



## **COMMUNITY LIFTS**

### **General information for passengers**

#### **HOW COMMUNITY LIFTS WORKS**

This is a scheme being ran in the Upper Tay Valley (Kenmore and Glen Lyon to Ballinluig) where volunteers offer to drive members of the community to appointments, to visit friends, go shopping, get to the train or go to the cinema.

The Upper Tay Transport project is being ran by the Tay Valley Timebank. Our project Coordinator is organising the scheme and they recruit and manage volunteer drivers. Drivers will have some basic checks done to ensure they are competent to volunteer for the scheme.

Members of the community who would like to use Community Lifts will register for the scheme and pay a £5 joining fee. We welcome anyone and everyone who needs lifts but the passenger must be able to get themselves into a car – this can be from a wheelchair but we do not have equipment to get people in to cars.

Once you have joined you can then request lifts. This can be done by phone, text, WhatsApp or email. We ask passengers to give as much notice as possible about the lift they need, at least 48 hours notice is required (out of office hours you may get an answer machine, but please leave a message). We will let you know as soon as possible who the driver will be, or if we cannot find a driver, we will let you know with at least 24 hours notice.

Passengers will be asked to pay expenses for the lift. This can be done in cash on the day of the lift or we can invoice you at the end of the month. Drivers will be paid their expenses either by cash on the day direct from the passenger or monthly by bank transfer.

#### **WHAT DO YOU HAVE TO DO IF YOU WANT TO START USING COMMUNITY LIFTS?**

1. You need to register with Community Lifts to begin with. You can do this by completing the application form on paper or we can email that to you or you can find it on our website. A £5 registration fee is required which you can pay in cash or we will invoice you for when you take your first lift.
2. We will store your details in our database. These will be stored safely and will not be used for anything other than for Community Lifts.
3. If you need a lift you need to text, WhatsApp, phone or email...at least 48 hours in advance. We will need to know
  - a. where you want to go and where you need to be picked up
  - b. if it is a return journey
  - c. the time you need the lift/s.
  - d. who is travelling.
  - e. if you have any specific requirements such as, you have a wheelchair or pram, car seat or you will have luggage.
4. We will log the information and then look for a driver.
5. If we can't find a driver we will let you know within 24 hours of the journey.
6. If a driver can be found then he or she will contact you directly to make arrangements. The driver will be able to let you know the cost of the lift. You can let them know if you wish to pay in cash on the day or to be invoiced.
7. Drivers have a full UK driving license, a car that is insured and is safe to drive and have had a Disclosure security check done on them.
8. The cost of your journey will be calculated by the driver and sent to our Coordinator and you will be invoiced at the end of the month if you have not paid on the day.
9. This is a new scheme in the Upper Tay and we will be doing lots of monitoring and evaluation so we may ask you to complete a feedback form. We also welcome any feedback you may have.

If either a passenger or driver has any concerns about a person or vehicle please let our Coordinator know IMMEDIATELY by phoning 07388 236233

## **HOW MUCH DOES IT COST FOR A LIFT?**

### **HOW MUCH WILL DRIVERS GET AS EXPENSES?**

Passengers using Community Lifts will pay 40p per mile travelled and this all goes to the driver. Any lift within Aberfeldy (Distillery to Moness to The Beeches to Wades Bridge) will cost £2 return. The driver will calculate the cost from door to door.

Other journeys will be approximately

Kenmore to Aberfeldy return	£4.80
Fearnan to Aberfeldy return	£8.00
Logierait to Aberfeldy return	£8.00

Passengers will not be charged for the return part of a one way trip unless it is over 10 miles although the driver may chose not to charge this (it is at the drivers discretion).

### **HOW DO PASSENGERS PAY?**

People using Community Lifts can pay in 2 ways:

1. Pay cash on the day. Exact money required. This will be recorded by the driver.
2. Be invoiced monthly for all lifts taken that month. We ask these are paid by bank transfer, cheque or cash within 14 days.

### **ARE LIFTS LIMITED TO THE UPPER TAY AREA?**

We are not setting a limit on where a passenger can request a lift to. If a passenger needs a lift to Edinburgh or Glasgow or elsewhere they can ask, but we may not be able to find someone to volunteer.

### **TRAVELLING WITH CHILDREN**

Accompanied children (up to the age of 16 years) are welcome to travel with Community Lifts but if they are under 135cms in height they will need a car seat which the passenger must provide. If there is no car seat the driver will not be able to take the child.

### **WHAT IF PASSENGER OR DRIVER HAS TO CANCEL AT THE LAST MINUTE?**

It is vital that either driver or passenger let each other and the Coordinator know as soon as possible if they have to cancel. We may be able to find an alternative driver and will try, but cannot guarantee this.

### **WHAT ABOUT REGULAR JOURNEYS?**

Community Lifts welcomes passengers who need a lift regularly to an appointment and it is hoped that we may be able to find a driver who can take the passenger regularly.

## **THE JOURNEY... GENERAL GUIDELINES**

1. Neither driver nor passenger are allowed to smoke in the car while the lift is happening.
2. If you are unsure of the exact time of a return journey (if you are going to an appointment and don't know how long it will take for example) passengers must discuss this with the driver in advance to ensure that the driver has time to wait if required.
3. It is a courtesy for passengers to ask if you can eat in the car before taking the lift.
4. Drivers and passengers must wear seat belts at all times.
5. If a passenger only needs a one way lift, they will only pay for the journey they do – not the return unless this is over 10 miles.
6. We ask all passengers and drivers to be on time to the best of their ability. If there is a delay, they should inform the other party as soon as possible.
7. If a wheelchair, car seat, buggy or luggage is being transported it is up to the passenger to discuss this with the driver in advance of the pick up.

## **DATA MANAGEMENT**

We have a privacy policy which explains how we look after your information. But in simple terms we will ensure we keep your details safe and we will not use these for any other purpose than to run Community Lifts.

## **MORE INFORMATION**

Phone 07388 236233 or email [Info@uppertaytransport.org](mailto:Info@uppertaytransport.org) or go to our website [www.uppertaytransport.org](http://www.uppertaytransport.org)