

Restoring public confidence in public transport

Ali Bell – National Express West Midlands

Top things we are doing to keep you safe

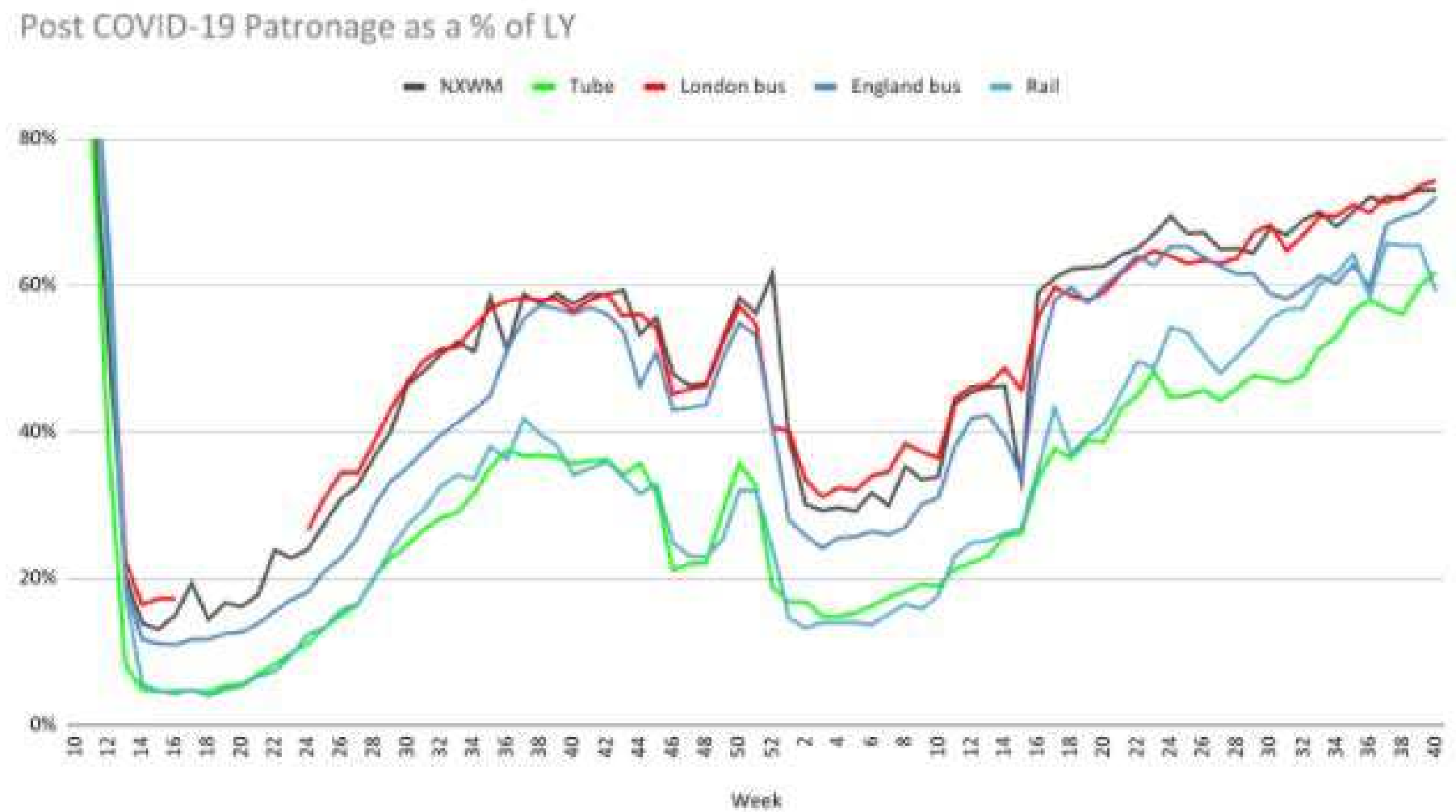
- Enhanced cleaning of shared surfaces with a long-lasting antimicrobial protective coating which is certified to kill Covid – it keeps working even between cleans.
- Cleaners jump on buses at key interchanges, town centres and bus stations
- Buses leave the depot with certain windows open to keep fresh air flowing through. On average, National Express West Midlands buses open their doors every 2 minutes.
- Cashless payments – contactless on the bus or tickets on our app
- All seats on the bus can now be used as normal.
- Drivers are behind the screen in their cabs. We give them gloves, hand sanitisers and wipes every day.

Top things customers can do to keep safe

- We expect customers to wear face coverings while travelling, unless exempt.
- You may also want to carry and use hand sanitiser too. Hand sanitiser is not provided on the bus.
- Plan your journey on our website or by downloading the Network West Midlands app, available on [android](#) and [iphone](#). Find your local stop, check a timetable and take a look at a map.
- Please wrap up warm as our buses might be colder than normal. Some windows will be open to keep fresh air flowing through the bus.

Passengers

Patronage is growing roughly a percentage each week.
Last week, NXWM commercial passengers (ie not senior citizens passes) were at 77% of 2019.



Growing passenger numbers even more

- Fares cuts - came in July 2021
- 3- and 7-day capping is now live
- Marketing campaign ➡
- October timetable changes have made punctuality better



Questions

I'm sorry I'm not here to answer them in person.
(Am I, though? Am I..? ➡)

Feel free to contact me -

ali.bell@nationalexpress.com

