

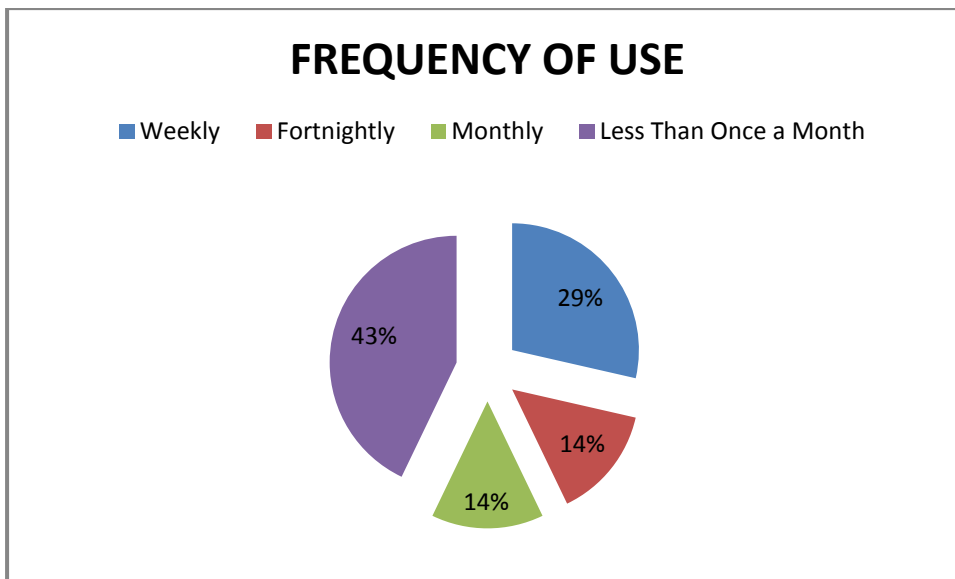
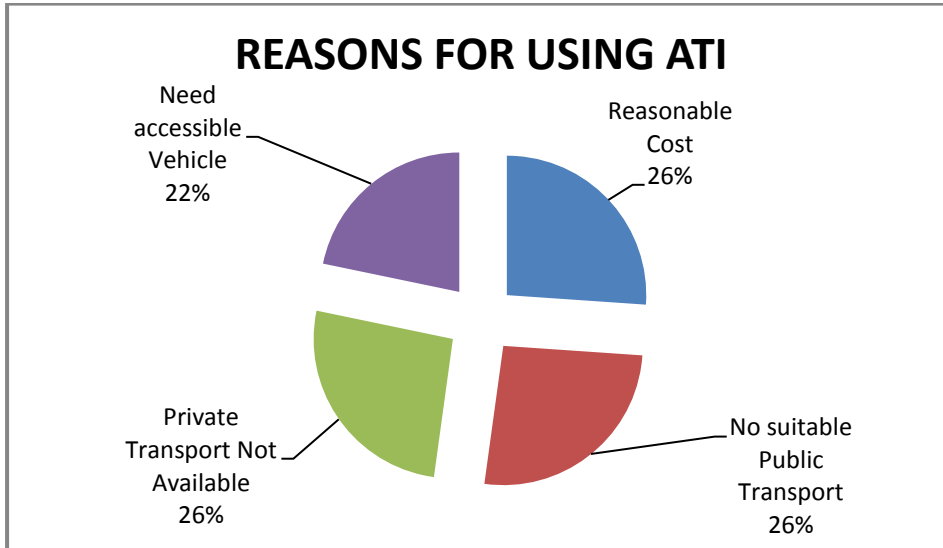
Annandale Transport Initiative

INDIVIDUAL EVALUATION SUMMARY 2014

(based on 7/13 responses)

PASSENGER CATEGORIES

6 out of the 7 respondents are elderly and 5 of these also report they have physical disability.



WHAT'S GOOD ABOUT THE BOOKING/INVOICE SERVICE

All well.

Easily booked via a phone call. Invoices sent out regularly. Friendly office staff.

Always pleasant. No major problems.

First class service. Very caring staff.

Can take own carer or friends for day out - any distance.

Simple and straightforward.

Efficient

WHAT'S NOT GOOD ABOUT THE BOOKING/INVOICE SERVICE

None

WHAT'S GOOD ABOUT THE VEHICLES

All well.

Adapted for wheelchair use. Helpful drivers.

Comfortable and safe.

Access.

Good - local and distance.

Clean and reliable.

Reliable.

WHAT'S NOT SO GOOD ABOUT THE VEHICLES

None

WHAT'S GOOD ABOUT THE VOLUNTEER DRIVERS

All well.

Always pleasant and helpful.

All drivers very kind.

Very good. Helpful and pleasant.

Always friendly, helpful and reliable.

Helpful.

WHAT'S NOT SO GOOD ABOUT THE VEHICLES

None

HOW COULD ATI MAKE IT EASIER FOR YOU TO USE OUR SERVICE

The service is fine as it is.

It couldn't be any easier.

DOES IT COST MORE TO USE OTHER TRANSPORT

Yes. Not sure but I think it would be more than double.

Financially it would be difficult. Suitable vehicles are hard to find.

It varies. Eg: a taxi from Lochmaben to Lockerbie and returning 2 hours later would cost approximately £24!!!

Most do - some not much difference.

WHAT IMPACT WOULD IT HAVE IF ATI DID NOT EXIST

A big loss.

I would not be able to go to Stroke Club at Lockerbie and it is more expensive to use taxis, which may not be available as there is only one disabled taxi in Annan so it is sometimes not available.

Could mean the end of going to the Stroke Club twice a month and other places ATI have provided transport. To take taxis would work out very costly.

More awkward as to needs.

I would not be able to get to optician and appointments at DGRI.

Devastating.

COMMENTS/SUGGESTIONS

Very happy with service.

Hope to go out more times when able. At times not easy to get Saturdays/Sundays.

Thank you to all involved. It is very reassuring to know that the service is available when we need it.

Very happy with service.