

Proposed Changes to Mybus Service from September 2017

We are proposing some changes to the Terms and Conditions of **Mybus Primary Services** to increase efficiency and improve services. **These changes will remove the need for parents/carers to notify WYCA of changes to all AM journeys.**

We currently require all parents and carers to notify Customer Services of any changes to their child's journey as a condition of registration.

From September 2017 this will no longer be the case on **AM JOURNEYS ONLY**.

If a child is not at the stop to travel on the morning journey to school the driver will not contact Customer Services. If a parent wishes for their child to travel they simply have to go to the bus stop at least 5 minutes before the bus is due.

Implementation of these changes will result in:

- Greatly reduced calls between parents/carers, customer services and drivers.
- Reduction in unnecessary delays
- Increase in the reliability and punctuality of your bus service.

We would like to hear your feedback and thoughts on these changes, so please get in touch!

There are a number of ways to have your say:

Email us at busconsultation@westyorks-ca.gov.uk

Write to us at Freepost CONSULTATION TEAM (WYCA) (no stamp required)

Tweet us [@MetroGenM](https://twitter.com/MetroGenM) on Twitter

Contact us via our website at [www.generationm.co.uk]www.generationm.co.uk

Call us on 0113 3481122

We will be writing to all parents of children registered to use the services.

In addition to writing to all parents, the Education Transport team will also be sending out reminders using the [@metrogenm Twitter feed](#) and the [generationM Facebook page](#) and details can be found on the schools transport website at www.generationm.co.uk.