



**Door 2 Door Services in Sheffield**  
the local service that comes to you...

Door  Door



December 2009

 **Travel**  
South Yorkshire

**Traveline 01709 51 51 51**  
[travelsouthyorkshire.com](http://travelsouthyorkshire.com)

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**“Door 2 Door services are vital for many who would otherwise be housebound. South Yorkshire Integrated Transport Authority are proud to support Door 2 Door as a key part of our transport network.”**

Cllr Jameson - Chair of the South Yorkshire Integrated Transport Authority



## Services in Sheffield

**Door 2 Door is the new name for community transport. Do you find it difficult using standard public transport?  
Do you want to be able to get out and about, meet new people and make new friends?  
Don't worry; Door 2 Door may be able to help.**

## The service

Door 2 Door services are designed for people who cannot use standard public transport. Each service will pick you up from your home and can take you around your local area and beyond.

Door 2 Door is great for meeting new people, making new friends and being able to visit places you couldn't get to before.

For example, if you want to travel to the city centre or a local supermarket, Shopper Bus is the best service for you. It offers transport from your home at certain times and on certain days. Please see the timetable on page 10 in this leaflet for details of journeys from where you live.

If you need to travel at a certain time, and to a destination not available on Shopper Bus (for example, if you are visiting a friend in hospital, or travelling to an evening class) then our City Ride or Community Car journeys will suit your needs better.

You can also travel outside Sheffield by using the Community Car Scheme which is provided by volunteers using their own transport.

Door 2 Door services aren't just for individuals. If you are a member of a group that wants to use a minibus, you can use the Group Travel scheme.

To find out how much it costs to use these services, please see page 9.



## How do I apply?

If you think Door 2 Door can help you get out and about, you will need to contact your local Door 2 Door operator and apply over the phone with one of our friendly advisors.

Applying is simple and free. All you need to do is follow the three steps below:

1. Call your local Door 2 Door operator, Sheffield Community Transport on 0114 2766148. Alternatively, if you are interested in group travel in the Bradway, Dore or Manor areas, call either Manor Community Transport on 0114 2654275 or Transport 17 on 0114 2362962
2. When you call, the advisor will go through the application process with you
3. Once you have applied we will send you out a welcome pack which includes the following;
  - Your registration number
  - A guide to your local services
  - A free welcome gift
  - Other useful information.

When you apply you will be able to pre-book your first return trip with us, so if you have a journey in mind please let us know.

**"I come to the lunch club because it gets me out. We play bingo and have a raffle. The minibus is a great help, otherwise I would probably not go."**

G Waths - Door 2 Door service user

# Booking

All Door 2 Door services require advance booking. Your Door 2 Door operator will do their best to accommodate all bookings, but availability is limited and sometimes not all booking requests can be met.

You can book your journey with Sheffield Community Transport by calling 0114 276 6148 between 0900 and 1600 Monday to Thursday, and between 0900 and 1530 on Fridays.

Please note that you must give at least two working days notice of your journey. You can book up to a maximum of seven days in advance.

Please note that out of office hours, on weekends and on Bank Holidays, you can leave messages on an answer machine.

When booking, you will need to tell us the following details:

- Your name or registration number
- The date and times you want to travel
- Where you want to be picked up and dropped off
- If you need space for a companion, or if you need to travel with an assistance dog
- If you want to take a mobility aid or wheelchair (unfortunately not all wheelchairs or scooters will fit on the buses, so please ask when you book if yours can be accommodated).

## Being Flexible

Because of demand for Door 2 Door services, the more flexible you are with your days and times of travel, the more likely we will be able to take you. Let us know how flexible you are when you make your booking.

## How to cancel a booking

If you find you need to cancel your journey all you need to do is contact us by calling 0114 276 6148. There is an answer phone for messages left out of office hours. This allows us to offer the journey time to somebody else.





## Operating times and fares

Service	Operates	Fares	
City Ride	Monday to Friday 0900 – 1700	Up to 1 mile	£1.10
		1.1 to 2 miles	£1.30
		2.1 to 3 miles	£1.60
		3.1 to 4 miles	£1.80
		4.1 to 6 miles	£2.30
		Over 6 miles	£2.30 plus 15p per mile
Community Car Scheme	7 days a week	Up to 3 miles	£3.20
		Each additional mile	£0.70
Shopper Bus	See timetable on pages 10-15	Single fare	£0.50
		Return fare	£1.00
Group Travel	7 days a week	Cost per hour	£1.50
		Cost per mile	£1.00
		Minimum charge	£20.00

**We regret that concessionary fares passes are not valid on Door 2 Door services. Please note that fares may change from April 2010.**

## Shopper Bus timetable

From	To	Depart	Return
<b>Monday</b>			
Beauchief, Greenhill, Meadowhead, Norton	Sheffield City Centre	0930	1330
Bradway, Dore, Low Edges, Totley	Sheffield City Centre	0930	1330
Loxley, Malin Bridge, Stannington, Wadsley, Wisewood	Hillsborough	0930	1230
Deepcar, Stocksbridge	Sheffield City Centre	0930	1345
Birley, Frecheville, Hackenthorpe	Crystal Peaks	1100	1500
Batemoor, Heeley, Jordanthorpe, Lowfield, Meersbrook, Woodseats	Sheffield City Centre	1100	1500
Ecclesfield, Firth Park, Longley, Parson Cross, Shiregreen	Sheffield City Centre	1100	1500

From	To	Depart	Return
Birley Carr, Foxhill, Grenoside, Shirecliffe, Southey Green	Sheffield City Centre	1130	1545

<b>Tuesday</b>			
Carterknowle, Ecclesall, Greystones, Highfield, Millhouses, Nether Edge, Parkhead, Sharrow, Whirlow	Sheffield City Centre	0930	1330
Birley Carr, Foxhill, Grenoside, Shirecliffe, Southey Green	Hillsborough	0930	1230
Halfway, Mosborough, Westfield	Crystal Peaks	0930	1230
Attercliffe, Darnall, Greenland, Park Hill, Tinsley, Wybourn	Sheffield City Centre	0930	1400

From	To	Depart	Return
Broomhill, Crookes, Crookesmoor, Crosspool, Endcliffe, Fulwood, Lodge Moor, Ranmoor	Sheffield City Centre	1100	1500
Handsworth, Richmond, Woodhouse	Sheffield City Centre	1100	1500
Burncross, Chapelton, High Green	Sheffield City Centre	1100	1515
Firth Park, Shiregreen	Morrisons Ecclesfield	1215	1445

### Wednesday

Batemoor, Beauchief, Bradway, Dore, Greenhill, Jordanthorpe, Low Edges, Meadowhead, Millhouses, Totley	Tesco Abbeydale	0930	1215
Crosspool, Endcliffe, Fulwood, Lodge Moor, Ranmoor	Tesco Abbeydale	0930	1215
Birley, Frecheville, Hackenthorpe	Sheffield City Centre	0930	1330

From	To	Depart	Return
Burngreave, Grimesthorpe, Pitsmoor, Wincobank	Sheffield City Centre	0930	1345
Base Green, Charnock, Gleadless, Hemsworth, Herdings, Intake	Sheffield City Centre	1100	1500
Beighton, Sothall, Waterthorpe	Sheffield City Centre	1100	1500
Arbourthorne, Manor, Manor Park, Norfolk Park	Sheffield City Centre	1100	1500
Heeley, Meersbrook, Woodseats	Tesco Abbeydale	1230	1445

### Thursday

Beighton, Sothall, Waterthorpe	Crystal Peaks	0930	1230
Burncross, Chapelton, High Green	Morrisons Ecclesfield	0930	1230
Arbourthorne, Highfield, Lowfield, Norfolk Park	Asda Handsworth	0930	1145

From	To	Depart	Return
Carterknowle, Ecclesall, Greystones, Nether Edge, Parkhead, Sharrow, Whirlow	Tesco Abbeydale	0930	1115
Hillsborough, Middlewood, Oughtibridge, Wharncliffe Side, Worrall	Hillsborough	1115	1445
Broomhill, Crookes, Crookesmoor, Langsett, Uppertorpe, Walkley	Hillsborough	1330	1600
Ecclesfield, Longley, Parson Cross	Morrisons Ecclesfield	1215	1445
Attercliffe, Darnall, Greenland, Tinsley	Asda Handsworth	1100	1345

### Friday

Hillsborough, Middlewood, Oughtibridge, Wharncliffe Side, Worrall	Sheffield City Centre	0930	1345
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From	To	Depart	Return
Hillsborough, Middlewood, Oughtibridge, Wharncliffe Side, Worrall	Sheffield City Centre	0930	1345
Burngreave, Grimesthorpe, Pitsmoor, Wincobank	Morrisons Ecclesfield	0930	1145
Handsworth, Richmond, Woodhouse	Asda Handsworth	0930	1145
Halfway, Mosborough, Westfield	Sheffield City Centre	0930	1330
Base Green, Charnock, Gleadless, Hemsworth, Herdings, Intake, Norton	Asda Handsworth	1100	1300
Deepcar, Stocksbridge	Hillsborough	1030	1415
Manor, Manor Park, Park Hill, Wybourn	Asda Handsworth	1030	1245
Langsett, Loxley, Malin Bridge, Stannington, Uppertorpe, Wadsley, Walkley, Wisewood	Sheffield City Centre	1100	1500

## Contact details

Sheffield Community Transport  
10 Montgomery Terrace Road  
Sheffield  
S6 3BU

**Tel:** 0114 276 6148

**Email:** [reception@sheffieldct.co.uk](mailto:reception@sheffieldct.co.uk)

**Website:** [www.ctinsy.eu](http://www.ctinsy.eu)

**Office opening hours:** 0830 to 1630  
Monday to Friday

**Office Closed:** Weekends and  
Bank Holidays

**“The bus means a lot to Wayne, it means he is able to go out every day and it has done a lot for his confidence. The drivers are really good, and when you book the reception staff are very polite and helpful. They always try their best to get Wayne to where he wants to go at the times he likes.”**

**Sue Turton – the carer of a Door 2 Door customer**

## Other operators

**There are three other, smaller community transport providers in Sheffield who may be more suited to your travel needs.**

### **Manor Community Transport**

Provides group travel services for people living in the Manor area of Sheffield.

All bookings and enquiries can be made on 0114 265 4275. An answer machine is available if the office is closed. Or you can send an email to [manormobeel@googlemail.com](mailto:manormobeel@googlemail.com)

### **Sheffield Dial-a-Ride Club**

Provides group travel and Dial-a-Ride services for people living across Sheffield. Services operate between 0830 and 1730, Monday to Friday, and at all other times if volunteer drivers are available. All bookings and enquiries can be made on 0114 2766148. Their office is open from 0900 to 1600, Monday to Friday, with an answer machine available at other times.

### **Transport 17**

Provides group travel services for people living in the S17 postcode area, which covers Bradway, Dore and Totley.

All bookings and enquiries can be made on 0114 236 2962. The office is open from 0900 to 1200, Monday to Friday, with an answer machine available at other times.

## Accessibility

### Accessibility information

Travel South Yorkshire is committed to improving accessibility for all passengers.

If you require this information in an alternative format please contact us on 01709 515151.

**Typetalk** provides a service for people who cannot speak or hear on the phone.

To contact TraveLine using Typetalk please ring 18001 01709 51 51 51.

If English is not your first language please call TraveLine on 01709 51 51 51 where we will provide a telephone interpretation service via **Language Line** wherever possible.



### 24 hour clock

Throughout South Yorkshire our timetables use the 24 hour clock to avoid confusion between am and pm times.

For example:

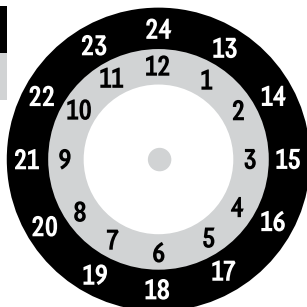
**9.00am is shown as 0900**

**2.15pm is shown as 1415**

**10.25pm is shown as 2225**

24 hour times

12 hour times



## Language Line

We can offer you a Language Line that can help you talk to us in your own language. If you would like to talk to us in your first language, then ask us about Language Line by phoning TraveLine on 01709 51 51 51.

Our staff will ring Language Line for you if they cannot translate for you themselves.

Language Line offers translation into over 100 languages including:

- Albanian
- Amharic
- Arabic
- Bengali
- Cantonese
- Croatian
- Czech
- Farsi
- French
- German
- Greek
- Gujarati
- Hindi
- Italian
- Kurdish
- Mandarin
- Polish
- Portuguese
- Punjabi
- Romanian
- Russian
- Serbian
- Somali
- Spanish
- Tamil
- Turkish
- Urdu
- Vietnamese

## Contact us



**travelsouthyorkshire.com**



**Traveline 01709 51 51 51**

National rail enquiries 0845 48 49 50



**Visit a Travel South Yorkshire  
information centre or use a kiosk**



Get timetable updates sent to your inbox at  
**travelsouthyorkshire.com**



**Text YourNextBus**

Just text your stop number to 64422

Each text costs up to 12p plus your usual standard network rate

Photographs used within this leaflet are staged and do not necessarily reflect the working practices of Door 2 Door operators.

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