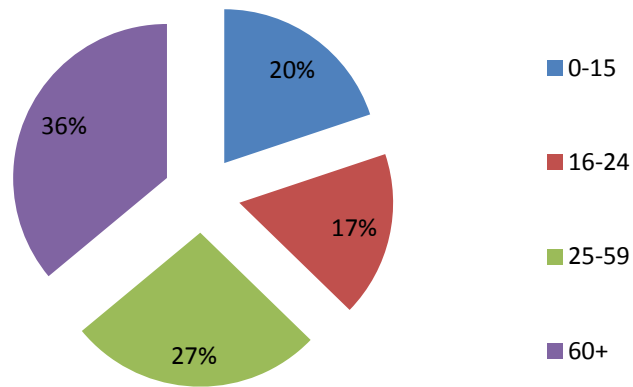


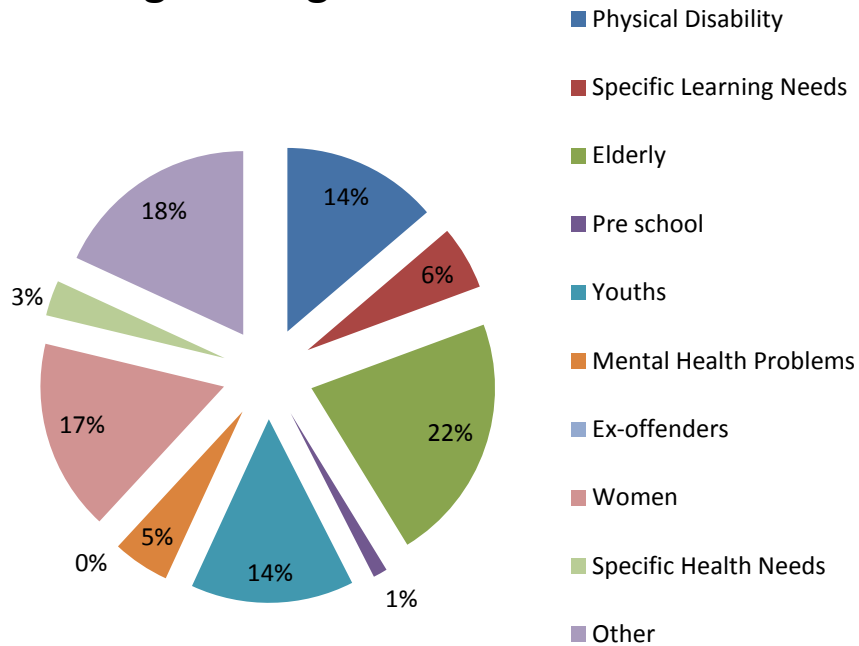
# *Annandale Transport Initiative*

## **GROUP EVALUATION SUMMARY 2014 (BASED ON 76/159 RESPONSES)**

### **Age Breakdown of Users**



### **Passenger Categories**



## WHAT IS GOOD ABOUT THE BOOKING/INVOICE SERVICE

Accuracy. Speed. Co-operative & pleasant office staff.
All good. Telephone response especially good.
All.
Availability of vehicles.
Booking - easy to do either by phone or email.
Booking is easy.
Bus near to us for school.
Condition of transport. Efficiency of booking. Helpful drivers. We have always been delighted with the organisation.
Drivers helpful. Helpful staff. Always try to assist.
Ease of booking. Friendly team at end of telephone. Excellent drivers. Great value for money.
Easy - phone - email.
Easy and affordable.
Easy to arrange and the bus is kept locally.
Easy to book via excellent, helpful office admin staff. Invoices detailed and easily understood.
Efficient and helpful.
Efficient staff. Good recording process.
Efficient.
Everything works well
Excellent helpful service. Girls give me mileages and average times. Very helpful to a non-driver.
Excellent information and service provided by all personnel at ATI Lockerbie
Excellent service from ATI. Always extremely friendly and helpful. Nothing is any trouble. If unable to supply transport requested immediately they will try to find it for you.
Excellent service.
Excellent service.
Excellent. Very easy to work with & very detailed.
Generally service is good.
Good communication. Helpful. Try to meet my requirements even when last minute. Accessible office. Clear bills.
Great service for local community.
Having such a good facility in Moffat/Lockerbie.
Just being able to hire the minibus is great. It makes a huge difference to the individuals' lives.
Large print. Efficient staff.
No issues
Prompt replies to enquiries.
Prompt. Efficient.
Quick to use.
Service.
Straight forward. Easy to contact. Very pleasant on telephone. Helpful.
The price and efficiency of the vehicle.
The service is run efficiently in a very helpful, friendly manner.
They are always very pleasant to deal with.
Very accommodating and helpful. Friendly drivers. Accounting speedy.
Very accommodating.
Very easy to use.
Very efficient.
Very reasonable cost.
We have not used the service for a number of years but know the booking service to be friendly and efficient. We wish to continue to support the ATI as a very useful service to the community.
We particularly appreciate help with the MiDAS training scheme which is essential for our volunteer drivers.
Office staff efficient.
Very easy and friendly.
Straight forward. Easy to use. Availability of vehicles.
Easy to book.
All very efficient and no issues to report.

Reliable, efficient and accurate.
All of it! We have had no issues or problems. Very smooth organisation.
Flexibility. Availability.
Staff are always helpful
I have found the booking and invoice system to be very good.
Ease of communication and simple collection arrangements.
Easy to book.
No real issues.
Prompt replies to all correspondence.
All well.
Good system.
Take our group together.
Able to book via email.
Always prompt and efficient.

## WHAT IS NOT SO GOOD ABOUT THE BOOKING/INVOICE SERVICE

Costs.
Could do with a 30 seater bus.
If specific bus is wanted it is not always available.
It would be helpful if you were on Council PECOS site (not sure how easy that is!).
Never had any problems with booking.
Not the most comfortable buses for a long journey.
On occasions we have not had a confirmed driver until very near the event date. If earlier notification could be achieved this would be very helpful.
Only one telephone line in.
The required bus not always available.

<b>WHICH IS YOUR PREFERRED VEHICLE?</b>	<b>FOR WHAT REASON?</b>
Minibus	12 or more passengers
Minibus	Keeps teams (especially youths) together
16 seater	Always full for our trips
Lockerbie 16 seater	Local pick up
Bus	Convenient and comfortable
Iveco	
YJ60CVV	Easy for all members to alight & getting on.
YJ60CVV	More accessible for members and they like it because everyone knew David Wylie.
Lockerbie minibuses	Convenience/access
Annan PX04	Most convenient.
Annan PX04	Ease of access.
Annan 16 seat	Less travel to collect.
16 seater	Seats more than 12 seater
Annan	Nearest
Minibus	Suits the number of people attending festivals and matches.
The ones we used met our needs perfectly.	
16 seater	Used for mini band engagements.
We use the minibuses but don't have a preference.	
Annan bus	Due to location, although it is getting older.
16 seater	We need that number of seats.
Annan/Lockerbie. Larger buses.	Convenience & group size.

All vehicles excellent.	To have this service available to our group allows children to experience competition.
16 preferred. Annan or Gretna.	Ideal for our club numbers.
PX04FOA	Most convenient.
Minibus	Wheelchair access.
16 seater - newest!	The group likes to travel together if possible.
Minibus.	Able to transport larger numbers of people.
Various. All acceptable.	Depending on numbers travelling - wheelchair access.
16 seater	Holds more people.
Lockerbie. 16 seats.	More than 16 members.
Lockerbie new bus.	More comfortable.
16 seater. Annan.	Comfortable. Gives extra couple of seats.
They are all ok.	They are reliable.
Any vehicle. All are suitable for our needs.	
Annan or Gretna.	Close by.
No preference.	Depends on the activity/event we are travelling to.
16 seater. Annan.	We fill it.
All excellent value.	
SF54DSU	Never had any problems.
16 seater.	More up to date, more room, better cleanliness.
Easy access.	
New one.	More modern & easy to drive.
Vito SH08EKM. Also liked the 14 seater now at Gretna (Renault).	Nice to drive. Accesses good for passengers. Hoist easy to use.
Minibus with lift.	Stroke victims.
Depends on purpose of hire.	
Minibus.	Size.
Lockerbie buses.	Nearer our school.
Minibus.	Has a ramp for some of our group. More seats.
Any of the minibuses.	It allows us as a group of women to travel safely together.
Moffat bus.	Handy for pick up & return especially when it's late.
16 seater minibus.	Comfortable and is big enough for our group.
Do not have one.	
Lockerbie as some members in Lockerbie.	
It completely depends on the numbers we have.	
Either 12 or 16 seater. Not bothered as long as able to book the bus.	May on occasions need to use bus with tail lift for wheelchair users.

## ANY VEHICLES GROUP PREFERS NOT TO USE

## WHY?

None - all good	
Gretna	If collecting to be driven by one of our designated drivers.
Langholm	Size - too small.
Small bus as we generally have all pupils attending so need 16+ seats	
Moffat/Gretna	Distance to collect.
The Iveco is a little temperamental but you get used to it.	I would continue to use all the fleet vehicles as they provide an excellent service for our group.
Langholm & Moffat.	Distance.
Moffat.	Too far away.
YJ60CVV	Problems with the door! (maybe it's just the operator!)
Probably people carrier.	Too small.

## WHAT'S GOOD ABOUT THE VOLUNTEER DRIVER SERVICE

No issues
Drivers are always excellent
So grateful that this is available at all. We have several drivers but cost for cover is expensive for us.
Good back up when group drivers are unavailable.
Generally drivers are friendly and helpful and join in with the events we are running, ie visits etc.
Drivers very friendly and helpful.
Very helpful
Super drivers. Very grateful to them for giving their time.
For when group cannot supply driver.
It's much appreciated that drivers give their time and are willing to help.
Drew, our usual driver, is excellent. Whenever we have had another there have been no problems.
Every driver was kind, informative, punctual and understanding. Gold stars all round.
We have not used this.
Availability of volunteers. Friendly people.
We have found them very pleasant and helpful when needed.
We use our own volunteer drivers within the club so don't need to use the ATI drivers.
Friendly and helpful.
Very good. We do not have a member of staff that wishes to drive the bus.
Affordability. The drivers we have been allocated have all been very helpful and amenable to our needs.
Friendly, flexibility, reliable.
Patient, calm, caring manner, good drivers, know members difficulties.
Pleasant, helpful and chatty.
Everything - though I think I may be biased!
Always very friendly and obliging.
They are all very helpful.
We use our own driver.
We have our own drivers.
Friendly drivers. Happy.
Kenny is reliable and a good driver, and is very good with the elderly.
Always helpful and friendly.
Friendly, punctual, very accommodating.
Super. Delighted so many people give so generously of their time.
Great if someone can help with a hire if one of our drivers aren't available.
The service you provide.
Good.
Comfortable.
Great when no other driver available.
Gives people with driving skill and time on their hands a worthwhile and rewarding job to do.
I know the service is appreciated by many.
Drivers always very helpful.
Very friendly and co-operative.
Excellent service.
Excellent facility.
Excellent.
Very good. As a group of pensioners this is excellent. Drivers very helpful.
Good to have a member of our local community.
We usually use our own volunteers but good to know we can use yours if/when necessary.
The drivers are usually nice and pleasant.
Always pleasant and helpful. Allows us to use transport as non drivers in group.

## WHAT'S NOT SO GOOD ABOUT THE VOLUNTEER DRIVER SERVICE

Sometimes journey planning has been a problem.
Not knowing if we have a driver until week of our hire.
I had to arrange a private coach hire as no volunteer driver was available.
Risk of not being able to get a driver at late notice.

## DOES IT COST MORE TO USE OTHER TRANSPORT?

Yes. Having to hire a minibus.
Approx. £25-£30 per match depending on distance and use of private cars.
Our alternative would be Houstons Coaches or equivalent. The extra would depend on the trip we were going on, but all would be prohibitive.
Not to my knowledge.
Yes. Considerably more although buses/coaches are larger and some more comfortable.
Yes
More sociable.
Yes
Yes. Sometimes 3 x more.
If we can't use buses we use taxis which can cost more than double the cost.
Yes. Unknown.
Yes, but not sure.
Yes. Unsure exact details.
Yes. Private hires much more experience.
It's very expensive to hire buses and drivers. The use of private cars is not very environmentally friendly and also dearer in terms of fuel costs. Sorry, can't give figures.
I think so, although we do not compare very often.
Yes. We use a commercial bus company and a day hire is £240 (including driver).
Definitely!
No
Yes. Costs are less than alternatives.
Would cost £200 (approx.) more on an average trip to a competition in Stirling/Perth/Central belt.
It does cost more but I don't really know how much more.
Probably, but we find that without parental support some children just don't go to competitions.
Don't know.
Yes - and not door to door
Do not know. Have not used other transport.
No.
Don't know.
Yes, considerably more as can't get small buses.
I presume so. Unsure of additional costs.
It is a lot more expensive to use taxis.
Never used other transport.
Yes, at least double.
Yes. Varies but can be £50.00.
Yes. More than double.
No.
Yes - depends.
Alternative transport can be about £200 extra.
Yes, a lot more for similar trips - e.g.: 2 x ATI buses and fuel to Edinburgh £153.38 (day trip) 1 x 48 seater commercial bus £350.00.
Yes, over £100.
No.
Yes. E.g.: trip to Morecambe probably £300.00.

? I wouldn't think so.
Yes. Twice the cost.
No.
Wouldn't really consider other transport.
If we were to hire a private minibus and driver it could cost anything over £100 more per trip.
No.
No.
Not that I know.
Do not use other transport.
Yes. A lot. But then the buses are usually bigger.
I find the cost to be excellent value for money.
Yes. Using this service allows the elderly tenants to be picked up at the door and drop back off as close as possible to activities arranged.

## **WHAT IMPACT WOULD IT HAVE ON YOUR GROUP IF ATI SERVICES ENDED**

It would cost the club more money.
It would seriously limit us as to what competitions we could enter, especially at youth level. It would have a dramatic effect on our ability to participate around the D & G region.
Our outings would be quite difficult to organise.
We would not be able to run these trips.
Increase overall cost of journey for small groups. Less scope for diverting from journey plans, etc.
A major impact as even with fund raising our group could not afford private hires, so events would be more limited or the club would cease. This would have an impact on the community, particularly older residents who live alone. The contact with others would be lost.
More expensive. Limit group activities.
No outing to Perth or other annual outing.
Cost of hire. Handiness of ATI's office in comparison to other companies.
Devastation as group is getting out and about to loads of different events.
Our group would not have the finances to get out and about and create a wonderful service, through the support of ATI transport.
The children would not have access to places near and further afield which provide them with a variety of experiences at prices we can afford.
Probably restrict ability of members to attend events. Would certainly increase car use.
We would not be able to take the veterans anywhere as we could not afford to.
Unable to transport youths to games - therefore unable to play games.
Social isolation and increased costs.
Costs would be higher.
Number of outings would cease. Cost of private hire equates to at least 4 ATI trips.
We would have to look elsewhere for transport which would probably be much more expensive.
Less trips would be organised.
It would place major financial pressure on our club and severely restrict our ability to take children to play at festivals and tournaments.
The sizes of your buses allows smaller groups of people to be picked up in their own areas making journey times much shorter. You also allow us to travel to events and money is not a big concern.
We would just have to use alternative transport.
We would be unable to organise larger scale or longer distance activities for our service users.
Huge impact on the group's expenditure in cost of buses significantly rising. This may result in some trips having to be cancelled due to costs.
It would be a lot more inconvenient as a lot of the women do not drive and sometimes our concerts are quite a bit away.
Reduced attendance at competitions. Reduced competitions as most competitions are Central belt and North of England. Reduced experience for kids who have not got parental support.
Probably there would be no annual trip.

It would make any outings very expensive - prohibitive!
Now that we have clientele who wish and are able to use transport, their activities outside the home would be limited.
It would become unaffordable to go as a group on our annual outing.
Would use Moffat taxis.
Members would be unable to access community groups because of their own locality where there is no accessible transport.
We like the confidence ATI brings.
We wouldn't be able to go out all together as a group as many don't drive or have access to vehicles.
It would really affect our programme at Women of the World as we would be unable to afford to travel any distance. We do not have enough members who are drivers.
This would impact on the training of our volunteers.
I do not think our group would survive.
It would mean that our group would no longer be able to go on trips out.
No trips out.
The service is affordable, if not available we may not attend events due to cost implications.
It would restrict our ability to offer accessible transport for outings/cover should our own minibus be off the road.
Devastated. We really do depend on it for visits and annual trip.
We could not transport our children as regularly as we do, thereby limiting their educational, sporting and social opportunities, We now have 3 schools in our partnership and we could not bring the children together without ATI services.
Unable to attend local events with children without ATI.
Limit all our out of school activities.
Some outings may not take place as other companies are too expensive. This would stop the group from holding outings which bring people in the community together.
We wouldn't be able to take the children on as many outings and local trips, to Education based venues.
Fewer outings for clients.
Most inconvenient.
A number of programmes would stop and services reduced.
It would be a huge loss if not able to transport people to our church. Elderly and/or disabled people no longer able to drive depend on the bus. Without it they would miss the spiritual benefit and fellowship.
Have to hire buses.
Only ran one or two trips per year at most. Would miss the service if not available.
Fewer away days.
As a small school we benefit from using the 16 seater buses. If we have to hire a larger vehicle from a coach company it costs us more than double the cost.
Quite a big one.
As a group we could not afford to travel if ATI services ended.
School costs would go up in travel. Would be a shame if ended as a lifeline to some people.
Couldn't go on trips or visits. Would have to arrange people to take cars and likely people wouldn't be able to go.
School outings would be less affordable.
We have used the ATI for our group for a number of years visiting stately homes, sometimes all day, but as age is catching up with us we now just have half day outings. Everyone enjoys these and without the ATI we would miss them very much. None of our members drive their own vehicles very far nowadays.
This would be a great loss to our service users and the service we provide.
We would have to source alternative otherwise many of our service users would be unable to come.
Cost outings a lot more money.
It would certainly affect us but more importantly it would have a negative impact on the whole region.
The cost of using/hiring a minibus privately would be far too expensive to carry on having trips out, and limit the number of times tenants could get out and about and enjoy being in the community.



# COMMENTS/SUGGESTIONS

Please keep us posted when you are planning to do training of new drivers or any 2 for 1 offers. This is helpful for us.
Service is excellent.
Please keep going.
Service much appreciated.
ATI is a very, very valuable community resource and should be fully supported by the local community and residents. We think you are brilliant.
Thank you for providing such a wonderful service. Very much appreciated!
Great service!
Although we don't use ATI very often, this situation may well change and on the occasions when we have used ATI there really would not have been a viable alternative. ATI is a vital service for our community.
Excellent services in all areas. Thanks to all!
Brilliant service. Continue with what you are doing as it works.
Continue to run this excellent service for our community!
Excellent service. Members would be left isolated without the support of transport. Also used service to take volunteers to conferences that otherwise would be difficult for them to attend.
Keep doing what you're doing! It's an excellent service.
A brilliant service which has opened up so many additional activities for our group.
We are all very pleased with the service we receive from ATI.
Great service. It means so much to our group to be able to have this service.
Thank you for your help and assistance. Very much appreciated.
We realise that the project covers Annandale & Eskdale but we would find it beneficial if there was a vehicle closer to Dumfries: it is often awkward to arrange uplift of bus from Lockerbie or Annan, etc.
Keep up the good work. There has never been any bad comments from our group. We are all happy with your service.
Keep up the brilliant service.
All the best for the future.
Fabulous, worthwhile and well-used community service.
Not really, just we are delighted with the service provided.
Keep up the good work, and thank you.
Buses at Annan in Queensberry Hotel car park sometimes no spaces left and can be awkward. Would be better to be parked somewhere else with better access and parking, even if keys still left at hotel?
Just a thank you to the staff and volunteer drivers. We have just had another successful afternoon out. Although I received thanks for organising it I know it would not have been possible without the ATI.

**Newington School's Lacrosse team** travelled to the British Pop Lacrosse Championships in June. The team played very well and made the quarter finals and enjoyed the experience.

