



## A.C.T.S. PROGRESSES

As we start into 2008, we can look back at 2007 and see **ACTS** has once again made progress on many fronts:

- Passenger trips increased from 15,000 to 19,000
- Membership increased from 945 to 1200 of which 755 are wheelchair users.

We now have a fleet of 6 minibuses with 2 further minibuses acting as backup. In addition, we have a 16 seater bus with lift providing a service in the Loughlinstown/Shanganagh area, bringing our transport fleet up to a total of 9 accessible vehicles.

Unfortunately, we had a whole series of major mechanical problems last year that brought home to us the need to upgrade our fleet as a matter of urgency.

Despite these problems, we are still providing a door to door transport service with which you, the customer, is satisfied and happy.

As part of our upgrade programme we purchased 2 new Ford Transit minibuses in late 2007. We also had to replace the 16 seater Volkswagen Crafter due to ongoing problems with the lift.

In order to meet the growing demand for our service, a comprehensive submission has been made to Government for urgent funding to assist us in replacing and expanding our fleet: we are currently awaiting a decision. In this regard I would like to acknowledge the courtesy and assistance of An Taoiseach's office in our endeavours to secure this vital Grant aid.

In conclusion, I would like to take this opportunity to thank you for your custom. I would also like to thank all the **ACTS** staff for their commitment and hard work.

**ACTS** had 6 buses on the road on Christmas Day and that, for me, speaks volumes for the commitment of our drivers and staff. To you all, customers and staff, many thanks.

*Michael Fox, Chairperson*



Michael Purcell, Sales Director, Esmonde Motors, Stillorgan, presenting the keys of the new Fords to Mary Collins, Vice-Chair of **ACTS**.

## WHY AM I IN THE JOB?

*Philip, ACTS driver*

A few years ago I looked after a paraplegic gentleman and I know first hand how difficult and sometimes impossible it is to get transport. I would ring for a taxi and explain in detail why I needed a wheelchair accessible taxi. A so-called "wheelchair accessible" taxi would arrive, the lovely Nissan Serena with headroom suitable for a leprechaun so if you were in a wheelchair you had to practically have your head in your lap. Then there is the fact that you are not strapped down (God forbid if there was an accident!). Isn't that funny you can be prosecuted for not

wearing a seatbelt but there is no regulation protecting people in wheelchairs. I have lost count of the amount of times a normal taxi would arrive and the driver would insist on saying "we could manage together to lift the gentleman into the taxi", obviously not a notion of how easy it is to get a pressure sore!

So here I am now trying to ensure that incidents like these are in the past, it is up to you now to pass on the good work we do and help us expand so that everyone that is in need of our services don't have to suffer anymore or live like hermits when there is an alternative to public transport and that is **ACTS**.

So, why am I in the job? It's simple, I believe in what **ACTS** is trying to do.



Noreen Ryan with her carer, Aileen (see over) and Philip our driver.



**YOU RING ~ WE BOOK**

We will ring you back to confirm.

It is important to book us 48 hours in advance.

We will make every effort to meet your full booking requirements.

Just call us now at

**2921573 or 2921574**

for more information

## HOW I FIRST FOUND OUT ABOUT ACTS TRAVEL CLUB

In 2005, after three long years as a Hospital and Rehab inpatient, I eventually became a Civilian again. Rejoining the community as a Wheelchair User presented many challenges, and getting from A to B was certainly one for me. Living in Dun Laoghaire, Wheelchair Accessible Taxis appeared plentiful, but even with advance notice, they sometimes seemed impossible to get hold of. Unaware of alternatives like **ACTS**, I luckily had friends who helped out and all deserve a mention. Colm Davis (Molly Molones) on many occasions, drove and made available his accessible bus. John Fox (Bus Driver), Carmel and Spinal Injuries Ireland. Brian and Mark (Accessible Taximen) and especially John Brady (Accessible Taximan) a good friend, who particularly made sure I got to important medical appointments. I first heard of **ACTS** in 2007, when I began attending Park House (Rehabcare) in Stillorgan. Staff and clients afforded me a warm welcome from day one, and I now attend two days a week. Transport home is provided in the afternoons and I depend on my friend John Brady to get me there in

## MEMBERS' FEEDBACK

the morning. When I started at Park House, one of the bus drivers, was an **ACTS** employee, and on contract to Rehabcare. This man, Philip was a tremendous help and explained the benefits of **ACTS** membership, for example, the affordability, reliability and easy join up. Since then, **ACTS** has been playing an important role in my getting around. Over the months, I have got to know the drivers, the lads in the office and Emma who is always great on the phone. The people at **ACTS** are friendly, helpful and courteous, and have gone the extra mile (kilometre) to accommodate my needs.

In short, the provision of **ACTS** in the community enhances the level of independence and self-determination for people with limited mobility. Able bodied people are ordinarily facilitated by traditional public and private transportation. The growth and development of **ACTS**, should be promoted and funded to a level where the needs of those less able are more readily and equally met.

*Joe Kennedy, Dun Laoghaire*

## SHANGANAGH YOUTH PROJECT AND ACTS

Shanganagh Youth Project is based in Shanganagh Park House in Shankill Co. Dublin. The Youth Project offers a broad range of activities to young people in the area. In the past we have been limited in providing programmes held outside the youth project as the cost of transporting the young people was beyond the means of our limited budget.

Since **ACTS** community transport service became available to the project we have enjoyed numerous outdoor projects, weekend residential and outings. The staff is friendly and flexible and 100% reliable. The cost of hiring the service is extremely reasonable making it possible for us to expand our programmes and services to the young people of the area. Shanganagh Youth Project would like to say a big thanks to **ACTS** and especially to Gene, the driver, without whom we would be lost.

*Below: Emma O'Brien, with members of Shanganagh Youth Group with Gene our driver.*



## GOOD THINGS TO SAY ABOUT ACTS

**ACTS** Travel Club is a very good service, I am a care giver to Mrs Ryan and she depends on this service to go to hospital appointments, Mass every week plus trips out to social events and shopping. The bus is always there on time and the drivers are very caring and always helpful. Mrs Ryan and I have only good things to say about this company, from the drivers, to Peter and Emma in the office. Well done to you all and keep up the good work.

*Sincerely, Aileen Flavin and Noreen Ryan, Blackrock*

## A WORD FROM EMMA FROM THE INSIDE

My name is Emma and I have been working at **ACTS** for nearly a year now. My role in the office is looking after the bookings, the daily schedules and other admin duties. I share the office with Peter who also looks after the bookings and schedules and with Mick who deals with the accounts. *Emma ACTS office*

Emma



Accessible  
Community  
Transport  
Southside