

# TOWN RIDER

## Service



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Serving Bridgend and Surrounding Areas

Operated by  
OTED TRANSPORT

Unit 1a Australian Terrace  
Bridgend  
CF31 1LY

Tel: 01656 669665

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# Information For our 'Town Rider' Service

## 1. General Information

'Town Rider' is an affordable wheel chair accessible demand responsive Community Bus service serving Bridgend town wards operated by OTED Transport – a local not for profit charity. Concessionary pass holders may travel free of charge on the scheme.

'Town Rider' is targeted at people who find it difficult to use mainstream bus services and is available to residents within designated areas of Bridgend (see section 2). Drivers are on hand to help passengers board and alight vehicles and will even help carry shopping bags to the door.

'Town Rider' operates on a door to door basis. The service is subject to availability and guideline timetables which will vary according to the demand for travel and requested destinations on any given day. Passengers may use the service to access local essential services such as grocery shops, supermarkets, health and well-being services etc. or even visit McArthur Glen. Unlike other community transport services or taxis, passengers booking the service will not have exclusive use of the bus and will likely be sharing the vehicle with other pre-booked passengers who are travelling to the same or nearby destination.

At present our registered operating area only covers the wards / areas overleaf:

## 2. Areas of Operation

Aberkenfig Brynmenyn	Cefn Cribwr	Nottage
Brackla	Coity Laleston	Pen-y-fai
Bridgend Central,	Cornelly	Porthcawl
Broadlands	Coychurch	Pyle
Bryncethin	Dan-y-Graig	Sarn
Bryngarw house	Kenfig Hill	Tondu
Bryntirion	Litchard	Wildmill
Cefn Glas	Newton	

## 3. Joining the Scheme

In order to register for our services you will need to complete a 'Town Rider' membership application form. There is no joining fee.

If you do not have a form, please contact one of our Transport Coordinators on 01656 669665 who will send you a form for completion. Forms should be returned to our office and you will find the address at the bottom of the application form.

## 4. Booking a Journey

- ALL requests for journeys MUST be made by contacting our transport coordinator on 01656 669665
- ALL journey requests MUST be made before 4.30pm a minimum of 24 hours in advance i.e. journeys required for Monday should be requested no later than Friday; journeys required on Tuesday should be made no later than Monday etc.
- When the office is busy or outside of office hours, an answer phone service is available for you to leave your name, number and message for the coordinator to ring you back to make the arrangements. Please note that your booking **will not** be confirmed until you have spoken to our transport coordinators.

All journey requests are subject to availability and will be issued on a first come first served basis. Please be aware that although we do try to accommodate as many requests as possible other factors such as the times required, pick up points or destination details may affect the booking process.

This may mean that you as the user may need to be flexible in relation to times / days on non-essential journeys where possible.

### 4.1 Information We Require When You Book

Each time you book you should inform us of the following:

- Day, Date and Time transport is required
- If you are attending an appointment, we require the time of the appointment
- Address from which you wish to be collected
- Your destination name and address
- Return journey time (if required)
- Additional information such as if you use a Walking aid or / wheelchair.
- If a companion i.e. a friend or family member is travelling with you to assist you.
- Any parking or access problems with your address or the destination.

### 4.2 Cancellation of Booked Journeys

If for any reason you cannot make a journey you should telephone to cancel the trip as soon as possible. There is an answer machine operating out of office opening hours on which you may leave a message.

### 4.3 Journey Types & Fares

The fare will be collected directly from you by your driver. Concessionary bus passes (including companion passes) are accepted on the service. Pass holders travel free of charge under the All Wales Concessionary fare scheme operated by Welsh Government, provided a valid pass is presented to the driver each time you board the vehicle. If you don't have a bus pass and feel you are eligible for one please let us know and we will advise you of the process of getting one.

All other passengers will be required to pay a fare as follows:

**Single:           £3.65\***

**Return:           £5.00\***

\* Fares are correct as at time of print and are subject to change. Notices of any proposed increases will be displayed on 'Town Rider' vehicles a minimum of one month prior to increase.

### 3.2 On The Day of Your Journey

- The driver will usually arrive at the arranged pick up point at the agreed time (subject to traffic conditions). Please note that the driver could be as much as 15 minutes early or late, and so you should be ready for collection in advance of your agreed pick up time.
- Please ensure that you are ready and waiting for the transport as even small delays can have an effect on journeys later in the day.
- The driver will sound the bus horn to alert you of their presence. If you have indicated during the booking process that you require assistance from your door to the bus, the driver will know this and assist you.
- Once on board the vehicle, the driver will inform you of the cost of the journey and issue you with a ticket.
- The driver will take you to your pre booked specified destination(s). However as mentioned previously, Town Rider is a bus service there may be additional pickups or drop-offs on route to your destination.

## 4 Comments or Complaints

As a not-for-profit organisation we are always happy to receive comments of the excellent service provided by the dedicated staff and volunteers of OTED Transport. However, we do understand that things do occasionally go wrong. Therefore, we would very much appreciate if you have any concerns or complaints about the level of service, or any other matter relating to the scheme, that you direct them in the first instance to the coordinator who will process your complaint or comments. If a complaint is made you will be issued with a copy of our complaints procedure.

## 5 Contact Details

Transport Co-ordinator

Unit 1A Australian Terrace

Bridgend

CF31 1LY

Telephone: 01656 669665

Email: [info@oted.co.uk](mailto:info@oted.co.uk)