

ACTION's Inaction: Problems with ACTION bus services

1. Crime in ACTION Interchanges:

- Interchanges are not really safe for commuters, especially after hours and weekends.
- Countless reports in the last several years in local press of robbery, assaults, gangs etc and there does not seem to be a reduction/ end.
- I personally saw spilt blood on several occasions shortly after a crime occurred.
- Numerous bus drivers attest to the fact that criminals are having free run. Some of them are victims of crime as well.
- I wrote to ACTION on this issue and their response and approach are very disappointing. Please see the attached correspondence.
- Cameras does not seem to function or useful.
- ACTION does not seem to take crime seriously.
- ACTION's response on this issue is no different to one usually given by services operated in a Third World economy.

2. Poor Customer service:

- ACTION customer service office and its officers are badly located in interchanges, not easily approachable
- Late night and weekend users of buses have no way to contact ACTION customer services on phone for any help.
- Facilities like toilets and enclosures are badly maintained and located.
- Many toilets and enclosures are unsafe during evenings and weekends, not to mention late nights.
- Printed materials are having too many errors lately.
- There is no hope of good customer service let alone an innovative one.

- Drivers do not seem to be properly and professionally trained
- Some drivers seem to be mentally challenged.
- As a user of buses for several years I notice that ACTION is not very pro-active and changes happen very slowly.

3. Problems with bus design, maintenance and schedules:

- Many of the buses are not properly heated or cooled. Drivers switch them off as they fancy and without consulting passengers.
- Seats are not very comfortable even in new buses. Many corridors take than 40 min – 1 hour to travel.
- Brand new buses have a spot shortly after driver's seat where it is hard for most standing passengers to hold their balance when the bus accelerates or slows down and some tripped over. A simple support beam could help without compromising wheel chair access. Its ridiculous ACTION did not do anything so far.
- Inter town services take more than an hour to cover major centres and there are no head rests for passengers!
- Seats are not cleaned as frequently as necessary. It is especially annoying for office goers to sit on dirty seats.
- Buses used after school trips are filthy but put back in service without cleaning the mess.
- A minority of not-so-old buses are particularly badly designed and uncomfortable to travel. They are still in service.
- Schedules changes are not properly communicated.