

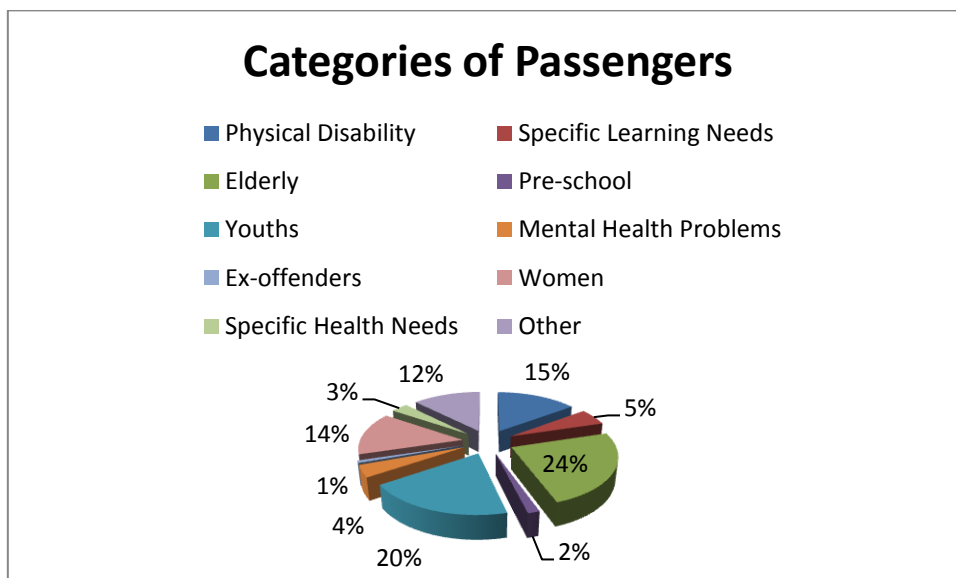
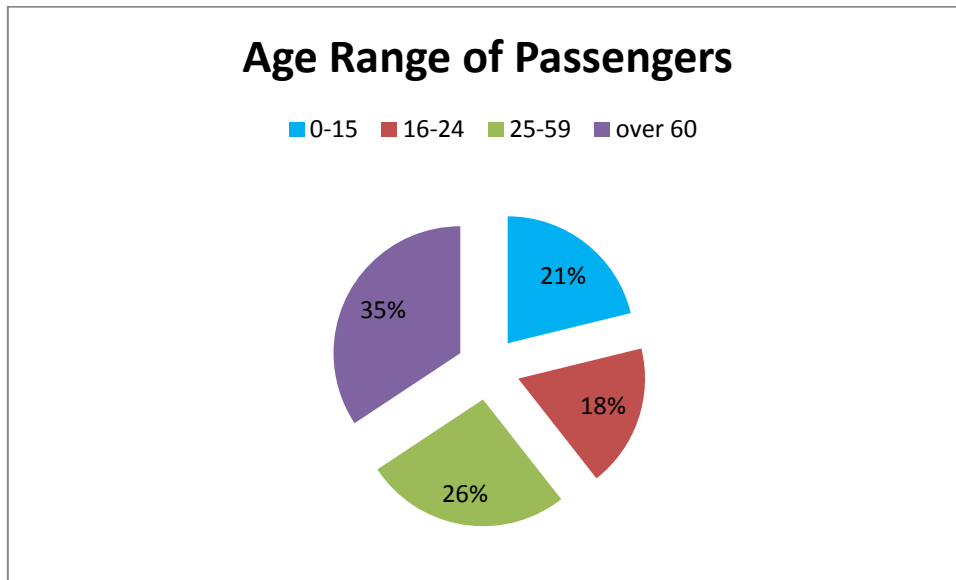
Annandale Transport Initiative

Annual Evaluation Of Members

We asked our group and individual members to give us their feedback on the service we offer.

GROUP MEMBERS

We had 68 responses from 155 group members, as follows: -



Booking And Invoice Service - What's Good

The service is very friendly, helpful, reliable, efficient and professional (20)	Booking is very easy and quick to arrange (9)
Administration prompt with clear and regular invoices (3)	Everything good (9)
They usually contact you when you leave a message	Cost effective way of getting people about and able to enjoy themselves.
Service that helps us to get older people who are on their own to meet with others. When we book the bus, excellent service.	Runs smoothly, prompt responses.
Office staff efficient - never any problem. Good client/staff liaison	The office staff are extremely helpful and efficient and very willing to help you out in anyway
Good communication back and forth (2)	They respond and contact you when you leave a message (2)
Willing to accommodate even at short notice.	Flexibility and approachable around changes if needed is good (2)
Reliable and affordable	We have always had excellent service from ATI when booking and receiving invoices for our trips to meetings and outings
Polite and friendly staff	Staff and drivers are very helpful and patient.
The booking system is straightforward and the vehicles suit our needs	Able to make block bookings for weekly/monthly activities or outings.
Booking is only a phone call away to secure a booking	Happy with service
Condition of transport. Efficient of booking. Helpful staff and drivers. We have always been absolutely delighted with the service.	Vehicles have always been available when required

Booking And Invoice Service - What's Not So Good

Buses not always available on first choice of day
How ATI work out fuel and VAT charges would be good to know.
On some bookings confirmation of a driver being available is not known until quite close to the booking (3)

Vehicles - What's Good

Modern, well maintained and reliable (4)	Easily accessible (4)
Good quality vehicles (8)	Types available
New, more comfortable vehicles	Vehicles are very clean, tidy and comfortable (10)
Adapted for wheelchair users. Trustworthy	Very happy with the vehicles
The minibus is immaculately clean and the driver has always been polite and courteous	New Lockerbie bus very comfortable and a pleasure to drive
Great to have a bus on our doorstep	Personally never had any problems. Vehicles run well, are well maintained, comfortable
Location of vehicles and informed if any changes	The vehicles in general are in good working order and readily available
Newer vehicles, range of spec of vehicles	Well maintained. Easy to find at locations

A much needed facility for our members. Substitute vehicles given when necessary	Convenience, access, clean, reliable
Always clean and tidy. Seatbelts work properly. Never any breakdowns	Localities, convenience, easily accessed, comfortable and clean. Reliable
Having modern buses available at convenient locations	Allows all our group to travel together safely
Comfortable, all our members are able to access the bus when we have used them.	Reliable. New vans excellent

Vehicles - What's Not So Good

Problems with older vehicles, i.e. Doors, steps, removable seats not replaced properly	Sometimes steps do not work
Door on Gretna bus not so easy to operate.	Frequent problems with malfunctions
A bigger size minibus would be good, e.g. 24-30 seater	Couple of vehicles on the fleet are old and the ride is not always that comfortable
Some of the locations make it hard to get the key for the vehicle, i.e. No staff at desk and you cannot find them. Key not being out back where it should be.	Sometimes unable to get a local ATI bus which means travelling to another location
When Annan bus had broken step, emergency folding step was inadequate for elderly users	Sometimes not cleaned properly (only once)

Volunteer Drivers - What's Good

Just under half of the groups who responded said they wouldn't be able to use the service without an ATI volunteer driver

Drivers friendly (9)	Fantastic service
Good	Dedicated, giving of their time.
They are all very helpful (15)	Courteous, flexible and accommodating (5)
Efficient- knowledgeable about routes and parking	Again a good service when needed
Reliable volunteer drivers	A very useful community resource
Considerate and helpful drivers at all times	All drivers have been pleasant and helpful
Always helpful	Really good/helpful as a small school
Drivers are helpful and flexible to meet the needs of passengers	Well trained
We have always found any driver we have had to be pleasant and helpful	They are keen volunteers
Every effort made to provide cover if our own drivers not available. All drivers have been excellent	Fabulous drivers! Appreciate them giving their time when our drivers are not available
Excellent and helpful. Drivers give a good image of ATI services	We are so appreciative of the drivers giving up their time for us. We meet some fabulous people!
Our driver was excellent. He is the person we usually get. Any other drivers that we have had are also excellent.	We were delighted with our driver. He was careful and took trouble to get us to the theatre on time - and found us a good parking place.
Great to have someone who can help if necessary	Allows us to do things that would not happen as we cannot afford proper minibus prices and drivers
Committed, generous drivers. Ability to use vehicles without own group drivers	The volunteer drivers have always been helpful and respectful of our needs

What have groups been able to achieve, what activities have they undertaken using ATI transport

We have trips out to garden centres, seaside etc and odd bit of shopping	We do a lot of outings for our members which they all enjoy
All	Annual visit to theatre. Annual outing
3 outings and a show	Trips out. Transport to events
We have been able to visit places of interest like Drumlanrig Castle, Falkirk Wheel and gardens open to the public.	8 week block of outdoor learning activities at Langholm Moorland. Other school trips and trips to join activities at other partnership schools
Sports academies and summer/holiday schemes. Day to day activities.	Able to have outings without the worry of transport and being able to be picked up at a convenient point
We are able to offer outings for members who rely solely on public transport. The bus means that we are able to travel to places that our members would not be able to go without considerable difficulties. Our activities would have to be based in our Village Hall if the ATI bus was not available.	We have had a complete engine breakdown of our day centre bus so without help of the ATI buses we would have been unable to get our elderly members in for lunch. The day centre for many is their only outing in the week and they rely and look forward to it very much. We also use the service for trips out because our bus holds 14, we can take more members for a trip out with ATI availability
We are able to transport young carers for group activities in Annandale & Eskdale but also other parts of the region. Without access to the ATI buses we would be unable to offer groups and respite opportunities to young carers	Possible day trips Group outings at time to suit members. We visit museums and other places which are educational in their own way. We also use the minibus for social outings
Enter national competitions	Sports trips
We can visit places of interest for example the jam pot museum at Moniaive and Drumlanrig Castle or go out for a meal.	As a school we can enter events and competitions more frequently. Netball, running, choir, museum, trips, swimming
Take choir further afield. Also the same for the walking group	Discoverers youth group trips, guild trips to rallies and support people at Allanbank Nursing home
Travel to activities outwith our buildings and immediate area	Able to play away games
Weekly lunch club, summer and Christmas outings. The Salvation Army (Lockerbie) also hire the bus for the Christmas day meal for the community. This is in addition to and separate from the lunch club.	Taking junior golfers to driving range. Visiting various golf courses through days out especially for the elderly
Because we are a small school, ATI is perfect for us as we can take a whole class to an activity or outing. We use ATI for excursions, church services and any other outings.	Able to let children experience competition in other venues in Scotland and England. Give children opportunities that they might not have been able due to transport issues at home.
Attend local galas and events. Also events within the D&G region as well as within Scotland and England	We have a more varied programme of activities, take people to places they have not been before - which builds confidence and develops aspirations
We are able to travel together safely and affordably to our performances/workshops	Trips/outings both for lady golfer /kids trips and men's days out
We are able to offer our members a bi-monthly outing, confident that your transport is reliable, clean and safe.	Small, low mileage trips to various activities that pupils would not be able to access if ATI was not running
Take our disabled athletes to a wide range of local,	Able to take a larger number of members to various

regional and national competitions across the UK	meetings and outings
We are able to attend Scottish Torch Conference in Perth. We are able to take our members on annual outings. We are able to attend Scottish Torch Thanksgiving service	Having ATI transport allows the Scout Group to get members to places/visits where it would take lots of parents with cars to do it.
Many sporting sessions, events and support we would not normally be able to do	Local school trips which would otherwise be too expensive
Day trips for club members	Lockerbie Wildlife Trust excursions
We get people to church who could not otherwise get there	Days out, people mixing with each other and a group of people getting out for a few hours
Recreational visits	Annual outing
Both social and educational events	Small group trips
We are able to take larger groups of service users out to access different activities	Social days out, especially for a group of people that may otherwise stay at home
Visits to gardening groups and open gardens	Attend events not normally possible
Trips, educational, sports activities	Transport children to venues out with Annan
Essential to the running of our club, especially at youth and senior level travelling to games	We took a group to the Citizens Theatre in Glasgow. It enabled us to have a very enjoyable experience
More cost effective travel. More coaching/playing opportunities for young people	We are able to do more things as a group
We are able to organise outings for members of our community of all ages. We can arrange to take youths ten pin bowling or senior citizens for an outing. These activities bring our community members together.	Due to the rural nature of Annandale & Eskdale and people who use our services not having access to transport they are able to participate in activities to improve their daily lives by using ATI services



A&E Disability Sport/Annan Athletic - SFA Disability League team who competed across Scotland throughout the season and finished in 3rd place - they used ATI buses for away games

What Impact would it have on your group if the ATI service ended?

Some residents would not get a run at all. The residents really look forward to these trips out. The change of scene does them good. They have something different to talk about afterwards. If ATI services ended they would be saddened. The individual transport was very convenient for one of our residents.	Our group would be devastated if the services ended! We have been able to offer a variety of outings such as concerts, panto, trips to garden centres which helps to break down social isolation for some of our members. Long may your services continue.
Very inconvenient	I think our group would not be able to continue
Unable to widen the older peoples view of their surrounding area and historic buildings etc. Unable to afford any other transport costs.	Financial impact on the school. Private transportation can cost a fortune. As a school we need to make savings where possible.
Devastation. Members would be deprived of above.	Very bad. Most trips would not take place.
Without ATI services opportunities to visit places of interest would be dramatically reduced.	Possibly we would not be able to afford the alternatives
Would have to arrange many vehicles which would mean outings could not be taken.	We would not be able to offer the diverse nature of groups without the buses
Although we don't use ATI very often, this situation may change and on the occasions when we have had used ATI there really would not have been a viable alternative for us. ATI is a vital service for the community.	Because our members are disabled/learning difficulties and rural, without ATI transport is extremely difficult to arrange, therefore it would have a massive impact.
Curlers unable to travel for competitions other to play or to spectate	Such activities above would be much more difficult to organise.
Very inconvenient for us.	Having to look elsewhere for transport
Cost of transport would increase which would have an impact on what excursions we could offer our pupils	Trips would cease. Difficult to have enough cars and drivers available to take people
Less likelihood of group travel/joint activity	Unable to continue with day trips
Some members would not be able to attend at all so this would impact on numbers.	The costs would be higher for us if ATI did not exist as we have found out previously.
Would be more costly to hire commercial buses and more restrictive. Extra cost would have to come from own funds or passed on to other local organisations in appearance fees.	Would have to use own cars which then makes decision making more difficult especially with the juniors and the elderly golfers.
We would struggle to afford to take children on trips due to transport	It would have the impact of having to hire minibuses, coaches ate much greater cost.
We could only perform/workshop involving no travel	A number of things would stop.
Reduce the number of events we would attend since we would have to hire buses from commercial companies which would significantly increase costs	The pupils would be unable to have the variety of events and activities which a small school cannot always offer
Drastic	Lesser numbers attending away visits
The activities would not happen or less frequently	We would have less trips and outings
It would have a dramatic effect on our group if ATI services ended. We would not be able to run our outings, which in turn would affect the social life of	We would have been completely stuck without the help of the ATI service and unable to pick up our members for lunch an afternoon activities. They

our members. Any other available suppliers would then be over-subscribed	would have been very upset if they missed their lunch and social activities. Without the day centre many of our members are completely isolated at home seeing nobody
Our pupils could not access places locally or even further afield without ATI providing transport at prices we can afford!	The need for ATI in this district is great. It is a must that it continues to help groups and individuals be transported, our church included.
Would find excursions more expensive	Great disappointment
Cost of outing would be increased if using a local bus company	A large group of residents would not be able to take part in events
Some children would be unable to get to competitions	Need to arrange own cars and co-ordinate visits. Probably fewer outings
Restrict services to user group.	It would make things extremely difficult
Big dent in social well being	Would have to find alternative transport.
It would make finances tougher	Social Isolation for many
We benefit from this service so often. Our pupils learning is always enhanced through their experiences, we are able to access so many places thanks to ATI! Thank you.	Many of our service users would be unable to attend our support service and become socially isolated
We would like to have more such outings but this would be difficult without ATI,	Days out as a group, and mixing with each other. We have to find alternative transport
Increased travel costs. Wouldn't have such nice people to help with our travel plans.	We would be unable to arrange certain outings/activities due to cost of other transport.

Comments	
Excellent service, excellent drivers	Very happy with the service, very helpful.
We hope that ATI will exist for the foreseeable future.	We would like to thank everyone for your help and support.
ATI is a very worthwhile and valued service	Keep up the good work. We need you.
Good services - very happy	Give the buses names
Just to emphasise we are delighted with the service.	Thank you
Thank you for your help, guidance and patience - very much appreciated.	Very happy with the service. Have been recommending you to other schools.
Excellent service to the community	Keep up the good work!
Please give thanks to all concerned for the valuable support this company has given our group over the years. It is very much appreciated.	We at the Crichton are indebted to ATI allowing us to use the transport all be it not a lot but it is a great help to our organisation.
ATI is a must have!	Keep up the good work and fantastic service!
Prices for overnight went up a bit, I know you need funding.	Promote service to other groups and tell them you provide training
Brilliant service, more of the same for the next year.	Big Thank You! We appreciate your service, long may it continue.

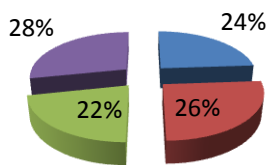
Winners of the prize draw for a free hire were Lockerbie Basketball Team (group)
and Mr W. of Annan (individual)

INDIVIDUAL MEMBERS

We had 14 responses from 31 individual members, as follows: -

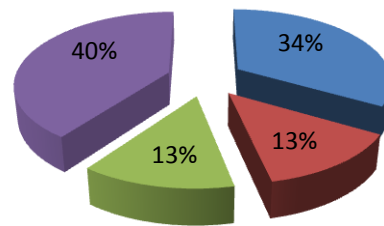
Why do you use ATI transport?

- Reasonable cost
- No suitable public transport
- Feel safer with supported transport
- Need accessible transport



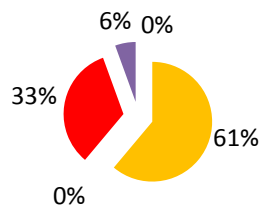
How often do you use ATI transport

- Weekly
- Fortnightly
- Monthly
- less than once a month



Category of Members

- Physical disability
- Elderly
- other
- Specific learning needs
- Mental health problems



Booking And Invoice Service - What's Good

Several options, phone, email, in person	All good
All OK	Wonderful helpful service
Very helpful and accommodating	Very efficient
Always good friendly staff. Very flexible	Simple and straightforward
Very reliable	Cheerful and competent
Kindness and practicality	Good
I've been using ATI for a very long time. It changed my life no longer worrying how I'd make it to the hospital. Taxis were too expensive whereas ATI is really affordable and if it's a really expensive one they allow me to pay in instalments	



A day out in Keswick for an individual member with her carer

Vehicles - What's Good

Maintained so feel safe	Adequate (2)
Access and suitability	Clean, reliable
Always good (3)	Roomy and safe
They allow me to be in my wheelchair	Excellent
Clean, comfy	Small car very good
The step and swivel seats are brilliant as it makes getting in/out so much easier especially when I've had treatment in agony getting in/out can be difficult	

Vehicles - What's Not So Good

Bus is uncomfortable (usually use the Vito)	Rackety
(Bus) Bit big for one person	Can't be sure whether booking will be easy access vehicle

Volunteer drivers - What's Good

Reliable, good communicators	Courteous kind and helpful
I've made a very special friend with a driver we have so many laughs it makes hospital appointment the little bit better	The drivers are very patient and understanding and have a good relationship with the member
All the drivers are very helpful and pleasant (2)	Cheerful and chatty. Good drivers

The driver makes your day. Cheerful, kind very helpful	Kindly, cheerful, nothing too much trouble and flexible
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How could we improve service

Nothing really great as it is	Don't think you could
Perhaps an answer phone service especially for last minute bookings	By providing a list of available drivers so that we can arrange ourselves and lower cost
We find service perfect	

Are there any other services you would like ATI to offer?

I know it's probably never a possibility but I wish it was possible for an emergency use of using ATI I mean if I got hurt like broken leg and needed to get to A&E if it was only possible to use ATI in emergencies

What impact would it have on you if ATI services were not available?

I wouldn't be able to attend my MS support meetings	Member would be immobilised in his room at Bankfoot.
It would be very difficult for the member to go to Dumfries Headway as public transport would be more difficult and time consuming so may make it too difficult to attend which would be a big loss for the member	I would have no way of getting to appointments, couldn't afford taxis, I can't go on bus etc. I have no bloke, no car, not a lot of money. ATI was my life saver
We would have to rely on set times for taxis that are not always available and not go on longer journeys	Member depends on mobility transport
I would no longer be able to attend Lockerbie Stroke Club twice a month and it is one of the few things I am still able to do	Just wouldn't be able to attend certain NHS appointments or would have to pay for taxi. Difficult to find easily accessed vehicle
Devastating (2)	I would not be able to go to stroke clubs and other events

Comments

I just want to say a massive thank you to everyone who has helped me been kind enough to drive me to wherever I need to go you have all been there for me and mam for many years. I don't know what we would do without your help.

Thank you to everyone at ATI	Thank you for all you do.
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Wheelchair accessible transport for individuals