

Nottingham City Transport

Presentation to:

CGESC – 22nd February 2022



BRITAIN'S BEST BUS COMPANY Nottingham City Transport
5th Time WINNER ★★★★★
UK Bus Operator of the Year 2004 | 2012 | 2014 | 2016 | 2019
UKBUS Awardee
Awarded monthly quality badge

NCT Executive Team

David Astill, Rob Hicklin, Ben Potgieter



BRITAIN'S BEST BUS COMPANY

5th Time WINNER

UK Bus Operator of the Year



2004 | 2012 | 2014 | 2016 | 2019

Nottingham City
Transport



UK BUS
A W A R D
Awarding Quality & Safety

NCC Non- Executive Directors

Graham Chapman, Audra Winter,
Angharad Roberts, Phil Jackson



BRITAIN'S BEST BUS COMPANY Nottingham City Transport
5th Time WINNER ★★★★★
UK Bus Operator of the Year 2004 | 2012 | 2014 | 2016 | 2019
UK BUS A.W.A.R.D. Awarded monthly quality

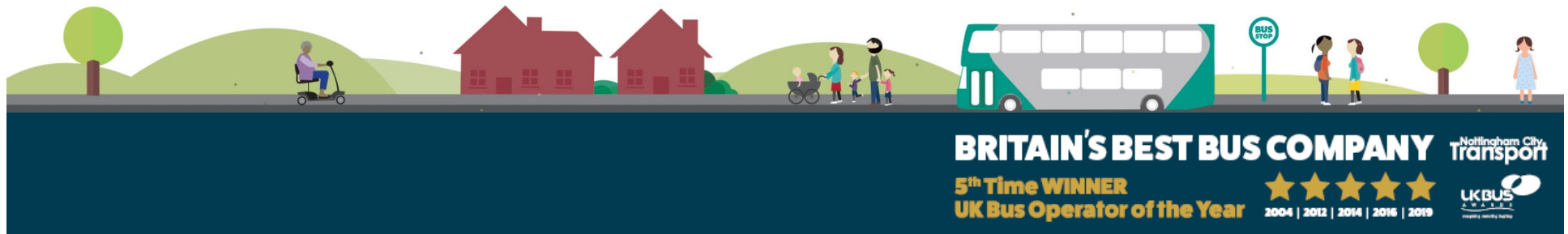
Two other non-executive directors

- Alex Hornby – Transdev PLC
- Barry Hutton – employee director



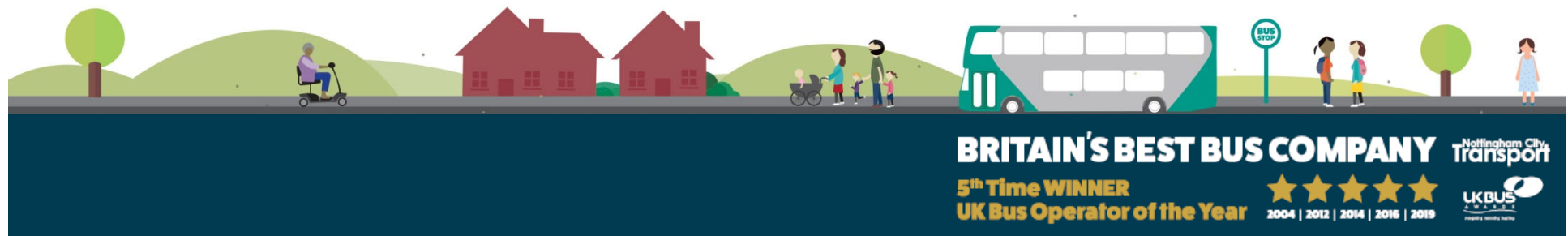
The Board

- Meets 5 times a year
 - 4 regular
 - 1 business planning – 3 year plan – shareholder agreement
- Monitors financial and operational performance – report form each area of the business
- “Board KPIs”
- Reviews the coming quarter



The last 2 years

- Q2 202 – 800 furloughed employees – skeleton service – 170 drivers volunteered
- Since July 2020 – near full service
- Financed by major government support - significant sector specific grants, as well as some “as normal” local/central government payments



Currently...

- “Stable” as we speak
- Patronage returning - NCT is about average, UK wise
- Cash flows acceptable
- Much depends on the next 12 months, the industry as a whole is waiting on further funding or the “cliff edge” will likely result in cuts to service to “balance the books”

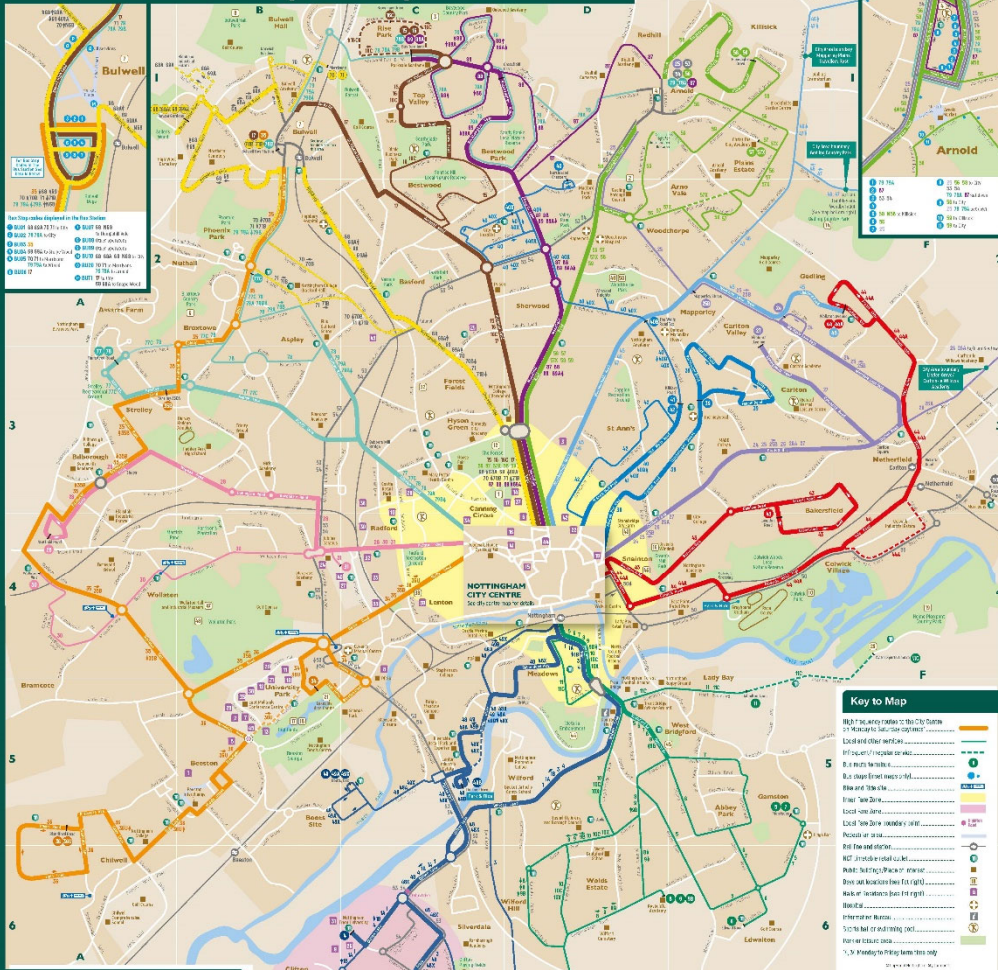


The next 2 or 3 years

- Return to necessary profitability
- Electric conversion of single deck fleet via ZEBRA funding
- Further CNG double deckers in 2022
- DD future?
- Supporting the City as it reshapes.



Nottingham City Transport Your frequent City bus network March 2020



Index to Area names & Places of Interest

Abbey Park	25	Asfordby	05	Beeston	03
Abbey Wood	27	Barnby Moor	02	Bestwood	04
Adwick	33	Bassingham	01	Bilborough	06
Alford	34	Belle Vue	04	Blythwood	07
Alton	35	Bentley	05	Bolton	08
Aspley	01	Berridge	06	Bramcote	09
Aspley Grove	02	Bilborough	07	Bramcote	10
Aspley Meadows	03	Bilborough	08	Bramcote	11
Aspley Park	04	Bilborough	09	Bramcote	12
Aspley Park	05	Bilborough	10	Bramcote	13
Aspley Park	06	Bilborough	11	Bramcote	14
Aspley Park	07	Bilborough	12	Bramcote	15
Aspley Park	08	Bilborough	13	Bramcote	16
Aspley Park	09	Bilborough	14	Bramcote	17
Aspley Park	10	Bilborough	15	Bramcote	18
Aspley Park	11	Bilborough	16	Bramcote	19
Aspley Park	12	Bilborough	17	Bramcote	20
Aspley Park	13	Bilborough	18	Bramcote	21
Aspley Park	14	Bilborough	19	Bramcote	22
Aspley Park	15	Bilborough	20	Bramcote	23
Aspley Park	16	Bilborough	21	Bramcote	24
Aspley Park	17	Bilborough	22	Bramcote	25
Aspley Park	18	Bilborough	23	Bramcote	26
Aspley Park	19	Bilborough	24	Bramcote	27
Aspley Park	20	Bilborough	25	Bramcote	28
Aspley Park	21	Bilborough	26	Bramcote	29
Aspley Park	22	Bilborough	27	Bramcote	30
Aspley Park	23	Bilborough	28	Bramcote	31
Aspley Park	24	Bilborough	29	Bramcote	32
Aspley Park	25	Bilborough	30	Bramcote	33
Aspley Park	26	Bilborough	31	Bramcote	34
Aspley Park	27	Bilborough	32	Bramcote	35
Aspley Park	28	Bilborough	33	Bramcote	36
Aspley Park	29	Bilborough	34	Bramcote	37
Aspley Park	30	Bilborough	35	Bramcote	38
Aspley Park	31	Bilborough	36	Bramcote	39
Aspley Park	32	Bilborough	37	Bramcote	40
Aspley Park	33	Bilborough	38	Bramcote	41
Aspley Park	34	Bilborough	39	Bramcote	42
Aspley Park	35	Bilborough	40	Bramcote	43
Aspley Park	36	Bilborough	41	Bramcote	44
Aspley Park	37	Bilborough	42	Bramcote	45
Aspley Park	38	Bilborough	43	Bramcote	46
Aspley Park	39	Bilborough	44	Bramcote	47
Aspley Park	40	Bilborough	45	Bramcote	48
Aspley Park	41	Bilborough	46	Bramcote	49
Aspley Park	42	Bilborough	47	Bramcote	50
Aspley Park	43	Bilborough	48	Bramcote	51
Aspley Park	44	Bilborough	49	Bramcote	52
Aspley Park	45	Bilborough	50	Bramcote	53
Aspley Park	46	Bilborough	51	Bramcote	54
Aspley Park	47	Bilborough	52	Bramcote	55
Aspley Park	48	Bilborough	53	Bramcote	56
Aspley Park	49	Bilborough	54	Bramcote	57
Aspley Park	50	Bilborough	55	Bramcote	58
Aspley Park	51	Bilborough	56	Bramcote	59
Aspley Park	52	Bilborough	57	Bramcote	60
Aspley Park	53	Bilborough	58	Bramcote	61
Aspley Park	54	Bilborough	59	Bramcote	62
Aspley Park	55	Bilborough	60	Bramcote	63
Aspley Park	56	Bilborough	61	Bramcote	64
Aspley Park	57	Bilborough	62	Bramcote	65
Aspley Park	58	Bilborough	63	Bramcote	66
Aspley Park	59	Bilborough	64	Bramcote	67
Aspley Park	60	Bilborough	65	Bramcote	68
Aspley Park	61	Bilborough	66	Bramcote	69
Aspley Park	62	Bilborough	67	Bramcote	70
Aspley Park	63	Bilborough	68	Bramcote	71
Aspley Park	64	Bilborough	69	Bramcote	72
Aspley Park	65	Bilborough	70	Bramcote	73
Aspley Park	66	Bilborough	71	Bramcote	74
Aspley Park	67	Bilborough	72	Bramcote	75
Aspley Park	68	Bilborough	73	Bramcote	76
Aspley Park	69	Bilborough	74	Bramcote	77
Aspley Park	70	Bilborough	75	Bramcote	78
Aspley Park	71	Bilborough	76	Bramcote	79
Aspley Park	72	Bilborough	77	Bramcote	80
Aspley Park	73	Bilborough	78	Bramcote	81
Aspley Park	74	Bilborough	79	Bramcote	82
Aspley Park	75	Bilborough	80	Bramcote	83
Aspley Park	76	Bilborough	81	Bramcote	84
Aspley Park	77	Bilborough	82	Bramcote	85
Aspley Park	78	Bilborough	83	Bramcote	86
Aspley Park	79	Bilborough	84	Bramcote	87
Aspley Park	80	Bilborough	85	Bramcote	88
Aspley Park	81	Bilborough	86	Bramcote	89
Aspley Park	82	Bilborough	87	Bramcote	90
Aspley Park	83	Bilborough	88	Bramcote	91
Aspley Park	84	Bilborough	89	Bramcote	92
Aspley Park	85	Bilborough	90	Bramcote	93
Aspley Park	86	Bilborough	91	Bramcote	94
Aspley Park	87	Bilborough	92	Bramcote	95
Aspley Park	88	Bilborough	93	Bramcote	96
Aspley Park	89	Bilborough	94	Bramcote	97
Aspley Park	90	Bilborough	95	Bramcote	98
Aspley Park	91	Bilborough	96	Bramcote	99
Aspley Park	92	Bilborough	97	Bramcote	100

Scale of map

Days Out Location List

1. Alford	11. Aspley Park	21. Nottingham Park
2. Aspley Park	12. Aspley Park	22. Nottingham Park
3. Aspley Park	13. Aspley Park	23. Nottingham Park
4. Aspley Park	14. Aspley Park	24. Nottingham Park
5. Aspley Park	15. Aspley Park	25. Nottingham Park
6. Aspley Park	16. Aspley Park	26. Nottingham Park
7. Aspley Park	17. Aspley Park	27. Nottingham Park
8. Aspley Park	18. Aspley Park	28. Nottingham Park
9. Aspley Park	19. Aspley Park	29. Nottingham Park
10. Aspley Park	20. Aspley Park	30. Nottingham Park

Halls of Residence

1. Aspley Park	11. Aspley Park	21. Nottingham Park
2. Aspley Park	12. Aspley Park	22. Nottingham Park
3. Aspley Park	13. Aspley Park	23. Nottingham Park
4. Aspley Park	14. Aspley Park	24. Nottingham Park
5. Aspley Park	15. Aspley Park	25. Nottingham Park
6. Aspley Park	16. Aspley Park	26. Nottingham Park
7. Aspley Park	17. Aspley Park	27. Nottingham Park
8. Aspley Park	18. Aspley Park	28. Nottingham Park
9. Aspley Park	19. Aspley Park	29. Nottingham Park
10. Aspley Park	20. Aspley Park	30. Nottingham Park



BRITAIN'S BEST BUS COMPANY Nottingham City Transport

5th Time WINNER
UK Bus Operator of the Year

★★★★★
2004 | 2012 | 2014 | 2016 | 2019

UK BUS
Awards
Awarded Quality Status



Bus Driver of the Year

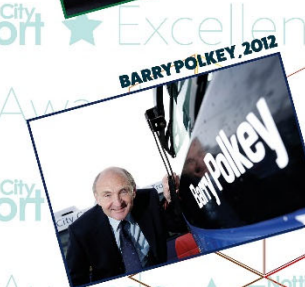
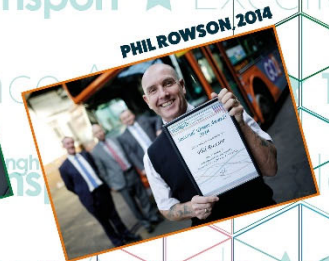
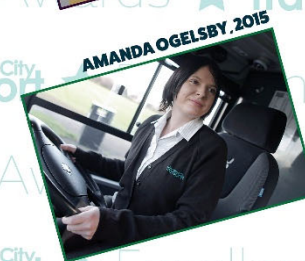
Nottingham City
Transport

Excellence Awards

2020

Celebrating the fantastic contributions
made by employees across NCT.

GARY PARR, 2019



BRITAIN'S BEST BUS COMPANY

Nottingham City
Transport

5th Time WINNER

UK Bus Operator of the Year

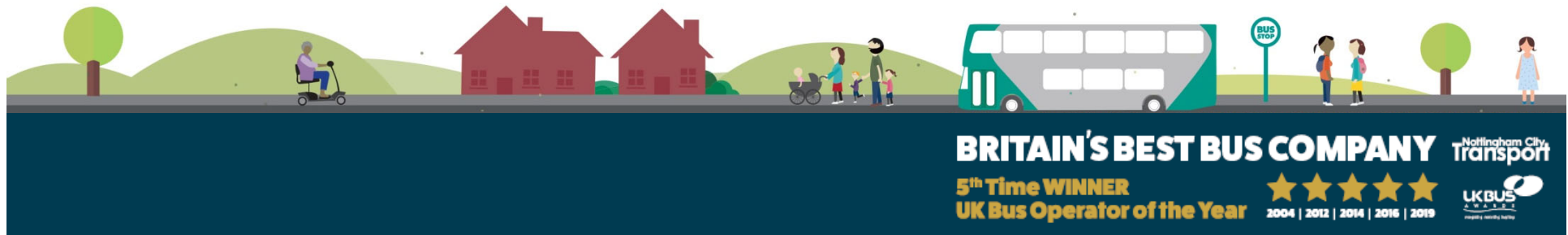


2004 | 2012 | 2014 | 2016 | 2019

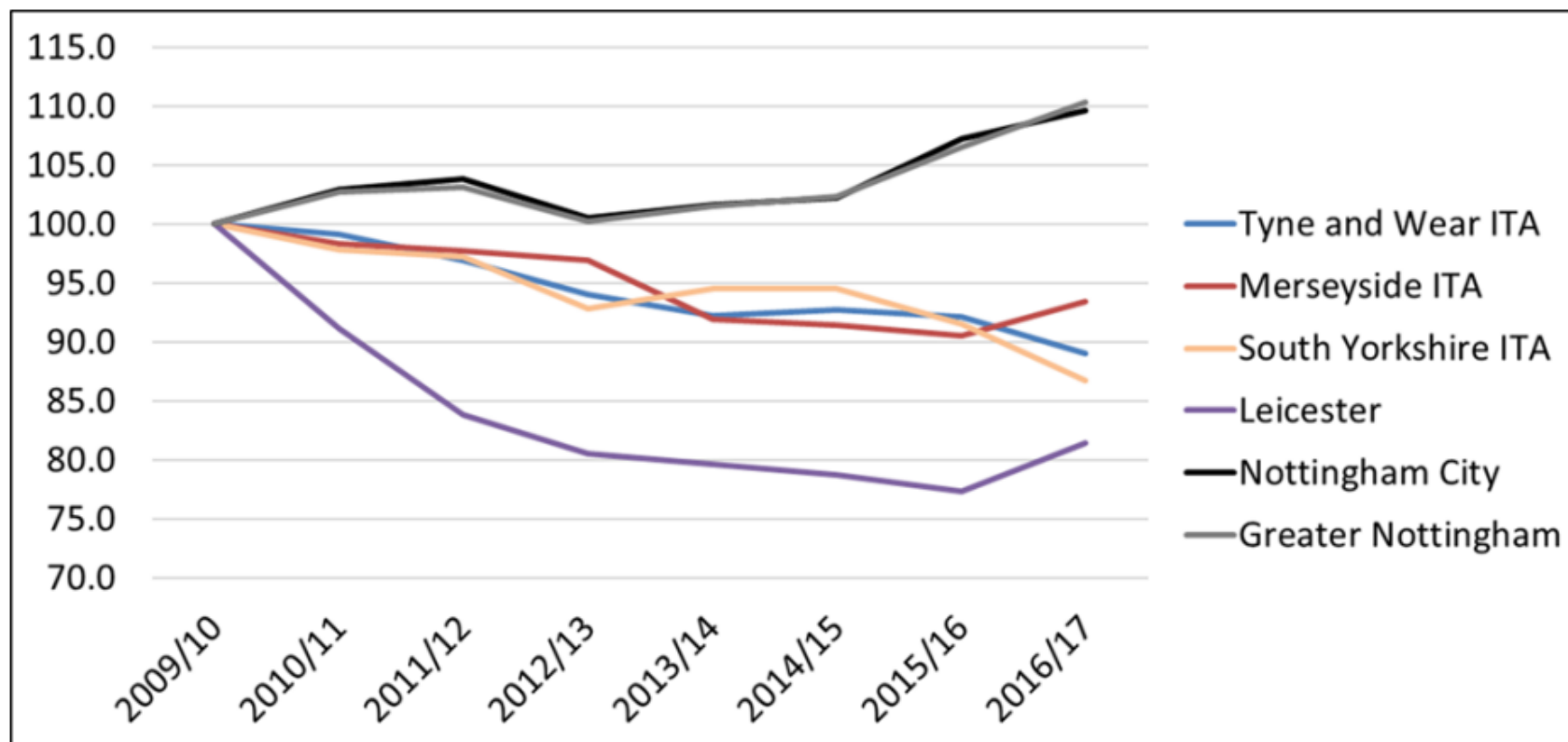


Service Features

	Turning Up On Time	Running Frequently	Having Friendly Drivers	Able to Get a Seat	Offering Value for Money
Importance	1	2	3	4	5
2018	88% ↑	90% ↑	92% ↑	91% ↑	88% ↑
Previous 3 Years					
2017	81% ↑	87% ↑	90% ↑	87% ↑	87% ↑
2016	71% ↓	86% ↓	87% ↔	76% ↓	76% ↓
2015	84% ↑	89% ↑	87% ↓	87% ↔	84% ↑
10 Year High					
-	88% (2018)	90% (2018)	92% (2018)	91% (2018)	88% (2018)



Public Transport Patronage Changes



BRITAIN'S BEST BUS COMPANY
5th Time WINNER
UK Bus Operator of the Year

Nottingham City Transport
UKBUS
2004 | 2012 | 2014 | 2016 | 2019

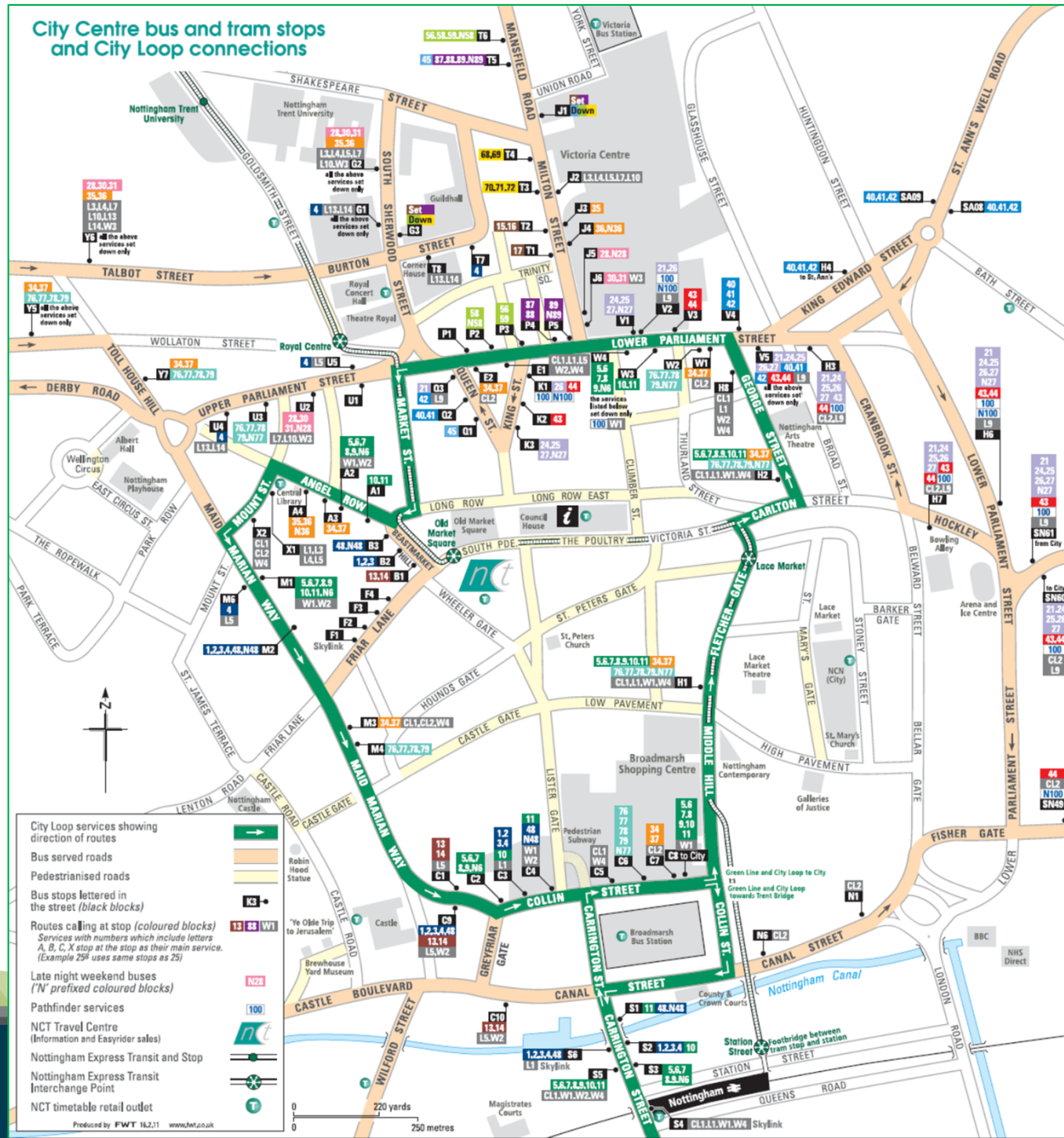


BRITAIN'S BEST BUS COMPANY Nottingham City Transport
5th Time WINNER ★★★★★
UK Bus Operator of the Year 2004 | 2012 | 2014 | 2016 | 2019

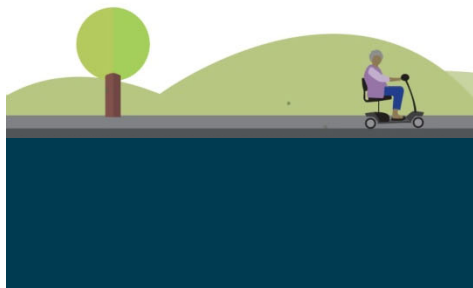




City Centre bus and tram stops and City Loop connections



- City Loop services showing direction of routes
- Bus served roads
- Pedestrianised roads
- Bus stops lettered in the street (black blocks)
- Routes calling at stop (coloured blocks)
- Services with numbers which include letters A, B, C, X stop at the stop as their main service. (Example 25R uses same stops as 25)
- Late night weekend buses ('N' prefixed coloured blocks)
- Pathfinder services
- NCT Travel Centre (Information and Easyrider sales)
- Nottingham Express Transit and Stop
- Nottingham Express Transit Interchange Point
- NCT timetable retail outlet



Simple fares!

- £1.30 U19 single
- £2.50 U19 Cityrider all day
- £1.50 adult short hop
- £2.40 adult single
- £4.40 Cityrider all day
- £6.00 Group rider (up to 5)



Smartcard payments

- Introduced 'smartcard ticketing' in 2000
- Easyrider Everyday – adult, U19, Student
- Easyrider Anyday – adult, U19, Student
- Concessionary free travel
- 2/3 of all transactions

10/06/19 09:31
Easyrider Staff Plus
Expires soon: 11/06/19
Please top up
transport

10/06/19 09:32
Senior Citycard
Expires: 18 April 2023
transport

10/06/19 09:30
Easyrider Everyday Further Adult
Sorry, your card has been used within the last 5 minutes and is not valid for travel
transport

BRITAIN'S BEST BUS COMPANY
5th Time WINNER
UK Bus Operator of the Year 2004 | 2012 | 2014 | 2016 | 2019

Nottingham City Transport
UK BUS
A W.A.S.E. Award
Awarded for quality service

NCT App & Mobile ticketing

50% of day tickets now Purchased through the App.

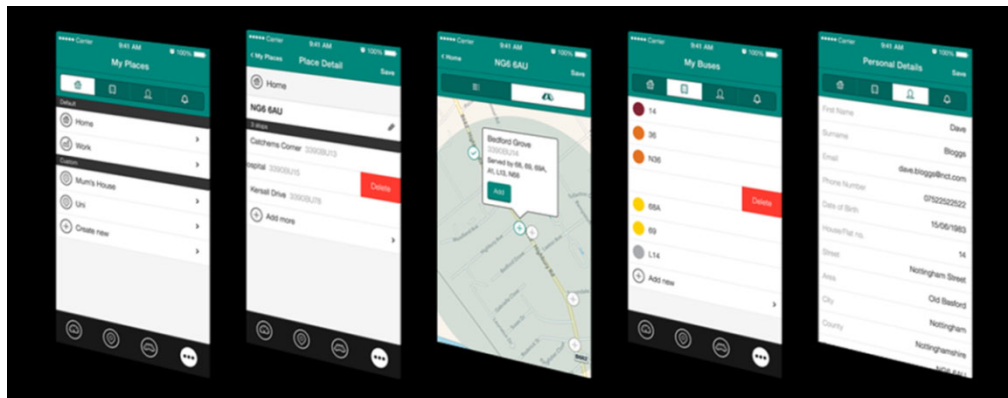


NCT Buses

Discover your official NCT Buses app

Featuring:

- Personalised departure boards • Intuitive Journey Planner • Full timetables
- My Account integration • Accessibility tested • Multi-stop Departure Boards



4G FOR MORE FUN!
Enjoy being on the move, with our improved, faster 4G WiFi

WHICH ROUTES HAVE FASTER, BETTER WIFI?
4, 28, 31, 34, 36, 43, 58, 68/69, 77, 100

COMING SOON...
1, 2/3, 48

Some of our spare buses also have free Wi-Fi on them, look out for the "Free Wi-Fi" logo as you board.

FREE WiFi

ENJOY YOUR JOURNEY
0115 950 60 70 | www.nctx.co.uk

Nottingham City Transport



BRITAIN'S BEST BUS COMPANY Nottingham City Transport

5th Time WINNER ★★★★★

UK Bus Operator of the Year 2004 | 2012 | 2014 | 2016 | 2019

UK BUS A W A S E

Member of the Quality Standard

Multi-operator “integrated ticketing”

An illustration of a community scene with a person on a scooter, houses, a family with a stroller, a bus, a bus stop sign, and children.

BRITAIN'S BEST BUS COMPANY Nottingham City Transport
5th Time WINNER ★★★★★
UK Bus Operator of the Year 2004 | 2012 | 2014 | 2016 | 2019
UKBUS A.W.A.R.D. Award of Excellence

Modern Buses & the decarbonisation agenda



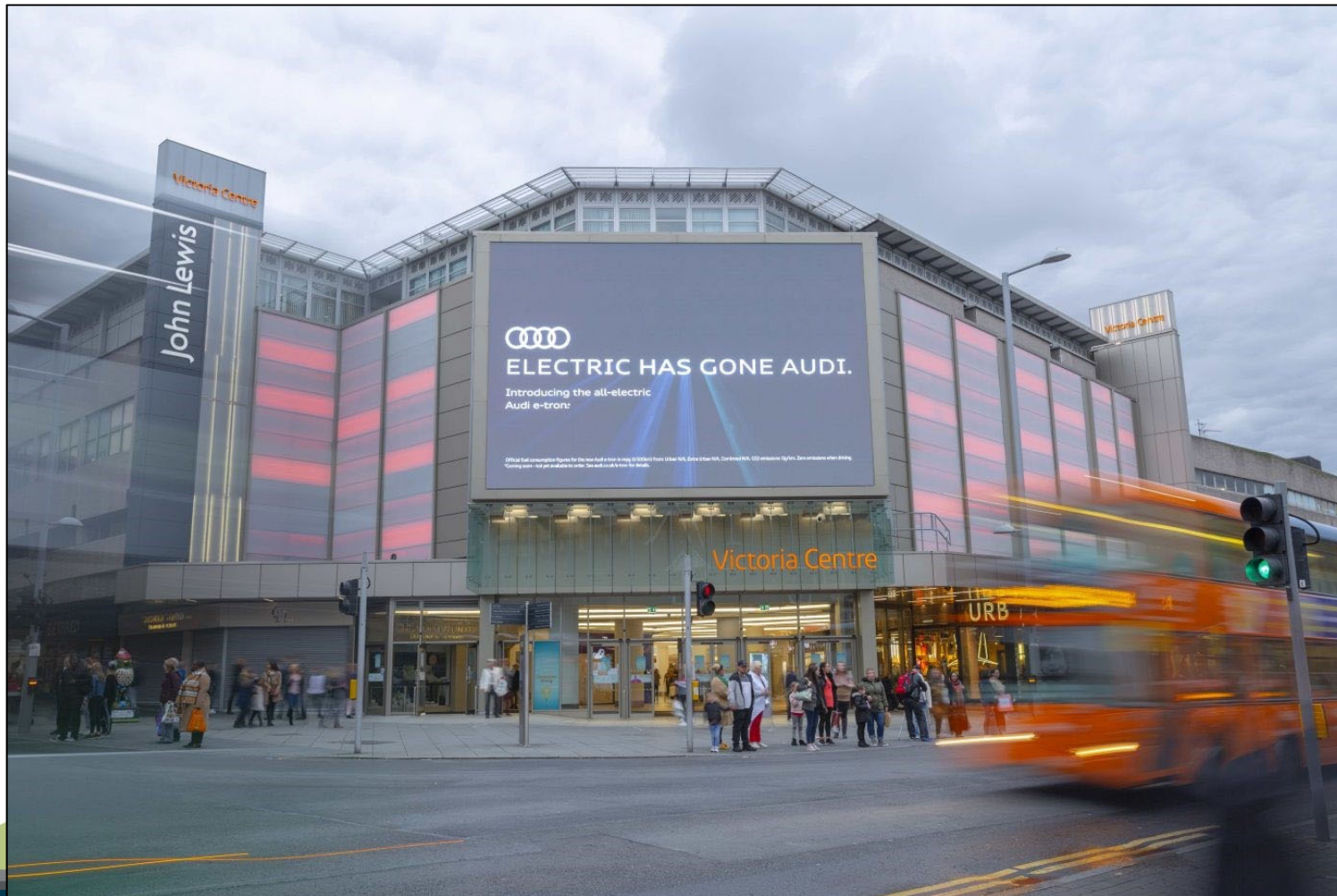
BRITAIN'S BEST BUS COMPANY Nottingham City Transport
5th Time WINNER ★★★★★
UK Bus Operator of the Year 2004 | 2012 | 2014 | 2016 | 2019
UKBUS
Awards
Awarded monthly quality awards

Modern Buses & the decarbonisation agenda



BRITAIN'S BEST BUS COMPANY Nottingham City Transport
5th Time WINNER ★★★★★
UK Bus Operator of the Year 2004 | 2012 | 2014 | 2016 | 2019
UK BUS AWARD
Awarded monthly quality badge

Bus travel is a derived demand.....



BRITAIN'S BEST BUS COMPANY
5th Time WINNER
UK Bus Operator of the Year



2004 | 2012 | 2014 | 2016 | 2019

Nottingham City
Transport





Nottingham City
Transport

Coronavirus Update



BRITAIN'S BEST BUS COMPANY Nottingham City Transport

5th Time WINNER ★★★★★

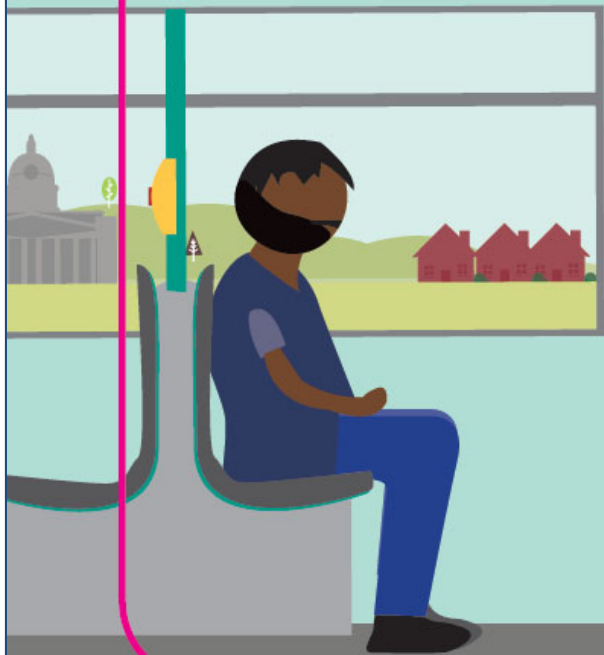
UK Bus Operator of the Year 2004 | 2012 | 2014 | 2016 | 2019

UKBUS
Awards
Awarding Quality Service



BRITAIN'S BEST BUS COMPANY Nottingham City Transport
5th Time WINNER ★★★★★
UK Bus Operator of the Year 2004 | 2012 | 2014 | 2016 | 2019
 UK BUS A.W.A.R.E. Award for Accessibility
 Awarded monthly safety

KEEP ME OPEN



Please keep this window open for ventilation.



BRITAIN'S BEST BUS COMPANY

Nottingham City Transport

5th Time WINNER

UK Bus Operator of the Year



2004 | 2012 | 2014 | 2016 | 2019



Member of the UK Bus Awards

'Recovery Partnerships'



- * removal of social distancing
- * strong pro-public transport messages
- * passenger numbers to have returned in significant numbers



WELCOME BACK on the Bus



Nottingham City
Transport



Clean, green, safe travel
around Nottingham with NCT



BRITAIN'S BEST BUS COMPANY

Nottingham City
Transport

5th Time WINNER

UK Bus Operator of the Year



2004 | 2012 | 2014 | 2016 | 2019



Thankyou for your attention

Questions?

