SUSTAIN OUR SERVICE

“What is happening to our Community Bus”

Sadly, our community, finds itself in unprecedented times, so now is the time we need to support one another and sustain our service

FACTS

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

IMMEDIATE PLAN

• STOP - All non-essential journeys
• STOP – Bookings beyond 27th March 2020
• REDUCE Services to a minimum viable level operating by consolidating 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 through this pandemic
• START and DEVELOP thoughts and plans for the future

ACTIONS

• Commitment to restart as soon as safe to do so
• Scheme members – 3 or 6 month extension of paid subscription
• Advise all “Stakeholders” and regularly update
  o County, District, Borough and Parish Councils
  o Groups, Care & Residential Homes
  o Other Community Transport Providers locally

OPERATIONAL PLAN (wef 23/3/2020)

• Operating on Tuesday and Thursday only (max journey duration 60mins)
• Routes restricted to principal locations
  • Northampton - Town centre, Tesco, Morrisons & Sixfields
  • Banbury – Town centre, Morrisons and Gateway centre
• Booking line open to call and provide a sign posting service to assist customers 07799 522097
• Continue with “enhanced cleaning” regime to minimise contamination and spread of virus
• Ongoing we will
  o Review, revise, react to changing circumstances as quickly as possible
  o Plan ahead for relaunch or service variations and identify opportunities
  o Adhere to and communicate the advice from Government as best practice
  o Engage with Stakeholders and communicate regularly
  o Team catch up call weekly

With you on your journey!

We look forward to welcoming you back and connecting people with places

20 March 2020
Customer and Stakeholders communication
UPDATE 1

Email info@abilitycic.org.uk