



Door 2 Door Services in Barnsley
the local service that comes to you...



Barnsley Dial-a-Ride booking line

01226 730 073

MARCH 2014



Traveline 01709 51 51 51
travelsouthyorkshire.com/door2door

Contents

The service.....	3
How do I register?	5
Booking.....	6
Operating times and fares	12
Shopper Bus timetable	14
Accessibility	23
Contact details	24

“Door 2 Door services are vital for many who would otherwise be housebound. South Yorkshire Integrated Transport Authority is proud to support Door 2 Door as a key part of our transport network.”

Clr Jameson - Chair of the South Yorkshire Integrated Transport Authority

What's changed?

Since the last issue of this booklet there have been some changes to the services.

New fares have been introduced. These are shown on page 12.

There have also been changes to some Shopper Bus services. See the timetable on pages 14 to 22 for the services from your local area.

The service

No matter what age you are, if you find it difficult to use standard public transport then you can apply to use a Door 2 Door service instead.

Door 2 Door services are designed for people who cannot use standard public transport. Each service will pick you up from your home and can take you around your local area and beyond.

Door 2 Door is great for meeting new people, making new friends and being able to visit places you couldn't get to before.

If you want to travel to the town centre or a local supermarket, Shopper Bus is the best service for you. It offers transport from your home at certain times and on set days. Please see the timetable on page 14 for details.

If you need to travel at a particular time, and to a destination not available on Shopper Bus (for example, if you are visiting a friend in hospital, or travelling to an evening class) then Dial-a-Ride or Community Car services will suit your needs better.

Door 2 Door services aren't just for individuals. If you are a member of a group that wants to use a minibus, you can use the Group Travel scheme.

To find out how much it costs to use these services, please see page 12.



How do I register?

If you think Door 2 Door can help you get out and about, registering is easy and free.

Just call **01226 730 073**.

Once you are registered with the service, you will be able to make future bookings by phone.



"I come to the lunch club because it gets me out. We play bingo and have a raffle. The minibus is a great help, otherwise I probably wouldn't go."

G Waths - Door 2 Door service user

Booking

Door 2 Door services must be booked in advance. We will do our best to accommodate your booking, but availability is limited and requests cannot always be met.

Bookings can be made by calling **Barnsley Dial-a-Ride on 01226 730 073** between 0900 and 1300, Monday to Friday. Please try to book at least two days in advance, but not more than six days ahead, for Dial-a-Ride, Shopper Bus and Community Car. Group Travel can be booked up to one year in advance, but must be booked at least a week before required.

Making a booking

When booking, you will need to tell us:

- Your name or registration number
- The date and time you would like to travel
- Where you want to be picked up and dropped off
- If you will be travelling with a companion, or if you will be bringing an assistance dog
- If you will be using a mobility aid, scooter or wheelchair

(Please note you need to check before travelling whether your scooter or wheelchair can be accommodated).

Being flexible

Because of the high demand for Door 2 Door services, we will not always be able to carry everyone who requests a particular journey. The more flexible you are with your days and times of travel, particularly when booking Dial-a-Ride, the more likely it is that you will be able to travel. Let us know how flexible you are when making a booking, we may be able to offer an alternative day or time if your original choice is unavailable.

Cancelling unwanted journeys

Each year Community Transport in South Yorkshire experiences hundreds of cancellations by passengers on the day of travel or at their door. Although late cancellations cannot always be avoided, they cause a problem as it is not possible to offer the journey to someone else at such short notice. This inconveniences others who may have lost an opportunity to travel.

Late cancellations also cost money, which will affect our ability to provide services. If we can reduce the number of cancellations we can carry more people, which will help support the services our users rely on.

If you have to cancel a journey please try to let us know at least the day before you are due to travel. You can also avoid having to cancel journeys unnecessarily by not booking unless you are certain that you will want to travel.

If you want to cancel your booking, call us as soon as possible on **01226 730 073**.

Travel information

Travelling with someone

If you have a relative, friend or carer who you need to travel with you, they can also use the service. Just make sure you tell us when making your booking. The same fares apply to the person travelling with you.

Assistance dogs

Assistance dogs are welcome on Door 2 Door vehicles, and travel free. Unfortunately we are unable to carry other dogs or pets.

If you need to be accompanied by an assistance dog when you travel, please let us know when you book.

Wheelchairs, scooters and mobility aids

All minibuses operated by Door 2 Door have easy access, and can carry most wheelchairs. Mobility scooter users who have a CPT permit may also be able to take their scooter on our vehicles (for more information on the CPT permit contact your local operator). When registering and when booking, please ask to ensure your wheelchair or scooter is suitable and can be accommodated on the vehicles.

All Door 2 Door buses are fitted with wheelchair securing systems to enable users to stay in their wheelchair for the journey. Mobility scooter users will be expected to use a standard seat and seatbelt.

Please let us know when booking a journey if you will be using some other mobility aid such as a stick or walking frame.

Our drivers

All our Door 2 Door drivers are trained to the requirements of the nationally recognised Minibus Driver Awareness Scheme and are fully checked through the Disclosure and Barring Service.

Drivers can provide assistance to and from your door, and all our paid drivers are trained in First Aid.

A pleasant travelling experience

Passengers are expected to treat each other and Door 2 Door staff with courtesy. Smoking of either conventional or electronic cigarettes, cigars or other tobacco related products is not allowed on Door 2 Door vehicles. No food or drink is to be consumed in the vehicle. Standing is not allowed while the vehicle is moving, passengers should remain seated and use the seatbelts provided.

Luggage

Please be considerate to other users when taking shopping or luggage on Door 2 Door vehicles. Passengers are advised that there is a guideline of three medium shopping bags per person on Shopper Bus. Due to safety issues, any bags in excess of this may be refused if the bus is fully booked.

Other information

Christmas and Bank Holiday travel

Door 2 Door does not operate on Christmas Day, Boxing Day or New Year's Day. On other public holidays arrangements may vary. Please look out for further information on board your bus nearer to the relevant holiday, or contact **Barnsley Dial a Ride on 01226 730 073**.

Your details

The information given on your application form will be used for Door 2 Door purposes only. It will not be transferred to anyone other than those Travel South Yorkshire partners responsible for Door 2 Door services. If you change your address, please make sure you notify **Barnsley Dial a Ride on 01226 730 073**.

Tell us what you think

We hope all our staff are polite and friendly. If you have a comment or complaint about our services, please let us know. You can contact us directly at **Barnsley Dial a Ride on 01226 730 073**, or ring **Traveline on 01709 51 51 51**, write to **SYPT, 11 Broad Street West, Sheffield S1 2BQ**, use a Travel South Yorkshire Customer Comments form which are available on all vehicles, or leave a comment on the TSY website at travelsouthyorkshire.com

Becoming a volunteer

If you know someone who would like to help provide Door 2 Door services, volunteer drivers are always welcome. There are opportunities to drive minibuses or your own car. Full training is



provided and out-of-pocket expenses are paid. Contact **Barnsley Dial a Ride on 01226 730 073** for more information.

Operating times and fares

SERVICE	CORE OPERATING HOURS	FARES	
Dial-a-Ride	Monday to Friday 0900 - 1700	Up to 2 miles	£2.00
		2.1 to 4 miles	£2.50
		4.1 to 6 miles	£3.00
		Over 6 miles	£3.00 plus 50p per mile
Shopper Bus	Monday to Friday. See timetable on page 14	Return fare	£2.00
Group Travel	7 days a week*	Cost per hour	£2.00
		Cost per mile	£1.50
		Minimum charge	£25.00
Community Car Scheme	7 days a week*	Up to 3 miles	£4.00
		Each additional mile	£1.00

* subject to driver availability

For prices of travel at other times, please call

01226 730 073

We regret that concessionary fares passes are not valid on Door 2 Door services.



Shopper Bus timetable

FROM	TO	DAY	ARRIVE	RETURN
Adwick	Tesco Wath upon Dearne	Wednesday	1045	1230
	Parkgate	Friday	1100	1415
Ardsley	Barnsley Town Centre	Tuesday	1100	1415
	Asda/Morrisons Barnsley	Thursday	1100	1300
Athersley	Barnsley Town Centre	Tuesday	1000	1300
	Asda/Morrisons Barnsley	Thursday	1000	1145
Barugh	Barnsley Town Centre	Monday	1000	1300
	Morrisons Brampton	Thursday	1100	1300
Belle Green	Asda/Morrisons Barnsley	Monday	1100	1300
	Barnsley Town Centre	Friday	1000	1300
Billingley	Morrisons Brampton	Monday	0945 1100	1145 1300
	Barnsley Town Centre	Wednesday	1015	1300
Birdwell	Barnsley Town Centre	Tuesday	1100	1415
	Morrisons Brampton	Friday	1100	1300
Blacker Hill	Barnsley Town Centre	Tuesday	1100	1415
	Morrisons Brampton	Friday	1100	1300

FROM	TO	DAY	ARRIVE	RETURN
Bolton upon Dearne	Morrisons Brampton	Monday	0945 1100	1145 1300
	Barnsley Town Centre	Wednesday	1015	1300
Brampton	Barnsley Town Centre	Wednesday	1100	1400
	Morrisons Brampton	Friday	0945	1130
	For the Shopperbuses shaded in grey, call Rotherham Community Transport on 01709 517 100			
	Morrisons Cortonwood	Tuesday	1030	1330
	Tesco Wath	Wednesday	1015	1245
Brierley	Asda/Morrisons Barnsley	Monday	1100	1300
	Barnsley Town Centre	Friday	1100	1400
Carlecotes	Barnsley Town Centre	Monday	1000	1300
	Asda/Morrisons Barnsley	Thursday	0930	1100
Carlton	Barnsley Town Centre	Tuesday	1000	1300
	Asda/Morrisons Barnsley	Thursday	1000	1145
Cawthorne	Barnsley Town Centre	Monday	1000	1300
	Morrisons Brampton	Thursday	1100	1300
Conisbrough	Tesco Wath upon Dearne	Wednesday	1045	1230
	Parkgate	Friday	1100	1415

FROM	TO	DAY	ARRIVE	RETURN
Crow Edge	Barnsley Town Centre	Monday	1000	1300
	Asda/Morrisons Barnsley	Thursday	0930	1100
Cubley	Barnsley Town Centre	Monday	1000	1300
	Asda/Morrisons Barnsley	Thursday	0930	1100
Cudworth	Asda/Morrisons Barnsley	Monday	1100	1300
	Barnsley Town Centre	Friday	1000	1300
Cudworth Common	Asda/Morrisons Barnsley	Monday	1100	1300
	Barnsley Town Centre	Friday	1000	1300
Darfield	Barnsley Town Centre	Wednesday	1100	1400
	Morrisons Brampton	Friday	0945	1130
Darton	Barnsley Town Centre	Tuesday	1000	1300
	Asda/Morrisons Barnsley	Thursday	1000	1145
Denaby	Tesco Wath upon Dearne	Wednesday	1045	1230
	Parkgate	Friday	1000	1415
Dodworth	Barnsley Town Centre	Monday	1000	1300
	Asda/Morrisons Barnsley	Wednesday	1100	1300
Dunford Bridge	Barnsley Town Centre	Monday	1000	1300
	Asda/Morrisons Barnsley	Thursday	0930	1100

FROM	TO	DAY	ARRIVE	RETURN
Elsecar	Barnsley Town Centre	Tuesday	1100	1415
	Morrisons Brampton	Friday	1100	1300
Gawber	Barnsley Town Centre	Monday	1000	1300
	Morrisons Brampton	Thursday	1100	1300
Goldthorpe	Morrisons Brampton	Monday	0945 1100	1145 1300
	Barnsley Town Centre	Wednesday	1015	1300
Great Houghton	Morrisons Brampton	Monday	0945 1100	1145 1300
	Barnsley Town Centre	Wednesday	1015	1300
Green Moor	Barnsley Town Centre	Monday	1000	1300
	Asda/Morrisons Barnsley	Thursday	0930	1100
Grime-thorpe	Asda/Morrisons Barnsley	Monday	1100	1300
	Barnsley Town Centre	Friday	1100	1400
Hemingfield	Barnsley Town Centre	Tuesday	1100	1415
	Morrisons Brampton	Friday	1000	1300
High Hoyland	Barnsley Town Centre	Tuesday	1000	1300
	Asda/Morrisons Barnsley	Thursday	1000	1145
Higham	Barnsley Town Centre	Monday	1000	1300
	Asda/Morrisons Barnsley	Thursday	1100	1300

FROM	TO	DAY	ARRIVE	RETURN
Hoyland	Barnsley Town Centre	Tuesday	1100	1415
	Morrisons Brampton	Friday	1100	1300
Hoyland Common	Barnsley Town Centre	Tuesday	1100	1415
	Morrisons Brampton	Friday	1100	1300
Hoyland-swaine	Barnsley Town Centre	Monday	1000	1300
	Asda/Morrisons Barnsley	Thursday	0930	1100
Ingbirchworth	Barnsley Town Centre	Monday	1000	1300
	Asda/Morrisons Barnsley	Thursday	0930	1100
Jump	Barnsley Town Centre	Tuesday	1100	1415
	Morrisons Brampton	Friday	1100	1300
Kendray	Barnsley Town Centre	Tuesday	1100	1415
	Asda/Morrisons Barnsley	Thursday	1100	1300
Kexbrough	Barnsley Town Centre	Tuesday	1000	1300
	Asda/Morrisons Barnsley	Thursday	1000	1145
Kilnhurst	Tesco Wath upon Dearne	Wednesday	1045	1230
	Parkgate	Friday	1000	1300
Kingstone	Barnsley Town Centre	Monday	1000	1300
	Asda/Morrisons Barnsley	Wednesday	1100	1300

FROM	TO	DAY	ARRIVE	RETURN
Langsett	Barnsley Town Centre	Monday	1000	1300
	Asda/Morrisons Barnsley	Thursday	0930	1100
Little Houghton	Morrisons Brampton	Monday	0945 1100	1145 1300
	Barnsley Town Centre	Wednesday	1015	1300
Lundwood	Asda/Morrisons Barnsley	Monday	1100	1300
	Barnsley Town Centre	Friday	1000 1130	1300 1330
Mapplewell	Barnsley Town Centre	Tuesday	1000	1300
	Asda/Morrisons Barnsley	Thursday	1000	1145
Measbrough Dike	Barnsley Town Centre	Tuesday	1100	1415
	Asda/Morrisons Barnsley	Thursday	1100	1300
Mexborough	Tesco Wath upon Dearne	Wednesday	1045	1230
	Parkgate	Friday	1000	1300
Middlecliffe	Morrisons Brampton	Monday	0945 1100	1145 1300
	Barnsley Town Centre	Wednesday	1015	1300
Millhouse Green	Barnsley Town Centre	Monday	1000	1300
	Asda/Morrisons Barnsley	Thursday	0930	1100
Monk Bretton	Asda/Morrisons Barnsley	Monday	1100	1300
	Barnsley Town Centre	Friday	1000 1130	1300 1330

FROM	TO	DAY	ARRIVE	RETURN
Penistone area	Barnsley Town Centre	Monday	1000	1300
	Penistone Market	Thursday	0930	1100
Pilley	Barnsley Town Centre	Tuesday	1100	1300
	Morrisons Brampton	Friday	1100	1300
Pogmoor	Barnsley Town Centre	Monday	1000	1300
	Morrisons Brampton	Thursday	1100	1300
Royston	Barnsley Town Centre	Tuesday	1000	1300
	Asda/Morrisons Barnsley	Thursday	1000	1300
Shafton	Barnsley Town Centre	Monday	1100	1300
	Asda/Morrisons Barnsley	Thursday	1000	1145
Shaw Lands	Barnsley Town Centre	Monday	1000	1300
	Asda/Morrisons Barnsley	Wednesday	1100	1300
Silkstone	Barnsley Town Centre	Monday	1000	1300
	Asda/Morrisons Barnsley	Wednesday	1100	1300
Silkstone Common	Barnsley Town Centre	Monday	1000	1300
	Asda/Morrisons Barnsley	Wednesday	1100	1300
South Barnsley villages	Barnsley Town Centre	Friday	1130	1330

FROM	TO	DAY	ARRIVE	RETURN
St Helens	Asda/Morrisons Barnsley	Monday	1100	1300
	Barnsley Town Centre	Friday	1000	1300
Staincross	Barnsley Town Centre	Tuesday	1000	1300
	Asda/Morrisons Barnsley	Thursday	1000	1145
Stairfoot	Barnsley Town Centre	Tuesday	1100	1415
	Asda/Morrisons Barnsley	Thursday	1100	1300
Swinton	Tesco Wath upon Dearne	Wednesday	1045	1230
	Parkgate	Friday	1000	1300
	For the Shopperbus shaded in grey, call Rotherham Community Transport on 01709 517 100			
Tankersley	Morrisons Cortonwood	Friday	1045	1315
	Barnsley Town Centre	Tuesday	1100	1415
Thurgoland	Morrisons Brampton	Friday	1100	1300
	Barnsley Town Centre	Monday	1000	1300
Thurgoland	Asda/Morrisons Barnsley	Thursday	0930	1100
	Barnsley Town Centre	Monday	1000	1300
Thurlstone	Asda/Morrisons Barnsley	Thursday	0930	1100
	Barnsley Town Centre	Monday	1000	1300
Thurnscoe	Morrisons Brampton	Monday	0945 1100	1145 1300
	Barnsley Town Centre	Wednesday	1015	1300

FROM	TO	DAY	ARRIVE	RETURN
Ward Green	Barnsley Town Centre	Tuesday	1100	1415
	Asda/Morrisons Barnsley	Thursday	1100	1300
Wath upon Dearne	Tesco Wath upon Dearne	Wednesday	1045	1230
	Morrisons Brampton	Friday	0945	1130
	For the Shopperbuses shaded in grey, call Rotherham Community Transport on 01709 517 100			
	Tesco Wath	Wednesday	0930	1130
	Rotherham & Parkgate	Friday	1030	1330
West Melton	Barnsley Town Centre	Wednesday	1100	1400
	Morrisons Brampton	Friday	0945	1130
Wilthorpe	Barnsley Town Centre	Monday	1000	1300
	Asda/Morrisons Barnsley	Thursday	1100	1300
Wombwell	Barnsley Town Centre	Wednesday	1100	1415
	Morrisons Brampton	Friday	0945	1130
Worsbrough	Barnsley Town Centre	Tuesday	1100	1415
	Asda/Morrisons Barnsley	Thursday	1100	1300

Accessibility

Accessibility information

Travel South Yorkshire is committed to improving accessibility for all passengers.

If you require this information in an alternative format please contact us on 01709 51 51 51.

Typetalk provides a service for people who cannot speak or hear on the phone.

To contact Traveline using Typetalk please ring 18001 01709 51 51 51.

If English is not your first language please call Traveline on 01709 51 51 51 where we will provide a telephone interpretation service via **Language Line** wherever possible.



24 hour clock

Throughout South Yorkshire our timetables use the 24 hour clock to avoid confusion between am and pm times.

For example:

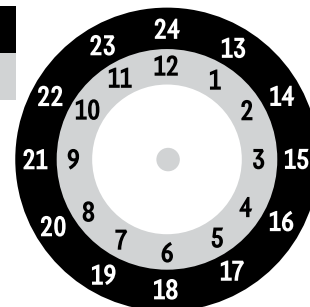
9.00am is shown as 0900

2.15pm is shown as 1415

10.25pm is shown as 2225

24 hour times

12 hour times



Contact details

Barnsley Dial-a-Ride booking line **01226 730 073**

Barnsley Dial-a-Ride and Community Transport
Unit 1 and 7a, Dearne and Dove Works, West Street,
Worsbrough Dale, Barnsley, S70 5PG

Tel: 01226 730 073

Email: despatch@barnsleydialaride-ct.org

Website: travelsouthyorkshire.com/door2door

Office opening hours: 0800 to 1630 Mon to Fri

Office closed: Weekends and Bank Holidays

Contact us



travelsouthyorkshire.com



Traveline 01709 51 51 51

National rail enquiries 0845 48 49 50



**Visit a Travel South Yorkshire
information centre or use a kiosk**



Get timetable updates sent to your inbox at
travelsouthyorkshire.com



Text YourNextBus

Just text your stop number to 64422

Each text costs up to 12p plus your usual standard network rate

6837

Photographs used within this leaflet are staged and do not necessarily reflect the working practices of Door 2 Door operators.



5494