



OMBUDSMAN FOR BERMUDA

FOR IMMEDIATE RELEASE

21st February 2022

Hamilton,
Bermuda

Media Release

The Report *Bus Service – Communications* from the Ombudsman of Bermuda, Victoria Pearman, was tabled in the House of Assembly 18th February. The tabling of the Report in the House now enables the Report to be made available to the public, as indicated in the December 2021 release. The Report will be placed on the Ombudsman for Bermuda website www.ombudsman.bm, copies will be available for collection in the lobby of the Office of the Ombudsman in accordance with the Covid-19 protocols.

The Department of Public Transportation (“DPT”) agreed to the recommendations, prior to the finalisation of the Report. It was important the DPT agreed to the changes from the Report which would lead to a better way of approaching communications about the Bus Service. This should result in the DPT communicating with all bus users and the public, including those who do not have ready access to the internet. Implementing the recommendations in full will develop the communications systems of the DPT and result in changes which will bring about continued improvement in Bus Service - Communications.

The Office of the Ombudsman will continue to monitor and be engaged in the implementation of the recommendations in the Report. The changes in the communications actions by the Department of Public Transportation will improve information provided by the Department for the benefit of bus users and the general public. The Bus Service is intended to be available to all persons in Bermuda, improved communication will make this a better service in the public interest.

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Editor's Note:

- The Office of the Ombudsman for Bermuda is an independent, non-government office that provides an impartial form of alternative dispute resolution which is less formal and more flexible and accessible than going through the Courts.
- The Office of the Ombudsman's staff assists to resolve complaints about the administrative actions of public authorities, including government departments, boards and bodies established or funded by the Legislature.
- The Ombudsman Act 2004 is the governing legislation.
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