

**From:** PHILIP GLAZEBROOK [mailto:glazebrookrlys@msn.com]

**Sent:** 23 September 2004 12:14

**To:** Mike Davey

**Subject:** Re: Anticipated acquisition by Arriva of the Hertfordshire bus operations of the Sovereign Bus and Coach Company Ltd

Mike;

Yes you may put anything on the website

Now I am not rushing off to meetings got time to do a proper reply to your request but I am not sure quite what you want hence the request to give me a ring.

First a bit of background to the bus situation in south West Herts from passenger viewpoint.

At present there are no routes with different operators in direct competition. Commercial Routes run only during normal working hours at most otherwise all services become County subsidized tendered sometimes with change of operator. Arriva provide the vast majority of these commercial services into Watford with UniversityBus,(3 routes) TFL, (2 Routes). St Albans (ex Sovereign 1 Route)

We did have one operator Timeline competing on a couple of services but they gave up as ARRIVA suddenly improved their parallel routes. A situation that did not last long afterwards. One other operator provided a service using the time between school runs but gave up last year mainly due to lack of publicity which was down to the County Council's inability to provide accurate and up to date bus stop information. Sullivan's and RedRose also provide County sponsored services again mostly using time between school runs

Arriva do run some of the tendered services after 6.0pm and at weekends but did not perform well with the disruption caused by Gas board roadworks when they abandoned with some exceptions going into the main station at Watford Junction. The excuse being that their punctuality would bring them foul of the traffic commissioner and there have been complaints about the shuttle bus services not running.

Arriva's local General Manager is taking up problems with the way complaints are dealt with and we are awaiting results.

There is also no sign of modern technology I.e. Real Time Passenger Information being on the horizon but as the County are very reluctant to keep information flowing we are a bit in the dark as to who is holding things up. We do know that some bus companies have started looking but no current info is available.

Needless to say having attended lots of meetings around the country I wish we had not only a more progressive main provider but also a more with it transport authority.

Phil Glazebrook,

Chairman Watford & District Bus Users Group  
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