

FENLAND TRANSPORT DIRECTORY



Introduction

This guide is designed to give information on public transport schemes and providers operating in Fenland. One of the key objectives of this booklet is to increase the awareness of what is available and to enable customers to contact providers.

We are keen to provide choice to the public and encourage the use of all types of public and community transport that can give an alternative to using your car for journeys.



Bus Operators

Name of Transport	Contact	Website	Details
Stagecoach in Norfolk (Norfolk Green)	01553 776980	www.norfolkgreen.co.uk www.stagecoachbus.com	Stagecoach in Norfolk delivers services to most of the district including Wisbech, March and surrounding villages
Stagecoach Cambridgeshire	01223 433250 (disability helpdesk) or 01223 423578	www.stagecoachbus.com	Stagecoach Cambridgeshire runs services from Cambridge to March
Stagecoach Peterborough	01733 207860 or 01733 554575		Stagecoach Peterborough runs services from Peterborough to March
Stagecoach Huntingdonshire	01480 453159 (disability helpdesk)		Stagecoach Huntingdonshire run services from Huntingdon to March and Chatteris
First Group	0345 602 0121 or 01603 760076	www.firstgroup.com	Runs one service in Fenland - X1 from Peterborough to Lowestoft via Wisbech, King's Lynn and Norwich. This bus service connects with train services at Peterborough Rail Station
W & M Travel	01945 700492		Runs one service in Fenland on Wednesdays from Peterborough to Wisbech
National Express	0871 781 8181	www.nationalexpress.co.uk	Runs one services from King's Lynn via Wisbech to Cambridge and London

Printed copies of bus timetables are available from Fenland @ your service shops. For further information please contact the relevant bus company using the list above.

Train Operators

There are 3 train operators delivering rail services in Fenland

- Cross Country Trains
- East Midlands Trains
- Abellio Greater Anglia

For further information on timetables please contact the relevant company.

Operator	Contact	Website	Details
Cross Country Trains	0844 811 0124 0844 811 0126 (textphone)	www.crosscountrytrains.co.uk	Birmingham New Street – Stansted Airport. About hourly through the day into the evening.
East Midlands Trains	0345 712 5678 18001 0345 712 5678 (TextDirect)	www.eastmidlandstrains.co.uk	Services from Liverpool - Norwich from March only. There are early and late services at times suitable for commuting and a lunchtime service towards Liverpool Monday to Saturday. On Sundays there are direct services in both directions in the afternoon.
Abellio Greater Anglia	0345 600 7245	www.abelliogreateranglia.co.uk	Peterborough to Ipswich via Whittlesea, March and Manea Monday to Saturday. This is a two hourly service throughout the day. On Sunday the two hourly service calls at all stations except Manea.

Community Transport Operator

Operator	Contact	Website
FACT Ltd	01354 661234	www.fact-cambs.co.uk

Services provided by FACT (To use these services, you must be a FACT member, for which there is a small annual charge)

DIAL-A-RIDE (DAR)

There are four DAR routes covering the Fenland area and monthly specials to places such as Peterborough, Stamford, Ely, Huntingdon and King's Lynn. This is a pre-bookable scheduled service operating throughout the Fenland area currently five days a week. Dial A Ride provides a door-to-door service for people who are living in an area with limited or no access to local bus routes or even if you have no access to a car during the day. They also assist people who are unable to access public transport due to age or disability. You don't have to be elderly or disabled to enjoy the benefits of Dial A Ride!

GROUP HIRE

A mixed fleet of fully accessible minibuses is available for hire by any not for profit body whose activities are concerned with social welfare, recreation, cultural or similar purposes.

DIAL-A-CAR

This is a pre-bookable service which can be used by any individuals who have no access to transport services. This service can be used for you to visit friends/relatives or medical appointments.

MINIBUS DRIVER AWARENESS SCHEME (MiDAS) TRAINING

FACT trains their Drivers and Passenger Assistants to the nationally recognised MiDAS standard. FACT is also able to offer MiDAS driver/passenger assistant training to other organisations. The Minibus Driver Awareness Scheme (MiDAS) and the Passenger Assistant Training Scheme (PATS) is sanctioned by the Community Transport Association which promotes a nationally recognised standard for the assessment and training of minibus drivers and passenger assistants. It has been designed to enhance minibus driving standards and promote the safe operation of minibuses. The FACT Trainer is able to assess and train minibus drivers, equipping them with the necessary skills to handle a minibus safely and confidently, with the needs of passengers in mind. This extends to boarding/alighting passengers using a lift, ramp or winch and using wheelchair tie-down equipment/seat belt restraints.

Community Car Schemes

Community car schemes provide a highly valued service to those who would otherwise be unable to get to medical appointments, shopping and other services and to keep in touch with relatives and friends. Schemes can provide transport for essential journeys for people who have difficulty using public transport and those who have no access to a car. Journeys are provided by voluntary drivers and are booked through a coordinator. For further information please contact your local scheme.

Name of Community Car Scheme	Contact	Details
Chatteris Community Car Scheme	07944 814156	Journeys to many destinations for Chatteris residents, such as the GP surgery, or other medical journeys. Also offers transport for social purposes, including shopping, visiting friends, hairdressers, social clubs, etc.
Joan Jumeau Adapted Car Scheme	07716 887543	Offers transport using a wheelchair accessible vehicle for residents of Chatteris and area, for social and medical purposes.
Doddington & Benwick Community Car Scheme	07919 061158	For those in Doddington and Benwick who are unable to make essential journeys by any other means. Can undertake journeys such as appointments to the surgery or hospital, optician and dentist. Also visiting friends and relatives in hospital.
Elm, Friday Bridge, Coldham & Christchurch Community Car Scheme	07902 316360	For those living in Elm, Friday Bridge & Coldham who are unable to make essential journeys by any other means. Can undertake journeys such as appointments to the surgery or hospital, optician and dentist, plus visiting friends and relatives in hospital. Can also undertake journeys for social purposes, including shopping, visiting friends, etc.

Community Car Schemes

Gorefield Community Car Scheme	07500 479444	For those living in the parish of Gorefield and nearby Parson Drove GP Surgery who are unable to make essential journeys by any other means. Offers transport mainly to appointments at the surgery or hospital, optician and dentist, or picking up prescriptions. Also visiting friends and relatives in hospital, and social purposes.
Leverington, Newton and Tydd Villages Community Car Scheme	07879 082158	For those living in the parish of Leverington who are unable to make essential journeys by any other means. Offers transport mainly to appointments at the surgery or hospital, optician and dentist, or picking up prescriptions. Also visiting friends and relatives in hospital.
Manea Community Car Scheme	07913 417358	For those living in Manea who are unable to make essential journeys by any other means. Can undertake journeys such as appointments to the surgery or hospital, optician and dentist, plus visiting friends and relatives in hospital. Can also undertake journeys for social purposes, including shopping, visiting friends, etc.
March Community Car Scheme	07742 928531	For those living in March who are unable to make essential journeys by any other means. Can undertake journeys to GP surgeries or to hospital, optician, chiropodist and dentist appointments. Also visiting friends and relatives in hospital.
Parson Drove Surgery Car Service	07766 534280	For patients registered at Parson Drove GP Surgery who do not have the use of a car and are unable to use conventional public transport. Provides transport for any medical appointment with a doctor, nurse, dentist, optician, or chiropodist, prescription collection, or hospital outpatients appointment, and visiting relatives or friends in hospital.

Community Car Schemes

Whittlesey Community Car Scheme	07810 427483	Offers transport for residents of Whittlesey, Coates, Eastrea, Turves and Pondersbridge for social and medical purposes, i.e. GP surgery appointments, opticians, dentists, and shopping. Can undertake journeys to visit friends and family in hospital and outpatient department appointments.
Wimblington & Stonea Community Car Scheme	07563 782938	Provides transport for residents of Wimblington for social and medical purposes. Can undertake journeys such as appointments to the surgery or hospital, optician and dentist, plus visiting friends and relatives in hospital. Can also undertake journeys for social purposes, including shopping, visiting friends, etc.
Wisbech Community Car Scheme	07541 400780	For those living in Wisbech who are unable to make essential journeys by any other means. Can undertake journeys such as appointments to the surgery or hospital, optician and dentist, plus visiting friends and relatives in hospital. Can also undertake journeys for social purposes, including shopping, visiting friends, etc.
Wisbech St Mary Community Car Scheme (including the villages of Guyhirn, Ring's End, Murrow and Thorney Toll)	07592 407283	For medical journeys, such as appointments at the surgery, hospital or dentist, for picking up prescriptions and hospital visiting, and also for social journeys to clubs, activities, visiting relatives and friends, or shopping. The scheme is particularly aimed at helping those without transport and the elderly to get out and about.

Taxi Operators (Details taken from the public register on 19.05.15)

Name of Taxi Operator based in Wisbech	Contact
A1 Taxis	01945 480235
Ace Taxi	01945 467565
Acme Cabs	01945 585858
Andrew's Travel Service	01945 467046
Andy's Taxi	07946 534865
B's Taxi	07780 850640
Bev's Taxi	01945 466466
Billy's Cabs	07887 874313
Cox's Taxi	01945 580242
Fenland Taxi	01945 474554
Glenn's Taxis	07771 654849
Horsefair Taxi's	07949 888132
Jimmy's Cabs	07787 722280
Jo's Taxi	07516 657395
Kelly's A1 Airport Taxi	07881 973414
Murrow Taxi	07786 330990/ 01945 700402
Wisbech Taxis	01945 440099

Name of Private Hire operator based in Wisbech	Contact
Gathercole Cars	01945 583974
JR Cars Ltd	07894 498845/ 01945 871450
Parkers of Wisbech Ltd	01945 463828
Needham Cars	01945 860996
The Private Hire Company	07860 573604

Name of Taxi operator based in March	Contact
5 star Euro Taxi	07737 248856
A & D Cabs	01354 659419
CT Taxi	01354 652552
Dave's Cars	07551 368364
Dart Taxi	01354 658189
Gem Cabs	01354 655252
Jo's Taxi	07516 657395
M & K Cabs	01354 657780
March Taxis	01354 656827
Star Taxi	07784 125287

Taxi Operators (Details taken from the public register on 19.05.15)

Name of Private Hire operator based in March	Contact
MPV Private Hire	01354 741881
Shades Limos	01354 650059

Name of Private Hire operator based in Whittlesey	Contact
1st Call Private Hire	01733 202278
Hobbs Private Hire	01733 205043
Luxe Travel Ltd	01733 202902
Swift Carz	01733 206666

Name of Taxi operator based in Chatteris	Contact
AEG Taxi	07947 748002/ 01354 694411

NHS Non Emergency Patient Transport

NHS Non Emergency Patient Transport

Patients are responsible for getting themselves to and from non-urgent NHS appointments.

NHS Cambridgeshire funds patient transport only to those patients who have a medical need and have no alternative means of getting to and from hospital. Patient transport is arranged through your GP surgery and is subject to meeting certain medical needs.

Am I eligible?

Eligible patients are those:

- Where the medical condition of the patient would be harmful to the patient's condition or recovery if they were to travel by other means
- Where the patient's medical condition impacts on their mobility so that they would be unable to access healthcare by other means
- A parent or guardian when children are being transported
- Patient transport could also be provided to a patient's escort or carer e.g. those accompanying a person with a physical or mental incapacity, vulnerable adults or to act as a translator. You must let your GP know if you require this service at time of booking transport so that it can be arranged for you.

Alternative Transport Arrangements

If you are not eligible for patient transport you will need to make your own travel arrangements. Alternative types of transport are listed in this booklet.

Help with travel costs

If you are on income-based benefits, low income or are a war pensioner you may be able to get help with your travel costs through the Healthcare Travel Costs Scheme (HTCS). For more information contact Patient Advice & Liaison Service (PALS) on 0800 013 2511 or visit www.nhs.uk/healthcosts

Bus & Train Information to your mobile phone, tablet or computer

As technology changes bus and train companies are providing more information electronically over the internet, through social media and text alerts to your mobile phone. This is in addition to information on the transport company websites. This section of the Fenland Transport Directory aims to provide you with details about public transport electronic information.

Buses

My Bus Trip App provides you with real time bus service information via your mobile phone, including the route of the service, the real time location of the bus, the bus timetable and the location of bus stops. This App can be downloaded for free at www.cambridgeshire.gov.uk/info/200017/buses

TrainTracker™

Traintracker™ offers live information about train services operating today or timetable information for the next three months. You can call Traintracker™ on 0871 200 4950. Calls cost 10p per minute from a BT landline, calls from other operators and mobiles may be higher. For more information about Traintracker™ visit http://www.nationalrail.co.uk/times_fares/2104.aspx

TrainTracker™ Text

This is an automated service from National Rail Enquiries that will provide you with live train running information within the next 24 hours, Text your request to 84950. TrainTracker™ Text can accept the full station name or, to make it easier for you to use, it will accept a station's 3-character short code. Messages sent to 84950 cost your standard network rate, replies to you will cost 25p including VAT, and will be charged to you by your operator. For more information about Traintracker™ Text visit http://www.nationalrail.co.uk/times_fares/1954.aspx

Travel Alert service from National Rail Enquiries

To sign up for direct message alerts via SMS, email or twitter to let you know if your train is late or has been cancelled visit http://www.nationalrail.co.uk/times_fares/46465.aspx

Email and Twitter contacts for Fenland Public Transport Information

Company	Email	Twitter
Stagecoach in Norfolk (Norfolk Green)	enquiries@norfolkgreen.co.uk	@norfolkgreenbus
Stagecoach Cambridgeshire	cambridge.enquiries@stagecoachbus.com	@Stagecoach_East
Stagecoach Peterborough	peterborough.enquiries@stagecoachbus.com	
Stagecoach Huntingdonshire	fenland.enquiries@stagecoachbus.com	
First Group		@First_X1
East Midlands Trains	getintouch@eastmidlandstrains.co.uk	@EMTrains
Cross Country Trains	customer.relations@crosscountrytrains.co.uk	@crosscountryuk
Abellio Greater Anglia	contactcentre@abelliogreateranglia.co.uk	@greateranglia @NRE_AbellioGA
National Rail Enquiries	customer.relations@nationalrail.co.uk	@nationalrailenq @NRE_Alerts
Association of Train Operating Companies (ATOC)	enquiries@atoc.org	
Patient Advice and Liaison Services (PALS)	ccs-tr.pals@nhs.net	

Further Help and Advice

Company	Address	Contact	Website
Travel Line	Customer Services Traveline information limited, Drury House 34-43 Russell Street London WC2B 5HA	0871 200 2233 01142 211282 (text service)	www.traveline.info
National Rail Enquiries	National Rail Enquiries Customer Relations FREEPOST RSEH-TBGE- HBJJ, Plymouth, PL4 6AB	0345 748 4950 0345 605 0600 (textphone)	www.nationalrail.co.uk
Association of Train Operating Companies (ATOC)	2nd Floor 200 Aldersgate Street London, EC1A 4HD	02078 418000	www.atoc.org
Patient Advice & Liaison Service (PALS)	FREEPOST RTGA-CTLG-SCKH PALS & Patient Experience Team Unit 3, Meadow Lane St Ives, Cambs, PE27 4LG	0800 0132511 01480 355184	www.nhs.uk/chq/pages/1082.aspx?CategoryID=68
Fenland District Council	Fenland Hall, County Road March, PE15 8NQ	01354 654321	www.fenland.gov.uk/transport
Cambridgeshire County Council (Passenger Transport)	Shire Hall, Castle Hill Cambridge, CB3 0AP	03450 450675	www.cambridgeshire.gov.uk

**To the best of our knowledge all information in this booklet was accurate at the time of going to print.
We recognise that details change and will make amendments to future updates.
If you find any errors, omissions or know of any new services, please let us know.**



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If you would like more copies of this
publication, please contact
Fenland District Council on 01354 654321.

Documents prepared by Fenland District Council
are available in community languages, large print, Moon, Braille,
audio cassette and electronic format upon request.

