

PUBLIC TRANSPORT INFORMATION

Traveline: Travel advice line for bus, express coach and rail services available by phoning **0871 200 22 33** between 0800 and 2000. A journey planner is also available at www.traveline.org.uk

A2B: Website giving details of the Community Transport schemes which operate in all parts of the county. It can be found at www.a2binfo.net

Suffolk County Council provides the following public transport services:

Timetable Leaflets: Area based bus timetable guides. Available for free from libraries and to download from www.suffolkonboard.com

Sponsored Bus Services: Most bus services are run as commercial ventures, like any other business. However, where these commercial services do not meet the needs of people in the area, the County Council may sponsor additional services which private operators then run as contractors to the Council.

Accessible Transport Services: For those unable to use conventional services because of where they live or due to mobility difficulties, the County Council provides funds for Demand Responsive Transport services, Community Car services, Dial-A-Ride services and accessible bus services. For more information phone **0845 606 6171**.

Community Transport: Help and advice with setting up your own local community services. For information phone **0845 606 6171** or email: community.transport@suffolk.gov.uk

Contacting Suffolk County Council

Passenger Transport
Endeavour House
8 Russell Road
Ipswich
Suffolk, IP1 2BX

General enquiries
0845 606 6171
passenger.transport@suffolk.gov.uk

Or visit our website:
www.suffolkonboard.com

Whilst every effort has been made to ensure the accuracy of this publication, Suffolk County Council cannot be held responsible for any errors or changes in the information given. Please check with the relevant operator before travelling.

334-ESE-060111



FELIXSTOWE AREA COMMUNITY TRANSPORT SCHEME GET ON BOARD!

A guide to the Felixstowe Area
Community Transport Scheme (FACTS)



suffolkonboard.com
suffolk passenger transport

FELIXSTOWE AREA DIAL-A-RIDE

This service is for registered members to make journeys within the Kirton, Falkenham, Trimley & Felixstowe area.

We operate a door to door service between 0900 and 1700, Monday to Friday (except Bank Holidays) which includes travel to shops, friends and relatives, pubs, clubs, surgeries etc. Felixstowe Dial-A-Ride is for those who have difficulty using other forms of public or private transport. Our minibuses are equipped with a lift or ramp to give access for wheelchair users.

Our trained drivers and assistants will help you board, stow your luggage and fasten your seatbelt. On your return help will be given to your door. If you need assistance you may bring a friend, relative or carer.

To register: Call **01394 270 339** leaving your name, address and telephone number. The Membership Secretary will contact you and arrange to complete your registration.

Fares: There is one standard fare per journey payable by each passenger travelling.

To arrange travel: Call **01394 270 339** between 1400 and 1600, Monday to Friday. Journeys require advance booking and are allocated on a first call first served basis. You can help us by booking as soon as you get an appointment and by being flexible if using the service for shopping or social outings.

FELIXSTOWE COMMUNITY CAR SERVICE

The Felixstowe Community Car Service is open to anyone to make journeys for which no private car or suitable public transport is available.

Eligible journeys include travel:

- for medical purposes (doctors, dentists, opticians etc)
- to hospital (visiting and appointments)
- to and from day care centres
- for shopping and other domestic purposes
- to friends and relatives
- to link in with public transport

Community cars: These may be provided by volunteers who drive their own cars on a non-profit making basis who are paid running costs only.

Disabled passengers: Felixstowe Community Car Service can carry disabled passengers in multi purpose vehicles owned by FACTS. These vehicles can carry one wheelchair and up to three additional passengers depending on the vehicle used.

Fares: Each passenger pays a set mileage rate to the driver at the time of their journey. A grant is provided by Suffolk County Council to subsidise travel costs.

To arrange travel: Call **01394 282 857** between 0930 and 1300. If the office is not manned an answer phone service will be in operation. Leave your name, address & telephone number together with the journey details and a member of staff will call you back. Travel is dependent upon volunteer drivers being available.

EVENING & SUNDAY DIAL-A-RIDE HIRE

Subject to driver availability, the Dial-A-Ride mini-bus is available for group use during the evenings Monday to Saturday after 1900 and all day Sunday. For further details, call **01394 282 857**.

VOLUNTEERING

We need volunteers to help run our services.

- Office staff
- Drivers
- Passenger assistants

Any time you can give, even an hour or two, will help us greatly.

If you would like to volunteer, please call us on **01394 282 857**.

FOR FURTHER INFORMATION

Visit the FACTS website:
www.facts.ik.com

Suffolk County Council:
www.suffolkonboard.com

To contact FACTS email:
facts4bus2car@btconnect.com