

Dial a Lift (DAL) Guidelines..... Armagh Rural Transport

- **Membership Criteria:**

Anyone wishing to use this service must be a member.

To qualify for Dial a Lift you must meet the following criteria:

- Live in a rural area i.e., an area not covered by the urban door to door scheme.
- Have difficulty accessing everyday services due to lack of transport.

Regular bookings may be taken for the month following. However, Priority will be given to the following groups of people:

- Older people
- People with disabilities

- **How and When Members can book transport**

- Office hours are Monday – Friday 9am – 4pm.
- **All bookings must be made before 4pm TWO working days before travel** so if you wish to travel on a Monday, you need to book by 4pm on the Thursday before.
- If in an emergency you need to travel at short notice, contact the office and we may be able to assist you. We endeavour to do our best, but this is not always possible.
- All bookings or changes must be made through the office – information given to the driver will not be registered.

- **When is the Service available?**

- Members can avail of DAL Monday to Friday, between 8am to 6pm.
- We will aim to arrive within **15mins** either side of the requested time.
- If we are delayed, we shall attempt to contact you if possible.
- Please be ready when vehicle arrives, or this may cause the driver to be late for the next passenger

- **Members can use DAL for the following purposes:**

- Shopping
- Doctor and Health Centre appointment, Towerhill and Mullinure
- Hairdressers
- Pharmacy
- Post Office
- Visit family or friends
- Access training or recreational opportunities.

- **Members can not avail of the following facilities through DAL**

- Hospitals outside our operational area
- Home to School Travel

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- **How much will it cost to travel**
Fares are charged based on the distance travelled.
- **ONE TO ONE** – Demand Responsive Passenger Transport

Passenger Miles	Single Fare
0 < 5	£3.00
5 < 10	£4.00
10 < 15	£5.00
15 < 20	£6.50
20 < 25	£7.50
25 < 30	£8.50
30 +	+ 50p per mile

- Please be aware of the cost of your trip and try to have exact cash for the driver. If you are not sure, ask the person taking your booking.
- ART can issue an invoice for payment. All invoices must be paid within 30 days.
- **Cancellation Policy**
 - If you wish to cancel your booking please do so before 4pm the day before travel.
 - If you wish to cancel outside office hours, please contact the emergency number 07850518118. This is only for cancellations or emergencies.
 - If you cancel without notice on 3 occasions within 1 month, we shall suspend or cancel your membership and you will not be able to use our services
 - If the Member cancels on route or when the Driver arrives at the pick-up point, there will be a cancellation fee for the return journey;
 - A Smart Pass cannot be used for a cancellation fee; this can only be used when a trip has occurred.
- **Assisted Rural Travel Scheme – Smart Passes**
 - If you are a Smart Pass Holder, please note that your Pass information must be received by the ART office before you can travel on ART's DAL service.
 - Once a Smart Pass has been verified, it must be shown to driver on each journey (inward and home ward journey) regardless of whether he/she has seen it before.
 - Your journey may be carried out by a minibus, volunteer car or taxi. Please be aware that the driver that drops you off may not be the same one who picks you up. All drivers should have an ART ID badge or uniform.

NB – Dial a lift is a scheme funded with resources from the Rural Transport Fund though the Department for Infrastructure. This service is subject to change or restrictions at any time as deemed necessary by the Department. The Assisted Rural Transport Scheme (Smart Pass) is a pilot service until March 2023 and funded by Department of Agriculture and Rural Development (DEARA)

**Armagh Rural Transport – booking number
028 37518151**