

El4038c Rural Wheels, Eden, April 2016

Cheques or postal orders (£5 per person over 16) should be made payable to **Cumbria County Council**. Post this application including £5 cheque/postal order to:

**The Rural Wheels Service
Cumbria County Council
The Lonsdale Building
The Courts
Carlisle
CA3 8NA**

If you require this information in another format (eg CD, audio cassette, braille or large type) or in another language, please telephone **01228 226428**.

आपके लिए यह सेवा अलग-अलग विभिन्न भाषाओं में उपलब्ध है।
 यदि आप इसे अन्य रूप में (जैसे CD, ऑडियो कассेट, ब्रैल या बड़े अक्षरों में) या
 किसी अन्य भाषा में चाहिए, तो कृपया 01228 226428 पर कॉल करें।

Jelgu noklumaile (audi) šis informācija savu kalbu,
 skambinātie telefonu 01228 226428

W celu uzyskania informacji w Państwa języku proszę
 zadzwonić pod numer 01228 226428

Se quiser aceder a esta informação na sua língua,
 telefone para o 01228 226428

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen
 01228 226428 numaralı telefonu arayınız

Contact details

Rural Wheels is funded by Cumbria County Council. If you require any further information about Rural Wheels contact:


Tel: **01228 226428**
 (local call rate)

Email: rural.wheels@cumbria.gov.uk

[facebook.com/integratedtransport](https://www.facebook.com/integratedtransport)

Cumbria County Council 

Rural Wheels is a unique transport scheme for people in rural areas. It provides transport from home to your nearest town or Public Transport connection.

Rural Wheels

Eden

April 2016

It can be used for a variety of purposes such as:


- Attending doctor/dentist/opticians appointments
- Shopping
- Visiting people in hospital
- Visiting friends etc

Rural Wheels uses a smart card system that stores points to pay for your travel instead of cash, and a central booking system to plan your journeys. You must apply for your smart card before you can use Rural Wheels.

Transport is provided by operators who may have availability between other work for the council. Every effort will be made to provide transport, however, there may be occasions when this is not possible.

Eligibility
 Anyone living in the designated area can join the scheme. See overleaf for maps of your area to determine whether you live in the eligible area. Every user aged 16 or over will need a smart card. Children and young people under 16 can only travel if accompanied by an adult.

How to join Rural Wheels
 Please complete and return the attached application form to the Rural Wheels Service at the address shown overleaf, enclosing a cheque or postal order for £5 per adult. (payable to Cumbria County Council)



You can also apply over the telephone by credit/debit card by calling **01228 226428** or online at cumbria.gov.uk/ruralwheels

Anyone under 16 wishing to travel should also be listed on the form.

Once your application has been received you will be issued with a Rural Wheels smart card. This is a credit card sized plastic card with an electronic chip that stores points to be used when you travel. One point is one penny so your £5 payment becomes 500 points.

How to pay for journeys
 Transport will be charged at the subsidised rate of 40p (40points) per mile. You need to have your smart card with you when making your journey, as the driver will ask for it to deduct the necessary points. You will not need cash unless you intend to buy more points. Children under 5 travel for free. Children between 5 and 16 will be charged at the cost of 25 pence (25 points) per mile, which will be deducted from the adult's card. Passengers sharing transport will benefit from a reduced rate of 25p/mile. Passengers living more than 10 miles from their nearest town will be charged a maximum rate of £4.00 per single journey.

Are you eligible to join the Rural Wheels scheme?



How do I top up?

You can purchase in amounts of £5, £10 or £20 at a time.



By car, with your transport provider.

By post. Send your Rural Wheels Card and cheque/postal order payable to Cumbria County Council to:

The Rural Wheels Service, Cumbria County Council, Lonsdale Building, The Courts, Carlisle, CA3 8NA.

or at the retailer outlets below:

- Alston Local Links - 01434 382244
- Appleyby Library - 01768 361170
- Greystoke PO - 01768 483301
- Kirkby Stephen Library - 01768 371776
- Penrith Library - 01768 242100
- Penrith Mobile Library - 01768 242100
- Ship Library - 01931 716644

How to book your Rural Wheels journey

All journeys must be booked through the Planning Service which is available Monday to Friday, excluding bank holidays, 9.00am and 12.00 noon. Journeys can be booked up to two weeks in advance, and must not be booked later than 12 noon the day before you travel.

Transport is available Monday to Saturday between 8.30am and 6.00pm. You may use the service for up to two return journeys a week.

The planning service will ask you questions when you make your booking. The purpose of these are to:

- Determine if the journey request is eligible.
- Check if all or part of the journey could be made by public transport.
- Check if you have any other transport options.
- Arrange your journey and select the appropriate operator.

You may be asked to share transport and you may need to be flexible about the times you travel. You will be asked the following information:

- Your smart card identity number, which is found on the left hand corner of the card.
- The purpose of your journey.
- The number of passengers travelling.
- When and where you wish to go.
- Have you tried using the Voluntary Social Car Scheme or Public Transport?



Application form

Number of applicants

Name(s) including title

Date(s) of birth

Address

Postcode

Telephone (including code)

Please list below any medical conditions or mobility problems you have, for example, if you are partially sighted or use walking aids etc.

Do you use a wheelchair? Yes No

If yes, are you able to transfer to a seat? Yes No

If the wheelchair is powered, please provide make and model.

Emergency contact and telephone number