

UPDATE FROM FIRST YORK BUSES

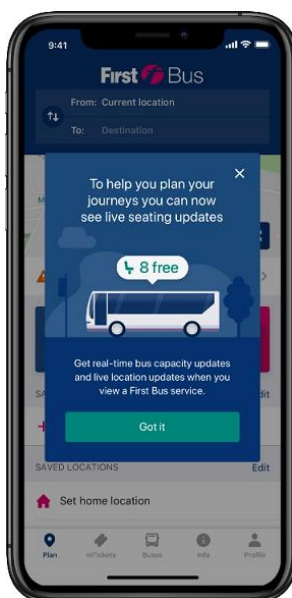
- First Bus App update now on iOS & Android platforms: enables customers to live-track bus journeys and see available capacity
- Sanitiser spray treatment now being used across the fleet in addition to the enhanced cleaning regime
- Video published to support customer advice

Following our last update, I would like to share further changes we've been making to keep our customers & colleagues safe whilst on board and maintaining our services running for essential journeys.

From the end of last month we introduced new timetables to help with safe, socially-distanced travel following the confirmation of crucial support to the bus industry. We have responded quickly to Government requests to maximise the amount of resource we can return which now stands at approximately 71% of pre-Covid mileage levels. We have concentrated on weekdays 7am to 7pm on the main corridors where capacity is likely to be under the greatest pressure due to social distancing. We recognise this is a constantly changing operating environment and we will continue to work closely with partners.

Please note, we are operating the majority of the City network with a reduced service on Park&Ride from Monks Cross, Rawcliffe & the Designer Outlet.

To help keep our customers informed, we have also updated our mobile app to provide capacity information by bus journey. The innovation uses the new passenger counting functionality with data from this system feeding directly to the First Bus app in real time. Customers can now live track the location of their next bus and see the number of available seats to make informed decisions about their essential journeys. Further information is available at <https://www.firstgroup.com/about-us/news/first-bus-announces-app-update-live-track-bus-capacity>



We have started to introduce a new, long-lasting sanitising treatment across the fleet which kills Coronavirus on surfaces. The new sanitiser, 'Zoono Z71' spray is being applied every 28 days. It is environmentally-friendly, uses no alcohol or dangerous chemicals, and is scientifically proven to be

highly effective against Covid-19. It is the latest addition to our already enhanced cleaning regime and safety procedures, making travel across the network safe for customers and drivers.

To support customers with all the latest advice on using bus services, we've produced a short video that is available on youtube <https://youtu.be/trO9TTCGkfg>

You will be aware that the Government has announced that face coverings are to become mandatory on public transport from Monday. Please note, the legislation will only apply to passengers and there will be no requirement for drivers to wear face coverings (in the cab). Wearing a mask can be considered a distraction while driving and in the cases of those that wear glasses, there is a risk of the lenses being steamed up while driving. It is also important to bear in mind that the driver is separated in the cab area by a cab screen. There is also a list of customers who may be exempt from the requirement to wear a face covering and this is available on the '.gov.uk' website. We will be following government guidance as to the level of enforcement required but it is expected that customers will want to comply.

Bus services will have a key part to play as and when restrictions are progressively eased and we will continue to work with local authorities and our industry partners on the safe resumption of services, reflecting levels of demand, and in keeping with government and public health authority guidelines.

I hope this update has been useful and I'd like to thank you for your continued support.

Brandon Jones

Head of External Relations (First Bus – North of England)