

DOWN COMMUNITY TRANSPORT

INDIVIDUAL MEMBERS INFORMATION SHEET

What services do Down Community Transport (DCT) provide?

We provide safe and accessible door-2-door transport for individuals. This may be in the form of one-to-one transport for you, or it may be in the form of shopping trips and outings where several are picked up from their door and travel together to one destination, and back again. These are our Core Services – we do provide additional services, as shown in Supplementary Information Sheets.

Who can use DCT services?

Only registered members may use DCT services – membership is available, upon application, for people living in our area of benefit from 1 April – 31 March, and must be renewed annually.

What transport do you provide?

We have a number of our own wheelchair accessible minibuses, and we also have volunteers who use their own cars – this is called the Community Car Service (or sometimes the Social Car Service).

When you request transport we will use whatever transport we can that fits your requirements and meets your needs. There is a cost to this service and we have to recover that cost. However, because we are a Charity and we do not make a profit or have share holders to pay, we can provide the service at a reasonably low price.

The price we charge you is that which it cost us to provide the service.

Will you provide quotes?

No – we do not supply quotes, but we may provide an estimate of the likely cost if you ask. Any estimate that we do give will be based upon the information that you provide to us.

Please remember that there are many factors which can affect the price of a journey, the main ones being the time taken to complete it, or in the case of volunteer drivers the distance that they travel.

There are also factors outside of our direct control which may affect the time and distance of a journey, and consequently the price – such as traffic hold ups and delays, accidents, bad weather, congestion and diversion.

We have to pay our drivers for the time that they are on duty, and for volunteer drivers we have to reimburse them for all the miles that they travel.

Are there any ways to bring the prices down?

Sometimes we are able to obtain funds or grants to off-set our prices, when this happens we are able to pass this on to our members to reduce the cost, but once those funds are used up we then have to revert to the original prices.

Where we can we will use volunteers who use their own cars and give their time freely to provide a Community Car Service.

These volunteers are not paid but we do have to reimburse them their mileage charges, and these charges are based upon the distance that they travel – including the journey from their house to pick you up before going on the trip, and again the journey from dropping you off until they get back to their house – so it's not just the distance that you travel.

When using volunteers we do try to find one living as close to the passenger as possible in order to keep costs down. But a volunteer who lives closest may not always be available or willing to do the work.

What if I want to become a volunteer?

If anyone would like to become a volunteer driver for the Community Car Service please get in touch, we are always looking for volunteers – or if you know of somebody that may be interested please ask them to contact us.

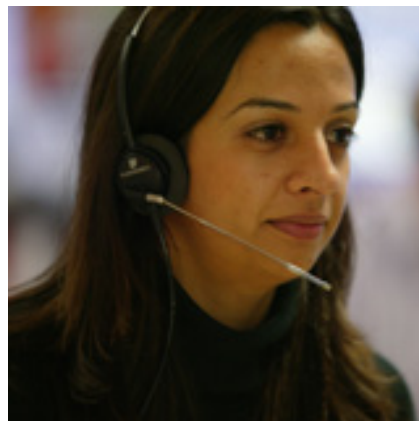
Down Community Transport offices and telephone numbers:

Knowledge House
Down Business Park
46 Belfast Road
DOWNPATRICK
BT30 9UP Tel: 028 4461 7900

Conlon Buildings
27 Main Street
KIRCUBBIN
BT22 2SR Tel: 028 4273 9153

The Corncrane Building
Lower Square
Main Street
CASTLEWELLAN
BT33 0BG Tel: 028 4377 1555
(NB: this is a new address and telephone number effective from 25 January 2010)

If you are deaf you may contact us via the RNID Typetalk/Text Relay service by dialling 18001 followed by the full telephone number from your textphone.



**AVAILABLE IN ALTERNATIVE FORMATS IF
REQUIRED**