



## Your guide to using Door 2 Door



December 2009



**Traveline 01709 51 51 51**  
[travelsouthyorkshire.com](http://travelsouthyorkshire.com)

# Contents

|                                      |    |
|--------------------------------------|----|
| Introduction .....                   | 3  |
| What is Door 2 Door? .....           | 3  |
| Where can I go on Door 2 Door? ..... | 4  |
| Who can use Door 2 Door? .....       | 5  |
| How do I apply? .....                | 6  |
| How do I book my journey? .....      | 7  |
| How much does it cost? .....         | 8  |
| Before you travel .....              | 8  |
| Customer care .....                  | 9  |
| Helping out .....                    | 10 |
| Other information .....              | 11 |
| Operator contact details .....       | 12 |
| Accessibility .....                  | 14 |
| Language Line .....                  | 15 |



# Introduction

## Do you find it difficult using standard public transport?

Do you want to be able to get out and about, meet new people and make new friends? Don't worry; Door 2 Door may be able to help.

This guide will tell you everything you need to know about using Door 2 Door services and answers the most common concerns and questions people have. If you still have questions when you have read this guide, we are only a phone call away.

## What is Door 2 Door?

Door 2 Door services are designed for people who cannot use standard public transport to travel around. Each service will pick you up from your home and can take you around your local area and beyond.

Door 2 Door is great for meeting new people, making new friends and being able to visit places you couldn't get to before.

**“Door 2 Door services are vital for many who would otherwise be housebound. South Yorkshire Integrated Transport Authority are proud to support Door 2 Door as a key part of our transport network.”**

Cllr Jameson - Chair of the South Yorkshire Integrated Transport Authority

## Where can I go on Door 2 Door?

There are different types of Door 2 Door bus services available, which can take you to different places for different activities including:

- Shopping in your local area, in town or at a shopping centre or supermarket
- Visiting friends
- Attending local clubs and evening classes
- Doctors and health centre appointments
- Hospital visiting
- Visiting other areas.

Door 2 Door services aren't just for individuals. If you are a member of a group that wants a minibus, you can use the Group Travel scheme. This lets you use a minibus with either your groups' own volunteer driver or a driver provided by us.

A guide to your local Door 2 Door services can be found in your welcome pack, at a Travel South Yorkshire Information Centre, by contacting your local operator or online at [travelsouthyorkshire.com](http://travelsouthyorkshire.com)

**"I come to the lunch club because it gets me out. We play bingo and have a raffle. The minibus is a great help, otherwise I would probably not go."**

G Waths - Door 2 Door service user



## Who can use Door 2 Door?

No matter what age you are, if you find it difficult to use standard public transport then you can apply to use a Door 2 Door service instead.

Door 2 Door services can help you get out and about; all you need to do is get in touch with us.

## How do I apply?

If you think Door 2 Door can help you get out and about, you will need to contact your local Door 2 Door operator and apply over the phone.

Applying is simple and free; all you need to do is give us a call:

- Your local Door 2 Door operators number can be found on pages 12 and 13
- When you call, our friendly advisors will go through the application process with you over the phone to see if you are able to use a Door 2 Door service
- Once you have applied we will send you out a welcome pack which includes your registration number, a guide to your local services, a free gift and other useful information for making the most of travelling where you live.

When you apply you will be able to pre-book your first return trip with us, so if you have a journey in mind please let us know.



## How do I book my journey?

All Door 2 Door services require advance booking. Your Door 2 Door operator will do their best to accommodate all bookings, but availability is limited and sometimes not all booking requests can be met.

Booking deadlines vary between operators, so please check with your local operator or in your district leaflet for the deadlines in your area.

Most operators will accept bookings from around a week in advance until a day or two before travel, but this varies. For group travel, journeys can be booked much further in advance. In all cases, we recommend that you book early to avoid disappointment.

### What we need from you to make a booking

When booking, you will need to be able to tell us the following information:

- Your name or registration number
- The date and times you want to travel
- Where you want to be picked up and dropped off
- If you need space for a companion, or if you need to travel with an assistance dog
- If you want to take a mobility aid or wheelchair (unfortunately not all wheelchairs or scooters will fit on the buses, so please ask when you book if yours can be accommodated).

## Being Flexible

Because of demand for Door 2 Door services, the more flexible you are with your days and times of travel, the more likely we will be able to take you. Let us know how flexible you are when you make your booking.

## How to cancel a booking

If you find you need to cancel your journey all you need to do is contact your local operator on your booking line number. This then allows us to offer the journey time to somebody else.

## How much does it cost?

For fares information, please see your district leaflet or contact your local operator.

## Before you travel

Before you travel, you may have other concerns or questions that you would like more information on.

## Travelling with someone

Door 2 Door is not limited to those who have difficulty travelling. If you have a relative, friend or carer who you would like to travel with you, they can also use the service. The same fares apply to the person that travels with you.

If you need to be accompanied by an assistance dog when you travel, please let us know when you book. Assistance dogs are welcome on Door 2 Door services and travel free of charge, but other dogs are not carried.

## Standing and smoking

Smoking is not allowed at any time on Door 2 Door vehicles. Standing is not allowed while the vehicle is moving.

## Luggage

Please be considerate to other users with the amount of shopping or luggage you take onto a Door 2 Door service. The amount of luggage or shopping that can be carried is at the discretion of the driver.

## Customer care

### Our vehicles

All minibuses operated by Door 2 Door are purpose built, to allow easy access to everyone, including those using wheelchairs and most mobility scooters. All feature systems to secure wheelchairs as well as seat belts, which we ask that you wear at all times.

### Our drivers

All Door 2 Door drivers are trained to MiDAS standard – a nationally recognised qualification - and are CRB checked.

Drivers can provide assistance to and from the passengers door, and all our paid drivers are trained in First Aid.

## Helping out

### Becoming a volunteer

If you would like to help provide Door 2 Door services, volunteer drivers are always welcome. There are opportunities to drive minibuses or your own car. Full training is provided and out-of-pocket expenses are paid. If you are interested contact your local Door 2 Door operator.

### Passenger forums

In each district, we regularly meet with a number of passengers to get their views on Door 2 Door services. From time to time new volunteers are needed for these groups. If you would like to put your name forward for joining a forum in future, please write to Door 2 Door Passenger Forums, Network Accessibility, SYPTE, 11 Broad Street West, Sheffield, S1 2BQ, phone 0114 2767575 or email [networkaccessibility@sypete.co.uk](mailto:networkaccessibility@sypete.co.uk)

A Door 2 Door newsletter will be produced, giving information about what happens at the passenger forum meetings. This will be available on board Door 2 Door vehicles for you to pick up.



## Other information

### Christmas and Bank Holiday travel

Door 2 Door does not operate on Christmas Day or New Year's Day. On other public holidays, arrangements will vary by operator. Please look out for information on the minibus, or contact your local operator.

### Change of address

If you change your address, please let the operator you are registered with know.

### Tell us what you think

We hope that all our drivers are polite and friendly at all times. If you have a comment or complaint about one of our drivers, or any other aspect of the service, please ring Traveline on 01709 515151, write to us at SYPTE, 11 Broad Street West, Sheffield, S1 2BQ or use a Travel South Yorkshire Customer Comments form.

### Your information

The information you give on your application form will be used for internal purposes only. It will not be transferred to or viewed by any other individual or organisation outside the Travel South Yorkshire partners responsible for Door 2 Door transport without prior written consent of the individual concerned.

### Shopmobility

Door 2 Door operators drop off at Shopmobility schemes, where they are available. Speak to your Door 2 Door operator to find out whether this is possible for you.

## Operator contact details

### Barnsley Dial-a-Ride and Community Transport

Pontefract Road  
Hoyle Mill  
Barnsley  
S71 1JA

Telephone: 01226 730073  
Email: info@barnsleydialaride-ct.org

### Doncaster Community Transport

Leger House  
Brooke Street  
Doncaster  
DN1 2SW

Telephone: 01302 342400  
Email: johnwade@legerbus.co.uk

### Manor Community Transport

131 Fairleigh  
c/o Manor Post Office  
129a Fairleigh  
Sheffield  
S2 1LB

Telephone: 0114 2654275  
Email: manormobeel@googlegmail.com

### Rotherham Community Transport

Erskine Road  
Rotherham  
S65 1RF

Telephone: 01709 516092  
Email: bookings@rotherhamct.org.uk

### Sheffield Community Transport

Montgomery Terrace Road  
Sheffield  
S6 3BU

Telephone: 0114 2766148  
Email: reception@sheffieldct.co.uk

### Sheffield Dial-a-Ride Club

Montgomery Terrace Road  
Sheffield  
S6 3BU

Telephone: 0114 2766148  
Email: reception@sheffieldct.co.uk

### Transport 17

172 Baslow Road  
Sheffield  
S17 4DR

Telephone 0114 2362962  
Email: transport17@btconnect.com

### Door 2 Door website

[www.ctinsy.eu](http://www.ctinsy.eu)

“The bus means a lot to Wayne, it means he is able to go out every day and it has done a lot for his confidence. The drivers are really good, and when you book the reception staff are very polite and helpful. They always try their best to get Wayne to where he wants to go at the times he likes.”

Sue Turton – the carer of a Door 2 Door customer

## Accessibility

### Accessibility information

Travel South Yorkshire is committed to improving accessibility for all passengers.

If you require this information in an alternative format please contact us on 01709 515151.

**Typetalk** provides a service for people who cannot speak or hear on the phone.

To contact TraveLine using Typetalk please ring 18001 01709 51 51 51.

If English is not your first language please call TraveLine on 01709 51 51 51 where we will provide a telephone interpretation service via **Language Line** wherever possible.



### 24 hour clock

Throughout South Yorkshire our timetables use the 24 hour clock to avoid confusion between am and pm times.

For example:

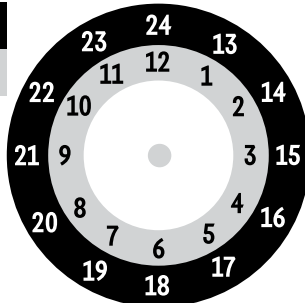
**9.00am is shown as 0900**

**2.15pm is shown as 1415**

**10.25pm is shown as 2225**

24 hour times

12 hour times



## Language Line

We can offer you a Language Line that can help you talk to us in your own language. If you would like to talk to us in your first language, then ask us about Language Line by phoning TraveLine on 01709 51 51 51.

Our staff will ring Language Line for you if they cannot translate for you themselves.

Language Line offers translation into over 100 languages including:

- Albanian
- Amharic
- Arabic
- Bengali
- Cantonese
- Croatian
- Czech
- Farsi
- French
- German
- Greek
- Gujarati
- Hindi
- Italian
- Kurdish
- Mandarin
- Polish
- Portuguese
- Punjabi
- Romanian
- Russian
- Serbian
- Somali
- Spanish
- Tamil
- Turkish
- Urdu
- Vietnamese

## Contact us



**travelsouthyorkshire.com**



**Traveline 01709 51 51 51**

National rail enquiries 0845 48 49 50



**Visit a Travel South Yorkshire information centre or use a kiosk**



Get timetable updates sent to your inbox at  
**travelsouthyorkshire.com**



**Text YourNextBus**

Just text your stop number to 64422

Each text costs up to 12p plus your usual standard network rate

Photographs used within this leaflet are staged and do not necessarily reflect the working practices of Door 2 Door operators.

09-09-0248