

15th July 2013

Dear Councillor

Changes to Ring and Ride Bookings

I write to inform you of forthcoming changes to the Wigan Ring and Ride booking service, which will be implemented as part of Ring and Ride's new Trapeze Booking and Scheduling system (BSD).

With effect from 5th August 2013, booking and scheduling staff will be transferred from the Wigan depot to the main call centre in central Manchester.

This means that, from 5th August, passengers will be able to:

- Phone Wigan Ring and Ride booking service between 8.00am and 4.00pm daily on **0845 688 3989**
- Book journeys up to seven days in advance and up to one hour before
- Book both Ring and Ride and Cross Boundary services using one telephone number
- Make requests for several different journeys with one call
- Make general enquires between 8.00am to 10.30pm daily on **0845 688 4933**

All calls are charged at local rates. Mobile phone networks may charge an additional tariff

All passengers will be advised of the changes and improvements by post and we will also carry out a publicity programme in conjunction with Transport for Greater Manchester, prior to the transfer taking place.

If you require any further information please do not hesitate to contact me on 0161 244 1204.

Yours sincerely



B Rowen
M.D.

