

28 July 2023

### **Update: Bus Services for Schools**

We want to thank you for your ongoing patience as U-Go Mobility works through challenges in operating Greater Sydney Bus Contract 10 (GSBC10).

We want to take this opportunity to explain the current circumstances and address concerns that you have raised.

We recognise our current driver shortage and subsequent cancellations has impacted school students. We are prioritising our resources to running all School Specials, which are services beginning with an 'S'. Given the driver shortage we are experiencing, we have reduced the number of trips on regular routes (services which do not begin with an 'S') across the region.

Since beginning operations, we have been made aware that the previous operators were operating trip deviations or had special instructions on some regular services, which enable students to get to and from school. These trip deviations and special instructions were not received by U-Go Mobility until recently. We have now implemented all trip deviations and special instructions that we have been made aware of and our Drivers are regularly reminded to check their trip notes to ensure they are aware of these deviations and instructions.

We appreciate there are a number of school students who rely on regular route services to get to and from school. We thank you for providing your feedback. We have taken this on board and have worked with TfNSW to reinstate regular route trips that have an extension or deviation to a school or have a high level of student activity.

We expect that these changes will be reflected in our service delivery from Monday 31 July. If you believe that there are still discrepancies in the routes we are delivering – especially where they impact school children – please contact us via email at [hello@u-gomobility.com](mailto:hello@u-gomobility.com).

Additional steps we are taking to address the current challenges:

- Liaising directly with schools when services are running late
- Directing all drivers to pick up school students who are waiting at stops
- Redirecting buses to return and pick up students when issues do occur
- Ensuring buses set down appropriately and follow their routes, including trip deviations for schools.

We will be reaching out to schools individually to arrange a time to further engage with you, and to ensure we fully understand your school's specific requirements.

Part of this engagement will be to further understand how many students rely on School Specials and regular routes and at what times of day.

Thank you for your time and understanding. We ask that you share this letter with the families of your school.

For dedicated School Services, please continue to use the transport Info website to Plan Your Trip to School: <https://transportnsw.info/travel-info/using-public-transport/plan-your-trip-to-school>

When using regular routes, we encourage passengers to please check the Trip Planner on <https://transportnsw.info/> before you travel.

Sincerely,

**Daniel Corbin**

Interim Managing Director

U-Go Mobility