

## Covid19 Public Transport Info - 25 Mar 2020.

These pages have been compiled on Wednesday 25th March by a private individual as a public service.

### BUSES

#### First Ipswich Reds (including Ipswich Park & Ride):

From Thursday 26th March 2020 **Temporary Monday to Saturday timetables (and some service suspensions) will take effect as shown below, until further notice.** Sunday & Public Holiday timetables will operate as normal.

	Daytime		Evening			
Service Number	Normal Frequency	Revised Frequency	Normal Frequency	Revised Frequency	Route Changes	
Ipswich Reds 60 60A Greenwich & Gainsborough - Ipswich Town Centre	every 10 minutes	no service	every 30 minutes	no service	---	Service Suspended
Ipswich Reds 64 65 & 63 Aldeburgh - Leiston - Saxmundham - Woodbridge - Ipswich	approx hourly	approx every two hours	---	---	None	<a href="#">Click here to download revised timetable (PDF)</a>
Ipswich Reds 66 66A Martlesham Heath - Grange Farm - Kesgrave - Ipswich Town Centre & Rail Station	every 20 minutes	every 30 minutes	every 30 - 60 minutes	hourly	None	<a href="#">Click here to download revised timetable (PDF)</a>
Ipswich Reds H66 67 Adastral Park Shuttle Services	peak times only	no service	---	---	---	Service Suspended

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<b>Ipswich Reds 75 76 77 X7 - Felixstowe Flyers Felixstowe - The Trimleys - Warren Heath - Ipswich</b>	every 15 minutes	<b>every 30 minutes</b>	hourly	<b>hourly</b>	All services will operate as 75 or 77. X7 and 76 routes suspended	<a href="#"><u>Click here to download revised timetable (PDF)</u></a>
<b>Ipswich Reds 88 Stowmarket - Needham Market - Ipswich</b>	every 30 minutes	<b>hourly</b>	---	---	None	<a href="#"><u>Click here to download revised timetable (PDF)</u></a>

**Ipswich Reds 59 & 70** will operate to normal timetables.

**Ipswich Park & Ride (service 800)** is currently suspended until further notice.

**It is expected that further timetable changes across other services will be implemented over the course of the coming week.** Details and timetables will be placed on this page as soon as they are available.

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### **Customer Information – Coronavirus COVID-19 19th March 2020**

As the Coronavirus COVID-19 continues to spread, we recognise and appreciate the increased uncertainty that this is causing. The situation has our fullest attention and the safety of our customers and colleagues is always our top priority.

#### **What are Ipswich Buses Doing?**

Our Management team are closely monitoring the current situation and taking advice from Central Government and industry bodies including the Confederation of Public Transport. Our priority is to protect the safety of our customers and our colleagues. In addition, we will continue to liaise closely with Central Government and Public Health England on any further steps we are required to take.

#### **Are Buses Services Still Operating?**

We recognise that many people still need to travel for essential reasons, and we will continue running our normal advertised timetables and service levels for the immediate future. If driver availability is significantly affected by the outbreak or there is a restriction

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placed on public transport operators by the government, then service levels will be reviewed. We'll give you as much notice as possible and will update the local press and radio as well as our own social media sites.

### **How are you protecting your staff, such as drivers?**

The safety of our colleagues and customers is our number one priority. We have implemented robust protocols to help stop the spread of the virus. We continue to remind all of our colleagues of the importance of hygiene good practice and, working with key suppliers, we are introducing additional cleaning materials across all of our sites. In addition, as with the main customer touchpoint areas, we are also increasing the frequency of cleaning within driver cabs and other areas our staff come into greater contact with.

### **Bus Cleaning & Hygiene**

Ipswich Buses are maintaining our existing, rigorous cleaning regime, but we have enhanced the cleaning of the parts on buses that people touch most, such as hand poles, bell pushes and inside the driver cabs. We have also issued all of our staff with extra PPE including gloves and hand sanitiser as well as reminding all employees regularly to follow Public Health England's advice of washing their hands regularly.

### **What Can You Do?**

We are urging all customers and employees to continue following Public Health England's advice related to coronavirus, which is available at [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus) and follow this advice:

- Before and after travelling, wash your hands with soap and water for at least 20 seconds, or use hand sanitiser if soap and water are not available. Find information about how to wash your hands effectively on the NHS website.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough and sneeze.
- If you have a high temperature or a new, continuous cough, stay at home and do not travel.
- If you normally pay with cash, switch to using contactless payment or download our free mobile phone APP to purchase bus tickets on your mobile phone.

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## **TRAINS**

The logo for Greater Anglia, featuring the word "greater" in red and "anglia" in blue, both in a lowercase, sans-serif font.

**Revised time table from Monday 23 March 2020: Last update: 22 March 2020**

### **REDUCED TIMETABLE DUE TO COVID-19 / CORONAVIRUS OUTBREAK**

With the government restrictions on travel resulting from the current coronavirus outbreak, the number of customers travelling on our services has reduced substantially, and it is no longer sensible for us to provide the usual levels of capacity on our train service. At the same time, we know that our services are critical to people who need to get to work to provide essential goods and services.

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With this in mind, in line with other train operators, we have developed a temporary train plan which will significantly reduce overall capacity, but will still allow people who need to, to reach their destinations throughout the day.

This train plan will be implemented from start of service on Monday 23rd March, and will run until further notice. A summary of the train plan is as follows:

### Revised Timetable

Service Route	Service
<b>Ipswich - Liverpool Street</b>	Hourly service see <a href="#">london - braintree colchester walton clacton harwich ipswich norwich. public timetable mon 230320 - fri 270320.pdf</a>
<b>Norwich-London (Intercity)</b>	Hourly service see <a href="#">london - braintree colchester walton clacton harwich ipswich norwich. public timetable mon 230320 - fri 270320.pdf</a>
<b>Norwich and Ipswich Rural</b>	Hourly service on all routes (except Ipswich-Peterborough) which remains every 2 Hours. Norwich - Stansted services will run only between Norwich and Cambridge.
<b>Southend Victoria</b>	Two trains per hour
<b>Southminster</b>	Hourly shuttle to/from Wickford
<b>Braintree branch</b>	Hourly shuttle to/from Witham
<b>Sudbury branch</b>	Hourly shuttle to/from Marks Tey
<b>Clacton/Walton on Naze and Colchester Town</b>	Hourly Walton-Thorpe shuttle. Hourly Clacton-Liverpool Street. Hourly Colchester-Colchester Town.
<b>Harwich branch</b>	Hourly Shuttle to/from Manningtree
<b>Cambridge- Liverpool Street</b>	Hourly service
<b>Stansted Express</b>	Hourly service
<b>Meridian Water- Stratford</b>	Suspended. Northumberland Park and Meridian Water placed on Hertford East service.
<b>Hertford East</b>	Two trains per hour to Stratford.

### Rural Routes

Norwich to Sheringham/Gt Yarmouth/Lowestoft and Cambridge are unchanged.

Norwich to Stansted Airport will terminate and start at Cambridge.

Ipswich to Lowestoft/Cambridge and Felixstowe are unchanged.

Ipswich to Peterborough will remain as a 2 hourly service.

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Due to the coronavirus outbreak, Greater Anglia is operating a reduced timetable for the foreseeable future.

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### EXPRESS COACHES



#### **Essential Travel - Timetable Changes -**

In line with Government advice, we are operating services for essential travel only. For more information about this, cancelled events and how to amend tickets please visit our [Live Service Updates page](#)

#### **Latest service updates**

In line with Government advice, we are asking all customers to stop all non-essential travel with immediate effect. As of Tuesday 24 March, we are running a reduced service for those with essential travel needs only.

If you're still planning to travel with us, we are putting the following measures in place. The health and wellbeing of our customers and staff remains our top priority.

- An extensive reduction to our timetables for essential travel only.
- No staff at the majority of our coach stations.
- Limiting capacity on services to 50% to help social distancing
- Enhanced cleaning of vehicles, ticket vending machines and other customer touchpoints at our stations.

We have also had to cancel a number of [event services](#) and suspended our [European services](#). If you have already booked with us, please see the options below.

#### **New timetables**

The following timetables will be in place from Tuesday 24 March. **Please note there are some local travel restrictions in place between certain stops.**

Existing services 250 (to/from Stansted & Heathrow Airports) and 481 (to/from Central London) are replaced by Service 816 Ipswich - Colchester - Stansted Airport - Central London. This runs twice a day.