



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

Door 2 Door



October 2010

T **Travel**
South Yorkshire

Traveline 01709 51 51 51
travelsouthyorkshire.com/door2door

Contents

The service.....	3
How do I apply?	5
Booking.....	6
Operating times and fares	8
Shopper Bus timetable	10
Contact details	16
Accessibility	18
Language Line.....	19

“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.”

Cllr Jameson - Chair of the South Yorkshire Integrated Transport Authority



Services in Barnsley

Do you find it difficult using standard public transport?

**Do you want to be able to get out and about, meet new people and make new friends?
Don't worry; Door 2 Door may be able to help.**

The service

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.

For example, if you want to travel to the town centre or a local supermarket, Shopper Bus (previously known as Dial-a-Bus) is the best service for you. It offers transport from your home at certain times and on certain days. Please see the timetable on page 10 in this leaflet for details of journeys from where you live.

If you need to travel at a certain 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 our Dial-a-Ride 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 8.



How do I apply?

If you think Door 2 Door can help you get out and about, you will need to contact your local Door 2 Door operator and apply over the phone with one of our friendly advisors.

Applying is simple and free. All you need to do is follow the three steps below:

1. Call your local Door 2 Door operator, Barnsley Dial-a-Ride and Community Transport on 01226 730073
2. When you call, the advisor will go through the application process with you
3. Once you have applied we will send you out a welcome pack which includes the following:
 - Your registration number
 - A guide to your local services
 - A free welcome gift
 - Other useful information.

When you apply you will be able to pre-book your first return trip with us, so if you have a journey in mind please let us know.

“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

All Door 2 Door services require advance booking. Your Door 2 Door operator will do their best to accommodate all bookings but availability is limited and sometimes not all booking requests can be met.

Dial-a-Ride and Shopper Bus bookings can be made by calling 01226 730073 between 1300 and 1600 Monday to Friday. Please note that you must give at least two working days notice of your journey. You can book up to a maximum of six days in advance.

If you wish to travel on a Saturday or Sunday, then you must contact the booking line on or before Thursday of that week.

For Group Travel, please call 01226 730073, between 1400 and 1630 Monday to Friday. You can book this service up to one year in advance of travel, but a minimum of seven days notice is required.

When booking, you will need to tell us the following details:

- Your name or registration number
- The date and times you want to travel
- Where you want to be picked up and dropped off
- If you need space for a companion, or if you need to travel with an assistance dog
- If you want to take a mobility aid or wheelchair (unfortunately not all wheelchairs or scooters will fit on the buses, so please ask when you book if yours can be accommodated).

Being Flexible

Because of demand for Door 2 Door services, the more flexible you are with your days and times of travel, the more likely we will be able to take you. Let us know how flexible you are when you make your booking.

How to cancel a booking

If you find you need to cancel your journey all you need to do is contact us by calling 01226 298675 or 01226 730073. This allows us to offer the journey time to somebody else.



Operating times and fares

Service	Operates	Fares	
Dial-a-Ride	Monday to Friday 0800 – 2230	Up to 2 miles	£1.50
		2.1 to 4 miles	£2.00
	Saturday and Sunday 0900 – 1700	4.1 to 6 miles	£2.50
		Over 6 miles	£2.50 plus 25p per mile
Shopper Bus	See timetable on pages 10 - 14	Single fare	£1.00
		Return fare	£1.50
Group Travel	7 days a week	Cost per hour	£1.50
		Cost per mile	£1.00
		Minimum charge	£20.00

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



Shopper Bus timetable

From	To	Depart	Return
Monday			
Billingley, Bolton, Goldthorpe, Great Houghton, Little Houghton, Middlecliffe, Thurnscoe	Morrisons Brampton	0845	1200
Dodworth, Kingstone, Shaw Lands, Silkstone, Silkstone Common, Barugh, Cawthorne, Gawber, Higham, Pogmoor, Wilthorpe	Barnsley town centre	0845	1300
Penistone, Thurgoland and rural surrounds	Barnsley town centre	0840	1300
Barugh, Cawthorne, Gawber, Higham, Pogmoor, Wilthorpe	Barnsley town centre	1030	1430
Brampton, Wath upon Dearne, West Melton	Barnsley town centre	1030	1345

From	To	Depart	Return
Belle Green, Cudworth, Cudworth Common, Shafton, Brierley	Tesco Stairfoot	1030	1300
Tuesday			
High Hoyland Athersley, Mapplewell, Staincross	Barnsley town centre	0845	1300
Darton, High Hoyland, Kexbrough	Barnsley town centre	0845	1300
Ardsley, Kendray, Measborough Dike, Stairfoot, Ward Green, Worsbrough	Barnsley town centre	1030	1430
Carlton, Royston	Barnsley town centre	1030	1430
Birdwell, Blacker Hill, Elsecar, Hemingfield, Hoyland, Hoyland Common, Jump, Pilley, Tankersley	Barnsley town centre	1030	1430

From	To	Depart	Return
Wednesday			
Billingley, Bolton upon Dearne, Goldthorpe, Great Houghton, Little Houghton, Middlecliffe, Thurnscoe	Barnsley town centre	0845	1300
Lundwood, Monk Bretton, St Helens	Tesco Stairfoot	0845	1145
Adwick upon Dearne, Conisbrough, Denaby, Mexborough, Swinton	Tesco Wath upon Dearne	1015	1300
Dodworth, Kingstone, Shaw Lands, Silkstone, Silkstone Common	Morrisons Barnsley	1015	1300
Darfield, Wombwell	Barnsley town centre	1030	1430

From	To	Depart	Return
Thursday			
High Hoyland, Athersley, Mapplewell, Staincross	Asda/ Morrisons	0845	1145
Darton, High Hoyland, Kexbrough	Asda/ Morrisons	0845	1130
Ardsley, Kendray, Measborough Dike, Stairfoot, Ward Green, Worsbrough	Tesco Stairfoot	1030	1300
Barugh, Cawthorne, Gawber, Higham, Pogmoor, Wilthorpe	Morrisons Barnsley	1015	1245
Penistone, Thurgoland and rural surrounds	Penistone	0900	1130

From	To	Depart	Return
Friday			
Adwick upon Dearne, Conisbrough, Denaby, Mexborough	Parkgate	0915	1300
Darfield, Wombwell, Great Houghton	Morrisons Brampton	0845	1130
Lundwood, St Helens, Belle Green, Shafton, Cudworth	Barnsley town centre	0840	1300
Birdwell, Blacker Hill, Elsecar, Hemingfield, Hoyland, Hoyland Common, Jump, Pilley, Tankersley	Morrisons Brampton	1015	1300
Brierley, Grimethorpe, Monk Bretton	Barnsley town centre	1015	1330
Swinton, Mexborough, Kilnhurst	Parkgate	0845	1300



Contact details

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

Registration and enquiries: 01226 730073

Booking Line: 01226 730073

Cancellation: 01226 730073

Fax: 01226 770510

Website: travelsouthyorkshire.com/door2door

Email: info@barnsleydialaride-ct.org

Booking line open: Monday to Friday
0900 to 1300 for
Dial-a-Ride and
Shopper Bus
1400 to 1630 for
Group Travel

Office opening hours: 0900 to 1630
Monday to Friday

Office closed: Weekends and
Bank Holidays

“The bus means a lot to Wayne, it means he is able to go out every day and it has done a lot for his confidence. The drivers are really good, and when you book the reception staff are very polite and helpful. They always try their best to get Wayne to where he wants to go at the times he likes.”

Sue Turton – the carer of a Door 2 Door customer



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 515151.

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:

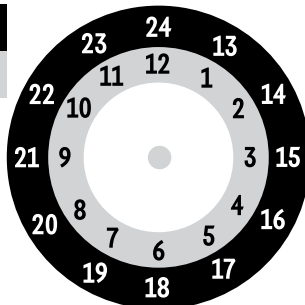
9.00am is shown as 0900

2.15pm is shown as 1415

10.25pm is shown as 2225

24 hour times

12 hour times



Language Line

We can offer you a Language Line that can help you talk to us in your own language. If you would like to talk to us in your first language, then ask us about Language Line by phoning TraveLine on 01709 51 51 51.

Our staff will ring Language Line for you if they cannot translate for you themselves.

Language Line offers translation into over 100 languages including:

- Albanian
- Amharic
- Arabic
- Bengali
- Cantonese
- Croatian
- Czech
- Farsi
- French
- German
- Greek
- Gujarati
- Hindi
- Italian
- Kurdish
- Mandarin
- Polish
- Portuguese
- Punjabi
- Romanian
- Russian
- Serbian
- Somali
- Spanish
- Tamil
- Turkish
- Urdu
- Vietnamese

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

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

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