

CallConnect Update to Town and Parish Councils

CALLCONNECT
CONNECTING RURAL
COMMUNITIES IN
NORTH LINCOLNSHIRE

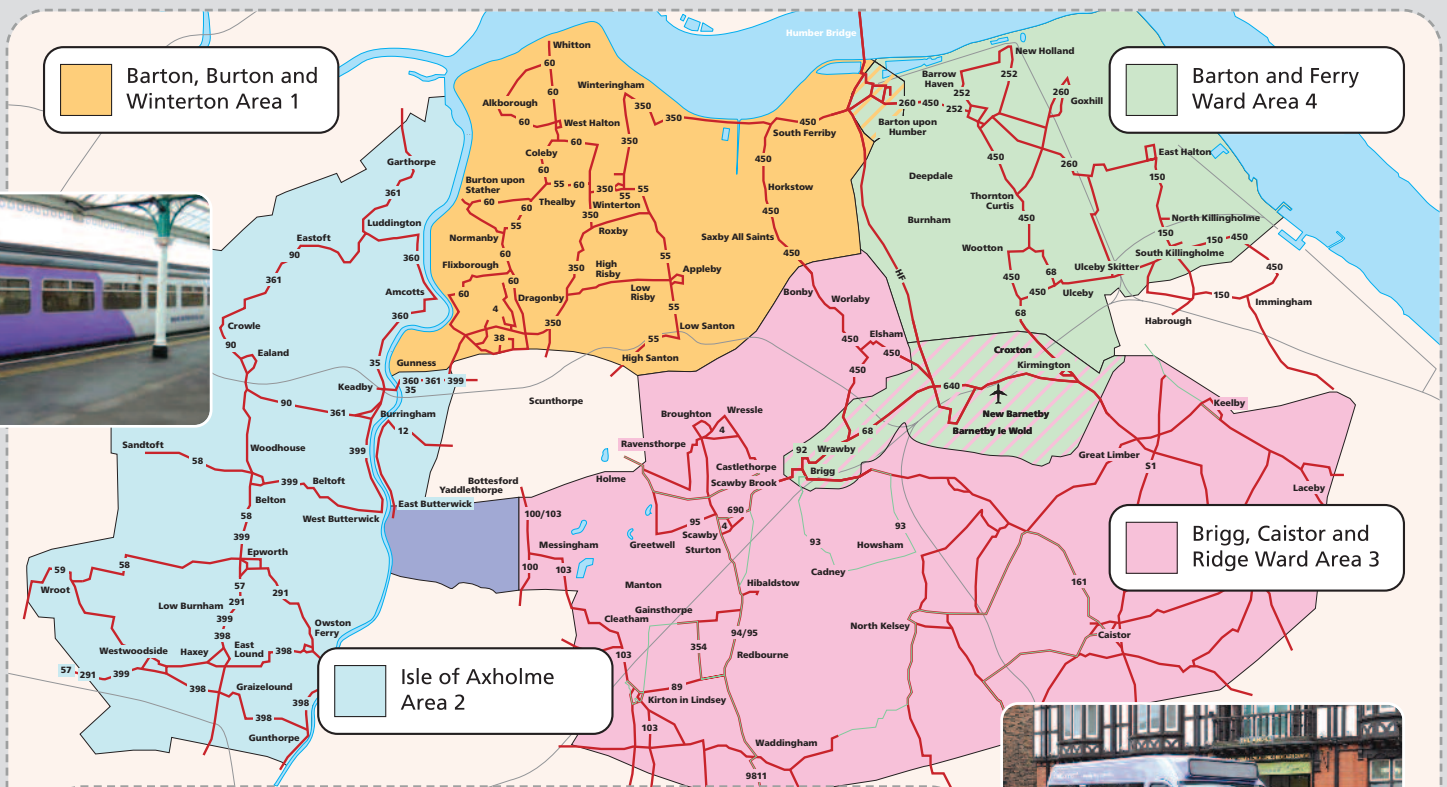


The Government has awarded £500,000 for transport initiatives, including CallConnect, to North Lincolnshire. Working in partnership with Lincolnshire County Council we have extended the award winning CallConnect service into North Lincolnshire. This new service will

help residents with limited transport to get to work, leisure or health appointments.

North Lincolnshire is divided into 5 Areas. Four of the areas are new CallConnect areas. East Butterwick is to be included in the existing

Gainsborough Call Connect area. The first of the new areas to benefit from this type of service was the Brigg, Caistor and the Ridge ward area. This is Area 3 shown in pink.



The Brigg, Caistor and Ridge CallConnect started on 15 February, 2016 and there has been a steady increase in passenger usage. Popular places visited are Brigg Garden Centre, Brigg Market, Barnetby train station and the service is also used for health appointments in Brigg.

Barton and the Ferry Ward, Area 4 launched on 23 May and Barton, Burton and Winterton, Area 1 launched on 20 June with the Isle of Axholme, Area 4 on 4 July. Roadshows were held before the launch and we will continue to hold further roadshows during the year.



CallConnect Update to Town and Parish Councils

HOW DO I USE IT?

There are 5 easy steps needed:

- 1 Register your details by calling 0345 263 8139 or go to www.northlincs.gov.uk/callconnect, we will then issue you with your membership number.
- 2 When you want to make a booking, simply call or go online and let us know what journey you would like to make. We will need to know the day and times you require, number of passengers and a pick up location and destination.
- 3 We will confirm your journey times subject to availability. If we are not able to offer you the exact times you need, we will suggest the nearest available.
- 4 Go to the pick up point on the day and time you were given when the booking was made. Please note: the CallConnect service can run up to 10 minutes late.
- 5 Get on the CallConnect bus and pay your fare or show your concessionary pass. Enjoy your journey!

This publication can be made available on request in alternative formats and languages. Please telephone 01724 297460 for details.

So, how does it work?

This new type of bus service operates in a different way to a conventional bus service. There are no set routes and no set times; it responds to passenger demands. YOU tell the bus where and when you want to travel.

Who can use it?

Everyone! The service can be used by any member of the public, from parents with children, teenagers, older people and people with mobility or disability problems. It is a normal public bus service.

Where can I go?

The CallConnect service can be used on local journeys, eg, doctors, hairdressers, leisure centre, shopping, local attractions, or lunch..

It can also be used to connect to other bus services so that longer journeys can be made. These can be at bus interchanges, bus stops, rail stations and at Humberside Airport. In fact, we have already taken 13 adults with children to the Fun Forest at Brigg during the school holidays.



When does it operate?

The service operates from 7am to 7pm Monday to Friday and from 8am to 6pm on Saturday.

When can I book?

You can make a booking up to seven days in advance and on the same day within a minimum of one hour's notice. All bookings are subject to availability.

Who do I contact for more information?

You can visit our website www.northlincs.gov.uk/callconnect, or telephone Public Transport on 01724 297460. We can help with registrations, leaflets, roadshow dates, journey information etc.



OPENING TIMES

Booking Centre Opening Hours

Bookings and Helpline:
8am - 6pm Monday - Friday
9am - 4pm Saturday

Same Day Bookings, Cancellations and Operating Information:

7am - 7pm Monday - Friday
8am - 5pm Saturday

To find which CallConnect service is available in your area please call 0345 263 8139 or get online at www.northlincs.gov.uk/callconnect