

Orkney Disability Forum

Orkneys Leading Community Transport Provider

DIAL-A-BUS



Information Leaflet
Prices from April 2024

What is Dial-a-Bus?

Dial-a-Bus is a demand responsive transport service operated by the charity "Orkney Disability Forum".

We have

- minibuses with a tail lift for ease of access for users of wheelchairs or walking aids
- smaller vehicles that can take one wheelchair user with passenger
- helpful, knowledgeable, trained drivers.

Find us at 18 Junction Road, Kirkwall, Orkney
Tel: 01856 871515

- **To enjoy this service become a member**

You need to complete a membership application form and return the form to the office with the £25 membership fee. (£20 if Outer Isles or additional family household member). Your membership needs to be renewed on 1st April each year (a renewal form will be sent to members)

- **Who can use Dial-a-Bus?**

(please read to the end, because membership is open to many people...)

- It is available to disabled people of all ages.
- It is available to people with mobility problems, whether temporary or permanent (e.g. a footballer with a broken leg or an elderly person awaiting a knee joint).
- It is available to people with mental health problems
- Also people with other conditions like arthritis, heart condition, failing eyesight, etc.
- it is also available to anyone of 60 years and over.

- **How do I use the bus?**

Once you are a member you just phone 871515 or pop past our office to make a booking. The booking office is open 9am to 1pm and 2pm to 4pm; Monday to Friday, **Please note the office is closed on a Saturday and Sunday.** You can also leave a message on the answer machine.

Once the times and details are agreed, the bus will come to you and collect you at the arranged time.

To help with the scheduling of buses we do ask that you book **at least 24 hours** in advance and that trips for the **weekend must be booked before Friday.**

Shopmobility Orkney provides manual and electric wheelchairs and scooters to help clients with a mobility problem to shop in Kirkwall. Equipment can also be hired on short term loan for use in the clients own home or whilst they are on holiday in Orkney. The maximum period for this type of hire is normally 2 weeks. Written medical authority will be required for the electric wheelchairs.

You can pick up your scooter or wheelchair from the office or equipment can be delivered by special arrangement.

On your first visit you will need to fill in a registration form and a member of staff will run through the basics on how the equipment works. Once you have read our terms and conditions and you and the staff are confident that you can handle the equipment - off you go - *its as simple as that.*

We also do long term Mobility Scooter hire but you must have somewhere indoors and dry to store and charge the scooter.

(We do not supply escorts)

The hire rates for Shopmobility equipment are available for Dialabus members and non Dialabus members.



ORKNEY DISABILITY FORUM

Dial-A-Bus & Shopmobility

18 Junction Rd



• When can I use the bus?

Once you are a member you can use the buses normally between 8am and 7pm, 7 days a week (please note there is limited availability on sat and sun). We can provide transport, occasionally, out with these hours, but this needs to be prearranged. You have to fit into the schedule, so the bus might not be able to get there exactly when you want, so there needs to be some flexibility on your part.

• What can I use the bus for and what will it cost?

There are 2 fare rates (You pay the driver on the bus)
Social and Leisure based trips include, but are not limited to: shopping, visiting friends, attending lunch clubs, physical activities and church.

If you use the bus to go to college, work or make medical journeys such as doctors appointments, dentist or hospital clinics due to funding restrictions we have to charge the higher fare as listed on second column below.

We operate in four distance zones (see attached map for zones)

	Fare for Social & Leisure (S/L) trips	Higher rate fares for Work/Education/ Medical (WEM) trips
Zone A	£4.20	£5.40
Zone B	£6.00	£7.70
Zone C	£8.30	£10.80
Zone D	£10.65	£13.90

You will be charged a fare for the furthest zone travelled. You can check with our staff to see what zone you are in. (Please note trips after 7pm are £1 extra, groups of 4 and over only after 7pm)

And, there are more benefits waiting for you!

Only members of Dial-A-Bus who are Orkney residents in possession of a National Entitlement Card and are disabled, have mobility issues or are over 65 may be entitled to participate in the Orkney Islands Council's concessionary travel scheme. **This entitles eligible members to 3 free return social or leisure based trips on Dial-A-Bus per calendar month.**

Out of hours contact no 07423320534

This is **not** a booking line. This line can be used when the office is shut for advising of Cancellations, changes of pick up or enquiries if the bus is more than 15 minutes late to pick you up.

BE ASSURED, IT IS OUR AIM TO FIT IN WITH YOUR SCHEDULE WHENEVER YOU WISH TO TRAVEL

By the way; You can also hire scooters and wheelchairs and have them delivered with Dial-a-Bus, subject to availability.

We also run a limited number of day tours in the summer along with transport to a range of community events—we look forward to welcoming you!

For further information visit
www.orkneycommunities.co.uk/ODF
Or find us on Facebook



The Dialabus service is supported by funding from Orkney Island Council

