

PHONE 'N' RIDE - FREQUENTLY ASKED QUESTIONS

What is Phone 'n' Ride?

Phone 'n' Ride is an on-demand bus service. Unlike a typical public bus service, Phone 'n' Ride doesn't follow a fixed route. Instead, our smart technology adjusts the route in real-time depending on where passengers need to travel at the time of booking and picks up anyone travelling in the same direction along the way.

When you're ready to travel, book your journey via the Phone 'n' Ride app or over the phone on **01472 324440**.

Once boarded, your journey may be combined with other passengers heading in the same direction. Please always allow up to 50 minutes travel to your destination as you may not always be travelling alone – as the service is demand responsive there may be other passengers to collect and drop off on route to your destination.

Where and when does Phone 'n' Ride operate?

Phone 'n' Ride covers all areas of North East Lincolnshire.
The service operates Monday to Saturday between 6.30am and 6.30pm.

How do I create a Phone 'n' Ride customer account?

If you are already registered with the Phone 'n' Ride service, you do not need to create a new account. A new account can either be created on the app. For passengers without a smart phone registration can be made by calling the team direct 01472 324440 to create a Phone 'n' Ride account.

Phone 'n' Ride supports users who require a wheelchair. If you have a wheelchair or need additional mobility help, please call the team on 01472 324440 before making your first booking. Before travelling with a wheelchair for the first time, you will need to have passed the free wheelchair assessment which can be arranged by telephoning 01472 324440 or by emailing the team with full details of the wheelchair: phonenride@nelincs.gov.uk.

How do I create a Phone 'n' Ride customer account on the app?

Follow these steps to travel with Phone 'n' Ride using your mobile phone and the Phone 'n' Ride app:

1. Download the Phone 'n' Ride app from the Apple Store or Google Play Store.

Apple: <https://apps.apple.com/us/app/phonenride/id1667843376>



Google: <https://play.google.com/store/apps/details?id=ridewithvia.lincolnshire.UK.Phone.N.Ride>



2. Click on the 'Get Started' button on the home screen of the app.

3. Enter the requested information on the first page of this screen. Click 'Next' to move to the second page.

If you don't have a smartphone, you can create an account by calling our team on **01472 324440**.

If you have special requirements, such as mobility restrictions or other disabilities that you'd like our drivers to be aware of, please call **01472 324440** so that we can update your account.

It should be noted that passengers using the app can only change their name, email address and phone number. All other personal information will need to be updated by telephoning **01472 324440**.

How early can I book a trip?

Trips can be booked 14 days in advance (applies to both the call centre bookings and Phone 'n' Ride app bookings).

How many people can travel on a Phone n Ride bus at any one time?

Up to 13 people and one wheelchair can travel on a Phone n Ride bus at any one time.

Can I make a group booking?

All group bookings are to be made via the Phone 'n' Ride Team by calling **01472 324440** or by email the team at phonenride@nelincs.gov.uk. Please make it clear the request is for a group booking when contacting us. Group booking guidelines:

- At least 5 people travelling together between any two locations within the Phone 'n' Ride operation area at the same time during normal operational hours.
- Maximum vehicle capacity is 13 seated passengers and there is also one space for a wheelchair passenger to remain travelling seated in the wheelchair (all wheelchairs prior to first travel are subject to an assessment). Please be advised the service is not an escorted



service and should you require assistance boarding and departing please arrange for an escort to travel with you.

- Larger groups may be able to be accommodated on multiple vehicles (please ask our team for advice about this).
- Group bookings can be made in advance of the normal 14 day booking window, so please let the team know in plenty of time.
- One member of the group should be nominated as the 'group leader', they will be responsible for making the booking and notifying the service of any changes. The group leader will need to be registered with Phone 'n' Ride, there is no requirement for other members of the group to also be registered.

Whilst the Operations Team will make every effort to help with your journey request, the service has limited capacity and there is no guarantee that the request will be successful.

What happens if the journey requested is not available?

You will be offered the closest time available as an alternative. You can also call **01472 324440** to check availability. Should your requested journey not be available, it is recommended passengers check on the day of travel to see if a same day booking journey can be made.

How do I book a trip on the Phone 'n' Ride app?

1. Enter your pick-up and drop-off addresses by typing them in manually. You will also be asked to confirm the number of passengers for your trip. Favourite locations can be saved within your Rider account.
2. Phone 'n' Ride booking app will take a few seconds to check for available vehicles and connect you with the best one for your journey (we may offer you a few options to choose from). Select the option that works best for you and press 'Book This Journey'. Should a journey not be available on the Phone n Ride as an alternative option, you may be offered a journey on a local bus service.
3. Be sure to check the app for your agreed pick-up location and follow the dotted line to meet your driver! We'll also provide the service name so that you can easily locate the vehicle.

You can book journeys up to a week ahead and with as little notice as 30 minutes subject to vehicle availability.

I do not have a smartphone; can I still travel with Phone 'n' Ride?

Yes! Please call our booking line on **01472 324440**. We are open Monday – Friday between 8.30am-5pm, excluding bank holidays.

It is recommended passengers use the mobile phone app to receive more accurate and up to the minute pick up information regarding their trip.

Can I book a return trip on the Phone 'n' Ride app?

After booking a trip, the passenger can press on “Book return” and the system will generate a new request with the pickup and drop off, and the passenger will need to fill out the date/time and select a ride proposal.

Trips booked via the Phone 'n' Ride app and your smartphone.

At the time of booking, you will initially be given a 20-minute pick up window. Passengers will then receive the following information regarding their trip:

- A trip reminder will be sent to your smartphone the night before around 9pm.
- A second trip reminder will be sent to your smartphone with more accurate time around 30 minutes before your trip.
- A further reminder will be sent to your smartphone confirming the bus is on it' way around 10 minutes before your trip.
- A final message will be sent to your smartphone confirming the bus has arrived.
- You can also track your vehicle on the app and be updated on any unforeseen delays.

Please make sure you're at the pick-up spot when the vehicle arrives! The app will count down the minutes to your vehicle's arrival, and we'll send you a text when the vehicle is two minutes away and again when it arrives.

Remember: Phone 'n' Ride helps other passengers travelling in the same direction to share their journeys. Keeping other people waiting could delay their trip.

Can I change my destination once I'm on board?

Once you start a Phone 'n' Ride journey, the destination cannot be changed. If you are yet to board, you can cancel the trip and re-book with a new destination.

Passengers should also allow sufficient travel time and if booking a return trip to allow sufficient time at your destination before booking a return trip. Passengers can be on board the bus for up to one hour.

Does the Phone 'n' Ride app send notifications?

Yes! The Phone 'n' Ride app does send notifications such as updates on your booked journey. It is recommended the notifications are enabled in order to provide passengers with the best and most accurate information. If passengers do not wish to turn on the notifications, an SMS message can be sent.

If passengers do not wish to receive trip notifications, this function will need to be disabled on the passenger's smartphone device.



Trips booked via the call centre/ passengers without a smartphone.

Passengers who book their trip via the call centre will initially be given 20-minute pick up window. A further notification will be sent to either the passenger's mobile number or landline line number at around 9pm the night before the trip. If the notification is sent to the passenger's landline the notification will be in the form of an "automatic call read out loud".

Can I track the Phone 'n' Ride bus on the app?

In the app, zoom out from your pick-up spot or click the small vehicle icon in the bottom right, and you'll be able to follow the vehicle on the map as it approaches. The time will also be shown for pick-up and in case you are not in the app we will notify you through a push notification to let you know your Phone 'n' Ride has arrived.

My driver left without me, or the bus didn't arrive! What do I do?

Please call our helpline on **01472 324440**. We are open Monday to Friday between 8.30am and 5pm, excluding bank holidays. If you are travelling outside these office opening hours call **01472 324440**, your call will automatically be diverted to Stagecoach who will be able to assist you.

When your trip is booked, you will receive a communicated booking window e.g., 2.00pm to 2.20pm. The service may run late due to congestion or adverse weather conditions. If the service runs 15 minutes past the booking window and the bus has not arrived, please telephone **01472 324440**.

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.

If you are not ready and waiting when the bus arrives, the driver may continue without picking you up.

How do I cancel a Phone 'n' Ride trip on the app?

You can cancel through the app up to 30 minutes before your scheduled pick-up time, or alternatively you can call our booking centre to cancel on **01472 324440**. Our cancellation line is open Monday to Friday between 8.30am-5pm, excluding bank holidays.

Can I set a favourite location in the Phone 'n' Ride app?

Yes! Head to the 'Favourites' tab in the app menu, tap 'Set Home Address' or 'Set Work Address' and type in the address of your preferred location. You will be able to select from your Favourites each time you request a trip with Phone 'n' Ride.

Can I travel with a companion or escort on Phone 'n' Ride?

Passengers may travel with a companion or escort should this be required; however, these are not provided by the Phone 'n' Ride service. Your companion or escort must be booked when arranging your trip.

Can I bring somebody else to travel with me without booking?

Drivers will accept additional passengers from the designated pick-up point to the designated drop off point when they have seating space in the scheduled journey.

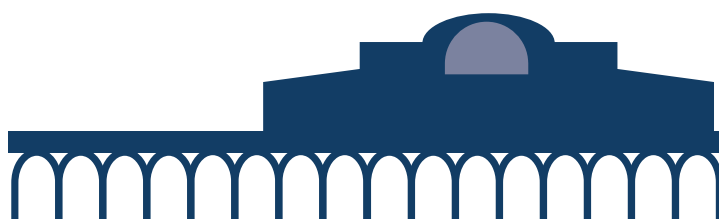
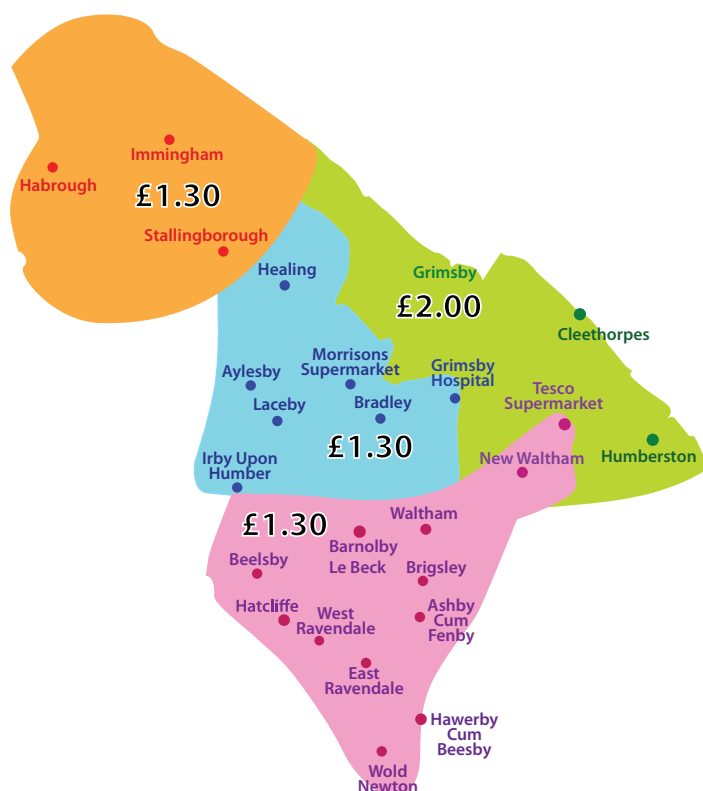
If booking via the app or via the call centre, it is recommended passengers identify the numbers of passengers at the point of booking. It is possible to add additional passengers under your booking either via the app or by telephoning **01472 324440**.

I have an Older Person's or Disabled Person's bus pass (English National Concessionary Travel Scheme). Can I travel for free with Phone 'n' Ride?

Yes! If you can travel by bus for free, your Phone 'n' Ride journeys are also free (local time restrictions may apply).

How much does a trip cost on Phone 'n' Ride and how do I pay?

Journeys booked on the app can be paid in advance with a card payment or with cash on the day. All phone bookings must be paid with cash to the driver. Failure to show a valid Concessionary Bus Pass means you will be charged the full fare for your journey.



Can I pay for my trip on the Phone 'n' Ride app?

Yes! You can pre-pay your journeys on the app with a card payment.

Can I use multi-trip tickets issued by Stagecoach on the Phone 'n' Ride service?

Multi-trip tickets issued by Stagecoach (Megarider/Dayrider tickets) are not valid on-board Phone 'n' Ride.

My driver was great! How can I thank them?

If you had a great experience with a driver, please email service operator Stagecoach East Midlands at eastmidlands.enquiries@stagecoachbus.com, alternatively you can call them on **0345 6050605**.

Alternatively, if you wish to provide feedback to the Council regarding the Phone 'n' Ride service, this can be provided either by telephoning **01472 324440** or by emailing phonenride@nelincs.gov.uk

You can also provide feedback on your trip via the Phone 'n' Ride app.

How do I reset my password on the Phone 'n' Ride app?

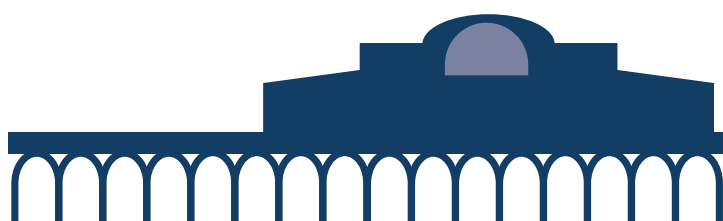
Log in using your mobile number. You will receive a one-time password via a text message, type the number from your text message into the blank spaces on the app.

Why is my location showing in the middle of the sea on the Phone 'n' Ride app?

Make sure Location Services are enabled for the Phone 'n' Ride app in your phone's settings.

Where can I see my past journeys on the Phone 'n' Ride app?

Head to the 'History' page in the app menu.



Does the Phone 'n' Ride app support visually impaired trips?

The app is compatible with iOS and Android and makes use of all major accessibility features, such as voice over, switch control, and adaptive font size. Profiles can be created to include specific information about access and support requirements as well.

Visually impaired passengers can notify the booking centre when calling to book their trip and this information will be passed onto their driver to allow for a smooth pick-up.

Can I bring luggage with me on the Phone 'n' Ride bus?

All luggage must be stored safely during travel and the aisle kept clear at all times. The driver may refuse to transport bulky or heavy items. Drivers cannot carry items to your door, and it is not possible to take more than two bags of shopping on the bus at any one time.

Can I bring a wheelchair with me on the Phone 'n' Ride bus?

Drivers can assist wheelchair users and other disabled passengers to get on and off the bus. Unfortunately, drivers cannot leave their vehicle unattended to help people in and out of their homes or enter into buildings. We recommend you travel with a companion if you need more assistance when using the service.

Can I bring a pushchair or pram with me on the Phone 'n' Ride bus?

Yes, but this must be pre-booked.

Can I use a mobility scooter on the Phone 'n' Ride bus?

Unfortunately, the service cannot accommodate mobility scooters. Although, small foldable mobility scooters can be accommodated but these must be booked in advance and the passengers need to manage these themselves. They should be folded up prior to boarding the bus.

I'm not a resident in the service area, can I still use the Phone 'n' Ride service?

Yes, but providing the journey is within North East Lincolnshire.

Do I have to book with Phone 'n' Ride, or can I just turn up?

Phone 'n' Ride is a demand responsive bus service, meaning we only provide journeys that you book by phone or via the app. You will need to book your journey with us if you wish to travel.

Can I delete my Phone 'n' Ride account on the app?

Yes, you can delete your Phone 'n' Ride account via the app. This will take several days to process or alternatively you can delete your account by telephoning **01472 324440**.

Can I smoke or use an electronic cigarette on the Phone 'n' Ride bus?

Sorry but you can't smoke any type of cigarette on our buses, including electronic cigarettes. This is for the health and safety of all our customers. We hope you understand.

Can I eat and drink on the Phone 'n' Ride bus?

Usually, you can bring food and drink on the bus. Hot drinks need to be in a travel-safe container, like a takeaway cup with a lid or a thermos.

There are some exceptions:

- You cannot drink alcohol on our buses.
- You cannot eat or drink anything that will cause offence or upset other passengers.

We want everyone to have a pleasant journey on our buses. We really appreciate you helping us to ensure that happens.

Passenger behaviour on the Phone n Ride bus

Abusive or threatening behaviour will not be accepted, and passengers will be asked to leave the bus if behaving in this manner. Please refer to our service Term's & Conditions by visiting www.phonenride.com

Can I make phone calls while on the Phone 'n' Ride bus?

Please remember your fellow passengers might not be as interested in your phone conversations. We ask that you limit phone calls to quick logistics and emergencies during journeys.

Can I travel with my pet on the Phone 'n' Ride bus?

We understand that sometimes your pet needs to travel with you. Pets, such as a dog or cat, can usually travel with you on our buses providing they are transported in a relevant carrier. The service only allows you to take one pet per passenger.

Guide dogs, hearing or assistance dogs accompanying registered disabled persons are carried free of charge at any time. Assistance dogs should wear their harness or identification jacket when travelling.

However, it's at the driver's discretion, the driver will consider things like if there is already another pet on the bus when making their decision.

How old do I have to be to use the Phone 'n' Ride service?

Everyone is welcome on-board Phone 'n' Ride! Minors under the age of 16 may travel unaccompanied, but they must have consent from their parent or guardian. Individuals over the age of 18 can register and use the app to book travel for themselves, or minors under their guardianship. Minors aged 16 to 18 may also have their own accounts, but they must have consent from their parent or guardian.

Where can I access Phone 'n' Ride's Privacy Policy?

You can access our privacy policy at www.phonenride.com

Where can I access the Phone 'n' Ride Terms and Conditions?

You can access our terms and conditions at www.phonenride.com

