

**Dial-a-Journey** is a charity providing a door-to-door transport service in central Scotland for people of all ages who have a mobility problem and cannot use conventional public transport.

Dial-a-Journey began in 1987 with the aim of providing affordable and accessible transport to those with varying degrees of mobility needs.



During this time it has grown from two donated buses to a fleet of over 30 vehicles and 60 full and part-time staff.

Dial-a-Journey is well established in the Forth Valley area and continues to grow and develop in order to reach more of the community who would otherwise be housebound and suffer from a loss of any independence. Through the provision of Dial-a-Journey those of any age with mobility problems are able to remain independent and get out and about, as and when they want.

*"I was able to drive myself up until 4 years ago and I use the door-to-door service as a backup for when my wife isn't able to take me about the place, or when the car is off the road. It's a fantastic service as, unlike taxis who will only take you kerb-to-kerb, the drivers literally take you door-to door to make sure you safely arrive at your destination or settle back into your own home. I would say you really feel 'as safe as houses' with the people at Dial-A-Journey."*

**Ron Skinner, Service User**

### **Mission Statement**

We aim to provide accessible transport and associated services for people with mobility problems and others who have difficulty using conventional public transport.

**Door to Door Service** - *The friendly alternative to public transport. Unlike some other transport providers the service collects users from their home and delivers them safely to their destination. It is not kerb-to-kerb, but really is door-to-door.*

**Central Shopmobility** - *Giving disabled people the freedom to do what they want to do, when they want to do it*

**Self drive vehicles for voluntary groups** - *a self-drive minibus hire service for bona-fide voluntary organisations*

**Training** - *a range of training courses for paid or voluntary workers who are involved in the transportation of passengers by minibus*

**TaxiCard Booking Service** – *we take bookings for the subsidised Taxicard service provided by Clackmannanshire and Falkirk Councils which is also a scheme for members who are also unable to use conventional bus services*

### **Who can use the door to door service?**

Anyone who lives in the three council areas of Falkirk, Clackmannanshire and Stirling, (this also includes temporary visitors to the Forth Valley area) who are unable to use conventional public transport due to mobility problems. The service can be used for almost any purpose; shopping, visiting friends, having a meal out, medical appointments, church services.

There is no limit to the number of journeys that can be made, provided there is a driver and vehicle available. All users are able to take one escort to assist them when travelling

The service operates from 7.45am until 5pm Monday to Friday in all 3 Council areas, and 9am-5pm Saturday and Sunday in Stirling only. It is also possible to make journeys outside these times with special arrangements by telephoning our office.

### **Geographical area**

The service is provided within the areas of Falkirk, Stirling and Clackmannanshire Councils in Central Scotland. Within these areas the fares are all subsidised. It is possible to travel outside these areas, but the fares will be cost more.