

Apology for Transportation Service Delay

Date: [Date]

Dear Valued Customer,

We sincerely apologize for the inconvenience caused by the delay in our transportation services on [specific date]. We understand the importance of timely service and the impact that delays can have on your daily commute.

The delay was due to [brief explanation of the cause, e.g., mechanical issues, weather conditions] and was not our intention to disrupt your travel plans. We are actively working to resolve these issues to ensure they do not happen again in the future.

Your satisfaction is our top priority, and we appreciate your understanding during this time. As a gesture of goodwill, we are offering [details of any compensation, if applicable].

Thank you for your continued support and patience. If you have any further questions or concerns, please do not hesitate to contact our customer service team at [contact information].

Sincerely,

[Your Name]

[Your Position]

[Public Transit System Name]