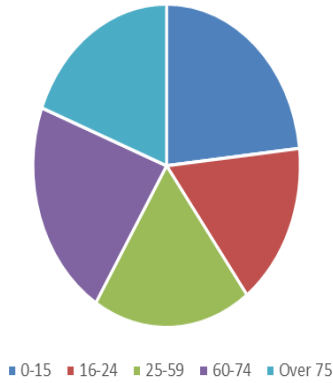




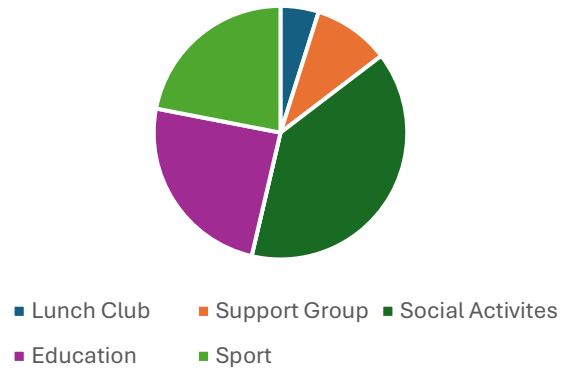
ANNANDALE COMMUNITY TRANSPORT SERVICES

GROUP EVALUATION 2023/24

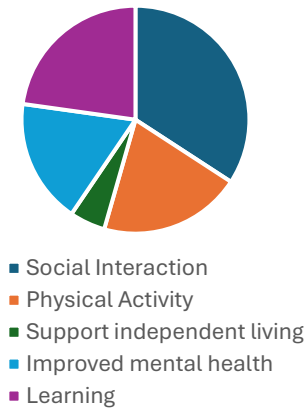
Age Range



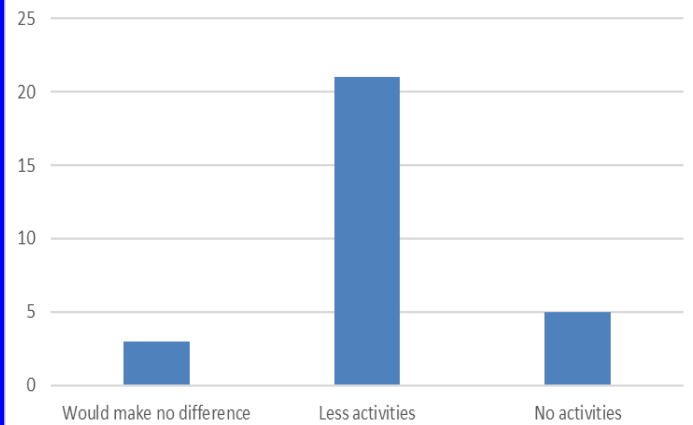
Usage



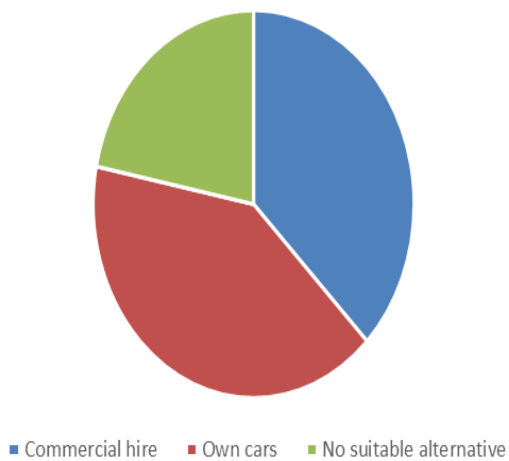
Benefits of Using ACTS



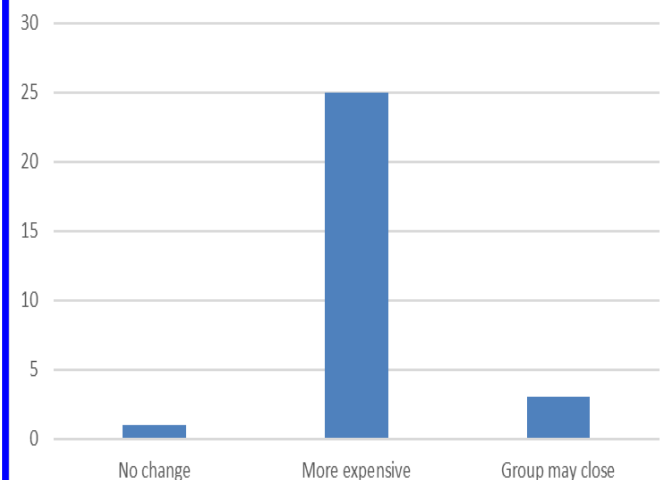
Activities Without ACTS



Alternatives to using ACTS



Impact on Group Activities



How would your members be affected if your group couldn't use ACTS services?

The significantly increased cost of commercial buses would severely limit any trips, travel to competitions etc
Difficulty in fulfilling fixtures
Limit activities as majority of our members are aged over 60, some with limited mobility
Less opportunities to learn beyond school
More difficult to organise
Less convenient for group travel
Day trips would not be viable
We would have to increase the fees we charge for our group. This may make us unaffordable for some families. We could take less trips/attend less events to keep the costs down but it would be detrimental to growing the girls confidence and independent living skills.
ACTS provide an invaluable service to our school
More funds would need to be raised
Reduced participation and letting people down.
Some activities not possible to go ahead.
Using cars which would reduce social interaction and add wear and tear to own vehicles and increase our carbon footprint.
Our members prefer to use the bus rather than their own car for game days, this means they don't need to worry about driving home if they were to pick up an injury, it is also more cost effective
Social interaction would be reduced considerably
The members would miss the social interaction with friends that this group provides.
Loss of opportunity to take part in wider out of school and in school activities.
Loss of opportunity to take part in wider out of school and in school activities.
For disabled or less mobile members they could not attend the Day Centre at all so they would be very isolated
More vehicles on the road, organising car shares etc.
Less trips as more money would be spend on the trips we do choose to do.
The walking weekend benefits and supports the town of Moffat in a number of different ways. Without transport we would have to offer fewer guided walks which would see a reduced number of visitors to our town
We would find it very difficult to get transport for our group. These trips are a lifeline for our older and disabled members
Fewer walking members, car costs, fewer members , difficulties parking multiple vehicles, away day and weekend problems
Less access to trips out, less mental stimulation
If we were to use a normal coach hire this would increase camping charges massively. We offer an affordable service for our young people and would like our young people to attend as many events as possible.

How easy do your members find it getting and out of the vehicle?

For some it is a challenge but the transport with a lift would have to be used for wheelchair users
In almost every case fine.
It is reasonably easy
Most can negotiate getting in and out
Most quite mobile, few need help but can manage
They find normal transport very challenging - especially the wheelchair users, and those with canes. The ACTS bus is ideal
They seem to manage very well, no adverse comments.

Describe anything that would make the minibus more comfortable/suitable for your needs?

We find the buses very comfortable and a great asset to the local community
Sometimes a bit of a squeeze for taller members to sit properly in the seats.

A radio or entertainment system that actually works. A microphone and tannoy for announcements. Small electrical plug in Cool Box to keep water bottles chilled especially useful for longer journeys.
The seats seem quite "firm" on long journeys.
Wheelchair lifts

What's good about the booking and invoicing service?

Ease of bookings, either phone or email x 5
Easy to contact
Clear messaging and documents and cost effective. Vehicles more than suitable for shorter trips
All systems are suitable for purpose
Friendly, easy to contact
Very prompt response by the admin team.
From start to finish it is a fantastic service, staff and drivers are so helpful - they go above and beyond
A reliable and comfortable fleet of vehicles.
Always really helpful and easy to book and get help me need
Prompt responses.
Easy booking, helpful staff.
Straightforward.
Regular bookings are always adhered to and changes when required easy to amend
Price competitive and easily booked.
ACTS is a great service and a lifeline for many especially for hospital appointments. The staff are very helpful and kind as are the drivers
Booking is easy and straightforward. The vehicles are always clean and well maintained. Invoicing is straightforward and dealt with by our treasurer.
Books handled efficiently and effectively, vehicles clean and tidy and invoices are through within a reasonable timescale with plenty of time to pay.
We have never had cause to complain about this service
It's quick and easy to book. The bus is always spotless. Invoicing is efficient and payment options are easy.
Booking fine. Vehicles fine. Invoicing no problems
We think your service is great, your volunteers are kind, helpful and brilliant with our young people. We would like to thank your volunteers for their service!

What would you change?

Maybe utilise mobile messaging as an additional means of communication.
To receive the invoice just after the hire of the bus
Optional extra seat cushions on longer journeys.
I think ACTS should have more funding readily available for them to keep this fantastic service functioning. Also it would be good if the drivers were able to get some reward for all their hard work (though they probably wouldn't want or take anything!)

What's good about the volunteer drivers?

Friendly, amenable, safe drivers
Very polite. Warm and friendly
Drivers always nice and pleasant and obliging
We have used both own drivers and volunteer drivers in the past. Curently no trained drivers of our own. Volunteer drivers have always been very courteous and interested in what we are doing.
Lovely careful drivers
Friendly and helpful
The drivers we have had are excellent. They are really good with the girls and very helpful. Friendly, helpful engaging in our needs for the activity/event
Great drivers always helpful and as above go above and beyond
An excellent and friendly driver service
When we have needed to use the volunteer drivers they have been very good
Excellent!! Driver is always extremely helpful.
Always friendly and helpful

Its just a great, efficient service and the staff and drivers make it easy for anyone that is in need of transport
Really good - friendly, assertive and helpful.
If you had a star rating would give it the full 5 stars
All drivers are punctual, courteous and very helpful, especially when dealing with the disabled members of the group.
Excellent. Become part of the group so helpful
FANTASTIC SERVICE. They help young people on board, friendly, they are on time and drive safely.

How could the volunteer driver service be improved?

Would be better if a driver could be sourced straightaway. If transport is booked then kids get excited and it's difficult to cancel if no driver found.
I think as previously stated funds should be more easily available for them to continue the great service that they provide
Could there be a chance of getting another bus? So you can expand the fleet?
Try to give more notice if driver not available

Comments and Suggestions

It's a great service, so easy to use and as a voluntary organisation it's nice to support other voluntary organisations.
Thank you so much for all your help
It's a first class service to the community.
Excellent service would be lost without it, long may it continue
Keep up the great work that you do!
Just that it is a very valuable service to the community
Without access to ACTS, our small group wouldn't be able to go to the exhibitions and Galleries which they really find helpful, and of course, the lunches are a rare treat which they also look forward to. It's a valuable lifeline and we really appreciate the volunteers giving us their valuable time.
We have no suggestions. We are very satisfied by your service
This is a fantastic service and is needed in our community.