



Let's Go
Safely Together



and all spread out

Translink briefing for business

JULY 2020



Stay Safe | Save Lives



Introduction

Following the release of the NI Executive's Pathway to Recovery, Northern Ireland is working through the steps to reopen society. This guide is to help businesses and their employees plan their journeys on public transport for when they are ready to return.

Translink has been at the frontline throughout this crisis helping get people to where they need to be. Now as lockdown eases, we continue to play our part to help Northern Ireland recover safely and sustainably.

Safety is always our top priority and we have introduced a range of measures across our network to keep everyone safe.

Many people will see things look a bit different at stations and on-board and passengers may need to leave some extra time for their journey.

Be assured these changes are for everyone's protection, guided by the latest advice from the NI Executive and health experts because we want everyone to feel safe and confident when they need to use our services.

Here's what we're doing:



Face coverings:

Face coverings are now compulsory on-board all Translink bus and rail services and in stations. Some exemptions apply – see www.nidirect.gov.uk/articles/coronavirus-covid-19-face-coverings



Polycarbonate screens:

We have new screens fitted to our bus drivers' cabs and in stations to shield passengers and staff.



Hygiene:

Our front line staff all have gloves and hand sanitisers. They have also been provided with additional PPE equipment as required.



Hand sanitisers:

We have installed hundreds of public sanitisation points at most of our stations across the network.

CLEANING



**mobile
cleaning
teams**

on board services
throughout the day



multi-touch points

**disinfected
every 2 hours**

in main stations



new state-of-the-art **deep cleaning technology** to disinfect and decontaminate on board vehicles and in stations

SOCIAL DISTANCING

**PLEASE WAIT HERE UNTIL
BUS STOPS BEFORE GETTING OFF**



Here's what we're doing:



Cleaning:

We have rigorous deep cleaning regimes in place for our buses and trains and mobile cleaning teams are travelling throughout the day to keep multi-touch points clean.



Social distance measures:

As well as new signage in stations and on-board, we have a range of new systems in place to help passengers keep a safe social distance such as restricting entry, one-way access and queuing systems. [Watch Video](#)



SOCIAL DISTANCING



13k
signs

installed across
the network


Help us to help you

– what we ask of businesses

We are doing everything we can to ensure a safe and sustainable public transport network but we need businesses to help us by enabling employees to follow the latest NI Executive and Translink advice in the following ways:

- Please remind your staff that it is now compulsory to wear a face covering on-board Translink bus and rail services and in stations, although some exemptions apply.
- If employees can continue to work from home, this should still be done as far as possible.
- Wherever possible, please consider other sustainable forms of transport, such as walking or cycling, if these represent practical alternatives for relatively short journeys. This will help us keep the numbers travelling via public transport manageable and will assist with the ‘green recovery’.
- Despite the impact of COVID-19, the climate emergency is still with us. Translink is encouraging businesses and others to help Northern Ireland move towards a ‘greener’, low-carbon normality. By taking some simple steps to promote sustainable transport options for your staff, we can together help Northern Ireland progress towards a low-carbon future protecting our environment and enhancing air quality.

PPE

half a million  items of PPE ordered for our staff



Help us to help you

– what we ask of businesses

- Businesses can also help us keep bus and rail travel safe by staggering start and finish times for employees who cannot work from home and facilitating longer days wherever possible so that we can keep passenger numbers manageable and safe during peak times (ie, between 7:30am-9am and 4pm-6pm).
- If travel by public transport is unavoidable, please plan journeys in advance. You can do this easily by downloading the Translink NI app or using our website, www.translink.co.uk
- Please reinforce our travel advice amongst employees (as applicable to your sector/ nature of your work). This can be found online at: www.translink.co.uk/covid19update

Help your workers to walk and cycle as much as they can



If workers cannot work from home, encourage them to walk or cycle to and from work if possible.



You could consider installing more bike racks, providing additional changing facilities, or publicising a Cycle to Work scheme if you have one.

Encourage travel outside of peak hours



By staggering arrival and departure times for workers you can reduce congestion on the road and demand for public transport.



If you can, enable staff to travel outside of peak hours.



Keeping Everyone Safe

Things may look a little different at our stations and on board services as we've quickly made important changes to **keep everyone safe**.

Guided by the **latest government advice**, these measures are designed to **protect and reassure** you when you **need** to make a journey by bus or train.



Ways to pay

During these difficult times, we've limited contact between our staff and passengers as much as possible. One of the ways we are trying to do this is by encouraging passengers to use prepaid tickets such as mLink or multi-journey tickets and contactless credit or debit cards if purchasing at stations, on board the train from the conductor or Glider TVMs.

Please advise your staff that we have a 'no change' policy on board; passengers must tender the correct fare if paying by cash to the bus driver or train conductor on-board all services - there will be no change given to passengers on-board to reduce personal contact. Passengers buying tickets at bus and train stations will still be able to receive change, but are strongly urged where possible to contactless or prepaid ticket options or tender the exact fare to reduce the amount of cash handling.

Any surplus funds acquired as a result of this policy will be divided between NHS Charities Together and Cancer Focus NI, Translink's charity partner.

Enterprise/Goldline Cross Border

- Enterprise and Goldline cross-border tickets can still be purchased online.
- Any passenger needing to purchase a Goldline ticket on the day can buy at the station using card (contactless) or cash. We urge any passengers paying with cash to have the exact change to limit the contact between drivers/station staff and passengers.

NIR Weekly/Monthly/3 Day Select

- NI Railways tickets can be purchased at stations using contactless or cash – contactless payment is preferable.
- Tickets can also be purchased from conductors on-board the train using contactless or cash – if using cash, please remember the 'no change' policy. NI Railways tickets can also be purchased via our mLink app (available for [IOS](#) and [Android](#)) Weekly and Monthly Tickets can be purchased online when you [plan a journey](#).

Smartlink Cards

Smartlink Cards can be purchased online, in bus stations and selected Smartlink Agents - they can also be topped up in bus stations and selected [Smartlink Agents](#). Smartlink Cards can be purchased at the station using contactless or cash. Change can be given, although contactless is preferable. Weekly/Monthly tickets for Metro and Glider can also be purchased online or via our mLink app (available for [IOS](#) and [Android](#)). Smartlink cards needed for Ulsterbus journeys must be purchased at a station or any of the selected [Smartlink Agents](#)

iLink Cards

- iLink Cards can be purchased in any bus or train station and online when you [plan a journey](#).

mLink App

- The [mLink](#) app allows passengers to purchase tickets for NI Railways, Metro, Foyle Metro, yLink, 24+, Airport Express 300, Ulsterbus Craigavon and Goldline Services within Northern Ireland. Please note; on peak tickets can be purchased before 09:30 and off-peak tickets can be purchased after 09:30. Please also be aware that single tickets cannot be purchased on the app. [Find out more](#)



Let's go safely together...

The health and safety of our passengers, employees and the wider public is paramount, and we will continue to follow all public health instructions as issued by [PHA](#). Information is also available from [NI Direct](#). For the latest updates please follow us on [Twitter](#) or [Facebook](#).

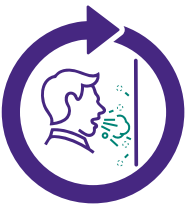
We will also continue to work with the Department for Infrastructure and the wider NI Executive in order to help Northern Ireland emerge at the other side of this ongoing situation and promote sustainable transport opportunities across the board.

Better times lie ahead, and public transport will be vital for the economic recovery of Northern Ireland, helping to connect communities and people with employment, education, healthcare, retail and leisure opportunities and restore vibrancy to our town and city centres and other districts

PROTECTIVE SCREENS

50 cough screens

have been installed in stations



100%

of the active bus fleet have been fitted with cough/protective screens

A wide range of exciting key projects, including the Belfast Transport Hub, the North-West Transport Hub in Derry~Londonderry and Glider phase 2, will provide significant focus on the value of public transport and the vital contribution it makes in our society.

We will also be ready to continue playing a key role in moving towards a zero-carbon future – the climate emergency is still with us and we're progressing work on low and zero emission technologies, ensuring public transport becomes even more sustainable in the years ahead. We want to encourage businesses to play their full part in the 'green recovery' as well, and look forward to working with you as we progress sustainable transport options together.

Please keep well and thanks for your ongoing support.

Let's Go Safely Together



Travel advice for employees



Face coverings are now compulsory on-board all Translink bus and rail services and in stations. Some exemptions apply.



Frequently wash or sanitise your hands



Maintain social distancing on board services & at busy entrances, exits, bus stops, platforms or outside of stations



Be prepared to queue or take a different entrance or exit at stations



Wait for the next service if you cannot safely keep your distance on board



Wait for passengers to get off first before you board



Respect other people's space while travelling



Avoid consuming food & drink on public transport where possible



Be aware of vulnerable* passengers who may require a seat or extra space



Travel outside peak times and stagger working hours if possible.



Use pre-paid tickets such as mLink, Smartlink, dayLink, iLink or contactless payments.

*pregnant, older and disabled people who may require a seat or extra space. Be aware that some individuals may have hidden disabilities.

Keep informed

For more COVID-19 travel updates

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