



Contact Us

023 8022 2289

dialaride@scagroup.co.uk

**SCA Transport, Unit H, Centurion Business
Park, Bitterne Manor, Southampton,
SO18 1UB**

www.scagroup.co.uk/transport/dial-a-ride

Would you like to join our Transport Advisory Group?

The group meets 3 to 4 times a year and
with your feedback aims to improve the
service.

Call 023 8022 2033 to find out more.



Dial-a-Ride Booking Guide

Shopping and social visits can be booked up
to two working days ahead of when you want
to travel i.e.

Book Monday	to travel on Wednesday
Book Tuesday	to travel on Thursday
Book Wednesday	to travel on Friday
Book Thursday	to travel on Saturday or Monday
Book Friday	to travel on Tuesday

Please note some appointments (dental,
optical, hairdresser, theatre trips and more)
can be made three working days prior to
travel.

Fares

Fares depend upon your destination and if it is
a single or return trip.

JOURNEY TYPE	SINGLE	RETURN
Up to 3 miles	£2.00	£3.50
Over 3 miles and up to 6 miles	£3.00	£5.00
Over 6 miles	£3.50	£6.00

**TO BOOK CALL
023 8022 2289**

**9.00am to 4.00pm Mon - Fri
9.00am to 10.30am Saturdays**

scatransport
connecting our communities

Southampton Dial-a-Ride

**A dedicated transport
service to help you if you are
unable to use mainstream
public transport.
For people of all ages.**



023 8022 2289

**This service is operated by
SCA Transport Services and funded by
Southampton City Council**

What is Dial-a-Ride?

A door-to-door transport service using specially adapted vehicles that can carry wheelchair and seated passengers.

Who can use it?

Residents living in Southampton who cannot use mainstream public transport because of a disability.

When can I travel?

The first bookings are made for 9.15am and the last bookings are made for 4.30pm Monday to Saturday.

Where can I go?

Anywhere within the City of Southampton. Trips can include shopping, visiting friends or relatives, the theatre, library, hairdressers and opticians, or swimming, bingo and other leisure activities - these are only suggestions, you tell us where you would like to go within the City.

We cannot take you to hospital appointments, day centres, or your GP (these trips should be arranged by the hospital, social services or your doctor).

Can I take a friend or relative?

Yes, providing there is room on the vehicle. The same fare applies. They must travel to and from your home address. The Dial-a-Ride drivers are trained to assist you with getting on and off the bus.

How can I book?

You have to become a member in order to use the service. Membership is free and then fares apply for each journey you book. Call us on 023 8022 2289 and ask for a membership application form.

You can telephone to book a journey between 9.00am and 4.00pm, Monday to Friday (excluding bank holidays) and 9.00am to 10.30am on Saturdays. Please remember to book a return journey at the same time.

We cannot promise to have a vehicle free every time you want to go out, however, we will always do our best to help.

You can only have three booked journeys at any one time. Bookings are taken on a first come, first served basis, two working days before the day of travel. Bookings for appointments i.e. opticians, hairdressers etc. can be made up to three days in advance. We do get cancellations so it is worth trying to book a journey at short notice.

For connecting travel, i.e. trains and coaches, booking enquiries can be made by post or email, however please write to us at least seven days in advance of your journey.

Due to road or weather conditions, pick-up times may vary by up to 10 minutes either side of your original booking time.

Outings:

In addition, we offer our members a number of scheduled trips throughout the year including trips to shopping centres, garden centres and museums. A timetable of outings is available on our website or displayed on our buses.

Cancellations:

If you are unable to undertake the journey you have booked, please let us know as soon as possible so that we can offer the space to someone else.

An answering machine is available outside of normal office hours, (9.00am to 4.00pm, Monday to Friday). We also take calls on Saturdays between 9.00am and 10.30am for cancellations and same day availability.

Your feedback:

To ensure we provide you with the best possible service, we would like to hear any comments you have.

Please call us on 023 8022 2033 or email transport@scagroup.co.uk.

Alternatively you can write to the Comments & Complaints Officer, SCA Transport, Unit H, Centurion Business Park, Bitterne Manor, Southampton, SO18 1UB.