

## RYANS BUS SERVICE - SERVICE & NETWORK REVIEW 2012

Submission Medium	Comment	Response
<b>Letter</b>	Wanting school pick up to be changed from 61/63 Fiddaman Rd to a central spot down near the beach.	Unable to change pick up location to beach as children/parents will have to walk too far. Can possibly look at moving a stop if there is too much traffic.
<b>DL Review</b>	Wanting an 8am express bus from Grafton to Coffs via Southern Cross University	The number of passengers would not warrant an 8am bus from Grafton. We have a 6.55am bus that can get passengers to the University currently
<b>DL Review</b>	Wanting an 8am express bus from Grafton to Coffs via Southern Cross University. Then a 4.15pm bus departing University to go back to Grafton.	The number of passengers would not warrant an 8am bus from Grafton. We have a 6.55am bus that can get passengers to the University currently. We also have a 3.20pm service from Coffs back to Grafton.
<b>DL Review</b>	Bus drivers are helpful, excellent service, would like a Sunday service at some stage.	Thank you for positive feedback. Sunday services are currently not part of our service levels, and would not be viable currently due to lack of demand.
<b>DL Review</b>	Need a bus on the weekend to get to work before 9am Dont have a licence at the moment and my unwell mum has to drive me to and from work on a Sat & Sun	We are looking at possibly changing the Sat 9.00am bus from Woolgoolga to 8.00am. This would mean an earlier service from Coffs however. Sunday service is not viable as yet.
<b>DL Review</b>	Wants buses to run every 2 hours to and from Coffs, Sandy Bch and Woolg etc. Not enough buses Sat morning or afternoons. Bus comes to Sandy Bch too late to start work in Coffs at 9.00am.	We are looking at possibly changing the Sat 9.00am bus from Woolgoolga to 8.00am. This would mean an earlier service from Coffs however. It is not viable to run a bus up and down the hwy every 2 hours.
<b>DL Review</b>	Not enough bus runs on Sat mornings north to Grafton or south to Coffs. Have an express bus for workers to Coffs. Not enough buses after 1pm to Coffs, only school runs. Have more buses from the College to say Sandy Bch, Woolg etc. Want a bus at 2pm from College going north. Have 1 run every 2 hours	Not viable to run a bus north to Grafton on a Sat morning Currently meeting minimum service levels. There are 3 buses after 1pm from Woolg to Coffs. Having a bus run every 2 hours from the University is simply not viable.
<b>Email</b>	Reposition school bus stop from 61 Fiddaman Rd to 19 Fiddaman	Can possibly look at changing pick up location if it is deemed

	Rd, Emerald Bch.	unsafe.
<b>Email</b>	Want a bus run that runs as regularly as Busways. Can we run smaller buses and run more often? There is only 1 bus from Sandy Bch to Coffs in the morning. There is only one bus from Sandy Bch to Coffs in the afternoons. I want a bus at 11.00am to take me to Coffs. There is no bus service on a Saturday. There is a large gap between 9.30am and 1pm to go from Coffs to Sandy Could the 10.15am service be diverted to Sandy on request?	Unfortunately we cannot run services as regularly as Busways as demand is not required. Using a smaller bus will not allow for more runs. We currently run above our minimum service levels. There is more than 1 bus from Sandy Bch to Coffs in the mornings. There is one at 7.40am, 9.10am and 10.00am. Unfortunately we cannot please all people, hence an 11am service is not available currently. There is an 8.50am service from Sandy Bch and a 1.40pm service that can get you to Woolgoolga and Coffs on a Saturday. We can look at the viability of diverting the 10.15am through Graham Dr on request.
<b>Email</b>	Want the Coffs - Grafton bus to be later on School days so the Sawtell bus can connect. Also Sat service to leave later from 8.40am so it can connect. Want more services from the resorts north of Coffs to get into town. Use smaller buses to allow more frequent services.	Unfortunately we cannot make Sawtell change their times to suit ours in all instances. We need to leave at 6.55am on school days to ensure we arrive at schools in time. We need to combine school and passenger run to make the trip to Grafton a viable one. Saturday services - we attempt to give passengers living north of Coffs the opportunity to get to work - we may be making this bus leave earlier from Coffs to allow northern suburbs passengers the time to get to work prior to 9am. We are possibly looking at improving our services in the resort areas with our new timetable. Using smaller buses would not allow for more frequent services.
<b>Email</b>	Reposition school bus stop from 61 Fiddaman Rd to closer to the beach.	Can possibly look at changing pick up location if it is deemed unsafe. Moving down to the beach would be too far for parents/children to walk.
<b>Email</b>	Want a bus service prior to 10.15am from Safety Bch to Woolg and Coffs Hbr. A lunchtime bus returning to Safety Beach. Make tickets cheaper to get to Coffs for those not holding a concessior pass. Offer family discount passes. Provide a speedier bus service into and out of Coffs at 9am and 3pm/4pm/5pm coming home to Safety Bch.	There is currently a 7.50am bus that passengers can catch from Safety Bch to Woolgoolga & Coffs. There is a 1pm bus from Coffs that can take you back to Safety Beach (departs Woolg at 2.10pm). Unfortunately we do not determine ticket prices - they are set by Transport for NSW. We cannot provide a speedier bus just to take people to Safety. We do need to call into other suburbs. There is a bus at 9.30am from Coffs to get you back to Safety as well as one at 1pm, 3.20pm and 4.15pm.
<b>Email</b>	Want a bus to leave Grafton at 9am to go to Park Beach Plaza when the Myer store opens on a weekly or fortnightly basis. Also wants this bus to possibly go through Glenreagh.	Providing a bus at 9am to go to the Plaza would not be viable. We have to combine this service with our school service to make it viable. Travelling through Glenreagh is not within our contracted area
<b>Email</b>	Your drivers often miss me at Korora Hway, and I am required to call the driver on his mobile phone to be picked up. Also, is it norma	As long as a passenger is at the bus stop in time and hails the driver they will stop. We do not give out drivers mobile numbers. School pick ups are

	practice to pick children up wherever they congregate - should it not be an agreed bus stop.	determined by our company - as long as they are safe, we can stop at most locations.
<b>Email</b>	As a vision impaired person, I am very happy with your service and the kindness and help your drivers offer. A suggestion to have more buses with ramps and accessibility.	Thank you for your praise. Currently we are above the DDA requirement: for passenger services, and we intend to introduce more accessible buses into our fleet in the future.