



# TORRIDGE COMMUNITY TRANSPORT ASSOCIATION

## PASSENGER NEWSLETTER

September 2009

**Welcome to our Autumn Newsletter!** It is full of snippets of news and information about Torrington Community Transport Association, as well as other bits and bobs that might be of use or interest to you.

We also enclose our latest timetables. If you need further information don't hesitate to contact the office.

### STAFF NEWS

We welcome Claire Sanders to our happy band, who joins us as a fundraiser on a part-time basis.



Claire will also be doing some relief work on the bookings desk when Cheryl is on leave, so you will probably get to speak

to her.

Our booking desk volunteers continue to help us out in what can be a hectic part of the office. Wendy, Sherry and Phil deserve a big thank-you for all their support,

without them we would be hard pushed to complete your journeys.

### JOURNEY BOOKINGS

As you might have noticed when you ring to book a journey, we have bought some special software that will help us with all the journey bookings that we take. We would like to thank Torrington District Council for some of the funding towards this.

We are getting to grips with it now, learning how it works, and getting it adjusted to suit our needs.

Thank you for your forbearance as we have gone through this transition phase!

### RINGING THE OFFICE

As you know, the booking line can be busy at times. The busiest time seems to be between 9.30 and about 11am. You will find it easier to get through after about 11 o'clock, or you can leave a message on the answerphone after 12.30 if you prefer, remembering to leave your phone number so we can get back to you!



## RING & RIDE

The Ring and Ride timetable is enclosed for the next 6 months. If the parish you live in is not on the timetable please contact the office and we will see what day we can accommodate you.



## Some reminders for R&R...

- \*Times for leaving town 12.30pm.
- \* Phone the office to cancel your journey, otherwise Peter will still turn up!!
- \* **DON'T** forget to put your safety belt on, if you don't you are breaking the law, and could injure not only yourself, but someone else in the event of an accident!

## A FREE RING & RIDE

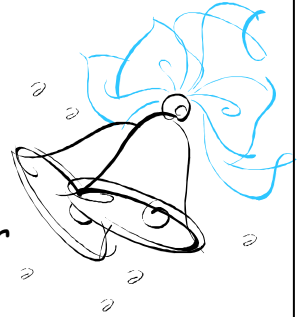
**JOURNEY** is being offered for passengers who bring along an eligible new passenger. No cost for you or your friend. *Please phone in advance to book seats.* So remember bring along a friend and receive a free journey.

## VOLUNTEER CAR SCHEME

We have a band of around 70 drivers who use their own cars to transport you to where you wish to

go. This can be for any reason, as long as you have no other viable way of travelling. You can use the service for shopping, hairdressing, social trips, medical appointments etc.

We regularly take passengers on longer trips, either to hospitals or for social events, and our new record distance is now over 500 miles for a round trip to Canterbury for a wedding!!



## Some tips for using Voluntary Car...

**DON'T** phone the driver, phone the office. If you need to contact the driver, we will do it for you.

**DON'T** ask the driver to go to another destination other than the journeys requested. The driver may have other appointments to go to after you!



**DO** phone the office early to book appointments. We do have a limit to how many journeys we can do. Please phone days or weeks earlier as it makes booking a driver easier.

## Cutting the cost of Voluntary Car...

**Tip 1.** The cost is 40p per mile, but that is for the whole car.

If you have some other friends who are eligible for our service, they



could come with you to share the cost.

Examples might be some friends shopping in

Barnstaple while

you attend an appointment, or just sharing a car to *all* go on a shopping trip.

**Tip 2.** If you have a hospital appointment, you may be entitled to some or even all of the cost of your journey if you are on some benefits. This can be reclaimed from the hospital at the time of your visit, or up to 6 months afterwards. To claim at the time, take proof of your

benefit to the hospital, ask your driver for a receipt, then go to the cashiers office. Our

driver can help you with this. Ring the particular hospital for more information.



## PASSENGER CLUB

The new passenger club leaflet is also enclosed. We hope you like the various places we are proposing to take you to!

Once again we are arranging weekends away. In December we are visiting



Dunster to see Dunster by Candlelight. We have a couple of spaces on this trip if you would like to go, with an overnight stop in Minehead. We also have a 2 night break to Bath in March, first come first served.

## FUND RAISING

### 1. RAFFLE BOOKS

A BIG THANK-YOU to everyone who helped with our draw tickets. Your support is much appreciated.

### 2. Coin boxes.

A BIG THANK-YOU also for the steady flow of coin boxes that we receive. Let us know if you would like more boxes.

### 3. Legacies

We have a simple one-page codicil form that we can send you if you would like to help to sustain this invaluable service into the future. Please ask us for more details.

## TALK/COFFEE MORNING

If you would like to hold a coffee morning or a talk about our organisation we can help you out by serving coffee and handing out leaflets. Please phone the office and have a chat to see what we can do.



## OFFICE CHRISTMAS CLOSURE

The office will be closed over the Christmas / New Year period, from Thursday 24<sup>th</sup> December, and will re-open Monday 4<sup>th</sup> January 2010. if



you require journeys over this period, it might be possible, depending on volunteer availability, but please book early.

## USEFUL CONTACTS

[www.torridge-cta.org.uk](http://www.torridge-cta.org.uk)



### EMAIL

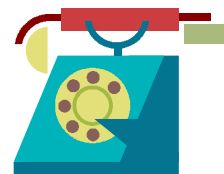
You can also email the booking desk as follows.

[cherly.kavanagh@torridge-cta.org.uk](mailto:cherly.kavanagh@torridge-cta.org.uk)

## USEFUL TELEPHONE NUMBERS

**PALS ~ 01271 341555**

(Patient Advice & Liaison Service)



## TCTA ADDRESS

74a High Street  
Bideford  
Devon  
EX39 2AA

**Volunteer Car, Ring & Ride,  
Passenger Club booking line  
01237 423232**

Please get in touch if you have any queries or comments about our service or if you have ideas about how we can develop new ways of meeting **your** local transport needs.

### *Best Wishes*

Duncan Goodman, Cheryl Kavanagh,  
Claire Sanders, Maureen Biddulph,  
John Conniss, Peter Milburn &  
TCTA Management Committee