



CALL CONNECT - WINTER UPDATE



WINTER 2011/2012

Acclaimed county bus service celebrates its tenth anniversary

CALLCONNECT MAKES TOP TEN

WHEN CallConnect was launched in Lincolnshire ten years ago, it was an innovative response to meeting the transport needs of rural communities. Since first hitting the road in 2001, the nationally acclaimed service has grown into a major public transport provider, helping people of all ages and abilities to travel safely and independently, including those in some of the county's most isolated areas.

Lincolnshire was the first local authority in the UK to make this kind of demand-responsive service universally available rather than just for specific sections of society.

Today there are 27 CallConnect services provided by a number of operators under one county-wide brand serving different areas. This includes some services that extend outside of the county where we have worked in partnership with other local authorities.

This kind of collaboration is also vital at a time when local government budgets are restricted and services must be as cost-effective as possible.

The most recent additions to the network are in the Boston and Skegness coastal areas where services were launched in April.

In its tenth anniversary year CallConnect is on target to exceed last year's passenger totals by 25 per cent. In this year alone it will carry in excess of a quarter of a million people!

CallConnect Manager Paul Sanders said: "It is a genuine pleasure to look back on the first ten years of CallConnect and see how far we have come, from a single service operating in 2001 to the network we have now.

But while this anniversary is a time to look back and celebrate success, it is also a time to look forward to the next decade, to making sure the

excellent levels of service we offer are not just maintained but improved, whether that's simply by meeting the transport needs of all our passengers or through the innovative use of new technology as it becomes available".



Find Out More:

- ☆ **New and extended opening hours for the Booking Centre.**
- ☆ **Christmas & New Year information.**

CONTACT US: Tel 0845 234 3344 (01522 553143)

Or 0845 263 8153 (For Stamford & Peterborough Area)

Email: callconnect@lincolnshire.gov.uk

Website: www.lincinterconnect.com (Lincs) or

www.wellandcallconnect.co.uk (Stamford/Peterborough)

SMS Text: CallConnect to 82727

CALLCONNECT RINGS IN NEW OPENING HOURS

CAN WE CONTACT YOU IN AN EMERGENCY?

CUSTOMERS will soon find it even easier to contact CallConnect when new and extended opening hours come into operation this month.

From November 14th, CallConnect will be opening its Cancellations and Emergencies service from 7.30am until 6.30pm Monday to Friday and on Saturdays from 8.30am until 5.30pm.

The Booking and Helpline will be open from 8.30am (9am Stamford & Peterborough area) until 5.30pm, Monday to Friday, and 9am until 5pm on

Saturdays.

Service Manager Paul Sanders said: "These changes, which are being introduced at no additional cost to the service, are intended to help both passengers and drivers, especially as we head into the time of year when services may be affected by adverse weather. We hope the new hours will help people who may need to contact us, especially towards the end of the day. We want to be here to take your call and this is yet another way in which we are trying to im-

prove the service for everyone involved."



OPENING HOURS FROM MON 14TH NOV 2011

BOOKINGS & HELPLINE
8.30am*-5.30pm Mon-Fri
9am-5pm Saturday

CANCELLATIONS & SERVICE DELAYS/INFO
7.30am-6.30pm Mon-Fri
8.30am-5.30pm Sat

*** Opens 9am Mon-Fri in Stamford & P`boro area**

IF you are out and about in town, delays and disruption to our service may affect your return journey and so if we need to contact you in an emergency, having your up-to-date contact details is essential.

If you change your landline or mobile phone number, please let us know and if you haven't given us your mobile number, please do so. (In the event of disruption to our service, we will try to contact you by phone or by text message.)

SERVICE GEARS UP FOR THE BIG FREEZE!



WITH Winter just round the corner, CallConnect is offering the following advice for customers in the coming months.

* In periods of severe weather, drivers will do their best to run to time but delays and disruption should be expected.

* Most of the rural routes CallConnect uses are untreated and delays are likely during periods of cold and icy weather.

* Ensure you cancel any unwanted journeys in good time.

* We will do our best to keep passen-

gers updated on disruption but during severe weather we will be unable to contact all affected passengers.

*Check our websites for information: www.lincsinterconnect.com and www.wellandcallconnect.co.uk, and BBC Radio Lincolnshire for news of disruption to our services.

If you wish to call us to cancel a journey, press **option 2** from our main menu and to check for information on delays or for emergencies, press **option 4**.

CHRISTMAS & NEW YEAR HOLIDAY INFORMATION

We will be running a normal service up to and including Christmas Eve. Between Weds 28th Dec and New Year's Eve, we will be operating a Saturday service with services running between 8am-6pm. Services will return to normal on January 3rd 2012.

No service will operate on Christmas Day, Boxing Day, Bank Hol Tues 27th Dec, New Year's Day and Bank Hol-Mon 2nd Jan.

The CallConnect Booking Centre will also be closed on these days.

READY FOR WINTER? IF NOT, READ ON...

AS we get older it is important to keep Winter at bay. To help you stay warm we have put together five tips and useful contacts that could help you get through the Winter.

1. Wear several thin layers to insulate and keep warm.
2. Eat at least one hot meal a day.
3. Keep active, going out

and about as much as you can, but only when safe. Watch for snow and ice.

4. Have a flu jab – take advice from your GP.
5. During the day try and keep your living areas as warm as possible.

Useful Contacts

1. Winter Fuel Payment Hotline - 08459 151515
2. Energy Watch - 0845

- 9 060 708
3. Warmfront - 0800 316 6011
4. NHS Direct – 0845 46 47 (or 111).
5. Age UK – Lincolnshire Head Office – 01522 696 000

** This is general advice and not intended as a substitute for professional medical or financial advice.*