

Dear Parent/Carer

As you are aware there have been a number of issues with the Swans Travel coach service delivery in recent weeks. I am writing to assure you that we are working closely with Swans to solve these.

Communication concerns are being addressed by offering you the opportunity to download the MixTelematics app that has live tracking data on for each bus. This will allow you to monitor the progress of the bus along the route and should alleviate waiting times at bus stops. Please note that there may be rare occasions that the tracking information may be unavailable.

Swans Travel have also provided an out of hours telephone number should you have any queries regarding the service, or require updates on travel delays. This is **0161 681 0888**.

The [MiX Telematics App](#) is available for iPhone and Android phones and can be found using the search facility within your app store.

This appears as MiX Fleet Manager Mobile

Click "Site" OHGS, click "Assets" and choose a specific bus or all buses should you wish.

Select the Map (in grey at the bottom of the home screen) You can then zoom in and out following a little bus icon moving in live time.

Login details:

User name: **operations@ohgs.co.uk**

Password: **Hulme123**

This information is also available on the Parent Portal and the School website.

We are monitoring timings of the published timetable against actual arrival times over the next week with a view to amending the timetable to reflect the results of this data. We shall of course inform you and circulate any timetable changes that result from this exercise.

In the meantime we will operate to the current published timetable. All drivers have been instructed to wait for a maximum of two minutes should any of the pupils that normally travel not be at the relevant stop when the vehicle arrives.

I'd like to thank you for your patience whilst we work through this process and would apologise for the inconvenience that pupils and parents have experienced.

Yours faithfully

Carrie Williams

Business and Operations Director

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