

WYTHALL DIAL-A-RIDE SERVICE – WHAT YOU NEED TO KNOW

What is Wythall Dial-a-Ride?

The Dial-a-Ride service is an accessible mini-bus service that will pick you up from home and take you anywhere within the Parish of Wythall or to Maypole (and bring you back at an agreed time). The service operates on Tuesdays and Fridays between 10.00 am and 2.00 pm (excluding Bank Holidays). We cater for all age groups and disabilities – the only requirement is that you live in Wythall and find it difficult or impossible to get to a bus stop or use regular bus services.

Wythall Dial-a-Ride is provided by Wythall Together (Charity No 1157087) in association with **wmsnt** (Accessible Transport Services) Ltd.

Vehicles and drivers

Vehicles

All our minibuses are small enough to get to most places easily, so you can be picked up right outside the door. They are fitted with low entrance steps and tail lifts to make it easy for you to get on and off. They are wheelchair-friendly, inspected every day, serviced regularly, insured, and undergo full safety inspections. They are all fitted with seatbelts, are non-smoking and equipped with first-aid kits and fire extinguishers.

Drivers

All drivers are professionally trained to Level 2 NVQ standard and receive training in customer care, passenger safety and safe driving practices. They are fully trained to handle wheelchair security, disability awareness and emergency evacuation. Refresher training is carried out on a regular basis.

Each driver must also have an enhanced check with the Disclosure & Barring Service.

Where can I go?

Any destination within the Parish and also to Maypole: local shopping trips, visiting friends, catching a train or another bus, library visits, pubs, clubs and day-centres, Wythall Park, hairdressing appointments, Beckett's farm shop/restaurant, Maypole shops and buses. ***It's your choice!***

By arrangement with **wmsnt** and as an additional service we will also provide a programme of special day trips and evenings out to: local markets; garden centres; pubs and clubs; Major shopping centres; and Special Christmas shopping trips. **wmsnt** can give you details of the special trips and will be happy to consider any of your suggestions. ***It's your choice!***

How do I register to use the service?

All users must pre-register by completing a Registration form available from the Parish Council office in Beaudesert Road and other selected locations around Wythall. The form should be returned to the Parish Office and they will forward it to the bus company for processing. Alternatively, you can ring **wmsnt** on 0121 453 9682 and they will take your details and register you over the telephone.

Registration is simple, quick and free of charge

How do I book a journey?

All trips have to be booked in advance by phoning the Wythall Dial-a-Ride hotline **0333 2406223** * between 9.30 and 11.30 am on the day before you wish to travel. You will need to give your details, Registration Number and the destination and preferred time for pick-up and return. Bookings are on a “first come, first served” basis and subject to availability. Try to be as flexible as possible with your journey time and make sure you are ready in good time on the day of your journey so that you do not delay other people. * (All calls are charged as a local call even from your mobile).

Same Day Bookings

We may be able to provide a same day booking please call **wmsnt** Help Desk on 0121 453 9382 to check, they will always be happy to help where possible.

Group bookings

Journeys can be pre-booked for a group of people who want to make a regular journey to the same destination (up to 16 max.) For more details, please contact **wmsnt**.

Special bookings

Where a group of people wish to make a one-off journey to a specific destination that may be time sensitive e.g. the theatre, this can usually be accommodated. To avoid disappointment please give as much notice as possible. For more details, please contact **wmsnt**.

Wheelchairs / walking frames / trolleys / children's car seats.

Please tell the operator when you book if you have any of these items as we will need to allow space for them on the vehicle.

Cancellations

Please make sure if you need to cancel your trip for any reason, that you let us know at the earliest opportunity. Please call the **wmsnt** Help Desk on 0121 453 9382, this number is manned from 07.30 am to 11.00 pm Monday to Saturday. This will allow your trip to be given to another person and will make sure we provide a more effective service to all our Dial-a-Ride customers.

What will I have to pay?

The normal return fare to any destination in Wythall or Maypole is £4. If you hold a National Concessionary Bus Travel Pass you will be eligible for a discount of £1 per journey, so a return trip will only cost you £2. Single journeys cost half as much. Children aged 5-16 pay half fare and children under 5 travel free. You may wish to have a carer or other non-registered persons accompany you on your trip and they will also have to pay the fare as described above. You pay the driver when you board the bus.

Wythall Parish Council has agreed to match-fund the service for 6 months until we know if it is a success. So please – Use It or Lose it!

Wythall Dial-a-Ride is not suitable for people visiting doctors and dentists because you can never be sure how long you will be and we cannot wait for you. If you need transport to a hospital or medical appointment we would suggest you contact Bromsgrove Rural Rides on 01527 879290 – they will take you by car, wait for you and bring you back home. This service is provided by Royal Voluntary Service and there are volunteer drivers based in this area. There is a scale of charges for this service.

HOW TO CONTACT US AND MAKE A BOOKING

Wythall Dial-a-Ride Booking Line [0333 2406223](tel:03332406223)

We will need to know your name and Registration Number, details of your destination and preferred day (Tuesdays and Fridays only) and travelling time(s).

Please book one day in advance - call us between 9.30 and 11.30 am the day before you intend to travel. (Sometimes we may be able to help on the same day, feel free to ask)

To access the service you must be registered, this is a simple process.

Always have your Registration Number and journey details ready.

Please try to be flexible with your journey time so that we can fit other people in as well.

If you need to cancel your booking please do so as soon as possible to avoid wasted mileage and enable someone else to travel.

Recording calls

As part of our commitment to improving the service to customers, we would like to make all passengers aware that your calls may be recorded for training and monitoring purposes. The information will not be passed to any other organisations apart from Wythall Together and wmsnt (the bus operator).