

Est. 1982



HcLtransport.org.uk



DIAL-A-RIDE DIAL-A-BUS

Transport for people with mobility challenges



**DIAL-A-BUS
FIRST TRIP
FREE**

Applies to first return trip only



**DIAL-A-RIDE
FIRST TRIP
£6.00 OFF**

Applies to first trip only



West Lothian
Council



East Lothian
Council

Midlothian



The Scottish
Government
Riaghaltas na h-Alba

A SCOTTISH CHARITY SC013906 SUPPORTED BY FUNDING FROM THE ABOVE

Who are HcL (Handicabs Lothian) and what do they do?

HcL is a Scottish Charity based in the Lothians. The organisation was set up in November 1982 to provide accessible transport for people in Edinburgh and the Lothians who are unable, or have great difficulty, in using other forms of public transport.

We operate two services – **Dial-A-Ride** and **Dial-A-Bus**.

DIAL-A-RIDE

What is Dial-A-Ride?

Dial-A-Ride provides a personal door-through-door transport service for people of all ages, travelling as an individual or groups, with limited ability due to age, illness, health conditions (long-term or short-term) and/or suffering a degree of social exclusion due to geographical remoteness or other factors.

The vehicles are specially adapted to carry combinations of wheelchair users and other passengers safely and comfortably.

When does it operate?

The service operates **7 days a week including evenings** subject to availability.

How does it work?

It is advisable to book in advance (either by telephone, e-mail, letter or in person) and you can have 2 advance bookings at any one time. In addition, you can try for as many bookings on the same day and up to 7 days in advance. All bookings are subject to availability.

You can also book in advance for special occasions eg holidays, weddings, airport, train station, family occasions etc (this does not affect your 2 advance bookings).

As we operate a door-through-door service, the driver will provide any reasonable assistance required to support you to/from your home; entering and exiting the vehicles; and from/to your destination.

Do I need to be registered with Dial-A-Ride?

Yes - please see page 4.

How much does it cost?

Fares start at £4.75 for the first mile and increase by 50p per mile thereafter (effective from April 2020 and subject to periodic change).

UP TO £6.00 DISCOUNT APPLIED TO FIRST TRIP

■ Escorts

One GENUINE escort may travel free.

■ Group Fares

ADDITIONAL passengers pay a £2.00 flat fare.

■ Special Journeys

A special tariff is applied for journeys to destinations outwith the Lothian area. Prices will be quoted on request.

■ Cancellations

A cancellation fee of £4.75 may be applied if bookings are cancelled without 24 hours notice. For destinations outwith the Lothians, cancellations without due notice may be charged 15% of the original fare or £4.75 whichever is greater.

■ Waiting Time

An additional charge may be applied for any waiting time incurred.

■ Children

There is no reduction for children travelling, the standard fare applies.

■ Stairclimber

We have a stairclimber available, please contact your local office for details and costs.

Comments from Dial-A-Ride and Dial-A-Bus passengers:

“This service is a lifeline to me as it enables me to get out and about without worry. The drivers are fantastic and patient. I can’t praise the service enough”.

“Brilliant service – able to get a “big shop”. Also still giving you independence.”

“Dial-A-Ride gives me independence. I don’t need to wait until there is someone to take me where I want to go”.

DIAL-A-BUS

What is Dial-A-Bus?

Dial-A-Bus provides a personal door-through-door shopping service which connects people in all areas of Edinburgh and the Lothians with their local major shopping centres. The service is designed for people of all ages with limited ability due to age, illness, health conditions (long-term or short-term) and/or suffering a degree of social exclusion due to geographical remoteness or other factors.

The vehicles are specially adapted to carry combinations of wheelchair users and other passengers safely and comfortably.

When does it operate?

Monday to Friday between 9.00am and 5.00pm.

How does it work?

You are required to pre-book a place on the vehicle (either by telephone, e-mail, letter or in person) at your local office. As we operate a door-through-door service, the driver will provide any reasonable assistance required to support you to/from your home; entering and exiting the vehicles; and from/to your destination. The driver will also provide any assistance required with carrying shopping. You will have between 1-2 hours to shop, meet friends, have a coffee etc.

How much does it cost?

£2.00 each way. (Effective from April 2020 and subject to periodic change).
Holders of the National Blind Concessionary cards travel free.

FIRST RETURN TRIP IS FREE

Can I be accompanied?

Yes. If you are unable to travel by yourself you may bring an escort with you who will also travel at £2.00. Please remember to tell us you need space for an escort when you book.

Do I need to be registered with Dial-A-Bus & Dial-A-Ride?

Yes. You will find a form with this leaflet which you should return to your local office or you can register online at Hcltransport.org.uk.

REGISTRATION FORM

Name(Mr/Mrs/Miss/Ms):	
Address:	
Postcode:	
Date of Birth:	
Telephone No:	Mobile No:
Email Address:	
Emergency Contact Name:	
Emergency Contact No:	
Careline Contact No:	Do you have a bus pass? <input type="checkbox"/>
Do you use anything to help you get about? <input type="checkbox"/> Wheelchair <input type="checkbox"/> Electric Wheelchair <input type="checkbox"/> Other (Please specify)	
Is there anything else you feel we should know about your mobility restrictions/ support needs?	
Where did you get this leaflet?	
How did you hear about HcL?	
By providing personal data to HcL you consent to the processing of such data by HcL as described in our Privacy Policy.	
I consider myself eligible to use the following services: <input type="checkbox"/> Dial-A-Ride (Door-through-Door Service) <input type="checkbox"/> Dial-A-Bus (Shopping Centre Service)	
SIGNED:	DATE:
People under 16 years of age are not allowed to provide us with personal information. A parent/guardian must sign this form on their behalf stating their relationship to the applicant.	

PLEASE SEND THIS COMPLETED FORM TO YOUR LOCAL OFFICE (see back of leaflet)



HcL Wants You

HcL MEMBERSHIP

If you are a user of HcL and would like to support and/or become more involved you can attend the annual general meeting and have your say about how HcL is run. Members receive regular newsletters, but it is not necessary to become a member to use our services. Membership fees go towards the running costs of the Charity. If you are interested then please complete the reply slip. (Tick as appropriate).

☐ I/We should like to become a Member. (Subscription enclosed)

£ (Individual £5.00, Corporate £15.00) (ANNUALLY)

☐ I/We enclose a donation of £

☐ Please send information about payment of membership by Standing Order

☐ I confirm HcL can claim gift aid on my donation and future donations

Card payments are accepted from the following:



COMMENTS

HcL welcomes your comments, complaints and suggestions about our services. We take all comments made by our customers seriously.

Please contact your local office who will be happy to investigate your comments, complaints and suggestions.

IF YOU WOULD LIKE THIS DOCUMENT IN ANOTHER FORMAT
(SUCH AS LARGE PRINT) OR IN ANOTHER LANGUAGE
PLEASE CONTACT: 0131 447 9953



SERVICE STANDARDS

HcL operates to high standards to ensure the safety and well-being of our passengers and staff. Our commitment is to:

- Operate most services in the Councils' area every day of the year. A reduced service may operate on public holidays, subject to passenger demand and availability of driving staff.
- Process registrations within 7 working days and will acknowledge receipt either by telephone or letter. We will attempt to meet urgent travel needs on the same day as registration, subject to availability.
- Aim to have telephone lines available when passengers telephone the office.
- Aim to answer calls within 5 rings.
- Ensure that all our drivers are fully trained to give any reasonable assistance passengers may require.
- Ensure that wheelchairs are securely restrained using approved equipment on all journeys.
- Test passenger satisfaction with our vehicles and their cleanliness on a regular basis and report the results to customers.
- Acknowledge any complaint/comment in writing/telephone within 7 working days with a copy of the formal procedures.
- Aim to complete 1.33 passenger trips per scheduled operating hour on Dial-A-Ride and 5.5 passenger trips per scheduled operating hour on Dial-A-Bus.
- Pick up 97% of customers within 15 minutes of the scheduled trip time.
- Complete 99% of all trips booked.
- Ensure that all customers are treated with courtesy and respect. We will measure our success with customer satisfaction surveys and report the results to our customers.

***We promise to collect, process and store your data safely and securely.
Our full Privacy Policy is available on our website [Hcltransport.org.uk](https://www.hcltransport.org.uk)
or contact your local office for more information.***

BOOKINGS & ENQUIRIES

EDINBURGH, MIDLOTHIAN & EAST LOTHIAN

24/3A Dryden Road,
Bilston Glen Industrial Estate,
Loanhead
EH20 9HX
edinburgh@handicabs.org.uk

DIAL-A-RIDE	0131 447 9949
DIAL-A-BUS	0131 447 1718

WEST LOTHIAN

17A Inchmuir Road,
Whitehill Industrial Estate,
Bathgate,
West Lothian
EH48 2EP
bathgate@handicabs.org.uk

DIAL-A-RIDE	01506 633953
DIAL-A-BUS	01506 633336

ADMINISTRATION & REGISTERED OFFICE

24/3A Dryden Road,
Bilston Glen Industrial Estate,
Loanhead
EH20 9HX
admin@handicabs.org.uk

Telephone 0131 447 9953

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Find us on Facebook at HcLTransport www.HcLtransport.org.uk

