

## **Southend-on-Sea Borough Council Dial a Ride Consultation July 2017**

### **Background (what we do now)**

Southend-on-Sea Dial a Ride is an on-demand, accessible transport service that helps people with mobility difficulties who cannot use public transport to access essential facilities and services.

Dial a Ride operates Monday to Friday between 9am and 5pm. Members are able to travel anywhere in Southend Borough, except to hospital appointments, although it can be used to visit someone in hospital. Single and return fares for trips are based on the distance travelled.

### **What are the proposed policy changes?**

Dial a Ride will be split into 2 types of service:

1. a scheduled 'shopper' service to take clients into central Southend on one day of the week and to a local supermarket on another day
2. an on demand service to take clients from home to anywhere in Southend Borough (excluding hospital appointments)

Seats will be booked by phone in advance for travel on both types of service. For both types of service, the first pick-up from home will be 10:15am and the last drop off back at home will be 2:30pm. This should ensure that although the service will run for fewer hours, it will be available for more people to use when it runs.

The Borough will be split into two areas, with members from each area being able to book a seat for the designated day for their area. Members will be able to book a maximum of one shopper trip and one on demand trip per week.

Fares will be charged based on mileage for return trips on either the shopper or on demand service. A £1.50 booking fee will also now apply to all bookings.

Members must provide their own passenger assistant if required.

### **Tell us what you think**

The following people are invited to comment on the proposed policies:

- current members of the Dial a Ride service
- people who may be eligible but are not a Dial a Ride member
- destinations and organisations accessed by current members
- community transport operators and charities operating transport in the area

### **When will any proposed changes be introduced?**

It is hoped to introduce the policy with effect from 1 February 2018.

**What might this mean for me?**

For existing Dial a Ride members, you will need to renew your membership with effect from 1 April 2018. If you have struggled in the past to book a seat, you should find it easier in the future as bookings will be taken on a first come, first served basis for both the shopper and on demand service. You may need to be more flexible about the time and day of your trips, as we want to make the service as efficient as possible and serve as many eligible people as possible.

For new Dial-a-Ride members you can apply for membership that will be effective as from 1 February 2018.