

## **STATEMENT FROM KENNEALLYS BUS SERVICES LTD**

We are sorry to learn that many of our customers are very unhappy with the service at the moment. We have been working on new ideas on how to improve the service for everyone; however these have been proven to be very challenging over the last 2 years.

In the last 2 years we have been meeting with local authorities in trying to improve the traffic situation in Waterford which seems to be the main issue at the moment with providing a reliable service. Unfortunately the traffic situation has gotten worse with the introduction of the new layout on the quays and also the introduction of more traffic light systems within the Waterford area.

We have also applied to have a bus lane put in on the ferry bank carriageway into Waterford, as this road seems to be the main problem in the mornings when the traffic is at his heaviest between 8 am and 9 am. We applied to see if a bus lane could be introduced in the mornings only between 7 am and 10 am. At all other times normal traffic could use this lane. Unfortunately this was rejected by authorities in Dublin.

We will continue to work with the local authorities to try and improve the bus service on our routes around Waterford and the surrounding areas.

It is not acceptable for any driver to speak to any of our customers in an unprofessional manner. Please report any driver to us who is acting in an unprofessional manner. We have introduced a few new faces on these routes over the last 3 months; I hope these drivers have been more pleasant towards to our customers.

At the moment we are working on a new schedule to try and introduce and more reliable and efficient service for our customers. We hope to have this completed by September of this year. If you have any ideas or comments about the new schedule then please let us know.

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Waterford.