

Mary Smith, 10 Tower Street, Rye, East Sussex, TN31 7AT

Operations Director
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Dear Mr Instrall

I was a regular passenger on the former 711 Stagecoach service between Rye and Folkestone. I note that the service has now been divided into two parts, with connecting buses at either Camber, Sussex, or Lydd, Kent, and would be grateful for information about the following issues: -

1. What is the effect of this change on concessionary tickets? Will holders of Kent travel passes still be able to travel into Rye without additional charge, as in 2007? Will holders of Sussex travel passes still be able to travel back from Folkestone to Rye on the later buses, (now connecting at Lydd), without additional charge?
2. There is very limited shelter for passengers in either Camber or Lydd, in the event of delays to connecting services. Could you tell me why these particular places were chosen for connections?
3. I cannot understand why the decision has been made to split what I always found to be an efficient and well-used long distance service. I would be interested to know. Surely it cannot be either to spare the expense of installing tachographs or simply to maximise revenue, as some passengers have suggested?

Thank you for your assistance in this matter.

Yours sincerely

Mary Smith