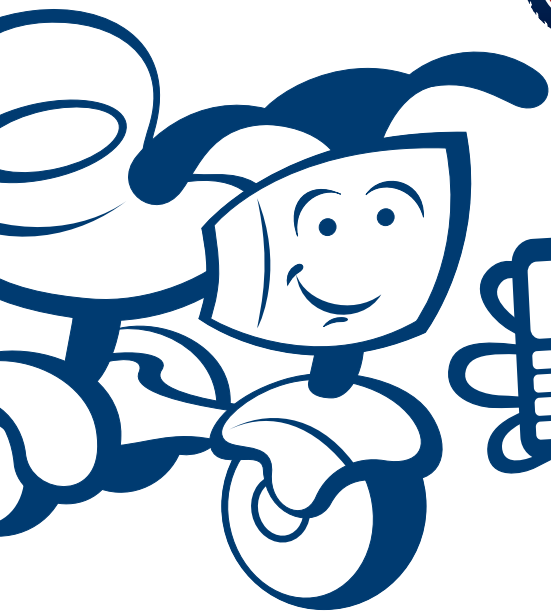




dial a journey

+central shopmobility



Customer Services & Information

helping you get there

Dial-a-Journey

helping you get there

Welcome to Dial-a-Journey. This brochure aims to give you as much current information as we can provide.

We can also welcome you online, if you have access to a computer on the internet. All the most up-to-date and more detailed information about our services can be found there at www.dial-a-journey.org

We want you find out what you need to know about our services as easily as possible. We provide a friendly and reliable 'door-to-door' transport service in the central belt, mainly for people with mobility problems who are unable to use conventional public transport. Our aim is to get you wherever you want to go, with minimum fuss to you or your family.

Please browse through this brochure to find out more about what we can offer you as our customer. We welcome any enquiries we haven't managed to cover here and encourage you to pick up the phone for a friendly chat about our services. We're here to help YOU get there, so please don't hesitate to 'dial-a-journey' at any time.

Yours sincerely



Duncan Hearsom

Chief Executive

Introduction



Dial-a-Journey first started in business in 1986 with the aim of providing affordable and accessible transport for residents of the Falkirk, Stirling and Clackmannanshire Council areas. We have grown from two buses donated to us and staffed by participants in the Manpower Services Scheme to a 24 vehicle operation, with 40 full and part-time staff in our Dial-a-Journey and Shopmobility services.

We would not be able to provide all of our services without the combined support it receives here in the Forth Valley area. We are a charitable company and are mainly funded by the three local authorities with additional and much valued support from the Order of Malta (an international organisation who aim to provide relief and care for those in need around the world).

Demand for Dial-a-Journey and Shopmobility services has grown considerably in most recent times, and we aim to be around for a long time yet. We look forward to welcoming you on board with us in the future.



Supported by:





dial a journey

door-to-door service

The Friendly alternative to public transport

Our premier service aims to provide affordable and accessible door-to-door transport for people who have mobility difficulties and cannot use conventional public transport.

You can be given assistance from your door to the bus, and from the bus to your destination at the other end, at a lower cost in normal circumstances than a taxi. Our service is funded and fares subsidised within the Falkirk, Stirling and Clackmannanshire Council areas and operates 7 days a week.

You can book your trip in advance, or on the day, by dialing us direct on 01786 465355 between 10am and 4pm. For journeys on the same day call anytime after 9am.

Bookings are normally taken on a first come, first served basis for members of the scheme and last pick up is normally 9.30pm. Journeys after 10pm may be possible by special arrangement **but an additional charge will apply.**

CANCELLATIONS

Please call us as soon as you know you are unable to make any journey you have booked. A cancellation fee **MAY** apply for the cost of the journey.

PLEASE ASK FOR DETAILS AT THE TIME OF BOOKING.

To join Dial-a-Journey, and to book our Door-to-Door Service, you will need to complete and return the enclosed application form.

For more details on this service, read about our FAQs on pages 5 & 6 and the timetable on page 11.

FAQs Your Guide to 'Dialing a Journey'

Q: Who can use Dial-a-Journey?

Anyone living in the three council areas (including temporary visitors to the Forth Valley area) who are unable to use conventional public transport because of mobility problems.

Q: Do I have to give up my bus pass?

No!! In the past this was necessary, but since the introduction of the National Entitlement Card, this is no longer necessary. **You can keep your pass and use Dial-a-Journey and/or Taxicard.**

Q: When can I use it?

The service operates from 7.45am until 10pm (Mon-Fri) and 9am-10pm (Sat-Sun). The last pick up is at 9.30pm. It may be possible to make journeys outwith these times, but special arrangements must be made and additional charges may be applied.

Q: How often can I use the service?

Provided there is a vehicle and driver available there is normally no limit to the number of journeys you can make.

Q: Can friends travel with me?

All members can take one escort to assist them when travelling at an additional cost. Your escort cannot be another Dial-a-Journey member. If space permits additional friends can travel with you but they must be collected at the same point of departure as yourself, and they will normally pay the same fare as the member.

Q: What happens if I need to cancel my journey?

If you need to cancel your journey, simply call the office by 4pm the day prior to travel and there will be no charge. If you don't notify the office of cancellation, and a vehicle turns up to collect you, you may be charged for the journey. Please remember if you don't need to make your journey, and you give enough notice, we can offer that slot to another passenger.

Q: Is Dial-a-Journey only for special purposes?

No. You can use it for almost any purpose - shopping, visiting friends, having a meal out, etc - within any of the three council operating areas.

Journeys outwith the area are not subsidised and fares will cost more.

Q: How much does it cost and how do I pay?

The fare you pay will depend on the distance you travel. It is possible to ask your fare at the time of booking. You just pay the driver at the time of travelling.

Q: Can I block book regular journeys?

Yes, but due to heavy demand for the service, bookings are taken on a first come, first served basis and are closely managed to make sure no one is disadvantaged. This means that where possible we will try and accommodate regular bookings, but these are not guaranteed.

Q: Can I book in advance for a special journey?

Yes, you can book anytime as far in advance as you need for special occasions to ensure that you can be assured of having transport for you.

Q: Can I phone up on the day I want to travel?

Yes! Providing you are willing to be flexible with your times of travel, we can often accommodate same day bookings. We welcome enquiries on the day of travel, because you may be able to get a journey that someone else has cancelled.

Due to heavy demand for transport, you are recommended to book as early as possible on these occasions as availability disappears quickly.

Q: Will I get assistance to the bus?

We operate a door-to-door service which means that when you are ready to be collected at your door, our staff will escort you to the vehicle and take you to your door when you return. If you are a wheelchair user, this means being in the chair you intend to travel in. For insurance and health and safety reasons, our staff are NOT permitted to assist your transfer into your chair within your home.

Q: What happens if I'm not ready on time?

We would advise you to be ready to travel at least 10 minutes before the

time you have booked as there is a heavy demand for our vehicles.

Q: Can I take a pet on the bus with me?

Normally no animals other than guide dogs travelling with a registered blind person may travel on any bus, however in exceptional circumstances, we may be able to transport your pet providing it is carried in a proper pet carrier.

Q: Are there any safety rules?

Safety at Dial-A-Journey is paramount! Ensuring the safety of you, our passenger, is never compromised.

It is with this in mind that the following will be strictly applied:

- **all passengers will be required to wear a seatbelt. There will be no exception to this rule!**
- **our staff are not permitted to move a wheelchair more than 3 steps from ground level**
- **while scooters can be transported on vehicles, passengers will not be transported on them while the vehicle is in motion**
- **wheelchairs must be in a safe condition to be secured in the vehicle and tyres must be inflated to the correct pressures.**
- **NO SMOKING is permitted in any of our vehicles**



shopmobility

wheelchair loan and hire service

Giving You The Freedom to do what YOU want to do, WHEN you want to do it

Central Shopmobility has 2 fixed bases: one in Falkirk at the Callender Square Car Park and one located in Stirling Bus Station. Clackmannanshire is served by equipment based at Sterling Mills in Tillicoultry and by phoning the Dial-a-Journey office to pre book equipment in Alloa Town Centre. Our service is operated by paid staff and by volunteers.

In simple terms we provide a loan of scooters, powered chairs and manual wheelchairs that make getting around the shops very easy. Membership is available to anyone who has a temporary or permanent physical impairment that presents difficulties in getting around the shops.



As a registered member you are entitled to the use of our equipment and the use of a car parking space if required. When you join our staff will help you choose a suitable scooter, power chair or manual chair to allow you the freedom to shop in Falkirk, Stirling, Grangemouth and Alloa town centres.

We offer low rates on the hire of equipment if you have a long term mobility difficulty, or a temporary difficulty that means that you might want the use of a piece of equipment for a shorter term. We can also deliver equipment for a small charge.

Our offices are located conveniently on the main bus routes and Dial-a-Journey operates a transport service for people who have mobility problems and who cannot use conventional public transport that will take you directly to any of our Shopmobility sites. We would encourage you to use this service if you are eligible.

**To enquire about membership and the services outlined here,
please call: Falkirk 01324 630500 or Stirling 01786 449606**

For more details on this service, read about our FAQs on page 8.

FAQs Your Guide to Shopmobility

Q: Who can use it?

Customers and visitors of any age with either a temporary or permanent mobility problem can use our service. We are very aware that not all mobility problems are immediately apparent.

Q: How do I join?

Our staff will complete a simple registration form and then assess and train you on your ability to safely operate a scooter, power chair or manual wheelchair. We won't allow you to leave the premises with equipment until you feel competent and comfortable using it.

You will be given a welcome pack containing additional safety instructions and information we think you need and a registration card when you next use our service.

Q: How do I use the service?

Equipment will be loaned on a first come, first served basis unless you have booked in advance. Dial-a-Journey operates a door to door service and will escort customers to and from the vehicle. Car parking spaces are available and there is a taxi pick up/drop off area outside our offices.

Q: How can I hire a manual wheelchair?

Manual wheelchairs can be hired for holidays/day trips etc, and we may be able to deliver to you for a small charge.

Should you require any further information, please call into our offices or contact us by telephone.

See page 11 for addresses and telephone numbers

Comments and Complaints

We take our customer's opinions on ALL our services very seriously at Dial-a-Journey and Shopmobility. We want to ensure you receive the best possible service and we welcome any feedback from our customers and their relatives.

If you have any comments or complaints about any aspect of our services, we invite you to call or write to the Customer Manager at our head office in the first instance.

The telephone number and address can be found on the back cover of this booklet.

If you prefer, we have more formal procedures which can be put in place to follow up your enquiry.

Our aim is to **'help you get there'** with the minimum of fuss in all aspects of our service provision.

Other Services from Dial-a-Journey

Supporting People of ALL Ages and in Every Area

TaxiCARD Booking Service

Dial-a-Journey administers the Taxicard Booking Service on behalf of Falkirk, Stirling and Clackmannanshire Councils. **We don't carry out the taxi journeys**, but simply arrange for your journey with taxi companies who are registered with your local authority as providers the service.

This service provides a subsidised Taxi journey for members of the scheme who are also unable to use conventional bus services, but who don't require the same level of specialised service of Dial-a-Journey or, depending on your mobility difficulty, you can have both memberships and mix and match services.

Eligibility for this service may vary depending on the Council area in which you live, and each Council has their own membership form to complete.

For more information or an application form please Dial the Taxicard Office on 01786 465355

Self-Drive Vehicles for Voluntary Groups

The company operates a self-drive service for bona-fide voluntary organisations who are registered with Dial-a-Journey. Organisations wishing to hire must be registered as member organisations as legislation means we can't make vehicles available for hire to the general public.

Many groups use our vehicles to take their members a variety of places for a number of purposes. We offer vehicles from MPVs and 16 seat minibuses for hire at affordable prices.

Drivers of minibuses must be holders of a current Midas certificate and hold a D1 minibus entitlement on their driving licence before being allowed to hire vehicles. We can also provide the required training (see details on the following page). We can also provide minibuses with drivers for Groups who don't have their own driver.

Self-drive for family Members

We have a number of smaller vehicles ideally suited for members to hire that can be driven by a family member or carer. This offers members the ability to have their own personal travel for days out or short holidays without the need to worry about planning their activities around transport arrangements. This is proving to be a popular choice with vehicles regularly being used at evenings and weekends.

For further details on these services, please Dial 01786 465355

Other Services from Dial-a-Journey

Supporting People of ALL Ages and in Every Area

Training

As reputable transport providers, Dial-a-Journey recognises the need to have properly trained minibus drivers and passenger assistants. With this in mind we offer a range of training courses for paid or voluntary workers who are involved in the transportation of passengers by minibus.



Community
Transport
Association

Our Community Transport Association qualified trainers deliver training courses such as the Minibus Driver Awareness Scheme (MiDAS) and Passenger Assistant Training Scheme (PATS).



We also offer Vehicle Evacuation Training to raise awareness of what to do in the event of an accident.



In addition to these courses, other members of staff have considerable experience in our field and are keen to give advice on a wide range of transport related matters to anyone in need (be it a small voluntary organisation, commercial operator or an individual).

WAVE and hiring larger vehicles

We and our sister company WAVE have accessible coaches that can accommodate larger numbers of wheelchairs and passengers (up to 24 seated passengers). WAVE can also carry out work for customers who are not eligible for Dial-a-Journey's services.

**For more details on any of these services
please Dial 01786 465355**

Contact & BOOKING INFORMATION

General Enquiries:

Monday to Friday

9am - 5pm

01786 465355

Dial-a-Journey

Booking Times:

Monday – Friday

10am - 4pm

Saturday

10am - 12 noon

01786 465355

Same Day Booking

Monday - Friday

9am - 4pm

01786 465355

Taxicard

Same Day Bookings

Monday - Friday only

9am - 10am

01786 465355

Advance Bookings

Monday - Friday

10am - 4pm

Saturday

9am - 12 noon

01786 465355

Shopmobility

General Enquiries & Bookings

Stirling Office

Stirling Bus Station

Goosecroft Road

STIRLING

Mon- Saturday

10am - 4pm

01786 449606

Falkirk Office

Level 4

Callander Square Car Park

FALKIRK

Mon- Saturday

10am - 4pm

01324 630500

Please note that bookings are taken on a first come, first served basis.

Dial-a-Journey

helping you get there



dial a journey

+central shopmobility



helping you get there

Supported by



Order of Malta



Tel: 01786 465355

www.dial-a-journey.org

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Charity No. SC 018831

