Sustaining our service during COVID 19

18 March 2020 – Week 0

Connect People with Places
We **cannot** continue to operate **“as is” because:**

- Demand has dropped on our regular bus trips because travelling together is seen as a risk
- We need to protect ourselves, family/friends and other customers and you from the virus
- Most of our customers (Over 70’s) will be in isolation for up to 12 weeks (end of June)
- We are paid on “Passengers on seats” of which 99% is concessionary fares
  - No Travel - No Payment
- Not advisable for us to do Home shopping deliveries – Food Hygiene and cross contamination
Options during the 12 weeks

- Do nothing - STOP
- Do something - REDUCE
- Do differently – START
- DEVELOP & PLAN – for future
- REVIEW – Weekly
Immediate Plan (from Monday)

• **STOP** – All non-essential journeys and outings
• **STOP** – future bookings beyond 27\textsuperscript{th} March 2020
• **REDUCE** Services to a minimum viable level by consolidation of routes
• **REDUCE** our overall expenditure and manage reserves
• **START** to plan for relaunch in July or sooner when it is safe to do so
• **START** to look for different opportunities to support everyone
• **START and DEVELOP** thoughts and plans for the future
Operational Plan (wef 23/3/2020)

• Operating on **Tuesday** and **Thursday** only
• Consolidate journeys to ensure viable service (max journey duration 60mins)
• Routes restricted to principal locations
  • Town 1 - Town centre, Supermarkets and Civic Centre
  • Town 2 – Town centre, Supermarkets and Civic Centre
• Maintain **Booking line** and provide sign posting service to assist
• Continue with “enhanced cleaning” regime to minimise contamination
• Ongoing
  • Review, revise, react to changing circumstances
  • Plan ahead for relaunch or service variations and opportunities
  • Adhere to and communicate the advice from Government as best practice
  • Stakeholder engagement and communication
  • Team catch up call weekly (Date and Time to be confirmed)
**Actions**

- Letter to all customers outlining the plan
  - Commitment to restart as soon as safe to do so
  - Operate a minimal viable service for those needing to get out
  - Booking line to remain open - to offer advice and signposting if needed - call us
  - Scheme membership – 3 or 6 month extension Free

- Advise “Stakeholders” and regularly update
  - County, District, Borough and Parish Councils
  - Groups, Care & Residential Homes
  - Other Community Transport Providers locally
Communications

• One page plan with the key info
• Used for all groups of stakeholders
• Clear and concise

• Keep in touch with those that matter
  • Clients
  • Volunteers
  • Local groups

• Plan what to do in 1 day, 1 week and 1 month time
Protect you and your organisation

- We can’t be everything to everyone
- Challenge the bright ideas – Not all are right for you
  - Don’t take risks – its ok to say No!
  - Who is paying, how and when – is it a commercial activity? (How will you cover the cost)
  - Constitution & Aims of your organisation – do they fit?
  - s19 and s22 are bus permits not for carriage of goods – Do you have Insurance cover?
- We need to “be fit” for the race in 12 weeks
  - Friends and family of the organisation - FIRST
  - Take the chance to do some internal housekeeping
  - The customers will come back – Just keep in touch

AIM
To retain the strong demand for our services having built a credible and valued service organisation