

Dover Fastrack Frequently Asked Questions:

**1. How much will the fare be to use the service?**

Until 1 January 2025, single tickets are up to £2. After this date, single tickets will be up to £3 in line with the National Bus Fare Cap Scheme by the Government.

**2. Where are the bus stops?**

For specific information on stops and locations, please visit the Stagecoach website using the following link: <https://www.stagecoachbus.com/promos-and-offers/southeast/service-changes-in-the-dover-folkestone-and-new-romney-area>

**3. What time will the bus service start and finish?**

From Sunday 17 November, the service will start from 06:20 and finish at 20:00 between Monday to Saturday.

On Sunday, the service will start at 08:23 and finish after 19:30.

**4. Will Dover Fastrack coincide with the high speed train timetable?**

It is the ambition to extend the operating hours of Fastrack to coincide with the London high speed timetable in 2025.

**5. How frequently will the service run?**

Buses will run up to every 20 minutes between Monday to Saturday. Sunday services will run hourly.

**6. Will the Fastrack buses look different from other Stagecoach bus services?**

Yes, buses will have the Fastrack logos and routes clearly on the bus to help reduce any confusion when hailing a bus.

**7. When the Fastrack service starts will any of the existing bus routes in Whitfield be changing or stopping? (Bus route 61 and other services)**

Dover Fastrack service will be partly replacing the Stagecoach route 61 service currently operating in the north Whitfield area (north of the A2). This includes the Cranleigh Drive and Alison Crescent areas.

Unfortunately, the 61 service will no longer operate in the Forge Lane and Nursery Lane areas. Following engagement with the local community, KCC and Stagecoach are working together to provide an additional timetabled bus service linking north Whitfield with onward bus connections at Tesco. Further details will be provided when available.

In the meantime, residents in the area can use Stagecoach Connect (Demand Responsive Transport) minibus service to Whitfield Tesco (pre booking is required). More information on Stagecoach Connect can be found online at

<https://www.stagecoachbus.com/promos-and-offers/south-east/stagecoach-connect> or by calling the booking line on 01227 538631.

**8. Can I use the Stagecoach App on this bus service?**

Yes, the app can be used on the Dover service.

**9. Will my bus pass or other concession work on this bus service?**

Yes, all bus passes and concessions can be used on Fastrack services.

**10. Can school children get this bus?**

Yes, school children will be able to access the bus

**11. What type of buses are being used on this service?**

From Sunday 17 November, the service will use modern ultra-low emission diesel vehicles that will be replaced by a fully electric bus fleet upon their arrival in summer 2025 .

**12. Can I get my pushchair or wheelchair onto the bus?**

Yes, all our buses are accessible for pushchairs, wheelchairs, and authorised mobility scooters.

**13. Will the service take cash?**

Yes, all Dover Fastrack services will take cash and cashless payments.

**14. How will the Fastrack route change when the Pencester Road changes have been completed?**

At first, the bus will return to Whitfield via York Street and the A20.

Once the Pencester Road bus contraflow lane is open, the bus will return to Whitfield via Worthington Street, Pencester Road and Maison Dieu Road, rejoining the route at Castle Hill Road.

**15. Why are changes necessary to Pencester Road for the Fastrack Service?**

The changes to Pencester Road supports and enhances Dover Fastrack by offering a more effective route to Dover Town Centre. It will give the service priority over other traffic, making it more reliable and providing better connectivity to other services in Dover.

**16. How long will the journey between Dover and Whitfield take?**

The journey between Archers and Dover Priory Station will take approximately 25 minutes