

REPORT BACK ON THE SHUTTLE BUS CONCERNS
PER LETTER TO RESCOM FROM A123 AS ATTACHED TO THE MINUTES OF THE
LAST MEETING 28TH March 2023

Concerns raised by other residents using the Shuttle Bus for the Agenda and discussion at RESCOM meeting Tuesday April 25th 2023.

- Accessibility to residents who are not regular users of this valuable service and notification of booking procedure and other options on another day to be well advertised.
- This report has been compiled from various Residents comments and concerns and they have requested not to be named, therefore RESCOM has given this undertaking.
- **These observations are intended to seek constructive and safe solutions to items noted, and are not to be interpreted as negative criticism. This service is important and valued by all who use it, and no one would appreciate it being compromised in any way.**
- **Responses such as “if you don’t like it don’t take the bus” are dismissive and not in the interests of residents safety.**
- Entry and exit from the bus is precarious for the frailer passengers. There is a step to assist the passengers but the steadiness and safety of the step is a concern as it is too small to be steady enough for those unsteady on their feet. So a larger sturdier step will assist.
- Those who use walkers/wheelchairs have difficulty entering and leaving the bus. Safe stowage for above walking aids is vital for safety and there is no way of tying the folded aids anywhere, to stop them from sliding around when travelling
- The above equipment reduces the space for shopping bags to be safely stowed and secured, AWAY from the exit door; not blocking the passages or the exit in case of emergency.
- **Possible solution to the above risks:** to use a suitable trailer attached to the rear end of the bus, into which shopping and walking aids are safely stored, thus increasing safe travelling space for passengers in the bus.
- Driver to check that all passengers are wearing seatbelts delegated for each seat correctly, and secured.
- Establishing the ability for the frailer residents to qualify to leave the village on outings unaccompanied by a carer.
- There are times when residents get lost in the shopping Mall, or decide to use the toilet facilities at the last minute when the bus is scheduled to

leave. This delays the driver's ability to deliver residents home in time for his next pick up destination.

- One recent example: the bus was due to leave the Mall at midday, and has, at times, been delayed by up to half an hour or more resulting in late arrival back at Muizenberg after 13h00, and residents are late for lunch.
- The driver and other passengers find themselves searching the Blue Route Mall to locate missing passengers.
- Is there a check to establish if those who are not allowed to leave the village, for their own safety, are not taking the bus? A realistic assessment for those who are frail, as to the ability for them to be alone in a shopping mall?
- The bus collects other residents from Diep River, who are very frail, and movement compromised so it may be in Evergreen Village's Management interest to establish who and who may not make use of the bus service, if the potential liability is there in terms of dementia or frailty. If that be the case the resident should be assisted by his/her carer on the outing.