



MOBILITY INSPIRED BY YOU

EM

6 October 2016

Mrs Bullock  
Skipton Girls High School  
Gargrave Road  
SKIPTON  
BD23 1QL

Dear Mrs Bullock

Further to the call you made to our offices on 4 October 2016, concerning the problems of reliability currently being experienced with the service 972 that operates to your school.

We do apologise for what is happening at the moment and would explain that there are currently major roadworks taking place in Silsden that are causing major delays at peak times.

This service operates to South Craven School before going on to Skipton so the vehicle has to go through these works and delays are frequent. We do regret this and we find this very frustrating also. However, the problem is beyond our control and unfortunately financial restraints mean there are no extra vehicles that could be used for the service. We are in a position where legally we are unable to operate the vehicle earlier than the scheduled timetable states so cannot operate earlier from Keighley.

We do sincerely regret what is happening and trust the above explains the position we are in at the moment and trust that as soon as these works are completed there will be a significant improvement.

Yours sincerely

E Metcalfe

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