

## 5. How can the customer access or book this transport?

To use the Dial A Ride service you must be a member of Fenland Association for Community Transport (FACT).

Membership is £10 per year and application forms are available via their Dial A Ride leaflets which are available in the Fenland @ your service shops, libraries and doctors surgeries or by contacting FACT on 01354 661234 to request a membership pack. Alternatively, you can download an application form from their website at:

[www.fact-cambs.co.uk](http://www.fact-cambs.co.uk)

Once you have become a member of FACT, you simply phone them and state which day and what time you would like to travel.

## 6. Other Transport Options

For details of other transport options that are available in Fenland you can pick up a copy of the Fenland Transport Directory from any of our Fenland @ your service shops.

# Getting from A to B

**Making essential journeys without a car**



## Case study 5 - Young person travelling for Post 16 Education



Fenland District Council, Fenland Hall, County Road, March, Cambridgeshire, PE15 8NQ



**Cambridgeshire**

**This leaflet forms part of a series of case studies which aim to give information on a variety of transport related situations.**

This case study focuses on the transport requirements of someone who needs to access college education. Due to the rural location of many villages in Fenland getting to college is difficult for many young people. The aim of this case study is to address the needs of young people in this situation.

**1. Introducing Miss E**

Miss E is a 16 year old who lives with her family in a small village near Wisbech. She needs transport to and from the Isle College, which is located 7 miles away, three days a week. She receives a small amount of study support money as well as having a part time job in a supermarket. The family of Miss E are unable to provide her with transport to fit her college hours.

**2. Understanding the needs of Miss E**

The specific transport needs and challenges of Miss E are:

- No local bus service in her village
- Has to walk to the next village to catch the bus and the times of the bus service do not fit very well with her college times.
- There is no footpath for parts of the journey and so she has to walk in the road
- Safety concerns during the dark winter months.

**3. Transport options and their suitability**

The specific issues for Miss E in respect of each transport option are:

Options	Comments
Bus	<ul style="list-style-type: none"><li>• There is no bus service</li><li>• Miss E has to walk to the next village to catch the bus</li><li>• The bus service in the next village is not regular and the services do not fit well with college times</li><li>• Safety concerns during the winter months</li></ul>
Taxi	<ul style="list-style-type: none"><li>• Miss E has a small budget and cannot afford to travel to college three days a week by taxi</li></ul>
Dial A Ride	<ul style="list-style-type: none"><li>• Available to anyone who lives in an area that doesn't have a regular bus service</li><li>• Door to door transport</li><li>• Dial A Rides' semi-scheduled timetable fits better with her college hours</li></ul>
Community Car Scheme	<ul style="list-style-type: none"><li>• Door to door service</li><li>• The time of the service can be flexible to meet the needs of Miss E</li><li>• There will be a small cost to use this scheme</li></ul>

**4. Transport option to address the customer's needs**

Miss E feels that the Dial A Ride option would best meet her needs because:

- It provides a door to door service.
- It gives her parents peace of mind as they know that she does not have to walk to the next village during the dark winter evenings.
- Miss E is able to afford this service and is able to carry on her studies at the Isle College.