

TCS Bulletin w/c 24th November 2014

OFFICE

CHRISTMAS EVE NIBBLES!!

No, don't sigh – Christmas Eve is a mere month away so we're officially allowed to talk about it now! As in previous years, Lynn will be doing Christmas Eve Nibbles (which is actually more of a lunch than a nibble.... jolly good value!) If you would like to join in, please give £3 To Lynn by 19th December. Thanks!

INTEGRATED PUBLIC TRANSPORT

UK BUS AWARDS

Last week, this year's UK Bus Awards took place at a ceremony in London. **FirstGroup**'s West of England business struck Silver in the Marketing Initiative of the Year category with its large-scale consultation and marketing campaign to develop simpler, fairer fares in Bristol and improve public perceptions. The judges were impressed with First's use of integrated marketing and public relations techniques to engage with its target audience in a really effective way and its brave approach in embarking on such a process. The group also won a Bronze award in the Innovation category for its Better Journey Card, designed to give people with disabilities a way of communicating their needs to drivers easily and discreetly. The judges felt this was exceptionally useful and has helped to boost social inclusion.

First Rail Support, part of FirstGroup, and **Stagecoach South West** both received special commendations for 'Overcoming Adversity' after storms in February 2014 caused substantial damage to the Great Western rail network, particularly the collapse of the Sea Wall at Dawlish, effectively cutting off rail users in Cornwall from the rest of the country. First Rail Support provided an immediate response, utilising the services of many bus and coach operators to bridge the gap and 'Keep the West Moving'. The unprecedented size of the area covered, the sheer volume of vehicles used and the network of services set up and operated at very short notice, were of particular note.

Meanwhile, **Stagecoach South West** was highly commended for 'Supporting the community during the Dawlish rail closure'. The company introduced a range of measures to support local communities through the immediate crisis and help keep the region 'open for business' during a sustained period of disruption.

More information on all the awards and their winners [can be found here](#).

Rachel

POLICE, BUS PASS, ACTION!

If You Do The Crime.....Don't Take the Bus!

Smartcard technology and on bus CCTV are proving to be very useful in helping Devon & Cornwall Police track down suspected criminals who are clearly very cost-conscious as they then take to the bus for their getaway!

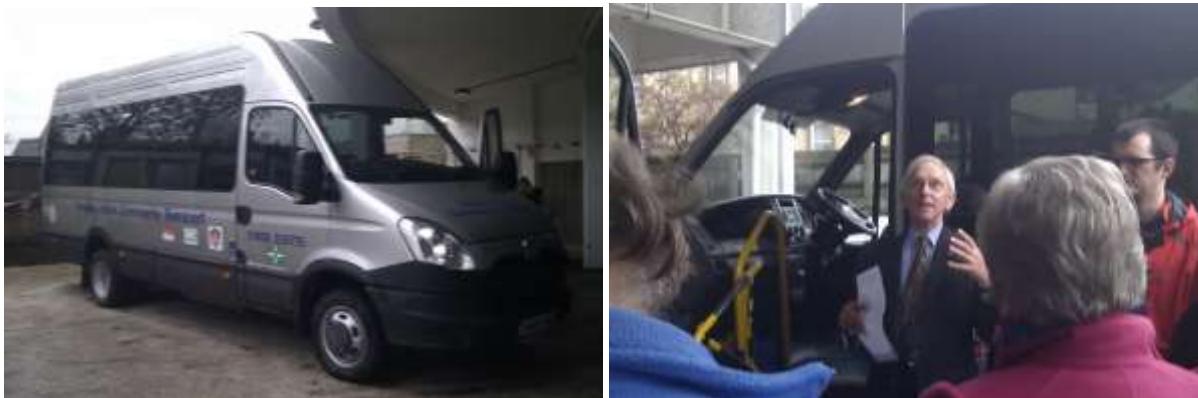
We've managed to help track down and identify three individuals suspected of crime by matching smart card transactions and Stagecoach CCTV images to give the Police good evidence on their suspects. One case involved an on-bus theft where the suspect boarded a bus using their pass, then committed the crime! One of the other cases involves an alleged assault by one of our pass holders who followed someone onto the bus, used their pass as they boarded, then followed them off the bus and assaulted them.

The final case involves a house robbery where the pass holder was away on holiday and left their pass and other personal belongings at home. When they returned they did not realise they had been robbed for several days until they found their bank cards etc were missing. The robber decided to make use of the bus pass to travel about Devon and parts of Dorset(!) clocking up quite a bit to travel in the process of trying to empty his victim's bank accounts....For once we are pleased that Stagecoach drivers don't bother to make a visual inspection of the pass as we now have some very useful evidence to pass onto the Police to identify the robber and bring them to justice.

Mark Wilson

NEWTON ABBOT CTA - VEHICLE LAUNCH

Newton Abbot CTA launched the latest minibus to join their fleet of 5 vehicles last Wednesday. This one replaces a DCC minibus and will undertake Ring & Ride duties. The photo shows Keith Walter, Chairman of NACTA thanking sponsors of the new vehicle which included the League of Friends, the local Rotary Club and Santander.



Karen

AND FINALLY...

I dread to think what the exhaust smells of.....!! <http://www.bbc.co.uk/news/uk-england-bristol-30115137> The registration (YT13YUK) appears to be a normal issue, just appropriate?!

TCS MANAGEMENT MEETINGS

Hyperlink to Management Team Decisions and Action Logs
[\\ds.devon.gov.uk\Docs\Exeter, County Hall\EECDATA\EATS\TCS\TCS Management\Staff\TCS Management Team \(from Dec 2011\)](\\ds.devon.gov.uk\Docs\Exeter, County Hall\EECDATA\EATS\TCS\TCS Management\Staff\TCS Management Team (from Dec 2011))