

The "Go-Too" Bus Service

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The information in this document is taken directly from the Cheshire East website

What is the "Go-Too" Bus Service ?

The "Go-Too" Bus Service is a form of shared public transport which has no set timetable but runs on routes tailored to the needs of passengers, picking up and dropping off according to passengers' requested journeys. It is a more flexible way to travel as it responds directly to specific journeys requested by passengers, rather than following a set route where journeys are limited to start and end at fixed places and times.

Where does the "Go-Too" Bus Service operate ?



You can travel...

- anywhere within the dark green zone
- from the dark green zone to the light green zone
- from the light green zone to the dark green zone

As the "Go-Too" Bus Service is a rural transport initiative, **you cannot travel within the light green zone only**, but there are other bus services available to you in this area.

What are the hours of operation ?

The "Go-Too" Bus Service will operate from 7am to 9pm, Monday to Saturday

Do I have to register before I can use the "Go-Too" Bus Service ?

We do require some information in order to fulfil any journeys you wish to make. Before booking the service, you will be required to create an account either through the app or by calling the booking line.

How do I book my journey ?

It's a bit like booking a taxi, but you will share your transport with others, just as you would share a bus. The "Go-Too" Bus Service service takes you to your destination from your nearest fixed or virtual bus stop.

Journeys can be booked through the "Go-Too" Bus Service app or you can call the booking line on 0300 123 5103. The booking line is open between the hours of 9am and 5pm Monday to Friday and standard call charges apply.

How far in advance can I book my journey ?

If you are using the "Go-Too" Bus Service app, journeys can be booked up to 14 days in advance or even 'on demand' at the time you want to travel.

If you are making a booking by phone, you can still book up to 14 days in advance.

But for short notice bookings by phone, you will need to call us before 5pm the day before you want to travel e.g. by 5pm Friday if you would like to travel on Saturday or by 5pm Monday if you would like to travel on Tuesday.

If I'm sharing with other passengers going to other places, how do I know how long my journey will take ?

The "Go-Too" Bus Service is powered by scheduling software which takes into account all booked journeys to calculate passenger journey times. When booking your journey, you will be informed of your arrival time window and if you are happy with this, the booking will be confirmed

I have an appointment booked for a particular time. How can I be sure that I will get there on time ?

You have the option of requesting a journey for a specific arrival time and provided this can be accommodated for the day/time needed, the system won't accept any additional journeys that could compromise your arrival time.

Will I have to stand at a bus stop, or can the bus pick me up from my house ?

The "Go-Too" Bus Service will collect you from your nearest bus stop, or in cases where this is some distance away, a number of 'virtual stops' are included within the operating area. You will be able to see your nearest stop when viewing in the app or this will be confirmed with you if booking by phone.

How much will my journey cost ?

The "Go-Too" Bus Service operates on a flat fare basis of £3 per journey for over 16s, or £2 per journey for under 16s and concessionary pass holders. For every 5 journeys taken you will receive the 6th journey free.

You **cannot** use a concessionary pass to travel free on this service !

Can I pay the driver cash ?

No !

The "Go-Too" Bus Service is being introduced as a new transport initiative and will be a cash-less service. All journeys **must** be paid for in advance either through the "Go-Too" Bus Service app or by calling the booking line.

How do I set up a payment card to pay my fares if I want to book transport by phone ?

Call our booking agent on 0300 123 5103 for a unique reference number and details of how to set your payments up with our trusted third party provider Twilio.

Once this is set up, you can simply call to book all journeys and your fares will be automatically processed when your journey begins.

What if I want to use a new or different card for fare payments ?

If you are using the app, you can manage payment card changes in the app itself.

If you are booking by phone you will need to call us so that we can refer you to our payment partner Twilio to securely register your new card using their automated system. Your payment method will then be stored in our system for future use.

Is there a minimum age for passengers ?

There is no minimum age limit for using the "Go-Too" Bus Service although children under the age of 11 must be accompanied by an adult when travelling and all journeys must be booked with a valid debit/credit card.

Can I book for a group such as my family or friends to travel together ?

If you are travelling as a group, journeys must be booked at the same time and the maximum group size per booking is 8 passengers.

I travel in a wheelchair - will there be an accessible space on the bus ?

The vehicles used by the "Go-Too" Bus Service are low floor and can accommodate a passenger in a wheelchair.

When you create your account either on the app or via the booking line, ensure that the wheelchair accessibility requirements are enabled so that space on board can be allocated to you.

Can I bring a pushchair or buggy onto the bus ?

A **folding** pushchair may be brought on board but must fit inside the storage area.

However, storage is limited and we cannot guarantee that there will be availability on your journey.

Can I bring my bicycle on the bus ?

A **folding** bicycle may be brought on board but must fit inside the storage area.

However, storage is limited and we cannot guarantee that there will be availability on your journey.

Can my dog travel with me ?

Only assistance dogs are permitted to travel on the "Go-Too" Bus Service, these include:

- Guide dogs for the blind, including a guide dog in training with a registered puppy walker who has their ID card
- Hearing dogs for deaf people
- Disabled support dogs
- Canine partners for independence

Can I change my destination once I board the bus ?

Unfortunately, it is not possible to change your journey or destination once you have already boarded the bus, as other bookings will have been accepted around the availability of your original journey.

Can I use the bus if I can't use an app ?

If you cannot use an app, you are welcome to call our booking line on 0300 123 5103 Monday-Friday between 9am and 5pm and we can process your booking for you over the phone.

My question has not been answered in this document. Is there more information available ?

Many more questions are answered on the "Go-Too" Bus Service website at

<http://www.go-too.co.uk/faq.aspx>

Alternatively, phone the booking line on 0300 123 5103 Monday-Friday between 9am and 5pm.