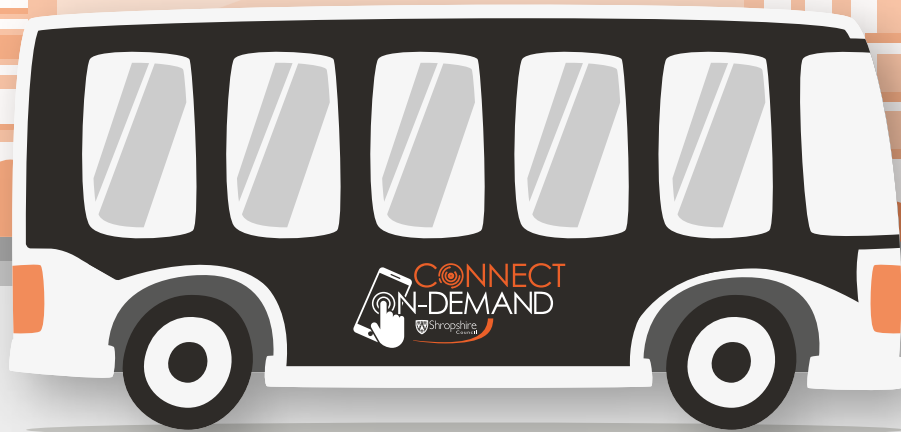




CONNECT ON-DEMAND



Quick Start Guide

Welcome to Connect On-Demand for Shropshire Council

Connect On-Demand offers a flexible and convenient bus service that operates without a fixed timetable.

Simply book your journey using the **Connect On-Demand** app or by phone. Travel between bus stops and designated points within one of our travel zones:

○ **ZONE 1** – LONGDEN AND PULVERBATCH

○ **ZONE 2** – OTELEY ROAD, SUTTON FARM AND WEIR HILL

or to the following out-of-zone stops:

○ BARKER STREET

○ ST MARY'S STREET

○ SHREWSBURY ABBEY

○ SHREWSBURY BUS STATION

○ SHREWSBURY RAILWAY STATION

○ THE SQUARE

○ MEDIVET SUTTON FARM

○ MEOLE BRACE RETAIL PARK

○ PERCY THROWER'S GARDEN CENTRE

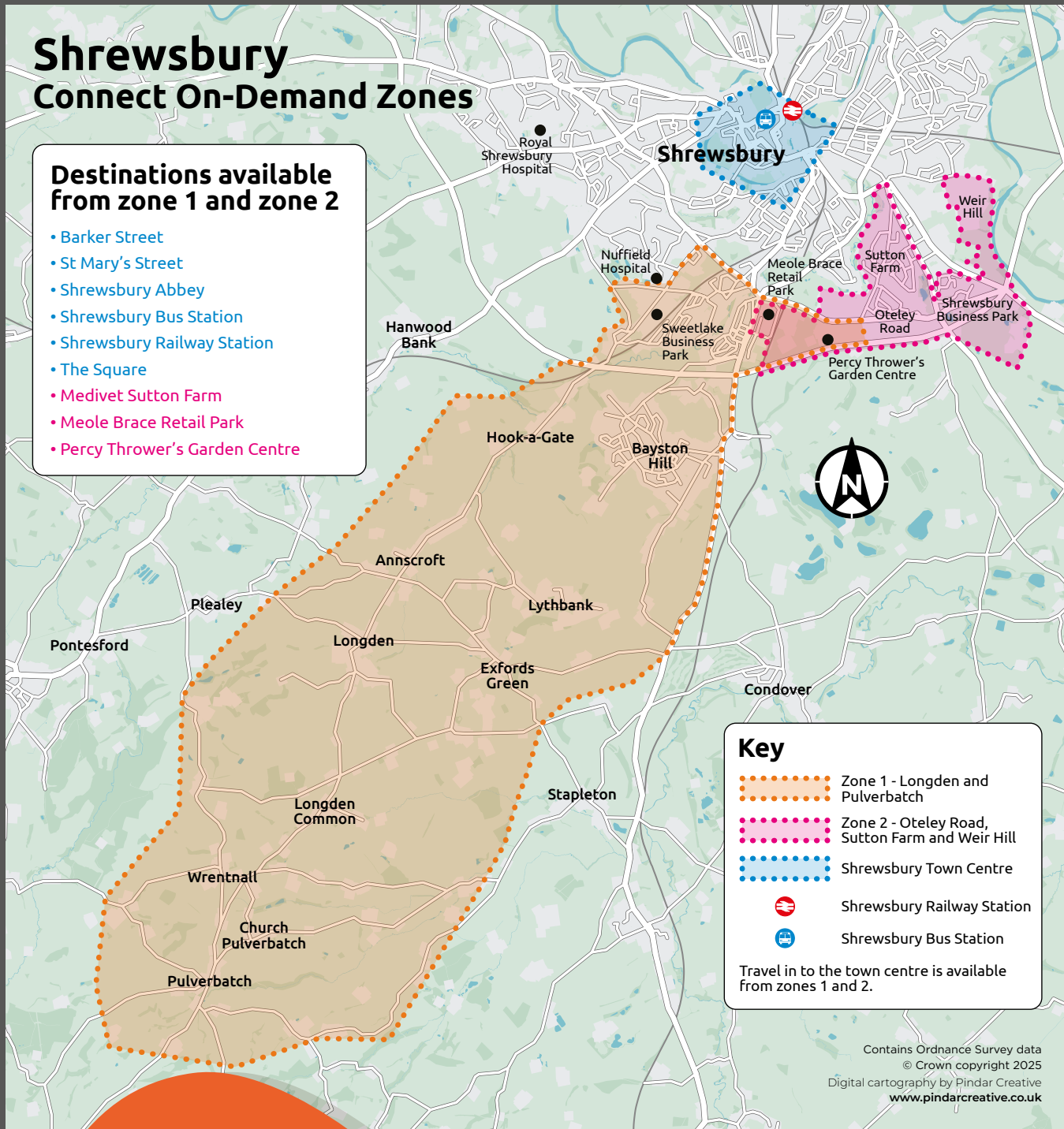


Shrewsbury

Connect On-Demand Zones

Destinations available from zone 1 and zone 2

- Barker Street
- St Mary's Street
- Shrewsbury Abbey
- Shrewsbury Bus Station
- Shrewsbury Railway Station
- The Square
- Medivet Sutton Farm
- Meole Brace Retail Park
- Percy Thrower's Garden Centre



This pdf guide will take you step by step from downloading the app to booking your first journey.

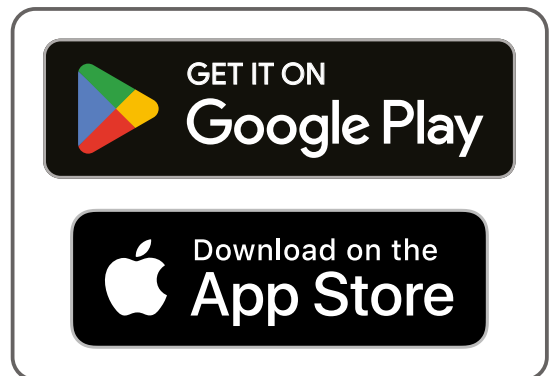
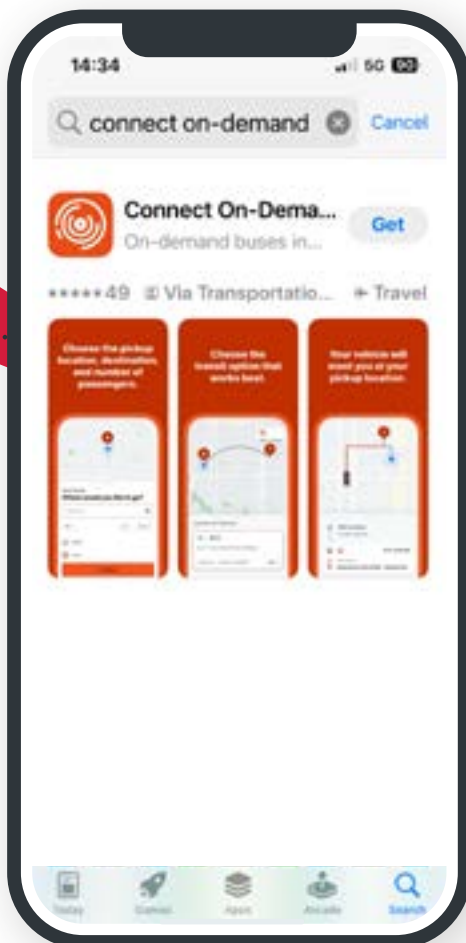
We look forward to welcoming you on board!



01

Download the Connect On-Demand App

Search “**Connect On-Demand**” in either the Google Play Store or Apple App Store.



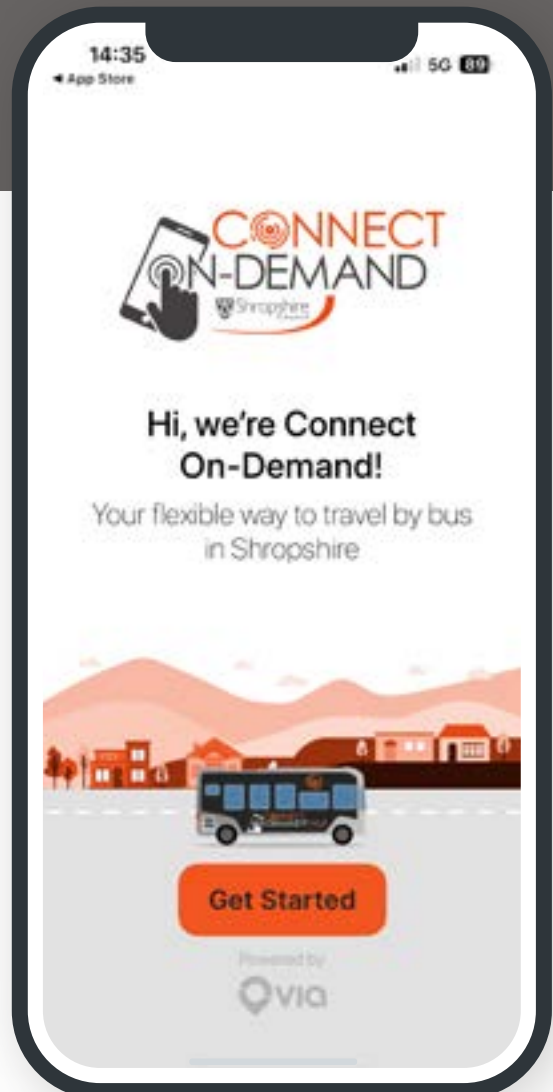
02

Register

When you first open the app, select **“Get Started”** to register an account.

Input your phone number – then the verification code that is sent to you.

Follow the prompts to complete your account registration.

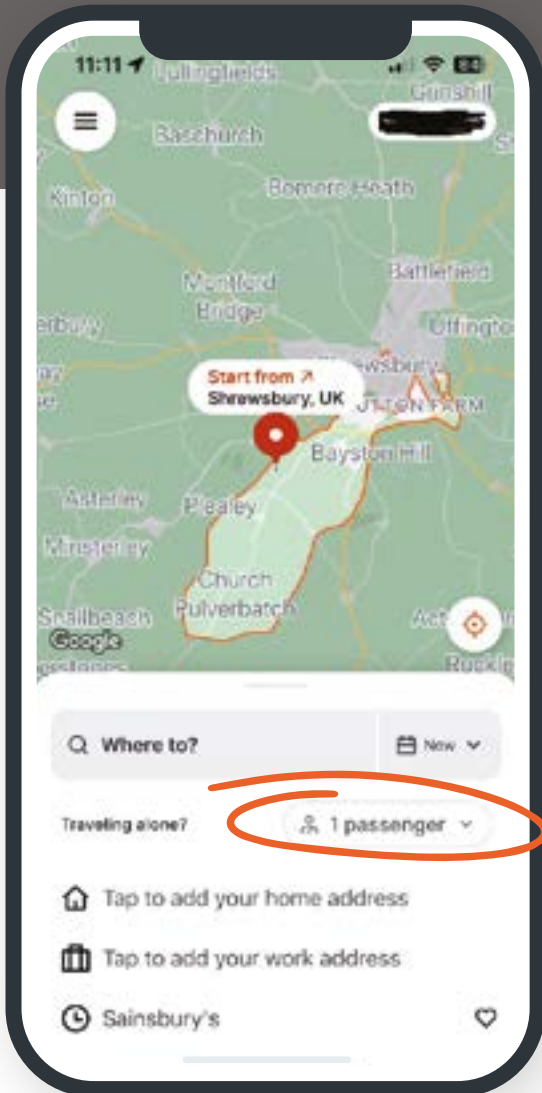


If you have a concessionary pass or qualify for the **“Young Person”** ticket fare (6 to 19 years old) this will need to be added to your account by our customer service team so that you are charged correctly (or not at all!) for your journeys.

You can email connect@shropshire.gov.uk or call **0345 678 9013**. The phone line is available 10am to 2pm Monday – Friday, excluding bank holidays.

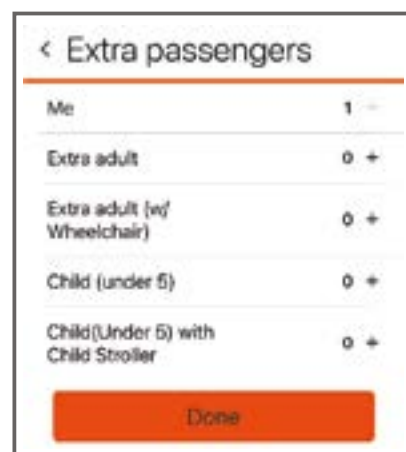
03

Book a journey



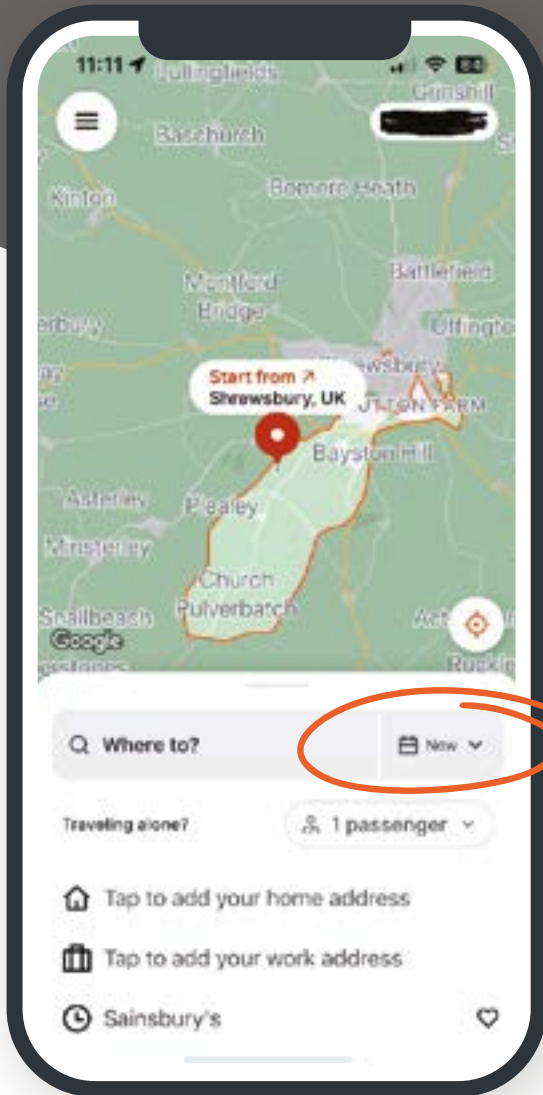
To book a journey, first select **how many passengers** are travelling.

Tap the circled box if you have extra passengers to add to the booking.

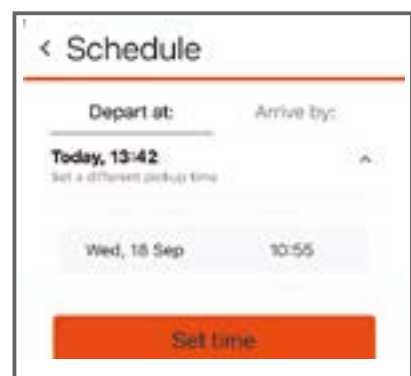


Next, choose **when you want to travel**.

The default is “**Now**” which will find you the next available bus.



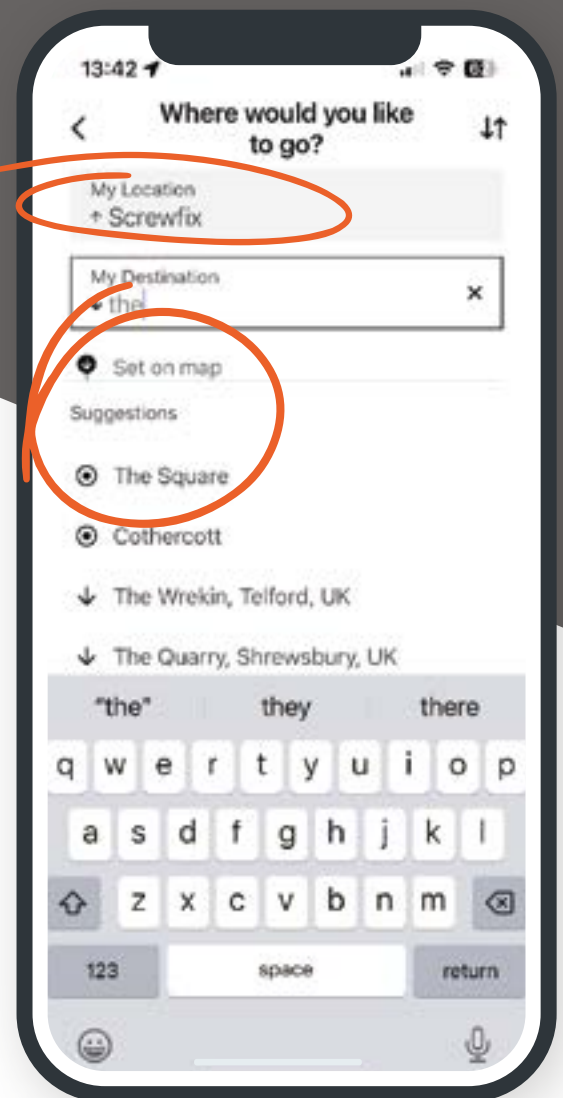
To change this to a future time/date (up to 1 month in advance), tap on the calendar icon and use the scrolling menu to find your preferred travel time.



This will take you to the next page

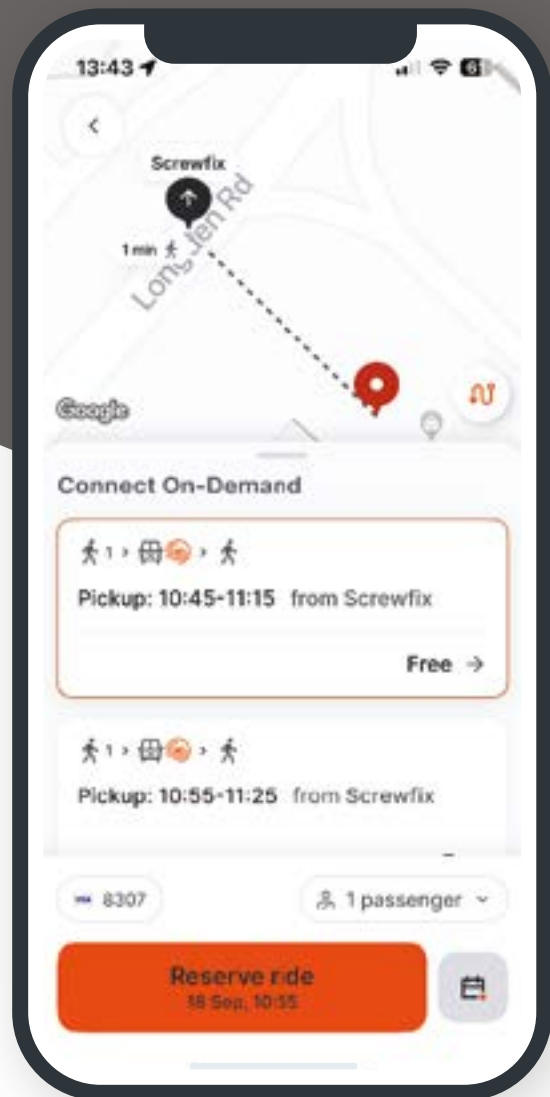
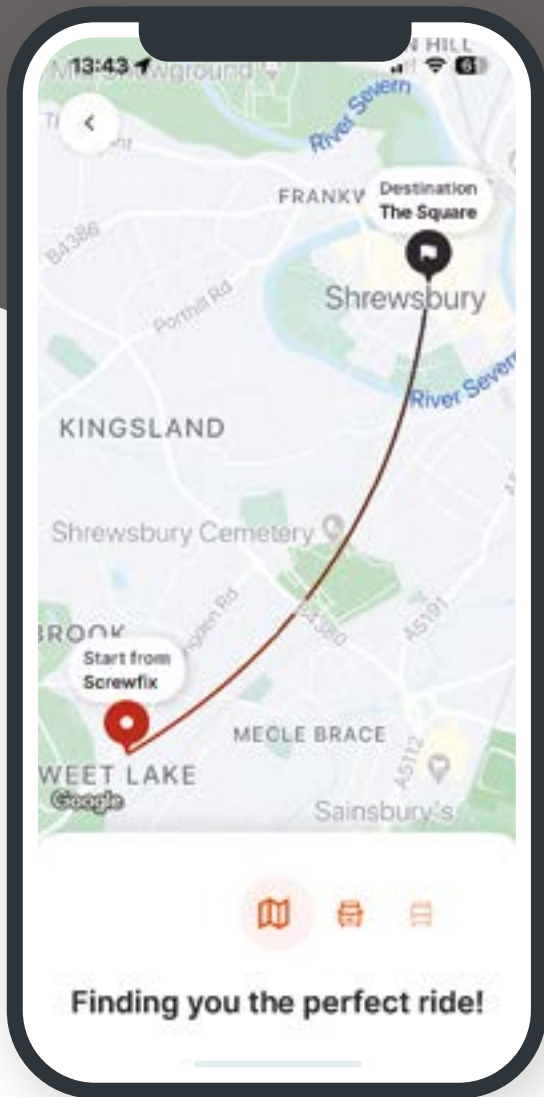
“**My Location**” will default to the GPS location on your phone.

If you want to set this location as something else, you will need to tap in the box and edit it manually before you set your destination.



You can set your destination by using one of our “Points of Interest” (the suggestions with the dot inside a circle next to them), by tapping “set on map” and dropping a pin on the location or typing the full address.

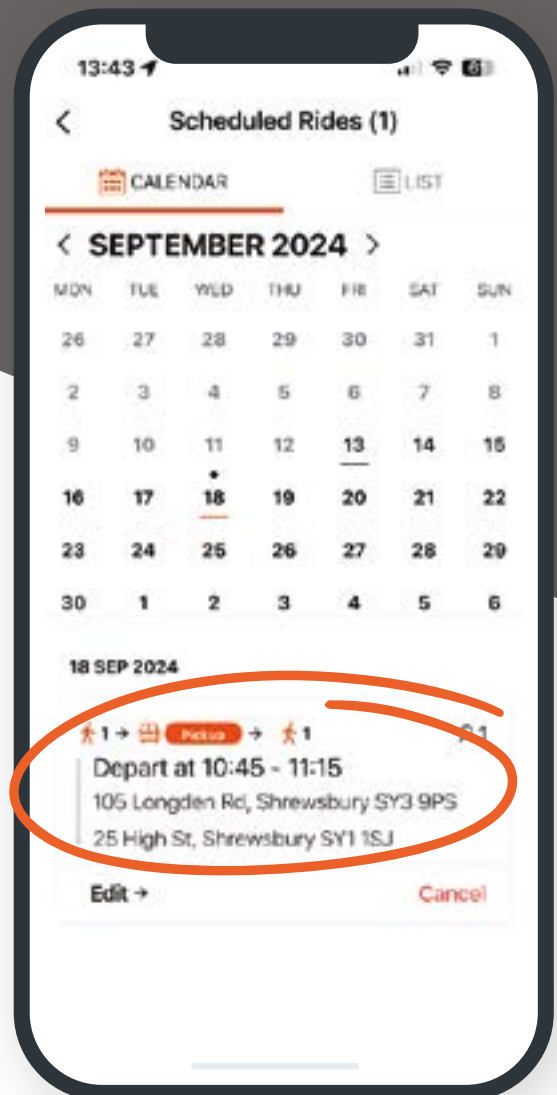
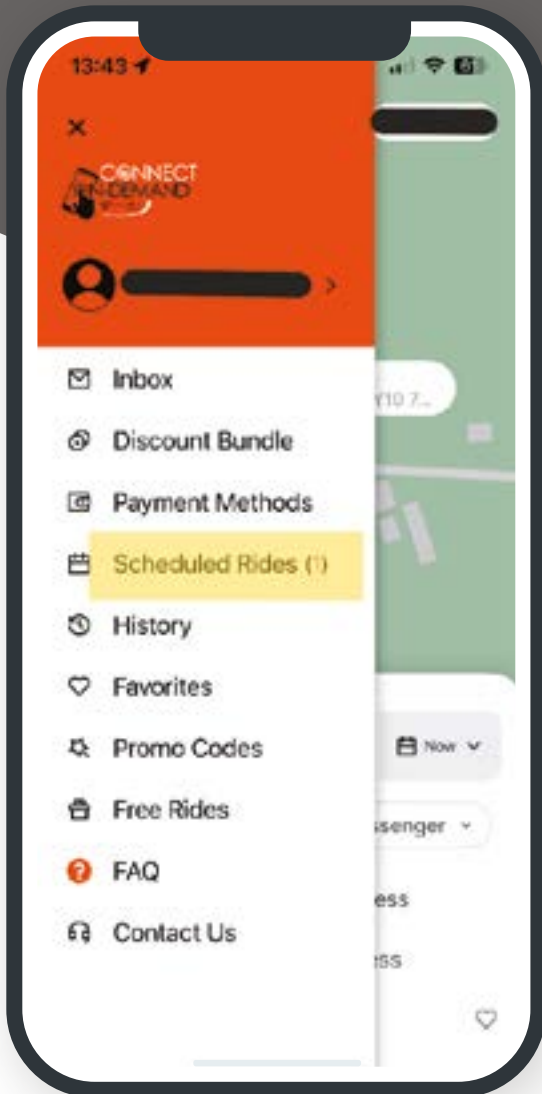
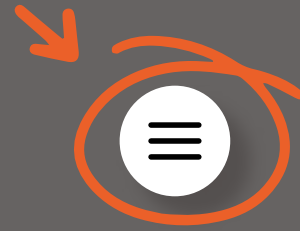
Once you have selected your destination, the app will begin searching for a suitable journey for you.



If the journey offered is suitable, tap “**Reserve Ride**” to book. You will then be given the option to book a return journey.

Please Note: for advance bookings, you will be given a half hour collection window that will be narrowed down closer to your booking time. You will be notified when your driver is 30 minutes and 10 minutes away – giving you time to get to the bus stop.

Once your ride is booked, it will appear in your “**Scheduled Rides**”. You can see these by tapping the menu button in the top left of the screen:




You can edit the time or cancel your scheduled journeys here.

04

Favourites



To save a **favourite location** in the App:

- Select the Menu 
- Tap Favourites
- Press the “+” in the top right corner
- Give it a nickname
- Drop the pin on the map in the exact location of the favourite location you want to save
- Tap “Set Location”
- You can save your home and work addresses here too!

For more information

Please visit our website



Connect on-Demand | Shropshire Council

Connect On-Demand is revolutionising public transport, and your feedback is crucial to our growth and improvement. We highly value your insights and experiences with our service.

Try **Connect On-Demand** and share your feedback to help shape the future of bus services in Shropshire.

Our contact details are as follows:



connect @shropshire.gov.uk



0345 678 9013

Monday to Friday, 10am to 2pm
Excluding bank holidays

FAQ



CAN CONNECT ON-DEMAND PICK ME UP FROM MY HOME OR DROP ME OFF THERE?

No. Connect On-Demand is unable to operate like a taxi and pick you up or drop you off at your home. Instead, our clever app will identify the bus stops or designated pick-up points that are closest to your location and destination.

If you find that there is no bus stop or designated pick-up point in your area, please contact us to let us know. You can do this by emailing **connect@shropshire.gov.uk** or by phone on **0345 678 9013**. Please note this phone line is only available between 10am and 2pm, Monday to Friday (excluding bank holidays).



I'VE CHANGED MY MIND AND DON'T NEED TO TRAVEL. HOW DO I CANCEL MY BOOKING?

If you no longer need to make a journey that you have booked, please cancel it as soon as possible in the Connect On-Demand app as this will free up a seat for someone else. Cancellations should be made at least five minutes before the scheduled pick-up time.

If you can't use the app, you can cancel your journey by calling us on **0345 678 9013**. Please note this phone line is only available between 10am and 2pm, Monday to Friday (excluding bank holidays).



CAN I CHANGE MY DESTINATION ONCE I'M ON BOARD?

No. If you've already boarded the bus and started your journey with Connect On-Demand you won't be able to change your destination.

If you want to change your destination you will need to cancel your journey in the app before you travel and book a new journey to your chosen destination.



MY DRIVER LEFT WITHOUT ME! WHAT DO I DO?

Re-book your journey in the Connect On-Demand app, then send us an email at connect@shropshire.gov.uk telling us what happened so we can look into things for you. If there was a fault or issue with our service, we will add a credit to your account that can be used for any ticket type for a future booking.



CAN I TAKE A PUSHCHAIR OR BICYCLE ON THE BUS?

Yes, you can take a pushchair on the bus, but you may need to fold it if the bus is busy as we need to keep the aisle of the bus clear for safety reasons. Unfortunately, we cannot accommodate non-folding bicycles or E-scooters.

I ACCIDENTALLY LEFT SOMETHING ON THE BUS. HOW DO I GET IT BACK?

Please email us at connect@shropshire.gov.uk, or call **0345 678 9013** providing a description of the missing item (phone line available between 10am and 2pm, Monday to Friday, excluding bank holidays)

DOES CONNECT ON-DEMAND RUN ON BANK HOLIDAYS?

No. Our Connect On-Demand services do not run on any bank holidays.

CAN I BRING MY PET?

Passenger Assistance dogs, such as Guide and Hearing dogs, will be carried free at all times. Other animals that are not considered a danger or nuisance to other passengers will be carried free at the driver's discretion. The passenger taking the animal on the bus will be responsible for any damage, loss or injury arising from its presence. The animal must not travel on the seats.

Links

[More FAQs](#)

[Our Travel Zones](#)

[Conditions of Carriage](#)

[Terms and Conditions](#)

[Privacy Policy](#)

