

## **FAQs – Home to School Transport Service**

### **How long is disruption likely to last?**

We are doing all we can to minimise disruption but there is extremely limited capacity to provide alternative cover.

If your service has not operated due to industrial action parents are advised to assume it will remain non-operational this week but should check the website regularly for updates.

Normal operational will resume from Monday 28<sup>th</sup> March 2022.

**Regular updates will be issued on our [Transport Updates](#) webpage.**

### **Will my child's service be disrupted?**

While we aren't necessarily advised by staff in advance if they intend to strike, we understand that the areas likely to be most affected are services in greater Belfast, Mid & East Antrim and Antrim & Newtownabbey Council areas.

There may be other localised pockets of disruption and of course the service is experiencing ongoing workforce challenges due to Covid and driver shortages.

We do our best to advise schools and publish details of runs that we know will not operate.

However, there may simply not be enough warning to do this in all cases, and indeed Unite members are not obliged to notify us that they intend to strike.

To find out if your child's transport is affected please check our [Transport Updates webpage](#) for regular updates.

### **What do I do if my child's run/route is disrupted?**

If your child's transport is disrupted, you will have to provide other means of transport to and from school for the week of Monday 21<sup>st</sup> March – Friday 25<sup>th</sup> March 2022.

### **Am I entitled to a payment if my service is not operating this week?**

While we are sorry for the disruption caused by Unite's strike action, the EA does not have the authority to award a payment due to these circumstances.

**What if my child's morning transport is disrupted but not the afternoon? What happens?**

If your child is transported by more than one driver to and from school, please make sure you arrange alternative transport for the disrupted journey.

**Why is my neighbours service operating but my child's is not?**

The strike action is being taken by members of the Unite union. Other trade unions are not taking strike action and therefore these staff continue to provide services over this period.

Translink and private bus/taxi services are not impacted by the strike.

**Why didn't I know in advance?**

We do our best to advise schools and publish details of runs that we know will not operate.

However, there may simply not be enough warning to do this in all cases, and indeed Unite members are not obliged to notify us that they intend to strike.

EA is very sorry that it is not possible to provide advance notice and we recognise that this causes disruption for pupils and parents.

We are working hard to minimize disruption but there is extremely limited capacity to provide alternative transport. Parents are therefore advised to make alternative transport arrangements this week and to check the EA website regularly for details of disruption.

**If you wish to speak to a member of the EA transport operations team, please contact the transport help line on 02895 985959.**