

LETTER: TransLink's response to 232 bus complaint positively Orwellian

North Shore News

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Dear Editor:

On Sept. 27 my wife and I awaited the 232 Phibbs Exchange bus at Highland and Handsworth. We were taking a four-year-old to an activity class at Mickey McDougall gym in Upper Lonsdale.

When the southbound 232 bus appeared we noted with alarm that it was not going to stop. My wife and I waved frantically at the driver, as we stood under the sign that says "232 - Phibbs Exchange." The driver barrelled through, shaking her head. We had to call a cab to get the youngster to his class.

That day, I emailed a complaint to TransLink, with particulars such as the exact time of the incident and the number of the bus stop. Today I received an email reply from TransLink, which is reproduced immediately below. Their message might not have surprised George Orwell or Franz Kafka, but it left me puzzled. Here it is, in its entirety:

"Dear Allan McDonell,

Thank you for your recent feedback regarding one of our bus operators not stopping to pick you up.

Our operators are trained to pay attention to the road and to keep an attentive watch for passengers at stops along their route.

We have registered your comments with the operations department. However we ask for your understanding, that in the interests of privacy, no information about our internal investigation can be shared.

Sincerely,

Customer Relations Department"

Allan McDonell

North Vancouver

What are your thoughts? Send us a letter via email by clicking [here \(http://www.nsnews.com/opinion/send-us-a-letter\)](http://www.nsnews.com/opinion/send-us-a-letter) or post a comment below.

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