OUR RESPONSE TO COVID-19

UPDATE #3 - 19 MAY 2020

As you are aware, the NSW Government has issued a new directive on physical distancing on public transport. We expect these changes will affect our customers including our students and I wanted to outline what steps we are taking to implement these changes.

All of our public route services will now have a total customer limit of 12 people (and 24 people on our double deckers). Available seating will be identified by a large green circle decal that says 'sit here'. However we can confirm that this limit will <u>not apply to school students</u> and priority will be given to them where possible. We are still bound to ensure no child is left behind.

I can also reaffirm that our dedicated school buses have no changes in regards to social distancing or capacity limits.

Please note that our drivers have been instructed to allow customers to board to this limit, with exceptions made for students and vulnerable customers, but they are not expected to enforce this measure.

In line with Government instruction, we also encourage people to avoid peak hour travel, allow additional travel time or make alternative travel arrangements if possible. Similarly, we ask that parents also consider alternative transport options for their children to ensure they are not impacted by these changes.
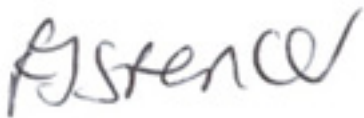
TAKE CARE

We do expect that some of our bus services will also be impacted by an increase in general traffic due to these measures and ask for your understanding if this occurs.

Be assured, your students safety and wellbeing is paramount and we are doing everything possible to support our community and our employees.

If you have any concerns during this time, please do not hesitate to contact our School Engagement Team on tdnsw.schools@transdev.com.au or by phone (02) 8700 0555.

Yours sincerely,

Rachel Spencer
Head of Business Operations and Customer