

# Safe Journey Card



Please cut out and use these cards to let your driver know if you need any help with your journey.



**Please speak slowly**

I am hard of hearing



**Please be patient,**

I have difficulty in speaking



**Please be patient,**

I am visually impaired



**Please be patient,**

I have a hidden disability



**Driver, please let me know when we get to**



**Please wait for me to sit down**

In case I fall



**Please be patient**

Add any special instruction



**Please be patient**

Add any special instruction



**Please be patient**

Add any special instruction



**Please be patient**

Add any special instruction



**Driver, please let me know when we get to**



**Driver, please let me know when we get to**



**Driver, please let me know when we get to**



**Driver, please let me know when we get to**



# A Total Transport Approach

## The Swaffham Pilot

# What are the real issues?

- Lack of transport

Or

- The way services are delivered

Too often transport is overlooked by those sectors which stand to benefit most from it, e.g. the health service, the employer

Sensible approach for other sectors to recognise the value of transport to their work and to invest in it accordingly or deliver services differently?

# The Total Transport Approach

Working across sectors  
to achieve better outcomes and  
generate the efficiencies needed  
to maintain vital services

# The Swaffham Pilot

To explore:

- Where people go for their health care
- What the transport availability is
- What the transport gaps are
- What the actual problems are
- If services were provided differently, would these problems be solved?
- How can working together generate efficiencies?



## Improving Access To Services



Serving Gt Yarmouth,  
Norwich,  
And The A47.





# First Eastern Counties

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Chris Speed MCMI  
Business Manager  
Norfolk and Suffolk

# First Eastern Counties



- 220 Buses
- 460 Drivers
- 75 Support Staff
- 5 Depots

**BETTER** *journeys* for LIFE



# First Eastern Counties



**BETTER**  
*journeys*  
**FOR LIFE**

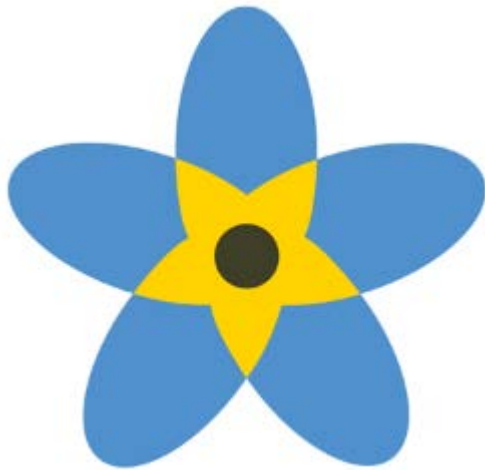
**WE BELIEVE** *our people are*  
*the key* **TO SATISFIED**  
**CUSTOMERS. WE ASPIRE TO BE**  
*the employer of choice* **IN**  
**OUR BUSINESS SECTOR.**

**BETTER** *journeys for* **LIFE**



- 8 Hours Per Years

- Affiliated Trainers



- Drive Green



# First Eastern Counties



P.A.W.S.

PULL AWAY WHEN SEATED

- Ring The Bell
- Remain Seated Until The Bus Stops
- Use The Handrails

# First Eastern Counties



To Order Extra Cards Contact Matt:

01603-268143

matthew.saunders@firstgroup.com



## Safe Journey Cards

**BETTER** *journeys* for LIFE

# First Eastern Counties



- Low Floor
- Flat Floors Inside The Bus
- Extra Bells
- More Hand Poles

D.D.A.  
Buses

**BETTER** *journeys* for LIFE





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Thank You For Your Time.

Any Questions ?

WNCT  
 Proportionate cost for area:  
 £17k NCC  
 £14k District Councils

Swaffham Flexi  
 £115k contract cost  
 £10k BSOG  
 £10k Education Contract











Total Transport Cost for area  
 £720k

Breckland Car Schemes  
 £15.5k

Local Bus Services  
 £530 contract value

Wayland Flexibus  
 £10k proportionate cost  
 £17k education contract

**Key**

-  Hospitals
- GP Practices**
-  Branch
-  Main
-  OCF
-  Bus Stops
-  Main operator bus routes
-  WNCT
-  Breckland Car Schemes
-  Wayland Flexibus
-  Swaffham Flexi

