

Comments or suggestions?

- We would like to hear from you.
- The Service Standards printed here are our promise to you of the quality of service we will provide. We welcome your comments when things are right, or when they go wrong, as we strive to make service improvements wherever possible.

How to contact us:

By telephone: 0117 939 5525
Monday - Friday 9.30am to 4.30pm
Please ask to speak to a Passenger Advisor.

By post please address your letter to:

The Director
Bristol Dial-a-Ride
Freepost (BS 8397)
Fishponds
Bristol BS16 2ZZ

If you need to make a **complaint**:

- We will act on it as quickly as possible in consultation with you to try to reach a satisfactory conclusion.
- We will deal with all complaints **in confidence**.

**FOR MORE INFORMATION
TELEPHONE OUR GENERAL
ENQUIRY LINE ON:
0117 939 5525**

Our current general leaflet is available from many public places - or please request a copy from us:

**The Director
Bristol Dial-a-Ride
Freepost (BS 8397)
Fishponds
Bristol BS16 2ZZ**

BRISTOL DIAL-A-RIDE IS FUNDED BY



SERVICE STANDARDS
Our promise to you

0117 939 5525

BRISTOL DIAL-A-RIDE

- We will provide **door-to-door** Dial-a-Ride services in accordance with our general leaflet, and within the limitations of our resources, for as many eligible passengers as possible.
- The **Dial-a-Ride** bus service will be available from 9.00am - 5.00pm Monday to Thursday, and 9.00am - 4.30pm Friday, with the exception of Christmas Day, Boxing Day and other bank holidays, when there is no service.
- Every bus will have **low steps** and a **passenger lift or ramp**.
- All passengers, including those who travel in a wheelchair, will have **seat belts**. In addition, wheelchairs will be safely secured.
- The driver will always offer **assistance** on and off the bus.
- We will maintain high standards of **safety and comfort** throughout the journey, and ensure that buses are kept clean and tidy.
- All staff will be fully **trained** in their duties including disability equality training, and will remain polite and courteous at all times.
- Driving staff will carry **identification cards** for ease of recognition.
- Between 9.00am and 12.30pm on Mondays to Fridays we will aim to answer the **Enquiry Line telephone** within 4 rings. At all other times we will do our best to meet this standard.
- A **Minicom** (text telephone) facility will be available for people with restricted hearing or speech.
- We will provide, if requested, information about services on **audiocassette** or in **Braille** for sight impaired passengers.
- Information is available in **languages other than English** on request.
- Passenger information will remain confidential. In line with the **Data Protection Act**, any passenger may arrange to visit Bristol Dial-a-Ride to view their own computer record.
- The **Booking Line** will be answered from 9.30am to 12.30pm Monday to Friday. Please check your membership card for booking times for your area.
- When we cannot meet the specific times requested for a journey, we will try to offer **alternative** times.
- If we are **unable** to offer a journey, details will be recorded. If the journey later becomes possible, we will offer it to the passenger (if telephone contact can be made).
- We will advise the passenger (if telephone contact can be made) if after booking we have to **change** agreed pick up times by more than 20 minutes.
- We will guarantee to accept advance booking if your journey is to a **connecting train or coach service** between the hours of 9.00am and 5.00pm Monday to Thursday, or 9.00am to 4.30pm Friday.
- **Fare scales** will be displayed on buses and as inserts in membership information packs.
- We will seek passengers' views from time to time through **surveys**.
- All voting member of **Management Committee** are passengers of the service, representing the areas/zones served.