

UKTram appoints new non-executive director

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Experienced light rail customer services professional Jo Bentley has been announced as a non-executive director at UKTram.

Jo recently returned to Nottingham Trams Limited as head of customer experience.

After being a customer service manager, Jo went on to work for Keolis in Doha. There, she set up a new customer experience department to prepare for the opening of the Metro ahead of 2022's World Cup.

When she returned to the UK, Jo stayed in the transport sector, working for National Express, before re-joining Nottingham Trams earlier this year.

George Lowder, chairman of UKTram, said: "Jo brings with her a wealth of experience, and this appointment will further strengthen the UKTram board."

"Her perspective on the customer experience will be particularly valuable as we strive to deliver a bold vision for light rail that promotes tramways and similar transit systems as an effective way to boost urban connectivity, attract investment and improve the environment."

Jo said: "I am delighted to have the opportunity to support UKTram in presenting a 'single voice' for the light rail sector.

"It is exciting to be involved in the development of a coordinated and structured approach in several key areas, and I am confident that my experience will contribute to the presentation of powerful arguments for the future development of light rail across the UK."