

Inner Circle Link bus stop survey shows ‘Disregard for proper customer service standards’

A press release by the local group Campaign for Better Transport, Leicestershire and Rutland.

The Leicester Panel of the Campaign for Better Transport carried out an eve of re-launch bus stop survey on the saved Inner Circle Link bus route in Leicester and found more bus stops without a new timetable than stops having details of the new service.

In a new deal with the bus operator, it is giving about three quarters of the previous levels of service at about one quarter of the cost to the Council and so the timetable has had major changes made to it. This, it has been reported, has saved the council about £350,000 during future years and The Leicester Campaign for Better Transport wanted some of this saving to be re-invested into re-launching the inner circle link route. Putting Full New Timetables at bus stops was part of a suggested package of measures that the Leicester Campaign for Better Transport says the City Council should have implemented prior to the new service start date earlier this week.

The Leicester Campaign for Better Transport surveyed part of, about half of, the Inner Circle Link Leicester bus route from Groby Road to London Road during last weekend, and visited a total of 70 stops in all looking for new timetables. The findings are:

Results:

stops with new timetable	32
stops with old timetable	5
<u>stops with no timetable</u>	<u>33</u>
TOTAL	70

DISPLAY RATE FOR NEW TIMETABLES 45%!!!!

THE LEICESTER CAMPAIGN FOR BETTER TRANSPORT SAID

“This is obviously not good enough. How passengers are expected to use a bus if there are less than half of the stops which have a new timetable I do not know. Leaving the old timetables in place and just not putting a new one in the case at some of the stops is completely misleading and thoroughly inexcusable, bearing in mind all the stops will have had to be physically visited only last week with the new timetables. None of the stops that still have the old timetable have got a new one.”

THE LEICESTER CAMPAIGN FOR BETTER TRANSPORT SAID

“Even where there is a new timetable it shows time for both routes 10 and 11 at the top corner of one sheet of A4 paper and it is just about impossible to

read because the typeface is much too small. All the clockwise service stops should have had the clockwise timetable and all the anti-clockwise stops should have had the anti-clockwise times. This is not rocket science. The Campaign is trying to find out if it is so small it breaks the law. But The Campaign should not have to be asking these questions after the event – the Council should have sorted them out and got it right weeks ago. That’s what the staff get paid for.”

THE LEICESTER CAMPAIGN FOR BETTER TRANSPORT SAID

“It would be very easy, given the facts found in this survey, to conclude that neither the Bus Operator, nor the City Council officers responsible, nor the Councils Corporate Management Chiefs are, none of them, committed to effective public transport in Leicester. No wonder bus travel here is such a shambles.”

THE LEICESTER CAMPAIGN FOR BETTER TRANSPORT SAID

“The Leicester Campaign for Better Transport has surveyed half of the Inner Circle Link Leicester route and thinks the conclusions are really robust. The Campaign always tries to base its comments, especially extremely critical ones like these here, on solid evidence-based up to date and accurate survey data.”

THE LEICESTER CAMPAIGN FOR BETTER TRANSPORT SAID

“While the Leicester Campaign for Better Transport is cautiously welcoming the partial change of mind by the Council in reinstating, partly, the inner circle link bus in Leicester, the Campaign thinks just continuing to run part of the current bus service as a continuation of the poor quality way it used to be run, will just be a waste of money and is asking for and expected to get extra investment.”