

# How do I use the service?

## 1: Sign up

It's free to sign up for the Phone 'n' Ride service. Register via the app or call the team on 01472 324440.

All new wheelchair users will need to have completed and passed a wheelchair safety assessment prior to travel. Contact the team to arrange this free assessment.

## 2: Book your journey

Once you have registered you can make your booking on the app or over the phone, as simple as that.

## 3: Ride

### Journeys via the app

At the time of booking, you will initially be given a 20-minute pick-up window on the app. You will also receive a reminder of your booking the night before.

Approx. 30 minutes before your trip you will receive a text message from us providing a more accurate collection time.

The app will count down the minutes to your vehicle's arrival by showing your buses location in real-time, and you'll be notified when the vehicle is 10 minutes away, and notified again when the bus arrives at the pick-up point.

Make sure you're at the pick-up spot when the vehicle arrives!

### Journeys via a phone booking

You will receive a message to your mobile phone or landline the day before you're due to travel with your estimated booking window.

Please be ready at your pick-up point a couple of minutes before you're due to travel, pay your fare or show your concessionary bus pass and enjoy the journey.

**If your vehicle has not arrived within your booking window, please contact the team.**

## New features with the app...

- You can track your vehicle's route
- Bookings can be made 24/7 up to 1 hour in advance
- 20-minute pick-up window
- Notification alerts – via text message
- Pre-pay journeys in advance

Scan below to find out more



## Contact the Phone 'n' Ride Team

Online: [www.phonenride.com](http://www.phonenride.com)

Email: [phonenride@nelincs.gov.uk](mailto:phonenride@nelincs.gov.uk)

Telephone: **01472 324440**

Post: **Phone 'n' Ride, Traffic and Transport Team, Equans, New Oxford House, 2 George Street, Grimsby, North East Lincolnshire, DN31 1HB.**



Working in partnership

The Phone 'n' Ride service is delivered by North East Lincolnshire Council's delivery partner, Equans.



## THE BUS YOU BOOK

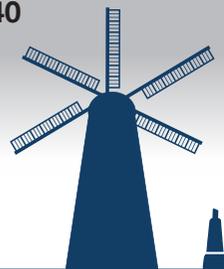


### BOOK BY APP



### BOOK BY PHONE 01472 324440

Phone lines are open Monday to Friday 8.30am to 5pm, except bank holidays.



## What is Phone 'n' Ride?

The Phone 'n' Ride service runs from Monday to Saturday between 6:30am and 6:30pm throughout North East Lincolnshire. The service has no fixed route or timetable, making pick-ups and drop-offs on-demand.

All vehicles are low floor suitable for wheelchair access but are not suitable for powered scooters.

## How do I book a journey?

Journeys can be booked on the app or by phone on 01472 324440.



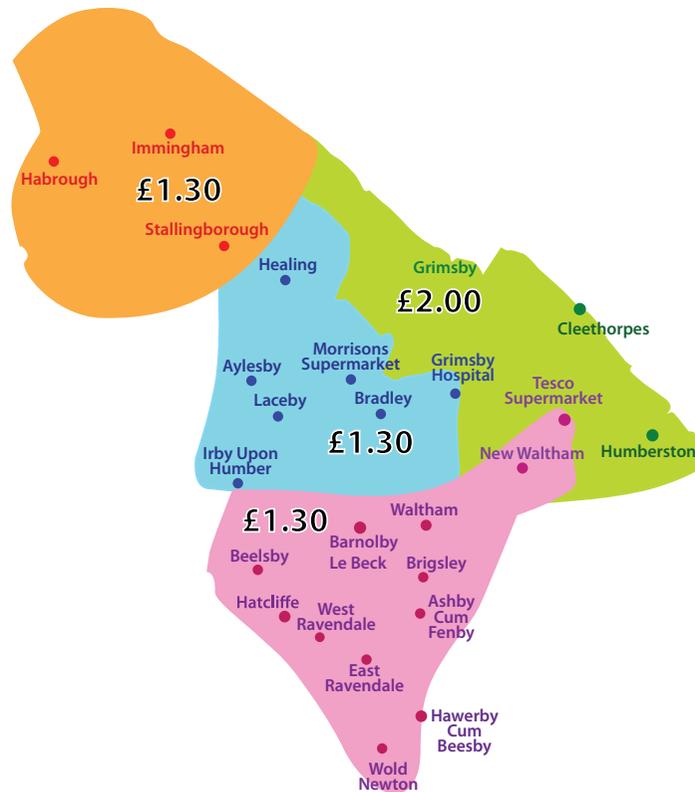
## How do I cancel my journey?

To cancel your journey, either amend your booking on the app or call the friendly team during office opening hours on 01472 324440.

Journeys must be cancelled at least 24 hours before you are due to travel. Cancelling your journey with advance notice helps us to support other passengers with their travel requests.

If you are travelling outside office opening hours (Monday to Friday 08.30am to 5pm) and your bus has not arrived, please call 01472 324440. This number will automatically divert to Stagecoach who will be able to assist you. Please note during out-of-office hours, Stagecoach cannot assist with advance bookings, advance cancellations or general queries as these must go through to the team during office opening hours.

## Phone 'n' Ride Fare map



## How much will my journey cost?

Fares are based on zones and are shown on the fare map. All fares shown on the map are single adult fares.

- A journey made in the green zone would only cost £2.00
- A journey crossing the pink and blue zones would cost £2.60

Holders of a valid National Concessionary Fare Pass can use the Phone 'n' Ride service for free in line with the rules governing the scheme.

## Comments and suggestions

The Phone 'n' Ride service always welcomes comments and suggestions from passengers about their journeys. We are committed to reviewing the service in line with the passenger's comments and suggestions. Please submit your feedback at [www.phonenride.com](http://www.phonenride.com).

For any accidents, incidents or driver feedback, email service operator Stagecoach East Midlands at [eastmidlands.enquiries@stagecoachbus.com](mailto:eastmidlands.enquiries@stagecoachbus.com), alternatively you can call them on 0345 6050605.