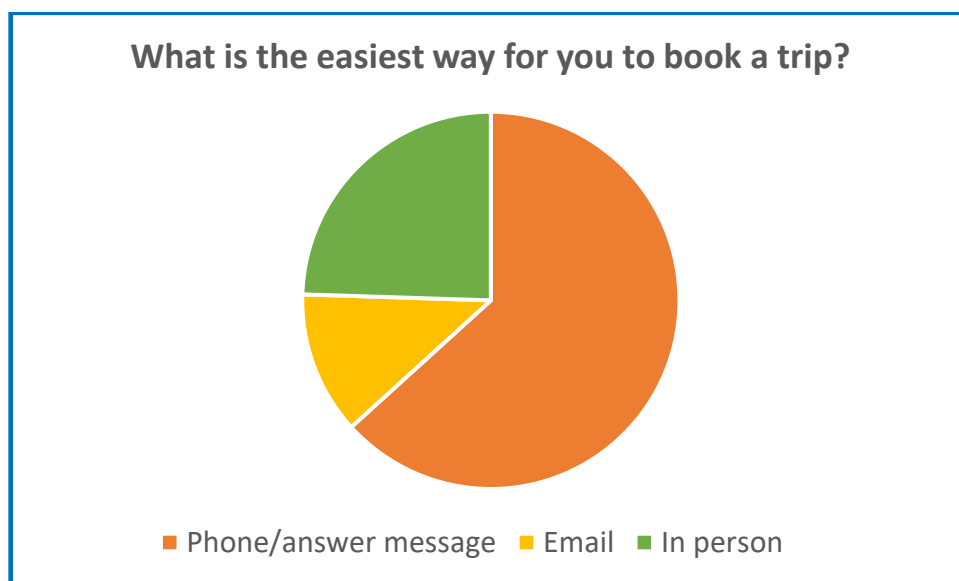
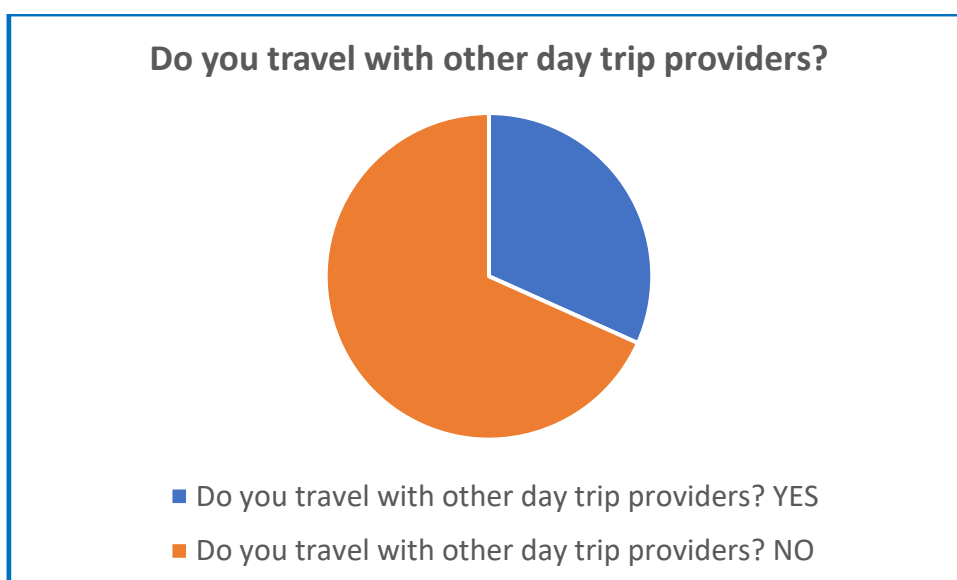


Annandale Community Transport Services SUMMARY TRAVEL CLUB EVALUATION 2023 (BASED ON 42 RESPONSES)



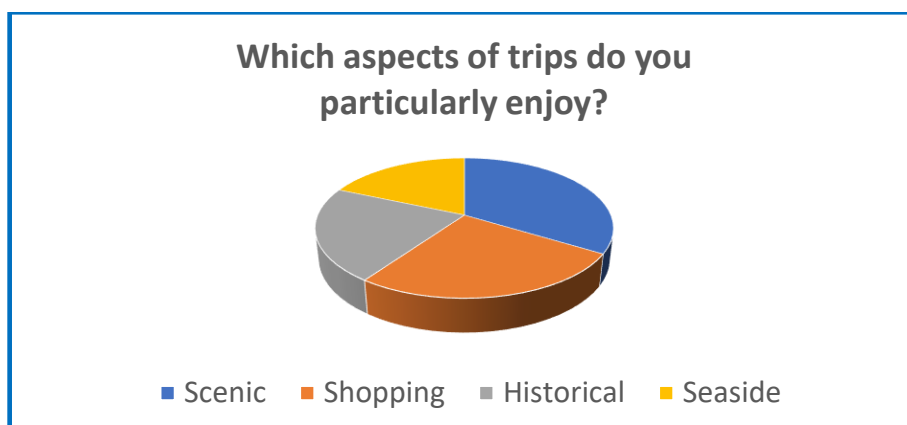
Could staff help you more when making bookings? How?

- The service is excellent
- All staff very helpful and answer any queries
- Always helpful
- All fine
- They're always helpful
- Always polite and helpful
- Always very helpful
- Completely satisfied
- Staff are very helpful
- You are always very helpful. Thank you!



**All our drivers are VOLUNTEERS.
Please give us any feedback on their service.**

- The driver was very pleasant and helpful
- Driver to Irvine excellent
- They are all reliable; polite and very helpful and I appreciate everything they do
- All drivers on the outings we have been on are excellent and we feel very safe being driven by them.
- Some are more obliging than others, but I am grateful they give up their day to provide a service
- Always polite & very kind & helpful
- They all do more than is asked of them. Well done!
- Very good helpful drivers
- Wonderful and helpful
- I appreciate their work! Some attend at steps, some do not. I need someone there, for getting out.
- Friendly, helpful and considerate
- They are brilliant and very helpful
- All are fine
- All pleasant and helpful no complaints from me you do a fantastic service
- The volunteers are very helpful and good drivers
- Very grateful for all volunteer drivers, they do a great service
- All very polite and helpful
- Always very helpful, got right to my front door last time (Braehead trip)
- Always pleasant and helpful
- Very helpful and friendly
- Always polite and helpful and cheery
- All your volunteers are first class
- The drivers were all very helpful
- Brilliant. Thank you.
- Very good service provided
- Helpful and pleasant
- Excellent
- Always polite and helpful and very safe drivers
- All excellent
- The volunteer drivers all brilliant, our usual drivers both go out of their way to help.
- E.g. Helping hand on and off, seeing our seatbelts are on properly and the music.
- Very helpful
- Very helpful and good drivers. Helps me on the bus and takes my walker on for me :)
- The drivers are always very pleasant and helpful
- They are all great. Very helpful, no problems



What difference does the Travel Club make to you?

- It meant I could bus a number of ladies to the creative craft show in Glasgow - almost door to door
- No stress of driving.
- It's lovely to get out and about without worrying about getting there and back.
- A great opportunity to see different places without the need to use the car
- An opportunity to visit locations I wouldn't go to on my own.
- Gets me out to shops as we don't have any in Dumfries!
- A day away with someone else driving is always a treat.
- It is so nice to be driven with no worries about parking or public transport.
- Gets me out
- Trouble-free travel: no chopping and changing buses.
- Makes it possible to get out and about. Exhausting, but essential to wellbeing.
- An opportunity to visit places without having to drive myself and meet different people
- I don't have a car so it's nice being able to get out for the day
- Love the trips see somewhere different look forward to the days out in summer
- I like to meet people. I like to go to destinations that I cannot reach easily by public transport.
- I enjoy and look forward to going on your trips, I can sit back and relax 😊
- It's a nice day out at a very reasonable price. I get to see new places and most importantly I get to meet people
- Big difference pick up near home which is a big help and always punctual
- Company and friendship
- Local pick up point and length of outings make travel much easier and enjoyable
- Able to relax and enjoy the journey, and takes in places I wouldn't take my car
- I really enjoyed all the trips I went. I had some lovely days and the drivers were all very good. I Couldn't praise everybody enough.
- Booking a day out gives me something to look forward to and perhaps a reason for some research. The stimulation and interest of the day out provide meaningful memories and topics of conversation with family and friends.
- Great to have a day out to look forward to
- Can get away to other areas meet others, end up some friends
- It gets you out to meet other people
- It gives my wife and me an opportunity to visit places we may not have considered before and without the stress of car travel.
- Helps you meet new people and new places to visit.
- Gets me out for the day - rain or shine saves cooking when I can have lunch out
- Enjoyable day out
- A big difference- it motivates me to get away for the day and the lovely other passengers I get to meet always sure of a laugh with them and always look forward to next trip.
- Gets us out meeting different people and puts the day in.
- Daily trips. No need to worry about parking. Well looked after.
- Gets me out for the day and meet other people
- Allows me to visit places further away
- To see places and areas I would otherwise be unable to see and socialise with a friend on trips
- It gets me out of the house. The costs are reasonable and my husband is now in a care home, his dementia has deteriorated very quickly. If I didn't go on these trips, I wouldn't get out anywhere.

Any comments or suggestions?

- Would just like to thank everyone who makes it possible and enjoyable for me and others to get out for the day many thanks xx
- The service has been good, with the check on whether we are going and also being able to cancel if something crops up
- As a "new" member, I really appreciate the work that must go on behind the scenes. and have really enjoyed the trips I have done. Thank you
- Just to say thank you!
- Driver could be sure to stand at steps for getting out, some do some don't.
- Not really as I enjoy your service
- Keep up the good work.....thanks for all you do,looking forward to the year to come
- Would be good for to continue the Christmas dinners, and maybe add a place for Christmas shopping
- Everything ideal/OK and great asset for OAPs
- Could not improve on what is already on offer.
- Thank you!
- Comfort stops should always be made
- You do a good job.
- I am grateful for the excellent service and use the regular Carlisle and Peebles trips quite often.
- Keep on helping people
- I think is cheap £5 and wouldn't mind if it were to rise. Thanks for all you do behind the scenes.
- Drivers are very helpful
- For someone on their own, very good.
- A very worthwhile service
- You're always so pleasant and work so hard. I appreciate all you do