

How much will you pay?

- Single:
Adult **£2.00** Child/Young Person **£1.50**
- Returns:
Adult **£4.00** Child/Young Person **£3.00**
- If booking by email or telephone you will be advised of these prices, the payment will be taken when boarding the vehicle.
- Concessionary Bus Passes will be accepted on the service after 0930 each day.
- Child/Young Person Fares are available for anyone under 16 (or 19th birthday if in full time education).
- Children under 5 years of age travel for free.
- Connect Tickets can be purchased on the vehicle.

Do you need to be somewhere at a specific time?

Perhaps for a medical appointment or to catch the train/onward bus.

If you need to be somewhere for a certain time, book your journey as an arrival time to ensure you reach your destination on time.

Rail Links and Onward Bus Travel

The service will also take you to Newbury Railway Station and Newbury Wharf Bus Station where there are onward trains and buses to other locations.

Need some extra assistance or help?

A pick-up and drop-off closer to home may be possible if a passenger has mobility problems or lives in an isolated location. Please call **01635 519650** or email **communityconnect@westberks.gov.uk** to enquire about this service.

Our drivers can provide limited assistance with boarding and alighting the vehicle. If you need more assistance with travelling then a local Community Transport Group may be able to offer assistance.

Downland Volunteer Group are a Community Transport Group operating in the Northwest Downlands area, call **01635 578394** or email **dvg_office@btinternet.com** to find out more.

West Berkshire Connect timetabled services

To compliment your new on-demand bus service we will continue to run a timetabled route in the morning replacing the 5 service, and in addition we will run an afternoon return journey enhancing the services to schools and colleges. This service will run all year round. You do not need to book to use this service. Tracking of timetabled routes is not available on the app.

West Berkshire Community Connect A will operate at the following times:

- 0730** from Brightwalton Village Hall
- 1505** from Newbury College (School Days Only) / Starts from Newbury Wharf at 1520 on non-school days.

For more information and timetables please go to **www.westberks.gov.uk/communityconnect**

or call **01635 519650**



ZONE NORTHWEST DOWNLANDS

West Berkshire COMMUNITY CONNECT



Your new improved bus service to and from Newbury

starting Monday **15th** January 2024

West Berkshire Community Connect is your new improved bus service operating in the **Northwest Downlands** area of West Berkshire offering improved transport links to and from Newbury from Monday **15th January 2024**.

It will replace the timetabled **5, 5a** and **5c** service. Unlike a traditional bus, your new service operates on a pre-bookable on-demand basis. You will be able to travel between many pick-up and drop-off points in Northwest Downlands and travel to/from Newbury.

You can book a journey using the passenger app, by telephone or by email. When you request a booking our smart technology will match your journey request with vehicle availability and any other passengers travelling in the same direction.

- WB Community Connect**
- 01635 519650**
- communityconnect@westberks.gov.uk**
- www.westberks.gov.uk/communityconnect**



Where can you travel to?

You can travel between any location within the Northwest Downslands area, and to locations in Newbury. You can also travel from locations in Newbury and the West Berkshire Community Hospital in Thatcham to the Northwest Downslands area. There are a wide range of designated stops and pick-up points to choose from.

Northwest Downslands Operating Zone

You can book a ride to and from anywhere within the Northwest Downslands Operating Zone, there are a wide range of designated pick up and alighting locations within the zone.

You can also book a journey from the Northwest Downslands to go anywhere in the **Newbury Operating Zone** including Newbury Town Centre, Newbury Railway Station, Tesco at Pinchington Lane and West Berkshire Community Hospital.

Not all the locations are shown on this map.

Newbury Operating Zone

You can book a journey from anywhere in the area shown to anywhere within the Northwest Downslands operating zone. **You will not be able to make local journeys wholly within the Newbury operating zone.**

The vehicle is:

- Modern 16-seater bus
- Low floor and wheelchair accessible
- Air Conditioned
- USB Charging Points (subject to vehicle availability)



How does the service work?

Download the passenger app and register.



WB Community Connect



To book a journey:

1. Open and Sign Up as a new passenger
2. Select a day for travel
3. Confirm your pick-up and destination point
4. Confirm your preferred departure or arrival time
5. Confirm how many people will be travelling.

Journeys can be booked up to 7 days in advance and, subject to vehicle availability, as little as 30 minutes in advance.

The app will show your closest pick-up and alighting points for your trip and will also let you know the walking distance.

You will receive updates to confirm the exact arrival time of the bus and you can track the journey.

Don't worry if you do not have a smart phone, you can book journeys by:

Telephone: **01635 519650**

or by email:

communityconnect@westberks.gov.uk

Phones and emails will be answered between the hours of 9am to 4pm Monday to Friday.

To find out more please see

www.westberks.gov.uk/communityconnect

We are committed to being accessible to everyone. If you require this leaflet in an alternative format or a translation, please call the Community Connect Team on **01635 519650** or email **communityconnect@westberks.gov.uk**

