

## PUBLIC TRANSPORT INFORMATION

**TravelLine:** 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](http://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](http://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](http://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](mailto: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](mailto:passenger.transport@suffolk.gov.uk)

#### Or visit our website:

[www.suffolkonboard.com](http://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



**traveline**  
public transport info  
**0871 200 22 33**  
[www.traveline.info](http://www.traveline.info)  
Calls from landlines cost 10p per minute

## WAVENEY AREA COMMUNITY TRANSPORT GET ON BOARD!

A guide to the Waveney Area  
Community Transport Scheme (WACT)



[suffolkonboard.com](http://suffolkonboard.com)  
suffolk passenger transport

## DIAL-A-RIDE

This is a local transport service for anyone who is unable to use conventional bus services, whether through disability or no convenient services being available. Our mini bus has a lift for wheelchairs to enable easy access and provides a door to door service for local journeys.

Users can be of any age, but must live in the local area. One escort may travel with each passenger if necessary.

Eligible journeys include visiting friends, relatives, chemists, shopping and for most local journeys.

### Area Served and Times

The Dial a Ride service operates in Lowestoft and surrounding Waveney between the hours of 0930 and 1630 Monday to Friday (Except Public Holidays).

### How to Book

Telephone the office on **01502 531 631** between 0900 and 1630 Monday to Friday. Bookings can be made up to seven days in advance and at least 24 hours before travel.

The service works on a first come first served basis.

## COMMUNITY CAR SERVICE

The Waveney Area Community Transport community car service is open to anyone of any age to make journeys for which no private car or suitable public transport is available.

Eligible journeys include appointments at the doctors, hospital, or opticians. This service may also be used to connect with transport to go on holiday. If you are unsure of your journey please feel free to ring for advice.

Users must book by phone at least 48 hours prior to travelling time.

### Community Cars

These are provided by volunteers who drive their own cars on a non profit making basis and who are paid running costs only.

### Fares

Each passenger pays a set mileage rate to the driver at the time of their journey. Many journeys undertaken are subsidised by Suffolk County Council.

### To Arrange Travel

Please phone our organiser on **01502 589 782** anytime between 0900 and 1500 Monday to Friday.

## WHEELS WITHIN WHEELS

Volunteers use a specially converted vehicle that enables those confined to a wheelchair the ability to get out independently. There is room in the vehicle to allow an escort and friends to travel at the same time.

We operate in the area taking those who need to get to appointments and also to respite centres.

This service runs seven days a week. Please book at least 24 hours in advance.

### Volunteer Drivers

We have a pool of volunteer drivers but always need more to share the load and link drivers to passengers in their locality to reduce mileage costs. Please contact us to find out what is involved. Training is provided and a mileage allowance is paid.

### Minibus Hire

Minibuses are also available for hire, please call **01502 589 798** for further information.

For further information on public transport in Suffolk and to download a bus or train timetable, please visit **[www.suffolkonboard.com](http://www.suffolkonboard.com)**