



STAFF PROFILE

This is Lindylew sitting among the wild daffodils at Dymock. Linda puts the newsletter together, with a little help from various sources. She is always searching for any news items which will be of interest to you all so if you have something to share please send it to her. Linda moved from Berkshire to Gloucester almost 20 years ago. She has a daughter, Emma, who is a specialist nurse in London and she has 3 lovely sisters. She enjoys exploring all the attractive countryside this part of the world has to offer and, as her hobbies include watercolour painting and photography, she finds lots to inspire her.

If you have been to see some of the musical productions at the Gloucester Operatic and Dramatic Society (GODS) in Barton Street, you may have caught sight of her in the chorus. Although stardom on stage has passed her by she is the star of our Spring Newsletter!!

A SMILE A MILE ON DIAL-A-RIDE.....



At 75 I feel like a 20 year old—unfortunately there's never one around!

*She's 85 years old and she still doesn't need glasses
She drinks it straight from the bottle!*

I've been teaching my dog to beg. Last night he came home with 27p.

We were so poor we bought our shoes one at a time!

Patient: "I'm worried. I keep thinking I'm a horse".

Psychiatrist: "Well, I think I can cure you, but it's going to cost a lot of money".

Patient: "That's all right then, I've just won the Grand National"

Two aerials meet on a roof, fall in love and get married

The ceremony was rubbish but the reception was brilliant.



THOUGHT FOR SPRING.....

It's not how much you do but how much love you put in the doing.

FOOD:	11. JUNKET	12. SPOTTED DUCK
DANCES:	7. CATS CRADLE	8. HUNT THE THIMBLE
13. VALETA	9. SARDINES	10. CONSEQUENCES
14. PAUL JONES	5. SOVEREIGN	4. HALFPENNY
15. MILITARY STEP	3. FARTHING	2. CROWN
	1. BOB	GAMES:
	6. FIVE STONES	
	COINS:	



AN INTRODUCTION FROM RICHARD TRELFA

It is an honour to be on your front page. I am now the Chair of your Management Committee, replacing Derek Hughes, who had 10 sterling years in the role. We wish him well in his retirement, although being Derek, he is now beavering away at other voluntary tasks.

During my 15 years as Manager of the City Council's Shopmobility Service, I gained great respect for our sister service, Gloucester Dial-a-Ride. I watched it grow from one bus, driven by Sue, to its current fleet of 6 buses and 15 paid staff.

Sadly Linda Harrison is leaving us after 13 year's service. We will all miss her warm and friendly voice on the 'phone. We wish her well.

Grants given to us by the City and the County Council have not kept pace with inflation and we have not raised charges for several years. So, at time of going to press, we are planning increases. However, you will have seen the fuss in the local newspaper about the introduction of 'free' concessionary fare travel from the beginning of April. Our problem is that central government did not include Dial-a-Rides in its plans. Your Management Committee is actively campaigning for you to have the same 'free' travel, but, please make your views known to the newspaper and any politician you can contact.



WE WISH ALL OUR VALUED PASSENGERS A VERY HAPPY EASTER, GOOD HEALTH FOR THE SPRING AND SUMMER AHEAD! OUR CARING DRIVERS ARE ALL READY TO WELCOME YOU ABOARD AND THE GIRLS IN THE OFFICE READY TO TAKE YOUR CALL ON GLOUCESTER 502100.

STOP PRESS



First the good news. From 1st April Members will not have to buy books of tickets and will not have to show a Concessionary Pass. You will not be restricted to 100 subsidised journeys. The sky's the limit!

Secondly, the not so good news. Because of inflation and because we are carrying more passengers than the City and County Councils give us money for, we are having to put up our fares to £4 return. As the City Council has increased the subsidy to 50p per single journey Members will continue to pay £3 return. The City Council has been very helpful in reducing paperwork and hassle for our office staff, drivers and Members, for which we thank them.

Below is an article that appeared in the Community Transport magazine. It is encouraging that our organisation has been recognised and that we are still 'going strong' after almost 20 years providing Gloucester City with a much needed service.

news

Gloucester Dial-a-Ride consults

WHEN GLOUCESTER Dial-a-Ride started nearly 20 years ago it had just one bus, a part-time driver and one part-time employee staffing its office. Since then the organisation, which offers a high-quality, door-to-door minibus service for disabled, frail or elderly people in Gloucester, has grown phenomenally.

In its first year, it made 4,500 journeys for 80 members; today the scheme has 2,400 members, with 600 making around 26,000 passenger journeys each year. These journeys are carried out by a fleet of 6 minibuses, supported by 10 drivers and 5 office staff.

But despite its success, Gloucester Dial-a-Ride felt it was time to look at whether it was still meeting the needs of those unable to use public transport, after 20 years of service. Funding support from The Big Lottery Fund helped pay for a Development Worker with a particular goal of helping the organisation to better understand its 'market'.

And significant progress has since been made following in-depth passenger consultation and marketing activity. This includes the launches of:

- A weekend service, with over 100 users and 750 trips in its first year
- A 'Carers for Free' scheme, with the number of carers travelling up by 40 per cent
- Extending the service area, with regular trips being run beyond the Gloucester City boundary



- Service diversification, with the appointment of a loan coordinator for the Gloucestershire Minibus Scheme
- Member and community communication, through a quarterly newsletter to 800 recipients
- Its new website (www.gloucesterdialaride.org.uk). At the same time, the service has been working hard reaching out to new sections of the local community and developing the management and administrative functions.

The service has broadened access to those who need it, increased the number of new members significantly (more than 250 joined in 2004/05), and improved the service's public profile by reaching new sections of the Gloucester community. 12 per cent of its active membership is now aged under 60, in 2003/04 it was 6 per cent.

But one of its remaining challenges

is to increase access for younger disabled people.

"Historically, it has been perceived as a service only for older people," says Development Worker Malcolm Dunn. "Managing to engage with younger disabled people is a key challenge for not only Gloucester Dial-a-Ride but for also for many other CT operators in the UK."

One group of younger adults from Gloucester who have been taking advantage of the service now visit the Hop, Skip and Jump adult social club at Seven Springs near Cheltenham every week thanks to a pilot project between Dial-a-Ride and the Seven Springs support centre for people with special needs.

Julia Walkley, Manager at Hop, Skip & Jump, said: "The whole adult social club experience has improved due to the fact that specialised staff are now always available and the centre is open much earlier. This partnership is saving us considerable time and resource transporting club members to and from the centre. In financial terms this is worth around £1,100 a year. It is also giving members more time at the club."

To further improve its service, Gloucester Dial-a-Ride has just launched its own website, where people can now register online and is working closely with many local disability organisations to encourage more people to use the service. ■

Further information: www.gloucesterdialaride.org.uk

Left: Henry, one of Gloucester Dial-a-Ride's drivers.

Far bottom left: Starting out in 1986, with what looks just like a bread van.

Below: Gloucester Dial-a-Ride has consulted its users, introducing successful operational changes as a result.



SPRING QUIZ (NO PRIZES—JUST FOR FUN!!) Answers bottom last page

SOME 'OLD' MEMORIES

COINS:

1. This was a 'thirties' hairstyle
2. A regal head adornment
3. A distant object
4. A monkeys leg joint
5. Our Queen is this

GAMES:

6. Throw these rough objects with all the digits of your hand
7. A feline baby's bed
8. Seek the sewing finger protector
9. Packed tightly in a tin
10. Are these the natural results of our actions?

FOOD:

11. A pudding using rennet
12. Pimply Richard in short

DANCES:

13. LAVATE (anagram)
14. ULAP NESJO (anagram)
15. The way the army marches?

DIAL-A-RIDE DRIVERS' MEETING



You will see from the picture all your drivers and office girls at the recent meeting held at the Regal in Kings Square. Our new Chair, Richard, took the meeting and introduced himself to all the drivers. He welcomed our new driver Alan Hughes who you will have met by now. We all had sandwiches and orange juice and we were able to resolve any problems around the table. A good team building exercise and one that benefits us all.