



INTRODUCTION FROM THE MANAGER'S DESK

With this issue we are attaching our accounts for 2004: this will allow you, the members of **ACTS** to know and learn more about the operations of **ACTS Ltd.**

In this issue we are especially happy to publish the comments of a number of our members who have kindly put pen to paper about their experiences when using our minibuses and of the importance of these buses, particularly for getting to work and for other appointments. We also include key developments from 2004 and the story so far in 2005.

ACTS is here to provide accessible, affordable, reliable and safe door-to-door transport for our members. Please help us expand our membership and our operations by using our service during the day, evening or at weekends.



Teresa from Drimnagh stepping off one of our minibuses, with Philip in the driver's seat.

Our Members Comments

By booking ACTS Community Transport, I can get to and from work, I occasionally use it to go out in the evenings.

There is no direct bus service to my workplace, so I depend on ACTS for transport. Accessible taxis are very hard to book and the LUAS is too far from my home to be of any use to me.

ACTS needs help from central government funding as the fares would not be sufficient to cover the cost of the service.

Declan O'Keeffe, Terenure

It helps me to get to Lorcan Toole Day Centre one day a week. I love going there as it enables me to meet some neighbours, who are also members, there.

Maybe if more people used it, it could be made a bit more affordable for me another day per week. This is not a complaint, just an observation.

Door-to-door service so wet days are not a worry, always having cheerful drivers, Richard, Mario, and Mick.

Teresa from Drimnagh

I would like to let you know how important the ACTS service is to me.

My name is Aoife Dolan and I am a regular user of this service. It enables me to get to college every week: this give me great independence as I would not be able to get there without it.

My quality of life would be very poor if this service were ever taken away from us.

Aoife Dolan, Dundrum

BOOK **ACTS** NOW

For your journeys to the **shops ~ doctor ~ cinema ~ theatre ~ evenings out ~ visits to family and friends**, in your local area and beyond.

We are available to take bookings **MID-MORNINGS, EVENINGS** and at **WEEKENDS**.

We are offering Sunday Round Trips for 4-6 people to Bray. Just call **494 8332** for more information.

KEY POINTS ~ 2004

COMPLETION: 3rd year of funding from the FAS Social Economy Programme.

MERGER: Merger with Southwest Dublin Accessible Transport, finalised 1st November.

MEMBERSHIP: Membership reached 450.

STAFFING: Employed five drivers and one, full-time administrative assistant.

MINIBUSES: Had four minibuses serving Dun Laoghaire, Dundrum, Ballinteer, Rathfarnham, Ballyfermot and Crumlin.

FUNDING: Received €5000 from the National Lottery.

ADVERTISING: Dublin Bus and Sanyo Ireland provided advertising sponsorship

REVENUE: Income for 2004 was €237,724, while expenditure was €235,401, leaving a surplus of €2,323.

TESTIMONIAL

My first trip with ACTS was in December, 2002, I was desperate, it was Christmas Eve and I needed to go to the Conrad Hotel, St. Stephens Green. It definitely felt like Santa Claus had come when Gerry and the small green bus arrived to bring me and, to my unbelievable delight, to bring me back. I would have paid any price, but as with all memorable Santa surprises, it was even better than I had hoped for - as well as being on time, it was much cheaper than a taxi.

2001 was a very bad year for accessible transport, the taxi service had deteriorated dramatically since the introduction of deregulation, few CIE buses were accessible and due to my MS I could no longer drive a car. As a working disabled person needing to use a wheelchair fulltime, I was finding it almost impossible to get to and from work, on occasions waited two hours for a wheelchair accessible taxi, only dreamed of going out in the evenings or at weekends and wrote letters of complaint to the Department of Justice, Equality and Law Reform.

Vicariously, I have lived many interesting lives with the very courteous, joyful and punctual drivers, Joe, Lar, Mario, Imelda, Chris, Gene, Philip and backroom boys, Gerry, Michael and Peter. We travelled to destinations at home and abroad, we have journeyed through fields of sport, drama and DIY and we have solved many of the current woes of Ireland, Europe and our next stop is World affairs. Bono and Bob watch out!

Teresa Brannick, Rathgar

KEY FEATURES ~ 2005

FUNDING: 4th year of funding from the FAS Social Economy Programme. Received €25,000 from the Dormant Accounts Fund in May, which has been put towards the purchase of a fifth bus. Also, received approval from People in Need Trust for a grant of €25,000

MEMBERSHIP: Membership has now reached 620.

MINIBUSES: We now have five minibuses with Ricon lifts, capable of taking at least two wheelchairs each. The extra bus assists in Tallaght area.

ADVERTISING: We are in discussion with Dublin Bus and a number of other companies for additional sponsorship this year.

STAFFING: We now have nine full-time and one part-time drivers. We have one full-time administrative assistant, Michael, and two part-time assistants, Peter and Micheal, who deal with bus schedules and membership development.



From left:
Joan, May and Marie,
the Hillview shoppers,
on board from
Superquinn, Ballinteer

Lynn, from Dundrum,
boarding one of our
buses on her scooter,
assisted by our new
driver, Shane.



SHOPMOBILITY - the shopping assistance service for people with a mobility difficulty is now open at Dundrum Shopping Centre. It is based at Level 2 - enter by Red Car Park, Tesco entrance, and take lift to Level 2M.

HOURS

Weekdays: 10am ~ 5.30pm

Sundays and Bank Holidays 12pm ~ 5.30pm

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