

Review of Spelride Operations



Key Issues



- **8 months of new Day Centre operation**
- **15 months of new Spelride operation**
- **Capacity for new members**
- **One shared database for Day Centre & Spelride members**
- **Similar membership needed**
- **Potential for change**



Background



Older Peoples Review resulted in the following changes in services and operation:-

- Spelride buses reduced to 5 daily.
- Day Centre transport times
 - 8.30am to 11.00am & 2.00 to 3.00pm.
- Dial a Ride operation
 - 11.00am and 2.00pm
- Membership re-opened 1 October
 - 516 members including 44 new ones
 - Carry 8 to 10 high needs passengers daily for Social Services



More Key Issues



- Discretionary service
 - Passengers unable to use public transport
- Passengers
 - October 2006 to September 2007
 - **26,121** Return Journeys
 - 40 trips per day per vehicle
 - 5 buses and drivers
- Dial a Ride 30% of usage
- Day Centres / Groups 70% of usage

Meetings with Dial a Ride Users



- Issue with the inability to be able to access Dial a Ride service between 9.00am and 4.00pm
- **Peak Times**
 - Having to refuse requests up to 10 times per week
 - Demand increased for other area Day Centre travel, i.e. Stanwell Residents using Fordbridge & Green Day Centres.
 - Causing longer journeys & later arrivals
 - Impacting on transport availability