



Covid-19 – What are we Doing?

During these unprecedented and difficult times, CTLA is doing everything it can to continue to deliver vital services to our regular customers and the wider community, whilst protecting our customers, staff and volunteers. Here is an update on the situation.

Vehicle cleaning

If you are travelling on one of our minibuses rest assured we are enhancing our normal high standards of cleaning. We are wiping all handrails and seats on every bus on a very regular basis with alcohol based cleansers and carrying out more regular deep cleans than usually required in an effort to prevent the spread of the Coronavirus through contact with common use surfaces. You can help us to keep our buses extra clean by also washing or sanitising your hands more frequently in line with government medical advice and before and after travelling on the bus wherever possible.

Services

Many of our regular customers fall into the various categories identified as vulnerable. Therefore it is not surprising that we are experiencing a high level of cancellations across the full range of our services.

At times we may have to cancel or operate Travel Club trips at relatively short notice, Dial-a-Ride services are continuing to run but in some cases to slightly reduced or altered hours of operation. We will advise all booked customers accordingly of any changes.

Local Bus services 131/132/145/246/248 and 249 are currently operating as normal

Most school services will be suspended after Friday 20th March until further notice but where we continue to operate parents and carers will be notified.

Additional Services

We are introducing some additions to the services that we can offer. In recognising the need for our clients to protect themselves and government advice to self-isolate we will be offering to provide a shopping and vital food supplies delivery service (subject to the availability of and any restrictions placed on the sale of foods by Supermarkets). We can also offer to collect and deliver our members prescriptions and medication. Please also contact our office during opening hours if you would like to find out more about these or you think we may be able to help you, an elderly family member or one of your elderly or vulnerable neighbours. Please also get in touch with the office if you would be willing to help out with this service as a volunteer.

We are also talking to local councils and other charities and not for profit community groups to see if there are any additional services that we can support. If you are involved in such a group and need help with transport contact us for a chat.

Keep up to date on the latest service changes on our website www.ctla.org.uk/news/bus-service-status-updates

Volunteering

Sadly the additional services that we are delivering do have a cost implication. Can you offer your support through volunteering some time to support our community efforts or by making a small donation to help us keep vital services running?