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## Contact Information

Optio  
Voluntary Car Service  
IW Rural Community Council  
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Newport  
Isle of Wight  
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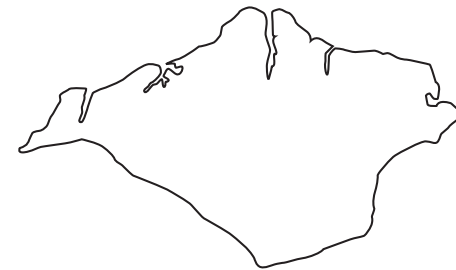
**Helpline number: 522226**



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Council

# optio

## Voluntary Car Service



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## Optio Voluntary Car Service

### Who is eligible?

Elderly, frail or less mobile residents who are unable to access public transport, to get to appointments and access services they need.

### About the Scheme

Across the Island there is a network of volunteer drivers who give their time freely, using their own cars to provide a door to door service. The service is available to support users to attend:

- Medical appointments
- Hospital appointments/visits
- Day Centres
- Memory clubs and activities
- Visiting friends and social trips
- Shopping

(Unfortunately we are unable to take wheelchair users at the present time)

### How to book a trip

Phone the Helpline on **522226** to book your trip.

Journeys must be arranged in advance (at least 24hrs if possible). The helpline is open from 8.30am for Dial-a-bus and 9 —4pm Monday—Thursday and 2.30pm on Fridays. There is an answer phone service for out of hour's calls which will be dealt with promptly when the office reopens.

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## What will it cost?

- There is a driver's mileage charge of 40p per mile, reimbursed directly to the volunteer driver, who will provide you with a receipt for the cost of the trip.
- A minimum charge of £2.50 per trip. (e.g. journey under 6 miles)
- Mileage costs are calculated from the driver's home and return, not from the user's address
- There is no additional cost if you are accompanied by a carer or a friend

### Please Note

If your appointments are cancelled or arrangements changed, please let the Helpline know as soon as possible, otherwise there will be a charge for the driver's mileage.

## Wightbus Dial-a-bus booking service

Dial-a-bus provides a personal service for people with mobility difficulties. It offers door-to-door transport to Newport from:

- Cowes (Monday and Friday)
- East Cowes and Ryde (Monday)
- Freshwater (Tuesday)
- Bembridge, Sandown and Shanklin (Thursday)
- Ventnor (Friday)

The Isle of Wight Council's Dial-a-bus has specially trained, friendly drivers, and the vehicles are all equipped to make them easy to board. Wheelchair users are welcome, but spaces are limited. To book a seat on the bus, please ring the Helpline number on **522226**.

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