



Passenger Frequently Asked Questions (FAQs)

Why do I need to register in order to use the service?

The community transport vehicle has a Section 19 licence. This enables us to provide transport services for our members and charge a fare. We also gain access to Blue Badge parking and to an operational grant. Because we hold this licence we are not allowed to carry members of the general public, only our registered members. Qualifications for membership of our scheme are defined by age, lack of mobility or other disability that affects the ability to travel independently.

How do I go about getting registered?

Contact our transport co-ordinator to arrange a time for her to visit you and go through the registration process. In addition to getting your contact details she will ask about any health issues that may affect your ability to travel and discuss the journeys and destinations that you may like to book.

What kind of journeys can I make?

The transport scheme is intended to help you access the services you need in order to live a fit and healthy life at home. This may include medical appointments, shopping, and visits to the bank, post office, hairdresser etc. In addition we run services linked to local social events such as the weekly soup lunch and monthly afternoon social. We do not provide evening transport for social events.

Can I book ahead?

Yes, you can book a journey up to four weeks ahead. This is especially useful for regular trips as it enables us to plan journeys more efficiently. We advise that you should put the booking in your calendar as a reminder to yourself.

Who and how do I pay for my journeys?

A Fare Sheet is available (see website) that lists the standard fare for different destinations. We ask that you pay the driver when you enter the car and to provide the exact fare if possible.

What help can the drivers give me during my journey?

Our volunteer drivers are recruited and offer their services on the basis that they will be responsible for driving their passengers from one place to another. They will provide a supporting arm to help you get to and from the vehicle, but are not carers and should not be expected to support you round the shops for example. If you are not sufficiently stable and strong to walk independently then you should arrange to be accompanied on the trip.

I use a walking aid – can I bring it with me?

Yes. The car has a good size space for carrying shopping, a wheelchair and/or walking aids. You should ensure that you tell the co-ordinator about any such requirements when you book your trip.



Will the car come exactly when I want it?

A pick-up time will be arranged when you book and we will endeavor to collect you as close to this time as possible. If you are attending an appointment please tell us this when you book so we can allow plenty of time. Please bear in mind that there may be other passengers booked on your trip or other journeys booked for the day you would like to travel, and this may affect the time of your journey.

Where can I be picked up from?

You will normally be picked up from your house, assuming that there is a suitable place close by where the driver can park the vehicle safely. In the course of your trip you will be picked up from the place/s you specified when booking.

Can I be dropped off close to my destination?

You will be dropped off as close as possible to your destination. The vehicle is registered with the Blue Badge scheme and has dispensation from normal parking restrictions.

Do I have to state why I'm travelling?

The co-ordinator will need to confirm the reason for travel so that medical/health appointments get priority. It is also helpful for us to record purpose of travel as evidence to support requests for funding that we make from time to time.

Can I bring my dog?

Guide dogs are permitted to travel with their owner. Any other journey that involves travel with a pet must be discussed and agreed with the co-ordinator and will be subject to conditions.

How do I know that the person at my door is the community transport driver?

All of our volunteer drivers have a Driver Identity Badge and will display this for you when they arrive to pick you up.

What if I need to cancel?

We understand that occasionally you may not feel well enough to travel on the day of your booking. Please let us know as early in the day as possible so that we can cancel the driver's journey to collect you. We appreciate as much notice as possible for any cancellation.

Will my booking ever be changed or cancelled?

We do our utmost to honour our bookings. However, it may happen that another member has a last minute or urgent medical appointment and we do give these priority. In the unlikely event that this should occur we will give you as much notice as possible and discuss alternative arrangements with you.

For more information and to discuss registration as a member of the scheme contact:

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