It is estimated that, of the total school passengers carried, nearly 30% are now travelling on scheduled services.

The dedicated schools service continues to be popular but it proves difficult to accurately estimate the demand each term and sometimes each day. Changes in school catchment areas can have a significant effect on demand and, therefore, cost; thus the Committee will need to urge the Education, Sport and Culture Committee to fully consider these implications in any future changes.

The key statistics for 2004, *with last year's figures in italics and brackets*, are as follows –

- Contract cost for both Tantivy and Connex services – £1,102,693 (*2003 – £1,124,403*).
- Gross income received – £225,975 (*2003 – 209,450*).
- Student journeys increased by 6% – 451,950 (*2003 – 418,900*).
- Fare per single journey – 50p as last year.
- Subsidy per student journey – £2.00 (*2003 – £2.18*).
- Total students carried per day as an average – 2,378 (*2003 – 2,215*).

The Committee recognises that this is an important community service and can help alleviate traffic congestion. However, a fuller integration of services will hopefully lead to efficiencies and this may mean discussing with the Education, Sport and Culture Committee the concept of staggering school start and finish times. This is likely to have a significant cost saving to the States and the Environment and Public Services Committee wishes to start discussions as soon as the Committee of Inquiry has finalised its report.

### **THE FUTURE**

As stated earlier, the Committee has been frustrated in its efforts to rationalise and improve the current service

and fully achieve the aspirations of the Bus Strategy. Those changes it has brought forward have been vigorously contested and clearly not acceptable to the public. The Committee recognises that the public will not consider any reductions in the service unless they can see improvements and efficiencies in other areas. In fact, it has become clear to the Committee that the public perceive the current network as a base-line – one not to go below. Given this, the States need to accept that the public subsidy will remain in the order of £2.5 million and that any changes to the service will redistribute this subsidy rather than reduce it.

The Committee knows that there are improvements to the current system that should be possible – whether this be a shopper service around St. Helier or a through service from Gorey to the Airport. It is committed to work with Connex to implement changes which the travelling public want to see once the Committee of Inquiry is finalised. To do this it is intent on adopting a much more proactive approach to the development of the bus service in partnership with the operator to ensure that the existing service is enhanced in response to the needs of the travelling public.

In short, the Committee wants to achieve the following within the next year –

- It is important for the potential contribution of public transport, and specifically buses, to be seen in the context of overall transport strategy for the Island and in this respect, the Committee is developing a Sustainable Travel and Transport Plan. Within the next few months, a consultation document will be published which will set out a preferred approach and an outline of potential specific initiatives in response to what the Committee perceives to be the transport issues facing the Island. The purpose of consultation will be to facilitate debate, raise awareness and allow the public and other interested parties to make comment as to how the different elements of transport within the Island – buses, cars, taxis, other forms of transport, roads, parking – can contribute to the development of more sustainable travel choices. Buses will be a key component in this debate and the Committee needs to understand what the public's views are about the potential role of bus transport before making fundamental decisions as to the future.

There are also some specific objectives related to the development of the bus service which the Committee wishes to pursue –

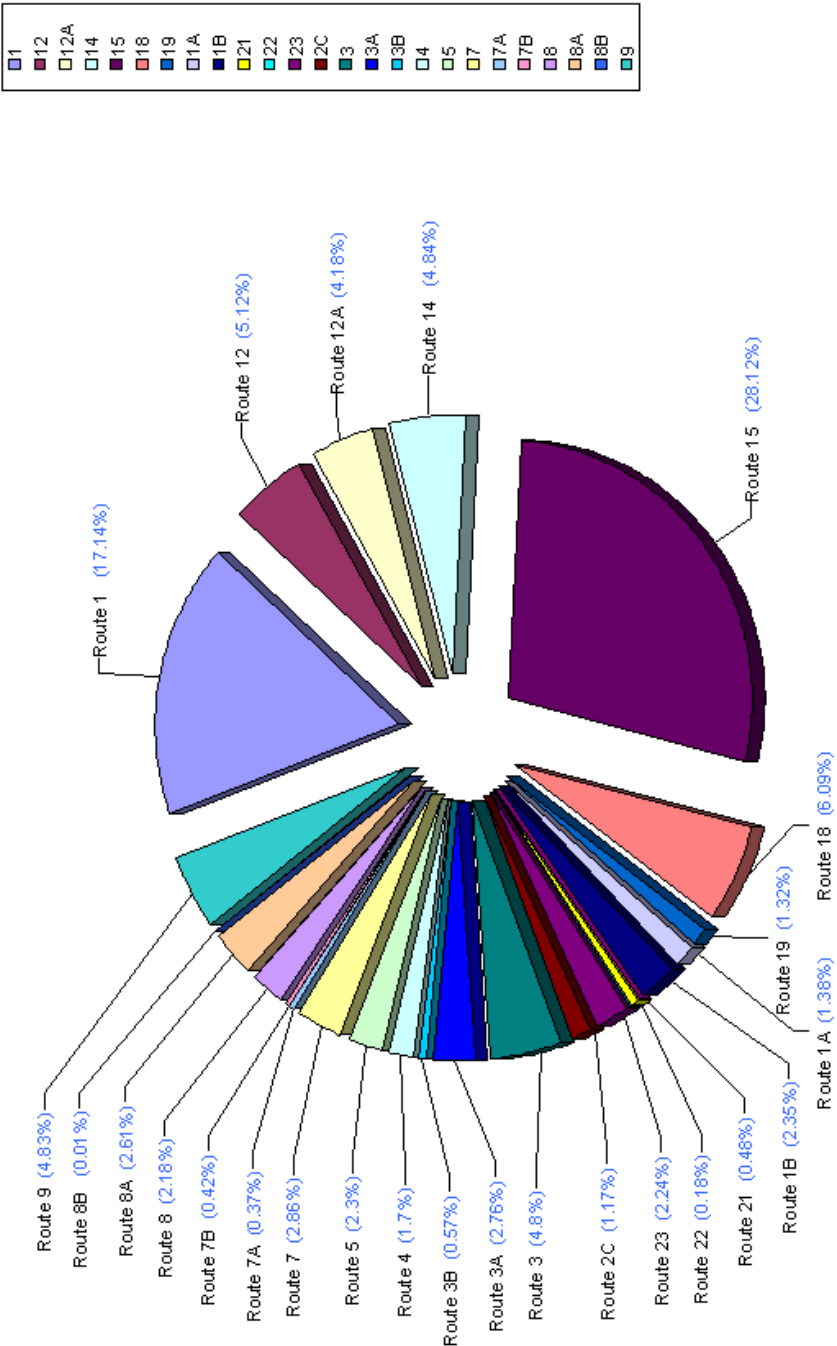
- The Committee aims to integrate the public and school bus services as much as possible in September 2005. This will be an ongoing process and discussions will be held with the Education, Sport and Culture Committee to ensure we meet the needs of the customer at minimum cost to the public. This may entail some staggering of school start and finish times but there will be consultation with interested parties before any decisions are made.
- The Committee would like to integrate summer services but, understandably, the current operator will not invest any further until he has certainty from the outcome of the Committee of Inquiry. Further discussions on this aspect will be held both in considering the immediate summer season in 2005 and those beyond.
- The Committee will give consideration to the option of the States owning any new buses by purchasing them through the Vehicle and Garage Plant Trading Account and leasing them back to the operator on a fully maintaining lease. In this way, the asset remains in States ownership whoever the operator may be.
- The Committee wants to provide better information for the public and is assessing some real-time information options so passengers will know when the next bus is due. The Committee also wishes to ensure that the existing services and discounted travel passes currently provided by Connex are actively marketed and promoted so that Islanders, who perhaps do not use the bus presently, are fully aware of the travel choices available to them.
- Connex is running a pilot 'demand responsive' service in the west of the Island which commenced in early February. This is a service similar to 'dial-a-ride' and will link areas currently outside the main network and allow passengers to reach local conurbations. This pilot will be assessed to see whether this may be an option elsewhere in the Island and help provide bus services for remote areas where currently

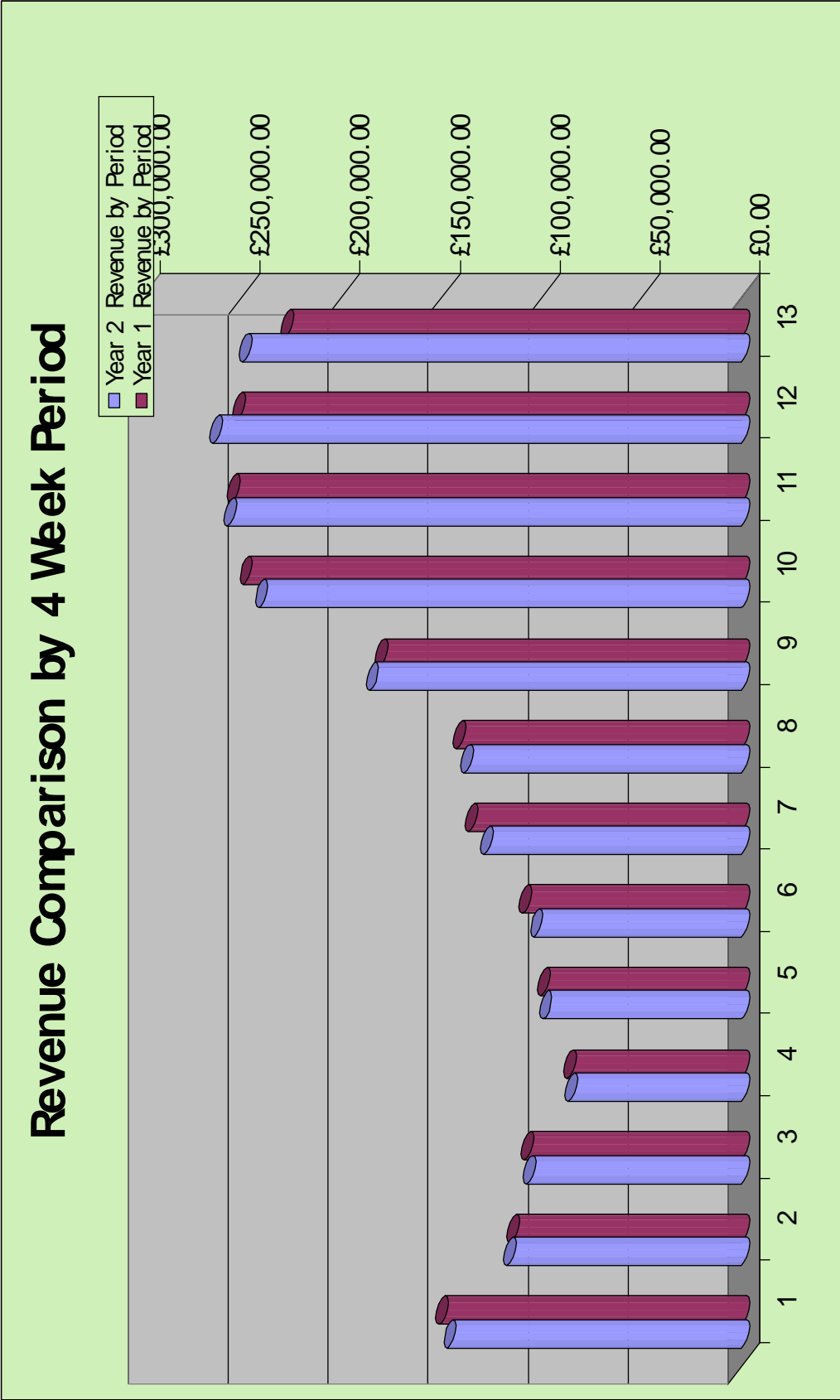


the subsidy of the scheduled service is very high.

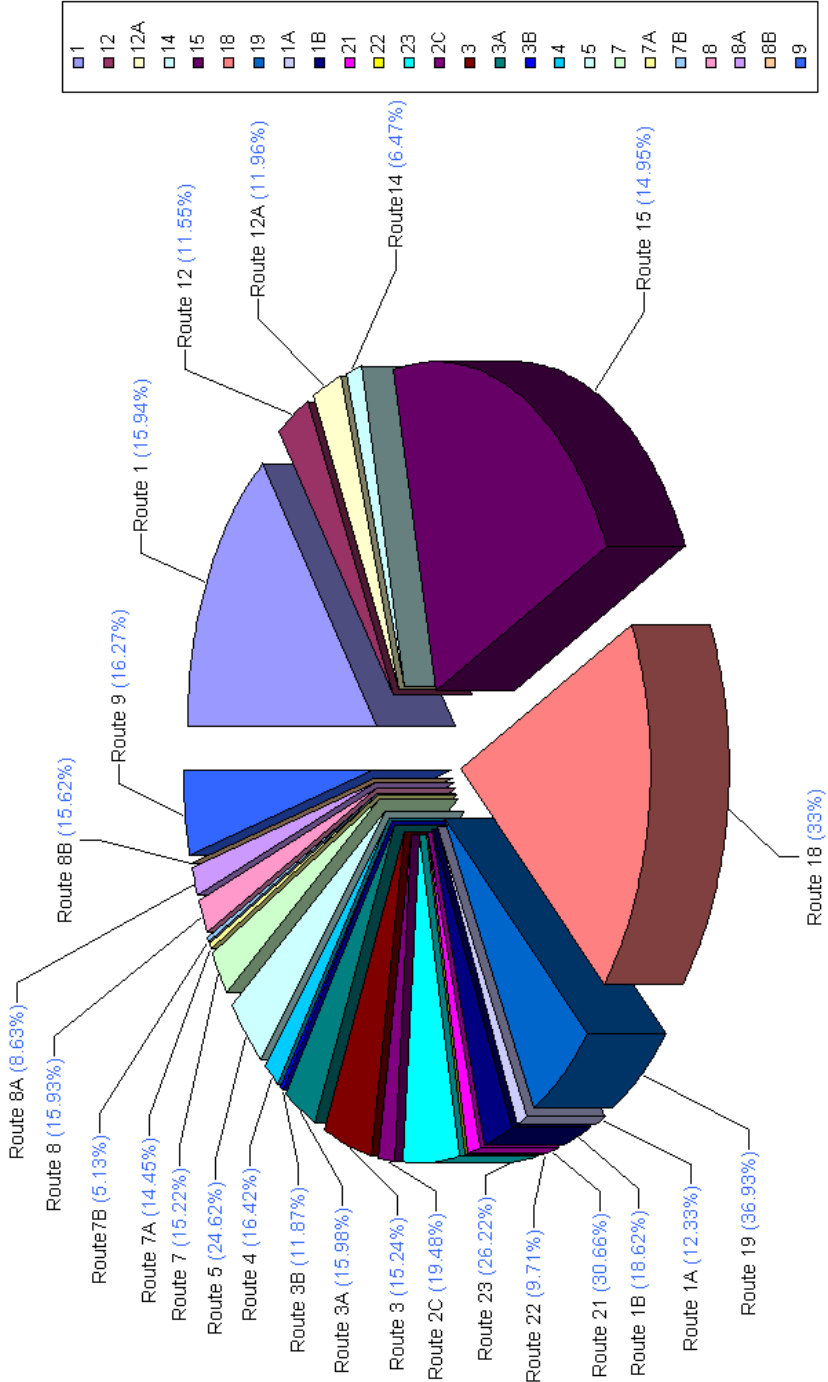
- The Committee will also be considering extending evening services with a view to providing new routes to cover leisure destinations such as restaurants and pubs.

**On-Bus Revenue Collected By Route 29/09/03 to 26/09/04 (YEAR 2)**



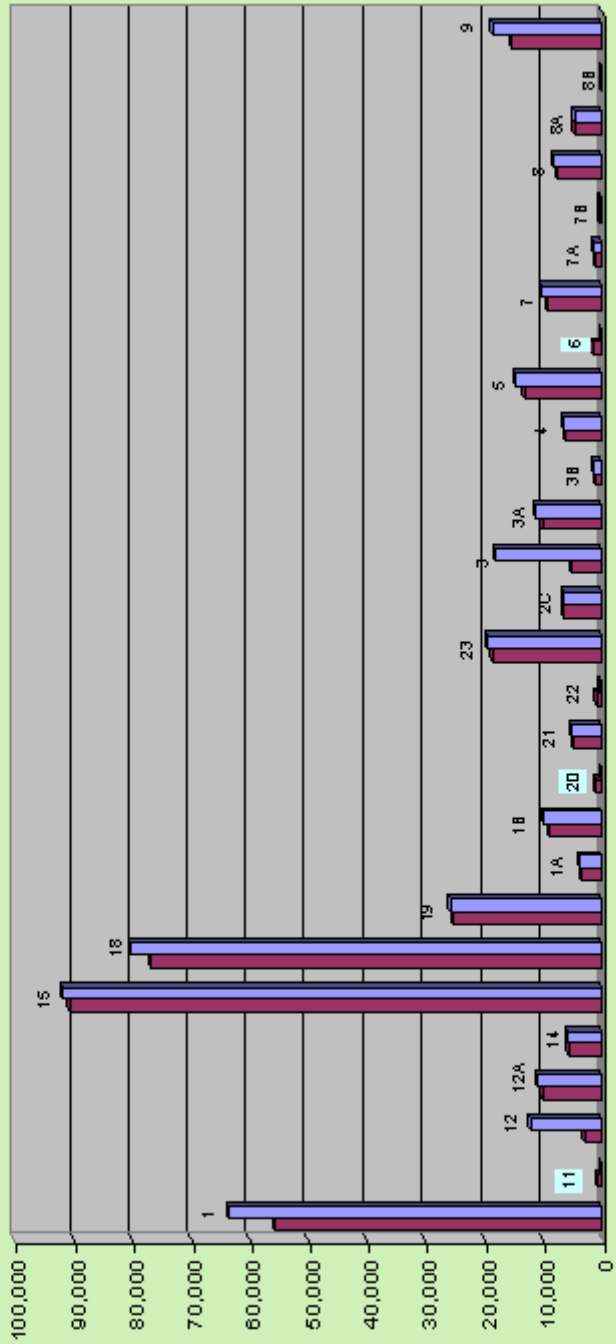


Percentage of OAP & HIE Passengers Carried By Route 29/09/03 to 26/09/04 (YEAR 2)



### Adult Concessionary Journey Comparison by Route, Yrs 1 & 2

■ Year1 Concess bny Journeys  
■ Year2 Concess bny Journeys



Services now cancelled

**APPENDIX 5**

<b>Service Failure</b>		<b>Penalty Points</b>
A	Provision of a journey which is operated more than two minutes before or more than ten minutes after the time specified in the Schedules or failing to meet a connection as detailed in the Specification of Service(s).	<b>£40.00 (4 points)</b>
B	Failing to show an adequate destination display or service number or no smoking signs or any other notices as previously agreed in writing between the Committee and the Contractor.	<b>£20.00 (2 points)</b>
C	Subject to Clauses 14.1 and 15.2, failure to operate a journey in accordance with the Specification of Service(s), without the prior agreement of the Committee, in a manner in which the Committee demonstrates by providing adequate evidence that the journey has operated but has followed an incorrect route or missed stops.	<b>£30.00 (3 points)</b>
D	Failing to carry ticket issuing machinery, change, relevant fare table, relevant timetable or supply of emergency tickets.	<b>£20.00 (2 points)</b>
E	Failing to issue or accept valid tickets or unpaid fare vouchers, or deliberately issuing tickets which are incorrect, or deliberately failing to record issue.	<b>£50.00 (5 points)</b>
F	Failing to supply a vehicle to cater for the passenger traffic on offer.	<b>£30.00 (3 points)</b>
G	Failing to supply a vehicle in a reasonable condition including unsatisfactory cleanliness or inadequate lighting, ventilation or heating.	<b>£20.00 (2 points)</b>
H	Vehicle breakdown.	<b>£30.00 (3 points)</b>
I	Vehicle causing an accident or failure to notify the Committee of an accident or any other incident involving a vehicle, or failing to provide a report.	<b>£100.00 (10 points)</b>
J	Failing to comply with vehicle, route or driver licensing requirements. Failing to submit insurance documents.	<b>£100.00 (10 points)</b>
K	Inappropriate driver conduct including where the driver smokes or encourages others to smoke.	<b>£20.00 (2 points)</b>
L	Failure to carry electronic equipment in full working order.	<b>£20.00 (2 points)</b>
M	Subject to Clause 14.1, failing to notify the Committee of subcontracting or hiring in or failing to notify the Committee of a change in the provision of services. Using the vehicle for any other purpose during the performance of the Contract.	<b>£40.00 (4 points)</b>
N	Failing to provide a vehicle or driver that meet quality criteria, or a vehicle that meets age criteria, where such vehicle or driver is provided for the performance of the Contract.	<b>£50.00 (5 points)</b>
O	Failing to provide waybills or financial records between 8 and 16 weeks of receipt of demand from the Committee or failing to declare journeys not operated.	<b>£100.00 (10 points)</b>
P	Failing to provide waybills or financial records within 16 weeks of receipt of demand from the Committee.	<b>£200.00 (20 points)</b> <b>(see *note below)</b>
Q	Failing to provide a vehicle in an acceptable roadworthy condition or driver conduct where that conduct may have adversely affected the safety of passengers.	<b>£200.00 (20 points)</b>

R	Failing to operate a journey forming part of the Specification of Service(s) or failing to operate a proportion of route or missed stops such that The Committee provides adequate evidence that the Contractor has not provided the specified level of service.	<b>£100.00 (10 points)</b>
S	Failing to provide publicity.	<b>£100.00 (10 points)</b>

Date	Route	Time	Description outside of agreement	Reason	Penalty Ref	Points
			<b>CONTRACT YEAR 2</b>			
05/10/2003	15	14:45	running 15 mins late	driver lost track of time	A	4
27/10/2003	2C	08:50	missed out Plat Douet Rd	driver forgot	C	3
28/10/2003	3A	13:20	left 10 mins early	misread timetable	A	4
28/10/2003	19	17:15	missed out harbour	driver forgot	C	3
30/10/2003	22	17:20	left from wrong stand	used old stand location	C	3
30/10/2003	5	18:20	left 20 mins late	Took break at wrong time	A	4
03/11/2003	15	09:05	did not do St Ouen extension	driver forgot	C	3
24/11/2003	1B	13:53	never went to Blagot Road	driver forgot	C	3
27/11/2003	23	09:50	missed La Motte Street stop	driver forgot	C	3
01/12/2003	5	16:00	went wrong way	did not read diversion properly	C	3
01/12/2003	4	11:00	did not go via Bouley Bay Apartments	driver forgot	C	3
02/12/2003	4	11:00	did not go via Bouley Bay Apartments	driver forgot	C	3
			2004			
14/01/2004	1	06:55	missed part of Route- began doing R15 by mistake	driver forgot which shift/trip he was on.	C	3
31/01/2004	2c	08:50	missed Plat Douet Rd	driver forgot	C	3
16/02/2004	7	18:17	running 7 mins early	diversion caused timing problems	A	4
23/02/2004	22	07:42	running more than 10 mins late	driver started wrong shift	A	4
24/03/2004	1	16:10	left 5 mins early	misread shift	A	4
28/03/2004	15	09:05	missed St Ouen extension	driver forgot	C	3
15/04/2004	15	23:15	running 6 minutes early	misinterpreted time	A	4
17/04/2004	23	15:50	went down wrong road	lost concentration - argumentative customer	C	3
26/04/2004	15	09:45	did not continue to St Peter	driver forgot	C	3
27/04/2004	5	11:18	running late on way back to station	misread timetable and went on Service 9	A	4
26/05/2004	5	16:00	running 20 mins late	misread timetable	A	4
31/05/2004	3	18:15	running more than 10 mins early	mixed up timings	A	4
02/06/2004	4	11:00	departed Weighbridge 10 mins early	misread timetable	A	4
02/06/2004	8	17:40	missed part of route after St. Peter's House	new driver misunderstood route	C	3
12/06/2004	4	14:30	did not travel via Bouley Bay Apts	seasonal driver misunderstood route	C	3
14/06/2004	2c	07:50	did not travel via Plat Douet Road	misread timetable	C	3



Date	Route	Time	Description outside of agreement	Reason	Penalty Ref	Points
<b>CONTRACT YEAR 2</b>						
14/06/2004	2c	08.50	did not travel via Plat Douet Road	misread timetable	C	3
14/06/2004	1a	14.00	did not complete return journey	third party crashed into bus	*	0
14/06/2004	8	12.50	did not go as far as Piemont & stopped at Portinter	thought it was still winter timetable	C	3
14/06/2004	7b	18.29	5 minutes early at Carrefour Selous	driver thought he was on time	A	4
16/06/2004	3	21.19	did not go via St Martin's Public Hall	misread timetable	C	3
17/06/2004	15	07.20	only went as far as St Aubin	driver did not realise it was a timetabled trip	C	3
17/06/2004	22	07.50	did not go into Rue des Pres Trading Estate	driver forgot	C	3
21/06/2004	8	07.34	missed out Grosnez on way to Piemont	driver thought it was same route as 7b	C	3
22/06/2004	8	07.34	missed out Grosnez on way to Piemont	"	C	3
23/06/2004	8	07.34	missed out Grosnez on way to Piemont	"	C	3
24/06/2004	8	07.34	missed out Grosnez on way to Piemont	"	C	3
25/06/2004	8b	13.00	missed service	driver went home, sick wife - no cover	R	10
28/06/2004	8	14.50	did not go as far as Piemont & stopped at Portinter	misread timetable	C	3
01/07/2004	22	07.50	did not go into Rue Des Pres Trading Estate	driver forgot	C	3
02/07/2004	19	14.45	did not go to harbour on return journey	driver forgot	C	3
02/07/2004	22	17.10	missed service	accident in Tunnel	*	0
02/07/2004	15	17.25	missed service	accident in Tunnel	*	0
07/07/2004	4	08.50	departed 22 mins late	exceptional weather - traffic at a standstill	*	0
09/07/2004	15	17.25	departed 12 mins late	late arrival of vehicle due heavy traffic	*	0
30/07/2004	8A	16.30	missed service	driver forgot	R	10
02/08/2004	7b	16.30	more than 10 mins late	misread timetable	A	4
03/08/2004	2c	07.50	missed Plat Douet Rd	misread timetable	C	3
04/08/2004	1b	11.00	7 minutes early leaving Gorey	mistook time	A	4
06/08/2004	3a	16.50	return journey not completed	breakdown	C	3
07/08/2004	3a	15.00	10 mins early	mistook time	A	4
08/08/2004	9	17.20	more than 2 mins early	misread timetable	A	4
09/08/2004	8	07.10	10 mins early	misread timetable	A	4
09/08/2004	18	08.40	more than 10 mins late	breakdown	A	4
13/08/2004	8a	10.30	more than 10 mins late	misread timetable	A	4
16/08/2004	1b	13.30	more than 2 mins early	mistook time	A	4

Date	Route	Time	Description outside of agreement	Reason	Penalty Ref	Points
<b>CONTRACT YEAR 2</b>						
22/08/2004	7b	17.30	bus terminated at Portinifer	unable to access Portinifer due to traffic	*	0
24/08/2004	14	10.30	more than 2 mins early	misread timetable	A	4
27/08/2004	15	16.05	more than 10 mins late	misread timetable	A	4
30/08/2004	15	10.05	more than 10 mins late	misread timetable	A	4
03/09/2004	12a	16.35	more than 2 mins early	misread timetable	A	4
10/09/2004	3a	17.50	more than 2 mins early	misread timetable	A	4
14/09/2004	5	09.45	more than 10 mins late	misread timetable	A	4
18/09/2004	12	09.15	missed out Portelet	misread timetable	C	3
19/09/2004	15	08.30	more than 2 mins early	misread timetable	A	4
21/09/2004	9	11.20	missed out most of outwards journey	took wrong route	C	3
21/09/2004	9	06.58	did not go as far as Portinifer	misread timetable	C	3
22/09/2004	9	12.20	more than 2 mins early	misread timetable	A	4
22/09/2004	9	06.58	did not go as far as Portinifer	misread timetable	C	3
23/09/2004	9	06.58	did not go as far as Portinifer	misread timetable	C	3
23/09/2004	3b	10.50	missed out La Motte St	took wrong route	C	3
27/09/2004	12	14.45	did not go to Portlet	misread timetable	C	3

**Penalties**

- Service operates outside contracted time envelope A 4
- Journey operates but misses stops or part of route C 3
- Failure to operate service due to operator's fault R 10
- Service difficulty - no fault of contractor \* 0