

Dear xxx

Thank you for your email.

The roadworks at Newton St Cyres were scheduled for the Wednesday and Thursday and so we posted notices at all stops between Exeter and Crediton to alert customers to this. We also informed people via the website and via Twitter. The scheduled roadworks then unfortunately over-ran to the Friday and we didn't find out until the last minute which meant that we couldn't update the roadside publicity. We did manage, however to update the website and we also Tweeted the information out. The drivers were then asked to inform passengers as they boarded the vehicles to inform them of the diversion and thankfully your driver did just that.

We are struggling at the moment with the nature of some roadworks. Devon County Council were awarded a further £9m in this financial year for highways maintenance and the level of disruption out on the roads reflects this. There have been occasions in the last year where they haven't even told us about a closure and other times when things have over-run. Then it becomes a real challenge for us to react with proactive communication to the customer.

Nevertheless, the link to the document you provided is very useful. We will review the document and look where we can build in additional information provision where possible. Thank you once again for your comments and if you need any further information on our bus services in the future then please don't hesitate to contact me.

Yours sincerely

Michael Watson