Disclaimer

All information contained in this Guide was correct at the time of going to press.

The Western Area Transport Forum cannot be held responsible for incorrect information. The group acknowledges that there may be other organisations which provide transport to people in the Western Board area who may not be included in this Directory.
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Western Area Transport Forum</td>
<td>5</td>
</tr>
<tr>
<td>Keeping Active</td>
<td>7</td>
</tr>
<tr>
<td>Private Car Users</td>
<td>9</td>
</tr>
<tr>
<td><strong>Community Transport Services</strong></td>
<td></td>
</tr>
<tr>
<td>Door-to-Door Minibus Services</td>
<td>13</td>
</tr>
<tr>
<td>Group Hire Minibus Service</td>
<td>13</td>
</tr>
<tr>
<td>Other Services &amp; Local Community Transport Contacts</td>
<td>14</td>
</tr>
<tr>
<td>Other Community Organisations</td>
<td>16</td>
</tr>
<tr>
<td><strong>Community Car Schemes</strong></td>
<td></td>
</tr>
<tr>
<td>Volunteering &amp; Car Scheme Providers</td>
<td>22</td>
</tr>
<tr>
<td><strong>Public Transport</strong></td>
<td></td>
</tr>
<tr>
<td>Ulsterbus Services</td>
<td>25</td>
</tr>
<tr>
<td>Northern Ireland Railway Stations</td>
<td>27</td>
</tr>
<tr>
<td>Ulsterbus Day Tours</td>
<td>28</td>
</tr>
<tr>
<td>Ulsterbus Tours ‘North West Coach Holidays’</td>
<td>29</td>
</tr>
<tr>
<td>Concessionary Fares</td>
<td>30</td>
</tr>
<tr>
<td>Door-2-Door Urban Transport</td>
<td>33</td>
</tr>
<tr>
<td><strong>Taxis</strong></td>
<td>36</td>
</tr>
</tbody>
</table>
## Contents

### Patient Transport
- Non Emergency Patient ........................................... 37
- Transport Services (NEPTS) ........................................... 37
- Hospital Travel Costs Scheme ...................................... 38

### Other Support Available
- Blue Badge ................................................................. 41
- Shopmobility ................................................................. 44
- Disabled Ramblers ....................................................... 46
- Imtac ............................................................................. 48
- The Consumer Council (NI) .......................................... 49

### Useful Contacts (A-Z) .................................................. 50
Western Area Transport Forum

The Western Area Transport Forum is made up of representatives from a range of statutory, voluntary and community organisations with the aim of improving transport and accessibility for older people living in the West (Fermanagh, Limavady, L’Derry, Omagh and Strabane).

The Forum includes representatives from the following organisations:

• ALLY Foyle
• Bridge Accessible Transport
• Community Transport Association
• Department for Regional Development
• Easilift Community Transport
• FAST Rural Transport
• Foyle Connect
• Roe Valley Rural Transport
• Rural Lift for South West Fermanagh
• Rural Link Community Transport

• Senior Citizens Consortium Sperrin Lakeland

• Western Education & Library Board

• Western Health & Social Services Board

• Western Health & Social Care Trust

• Western Health Action Zone

• Western Investing for Health Partnership

The Forum wish to thank all organisations who have provided information for inclusion in the directory and to the older people who took part in focus groups for the development of the directory.
Keeping Active

Remaining physically active in later years is very important and offers a range of benefits to older people.

Walking and Cycling

For some people on a number of journeys, walking or cycling might be their best means of transport e.g. for a routine dental check-up or visiting a friend in hospital.

Benefits

• Stay a healthy weight – e.g. walking burns 100 calories in 20 minutes

• Low cost – no fuel or parking costs

• Quick – no traffic hold ups or time spent looking for a parking space

• Enjoyable

• Healthy – physical activity is good for both physical and mental health
• Open to all – you’re never too old to walk / cycle

• Green – no pollution

• Social Benefits – e.g. walking clubs

Contact your local Council (see section 10, ‘Useful Contacts’) or Sustrans (028) 9043 4569 for cycle paths in your area. You could participate in Walking Clubs in your local area, contact ALLY Foyle (028 7186 0123) or Senior Citizens Consortium Sperrin Lakeland (028 8225 1824) for more information.
Private Car Users

For many older people, the private car is a crucial part of independent living – for shopping, going to the doctors, visiting friends, etc.

There are some good sources of advice to support older people to continue to drive in their later years.

For advice about choosing a car and making a car easier to drive, contact:

The Northern Ireland Mobility Centre
Portside Business Park
189 Airport Road West
Belfast
BT3 9ED

Telephone: (028) 9029 7877
Fax: (028) 9029 7881
Textphone: (028) 9029 7882
Email: mobilitycentre@disabilityaction.org
For advice and information about using a car if you are a disabled person, contact:

The Mobilise Organisation
National Headquarters and Registered Office
Ashwellthorpe
Norwich
NR16 1EX

Telephone: 01508 489 449
Fax: 01508 488173
Email: enquires@mobilise.info
Things You Need To Know

• Cars are expensive to run particularly when distances covered are small. It may be cheaper for you to consider the other modes of transport highlighted in this guide than the car for the journeys that you carry out.

• If you get any of the following benefits you may not have to pay road tax:
  
  • The higher rate mobility part of Disability Living Allowance
  
  • War pensions Mobility Supplement
  
  • Attendance Allowance (before 1993) with a certificate

• If you have a Blue Badge and find it difficult to park outside your house, a company called Roads Service may help you get a space to park. The space will be outside your house or as near as possible to it.

• Most breakdown services offer money off, extra services and extra information for
disabled people. Breakdown services are services that help you if your car stops working.

Tip Box!

Do not accept your first quote for car insurance – shop around and you may get it a lot cheaper from another broker.
Community Transport Services

Community Transport provides a range of fully accessible transport services to anyone who experiences difficulty using standard public transport or those who are frail, elderly or disabled. Community Transport offers the following services:

• **Door-to-Door Minibus Service**

  This service can collect you at your door and take you to your destination. It is used mainly to access local services such as shops, Post Office, health appointments, hairdressers etc.

  This specialised transport service with caring drivers will help you to travel more independently.

  The service operates Monday to Friday and must be booked in advance.

• **Group Hire Minibus Service**

  16 seater minibuses available to local community and voluntary groups to hire on a with-driver or self-drive option (MiDAS training must be completed to self-drive), subject to
availability. Costs are calculated on an hourly and mileage rate basis. This is available, affordable and accessible for rural groups.

• Other Services

Other local services may be available in your area. To find out more, contact your local community transport provider (see details below).

Limavady, Roe Valley Rural Transport
(028) 7776 2552
9am – 5pm, Mon - Thurs, 9am – 4pm, Friday

Derry City, Bridge Accessible Transport
T/Text: (028) 7126 7555
9am – 5pm, Mon - Fri

Rural Derry City, Foyle Connect
(028) 7133 8749
9am – 5pm, Mon - Fri

Strabane, Easilift Community Transport
(028) 7188 3282
9am – 5pm, Mon – Thurs, 9am – 2pm, Friday
Omagh, Rural Link Community Transport
(028) 8076 0740
8.45am – 5pm, Mon - Thurs
8.45am – 3.30pm, Friday

Fermanagh, FAST Rural Transport
(028) 6862 8484
9am – 5pm, Mon - Fri

Fermanagh, Rural Lift for South West Fermanagh
Fermanagh
(028) 6632 4260
9am – 5pm, Mon - Fri

Community Transport operates under a ‘not for profit’ 10b permit. As a result, charges are kept to a minimum.

Tip Box!
Check with your local Community Transport provider for services in your area.
There are a number of other community organisations that provide transport as part of their wider services. The key below denotes some of the other services provided by these organisations.

Advice  🚭  Life Long Learning  🧠
Befriending  🎧  Luncheon Club  🍽
Day Care  🎫  Meals on Wheels  🍽
Domiciliary Care  🏡  Respite  🕒
Good Morning  🍾  Transport  🚌
Handy Help  🎈  Health Promotion  ❤
Home Safety & Security  🔒
Physical & Social Activities  🎵

For more information on organisations in your area, details are listed opposite.
L/Derry

Age Concern (028) 7134 7478

Carnhill Resource Centre (028) 7135 2832

Churches Training Company (028) 7131 1322

Claudy Rural Development (028) 7133 8005
Foyle Disability Resource Centre (028) 7126 6593

Foyleville Day Care (028) 7126 3900

MS Society, Foyle (028) 7136 0831

North and West Housing (028) 7126 3819
Sevenoaks Day Centre (028) 7134 2254

ALLY Foyle (028) 7186 0123

Limavady

Foreglen Community Association (028) 7133 8280
<table>
<thead>
<tr>
<th>Organization</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limavady Community Development Initiative</td>
<td>(028) 7776 9160</td>
</tr>
<tr>
<td>Strabane Community Association, Castlederg</td>
<td>(028) 8167 0652</td>
</tr>
<tr>
<td>Strabane &amp; District Caring Services</td>
<td>(028) 7188 4986</td>
</tr>
</tbody>
</table>
Strabane Community Project (028) 7188 3102

Fermanagh

Devenish Partnership Forum
(028) 6632 7808

Lakeland Community Care (028) 6638 6934
### Community Car Schemes

Community or Voluntary Car Schemes operate using a pool of local dedicated and caring volunteer drivers who use their own cars to transport individuals.

These services supplement public transport services by targeting passengers who have difficulty using conventional transport.

They also operate in rural areas where public transport services are not as frequent or non-existent.

Members must book their trip in advance (usually 24 – 48 hours).

The service is charged at a mileage rate (approximately 40p – 50p per mile) to cover the cost of reimbursing the volunteer.

**Community Car Schemes help those people who:**

- are elderly or

- have impaired mobility or
• are unable to use their own or public transport or

• live in rural areas

Volunteering

If you would like to find out more about becoming a volunteer driver, feel free to contact your local car scheme provider (details overleaf).

N.B. Volunteering should not affect your insurance – this can be confirmed by your local car scheme provider (details overleaf).

TIP BOX!

To ensure a volunteer is available for your trip, please give as much notice as possible.
## Car Scheme Providers

### Limavady

Roe Valley Rural Transport (028) 7776 2552  
9am - 5pm, Mon - Thurs  
9am - 4pm, Friday

### Strabane

Easilift Community Transport (028) 7188 3282  
9am - 5pm, Mon - Thurs  
9am - 2pm, Friday

### Omagh

Rural Link Community Transport (028) 8076 0740  
8.45am - 5pm, Mon - Thurs  
8.45am - 3.30pm, Friday

### Fermanagh

FAST Rural Transport (028) 6862 8484  
9am - 5pm, Mon - Fri

Rural Lift for South West Fermanagh  
(028) 6632 4260  
9am - 5pm, Mon - Fri
Ulsterbus Services

Information on all Ulsterbus services can be obtained from the easy to use Translink journey planner.

Click www.translink.co.uk

Alternatively, local Ulsterbus timetables are available free of charge from your local main bus station.

Belfast Timetable Enquiries (Bus and Rail)
(028) 9066 6630

(Call centre opening hours, Monday – Sunday, 7am – 8pm)

Textphone Number: (028) 9038 7505

RNID typetalk system can also be used to contact local bus and rail stations. Textphone users dial 18001 followed by the full telephone number.

Did you know you can purchase radar disabled toilet keys for use in public toilets including at local bus depots.
<table>
<thead>
<tr>
<th>Location</th>
<th>Contact Details</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Derry City / Rural L’Derry</td>
<td>(028) 7126 2261</td>
<td>9am – 10.30pm</td>
</tr>
<tr>
<td>Enniskillen</td>
<td>(028) 6632 2633</td>
<td>8.30am – 5.15pm</td>
</tr>
<tr>
<td>Limavady</td>
<td>(028) 7776 2101</td>
<td>6.30am – 6.15pm</td>
</tr>
<tr>
<td>Omagh</td>
<td>(028) 8224 2711</td>
<td>7.30am – 5.45pm</td>
</tr>
<tr>
<td>Strabane</td>
<td>(028) 7138 2393</td>
<td>7.30am – 4.45pm</td>
</tr>
</tbody>
</table>
Northern Ireland Railway Stations

Belfast Timetable Enquiries (Bus and Rail)
(028) 9066 6630

(Call centre opening hours, Monday – Sunday, 7am – 8pm)

Textphone Number: (028) 9038 7505

RNID typetalk system can also be used to contact local bus and rail stations. Textphone users dial 18001 followed by the full telephone number.
Ulsterbus Day Tours

Looking to get out and about with your local community group or friends and family, then contact Ulsterbus to find out what Day Trips and Tours have been organised, or are available.

Ulsterbus provides a programme of Goldline Daytours during the summer months. Trips include visits to scenic areas throughout Northern Ireland and the Republic of Ireland, shopping and cultural trips to Dublin and other towns.

Tickets

People looking to purchase tickets in advance can do so at the following stations:

- Ulsterbus, Fermanagh (028) 6632 2633
- Ulsterbus, Foyle Street (028) 7126 2261
- Ulsterbus, Limavady (028) 7776 2101
- Ulsterbus, Omagh (028) 8224 2711
- Ulsterbus, Strabane (028) 7138 2393
Ulsterbus Tours

‘North-West Coach Holidays’

All tours are operated from the Foyle Street depot with pick-ups in Limavady, Omagh and Strabane.

Traditional coach tours include destinations ranging from the Highlands of Scotland to Land’s End in Cornwall, from Scarborough on the English east coast to Westport in County Mayo.

Booking forms can be requested from your local bus or train station.

For further information contact:

North-West Coach Holidays
Ulsterbus Depot
Foyle Street
L’Derry
BT48 6AL

Telephone: (028) 7126 2261
Fax: (028) 7137 4442
## Concessionary Fares

### Bus and Rail Services (2007 – 2008)

Free travel for people 65+, war pensioners and blind persons. (Please note concessionary fares will be available to all people 60 and over from 2008).

### Senior Citizens and Eligibility

All men and women 65 years and over who are residents in NI for 3 months or more and are in possession of a Senior Smartpass are entitled to free travel within Northern Ireland. You can also enjoy free cross-border travel.

### How do I get my Smartpass?

- You must collect an application form from your local bus or rail station or depot.

- You can apply for your Smartpass weeks before your 65th birthday but it will only be activated for use on your 65th birthday and not before this date.

- Get a passport sized colour photograph taken.

- Fill in the application form and complete the 4 steps outlined in the form:
Step 1 Name, Full Address, National Insurance Number

Step 2 Sign your name and date your application form

Step 3 Ask some one in your local community who knows you well to sign the application form giving their profession and ask them to sign the back of your photograph

Step 4 The person applying for the Smartpass must take the completed form and signed photograph to the local bus or rail station, along with documents that provide proof of your age and your address.

Staff at the bus or rail station will check your form, sign it and send it off for you.

Translink user helpline: 0845 6000049.

**Tip Box!** Your driving licence will prove your date of birth and address. Your passport will only give your date of birth but not your address. Make sure you bring a phone or electricity bill or bank statement which will prove your home address!
Smartpass information

• Your Smartpass is valid for 5 years.

• Check when your pass is due for renewal by looking at the details printed at the front of your card. Look for Expires / Ends and Date.

• Smartpasses issued in 2002 will begin to expire in 2007.

• Three months before each Smartpass expires, the Department for Regional Development will write to pass holders explaining how to get a new pass.

• Senior Citizens, War Pensioners and Blind Persons resident in Northern Ireland are also entitled to free cross-border bus or rail travel from any point in the Republic of Ireland.

• If you have any queries about lost or damaged cards, contact the Call Centre on (028) 9066 6630.

• Text phone for people who are deaf or hard of hearing (028) 9038 7505.

• Website address www.translink.co.uk
Door-2-Door Urban Transport

Door-2-Door Transport is a local urban transport service for people with disabilities, or for those who find it difficult using conventional public transport.

This service has been designed to compliment local town services. You will be lifted at and returned to your home, you can be taken to work, your local shop, your hairdresser, your doctor, or even just to visit your family or friends. You will be able to travel within your entire local area (this is known as the Operational Area). You may be able to travel beyond this distance, depending on circumstances and subject to availability. However, those customers wishing to travel within the local area will take priority.

You are eligible to become a member if one of the following applies:

- You are registered blind
- You are 80 years of age or older
- You are in receipt of the higher rate mobility component of Disability Living Allowance
• You are in receipt of the higher rate care component of Disability Living Allowance

• You are in receipt of the higher rate care component of Attendance Allowance

In exceptional cases, you can apply for membership through your doctor if he/she can confirm that there is a medical reason why you cannot access existing conventional services.

The service is being operated by Chambers Coach Hire in the following towns within the West:

• Enniskillen
• Omagh
• Limavady
• Strabane

If you think you may be eligible to join the scheme, you can request a membership application form by:

Telephone: (028) 9054 0609
Text phone: (028) 9054 0642
E-mail: door2door@drdni.gov.uk

Cost
Free membership and first trip within the local area is free. £1.50 per single journey or £3.00
per return trip within local area. Outside of the operational area journeys cost an additional 50p per mile – further conditions apply.

Alternatively, you can complete the form online at http://d2d.drdni.gov.uk If you have any questions contact Kyle Crutchley on (028) 9054 0644 or email kyle.crutchley@drdni.gov.uk

Once you have registered to become a member of the Door-2-Door Transport service, you will be sent a welcome pack. This pack will include a membership card and details of who to contact to book your trip.

Bridge Accessible Transport Services operate Door-2-Door services in the Derry City Council area for older people and people with disabilities.

Telephone / Textphone: (028) 7126 7555
Email: mary@bridgetransport.co.uk
Website: www.communitytransportni.com

Membership is free and costs per trip is £1 per single journey.
Taxis

Taxi services are another form of Door-2-Door transport. Many taxi companies have wheelchair accessible vehicles.

Please see ‘Useful Contacts (A-Z)’, Pages 50-60 for taxis in your local area.

Before booking a wheelchair accessible taxi, you should consider the following:

Cost: check the cost of the taxi as wheelchair accessible vehicles may cost more

Suitability: is the vehicle suitable for your needs? Some taxis may not be suitable for all wheelchairs
Free Non-Emergency Patient Transport Services (NEPTS) are restricted to those patients who have a clear medical need that prevents them from using public or community-based transport. The service is provided by the Northern Ireland Ambulance Service.

Only your hospital Consultant or your GP is authorised to assess patients’ eligibility for NEPTS.

NEPTS only covers journeys to and from hospital to a Consultant led appointment. It does not cover travel to your GP, dentist or optician.

Patients are advised to use this service only when absolutely necessary for a medial need, for example, someone who cannot walk without assistance or someone requiring oxygen en-route. This service is for patients only – family members are expected to make their own way to the hospital.

To avail of this service, contact your local GP.

For individuals accessing social care services, transport requirements will be assessed through your Social Worker.
Hospital Travel Costs Scheme

The Hospital Travel Costs Scheme (HTCS) provides financial help to those patients who do not have medical need for ambulance transport and who cannot meet the cost of travel to hospital.

You may be able to claim a refund of fare costs (paid at public transport rate), petrol costs, unavoidable parking charges or in exceptional circumstances Taxi Fares.

For reimbursement, Cash Offices are located in hospitals as follows:

**Altnagelvin Hospital**
1st Floor, Main Building
Office Opening Hours: 9am – 4pm, Mon – Fri

**Tyrone County Hospital**
Business Services Department, Old Nurses Home
Office Opening Hours: 9am – 5pm, Mon – Thurs
9am – 4pm, Friday

**Erne Hospital**
Out-Patients & GP Out of Hours Department
Office Opening Hours: 9am – 5pm, Monday – Thurs
9am – 4pm, Friday
Do I qualify?

The HTCS is a NHS scheme. You automatically qualify to the HTCS if you are claiming:

- Income Support
- Income based Job Seekers Allowance
- Working Tax Credit or Child Tax Credit (in certain cases)
- Guaranteed Credit or Pension Credit

Other patients may be eligible for full or partial reimbursement under the HTCS on the basis of low income.

For more information please see leaflet HC11, which is available from your local hospital.

You can also download HC11 at http://www.dhsspsni.gov.uk/publications/2003/hc11_booklet.pdf
Low income entitlement is assessed by your local Social Security Agency or Jobs & Benefits Office. Those assessed as eligible will then receive either a HC2 or HC3 certificate.

**Tip Box!**

To reclaim your travel expenses, pick up a HC5 form on your next visit to the hospital. Ensure that any receipts of journeys are kept in order to reclaim expenses.
Blue Badge

The purpose of this scheme is to give disabled people the ability to park on street, close to the facilities and services they need so as to improve their lifestyle, independence and freedom of choice.

The scheme provides parking concessions for:

• People with severe walking difficulties who travel either as drivers or passengers

• Registered blind people

• People with very severe upper limb disabilities who regularly drive a vehicle but cannot turn a steering wheel by hand

Blue Badge is allocated to the disabled person and can be used in any vehicle in which the Blue Badge holder is driving or is a passenger.

You do not need to be a driver to apply for a Blue Badge.
Do I qualify?

To qualify for a blue badge you must:

- Receive higher rate of the mobility component of DLA or
- Be registered blind or
- Get an allowance for your vehicle from a Health & Social Services Board or
- Use a vehicle supplied by the Artificial Limb and Appliance Centre, Musgrave Park Hospital or
- Receive War Pensioners Mobility Supplement or
- Have a permanent and substantial disability which means you are unable to walk or have considerable difficulty walking or
- Have a severe disability in both upper limbs

Cost

The badge costs £2.00. It will last for 3 years.
Where to apply?

If you think you may be entitled to a blue badge, you can apply for an application form to:

Disabled Persons Badge Scheme
Central Office
Castle Barracks
Wellington Place
Enniskillen
County Fermanagh
BT74 7HN

Telephone: (028) 6634 3700 or

Email: disabledpersons@drdni.gov.uk

or download an application on

www.roadsni.gov.uk/BlueBadge
Shopmobility

Shopmobility is a service which provides powered scooters and wheelchairs to anyone in the community who requires mobility assistance to get out and about.

Shopmobility can cater for people who have a disability whether temporary or permanent, people who are recovering from poor health or accidents that has restricted their freedom to get around independently.

Shopmobility exists to actively encourage people with reduced mobility to access all aspects of public life.

For information on where your nearest shopmobility scheme can be found, contact:

Shopmobility Northern Ireland
Westgate House
Belfast

Telephone: (028) 9080 8090

or

Email Belfastshopmob@aol.com
Foyle Area

Foyleside Shopping Centre
Orchard Street
L’Derry  BT48 6XY

Hours of Opening: Mon – Fri, 10am – 4pm
Saturday 12 noon – 4pm

Main Contact Name: Paula Martin
Telephone Number: (028) 7136 8623

Omagh Area

Omagh Volunteer Centre
Omagh Community House
2 Drumragh Avenue
Omagh  BT78 1DP

Hours of Opening: Mon – Fri, 9am – 5pm
available Saturday on request

Main Contact Names: Edele McGirr / Theresa McGuigan
Telephone Number: (028) 8224 0772
Disabled Ramblers

Rambles for older people and people with disabilities in Northern Ireland

Disabled Ramblers Northern Ireland provides opportunities for people with mobility difficulties to enjoy the countryside and have placed electric scooters at a number of venues throughout N.I. to allow people to explore the countryside at their leisure. Scooters are available in Castlewellan Forest Park, Crawfordsburn Country Park, Oxford Island, An Cregain Country Park, Omagh, Roe Valley Country Park, Limavady.

Scooters can be hired at your local Shopmobility Scheme and are available to members who join the Disabled Ramblers N.I. scheme.

The Disabled Ramblers N.I. is part of the outreach programme of Shopmobility Belfast, and all Shopmobility schemes in Northern Ireland and their members can avail of the facilities and rambles organised annually.
For further information contact:

**Disabled Ramblers N.I.**
Westgate House
Queen Street
Belfast BT1 6EB
Telephone: (028) 9080 8090
Email: belfastshopmob@aol.com

**Bannside Rambling Club**
Sarah Dinsmore
10B Seaport Avenue
Portballintrae
BT57 8SB
Telephone: (028) 2073 0022

**Magee Hillwalking Club**
Sharon Porter
4 Dorman Court
Duke Street
L’Derry BT47 6AT
Email: Sharon@hillwalkers.com
Website: www.hillwalkers.com
IMTAC

(Inclusive Mobility and Transport Advisory Committee)

Imtac is a committee of older people and disabled people. The role of Imtac is to provide advice to Government and others in Northern Ireland on transport issues for older people and disabled people. Imtac works closely with older people and their organisations as well as transport policy makers and providers. The committee welcomes feedback from older people on what makes getting around difficult and can help with information about what transport is available.

For further information contact:

Micheal Lorimer
Executive Secretary
Imtac
Portside Business Park
189 Airport Road West
Belfast BT3 9ED

Telephone / Textphone: (028) 9029 7885
Fax: (028) 9029 7881
Website: www.imtac.org.uk
The Consumer Council (NI)

The Consumer Council’s role is to speak up for customers and give them a voice.

They also help individual consumers with complaints about planes, trains, buses and ferries.

Contact:

The Consumer Council
116 Holywood Road
Belfast
BT4 1NY

Telephone: (028) 9067 2488
Fax: (028) 9065 7701
Email: info@consumercouncil.org.uk
## Useful Contacts

### A

- A1 Coach Travel Ltd, L’Derry (028) 7130 9323
- Advice NI (028) 9064 5919
- Age Concern, Belfast (028) 9024 5729
- Age Concern, L’Derry (028) 7134 7478
- Airporter (028) 7126 9996
- ALLY Foyle (028) 7186 0123

### B

- B McMurray Coaches, Enniskillen (028) 6634 1326
- Bannside Rambling Club (028) 2073 0022
- Belfast International Airport (028) 9442 2888
- Bridge Accessible Transport (028) 7126 7555
- Brittons Coach Hire, Ballymagorry, Strabane (028) 7184 1815
- Byrne Coach Hire, Castlederg (028) 8167 0460

### C

- Carnhill Resource Centre, L’Derry (028) 7135 2832
- Charity Mini Bus Hire, Enniskillen (028) 6632 2555
- Churches Training Company, L’Derry (028) 7131 1322
• Churchtown Community Association, Castlederg (028) 8167 0652
• CIE Group (Republic of Ireland Bus & Rail):
  • Bus Éireann 00353 74 9131008
  • Dublin Bus 00353 1 8734222
  • Iarnrod Éireann 00353 71 9169888
• Citizens Advice Bureau Fermanagh (028) 6632 4334
• Citizens Advice Bureau L’Derry (028) 7136 2444
• Citizens Advice Bureau Strabane (028) 7138 2665
• City of Derry Airport (028) 7181 0784
• Claudy Rural Development (028) 7133 8005
• Community Transport Association (CTA) (028) 9040 3535
  Website: www.communitytransport-ni.com
• Crazy Cabs, Strabane (028) 7188 6660

D

• Department for Regional Development (028) 9054 0540
• Derg Taxis & Coach Hire, Castlederg (028) 8167 1344
• Derry City Council (028) 7136 5151
• Devenish Partnership Forum (028) 6632 7808
• Disabled Persons Badge Scheme (028) 6634 3700
• Disabled Ramblers N.I. (028) 9080 8090
• Door-2-Door Urban Transport (028) 9054 0609
<table>
<thead>
<tr>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
</thead>
</table>
| • Easilift Community Transport (028) 7188 3282  
  • Executive Travel Coach Hire & Tours L’Derry (028) 7135 4013 | • FAST Rural Transport (028) 6862 8484  
  • Fermanagh District Council (028) 6632 5050  
  • Foreglen Community Association (028) 7133 8280  
  • Foyle Connect (028) 7133 8749  
  • Foyle Disability Resource Centre (028) 7126 6593  
  • Foyleville Day Care (028) 7126 3900 | • George Best Belfast City Airport (028) 9093 9093  
  • Getting Out and About – A Guide to Accessible Transport in Northern Ireland www.drdni.gov.uk | • Help the Aged (028) 9023 0666  
  • Help the Aged Seniorline 0808 808 7575 |
<table>
<thead>
<tr>
<th>Letter</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>• Imtac (028) 9029 7885</td>
</tr>
</tbody>
</table>
| K      | • Kellys Coaches, Carrickmore (028) 8076 1628  
        | • KT Taxi and Minibus Hire, Fintona (028) 8284 0001 |
| L      | • Lakeland Tours Coach Hire, Tempo  
        | (028) 8954 1646  
        | • Lakeland Community Care (028) 6638 6934  
        | • Limavady Borough Council (028) 7772 2226  
        | • Limavady Community Development Initiative  
        | (028) 7776 9160  
        | • Londonderry & Lough Swilly Railway Co.  
        | L’Derry (028) 7126 2017 |
| M      | • McCauley Coaches, Belleek (028) 6865 8480  
        | • McGread Coaches, Omagh (028) 8284 1731  
        | • Melvin Coach Hire, Garrison (028) 6865 8109  
        | • MPH Coach Hire, Castlederg (028) 8167 8958  
        | • MS Society, Foyle (028) 7136 0831 |
N

• North and West Housing (028) 7126 3819
• Northern Ireland Rail (028) 9089 9411

O

• Omagh District Council (028) 8224 5321
• Oscar Harper Motors, Limavady (028) 7772 2145

P

• Port of Belfast (028) 9055 4422
• Port of Larne (028) 2887 2100

• PSNI:
  • Enniskillen (028) 6632 2823
  • Limavady (028) 7776 6797
  • L’Derry (028) 7136 7337
  • Omagh (028) 8224 6177
  • Strabane (028) 7136 7337
<table>
<thead>
<tr>
<th>R</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• RD Taxis &amp; Coaches, Castlederg (028) 8167 9404</td>
<td></td>
</tr>
<tr>
<td>• Roe Valley Rural Transport (028) 7776 2552</td>
<td></td>
</tr>
<tr>
<td>• Rural Lift for South West Fermanagh</td>
<td></td>
</tr>
<tr>
<td>(028) 6632 4260</td>
<td></td>
</tr>
<tr>
<td>• Rural Link Community Transport (028) 8076 0740</td>
<td></td>
</tr>
<tr>
<td>S</td>
<td></td>
</tr>
<tr>
<td>• Sandy Arthur Training Services, Limavady (028) 7772 2221</td>
<td></td>
</tr>
<tr>
<td>• Senior Citizens Consortium Sperrin Lakeland (028) 8225 1824</td>
<td></td>
</tr>
<tr>
<td>• Sevenoaks Day Centre (028) 7134 2254</td>
<td></td>
</tr>
<tr>
<td>• Shopmobility Northern Ireland (028) 9080 8090</td>
<td></td>
</tr>
<tr>
<td>• Shopmobility, Foyle Area (028) 7136 8623</td>
<td></td>
</tr>
<tr>
<td>• Shopmobility, Omagh Area (028) 8224 0772</td>
<td></td>
</tr>
<tr>
<td>• Smartpass Call Centre (028) 9066 6630</td>
<td></td>
</tr>
<tr>
<td>• Social Security Agency, Benefit Enquiry Line 0800 220674</td>
<td></td>
</tr>
<tr>
<td>• Social Security Agency Textphone 0800 243787</td>
<td></td>
</tr>
<tr>
<td>• Strabane Community Project (028) 7188 3102</td>
<td></td>
</tr>
<tr>
<td>• Strabane District Council (028) 7138 2204</td>
<td></td>
</tr>
<tr>
<td>• Strabane &amp; District Caring Services</td>
<td></td>
</tr>
<tr>
<td>(028) 7188 4986</td>
<td></td>
</tr>
<tr>
<td>• Sustrans (028) 9043 4569</td>
<td></td>
</tr>
</tbody>
</table>
Taxis Fermanagh Area:
- All Right Taxis, Belleek (028) 6865 9988
- B Wilson, Irvinestown (028) 6862 1343
- CDM Cabs, Lisnaskea (028) 6772 2360
- Care Cabs, Enniskillen (028) 6634 2999
- County Cabs, Enniskillen (028) 6632 8888
- D C Taxis, Kesh (028) 6863 1805
- Diamond Cabs, Enniskillen (028) 6632 8484
- Erne Cabs, Irvinestown (028) 6862 8889
- Fal Cabs, Irvinestown (028) 6862 1686
- KelKabs Taxis, Lisnaskea (028) 6772 3222
- Michael Maguire Taxi, Lisnaskea (028) 6772 1621
- Sim Cabs, Irvinestown 0773 4109858
- Speedie Cabs, Enniskillen (028) 6632 7327
- Star Taxis, Enniskillen (028) 6632 3232
- Take-A-Taxi, Enniskillen (028) 6632 2555
- Tempo Taxis, Tempo (028) 8954 1570
- V R Taxis, Newtownbutler (028) 6773 8999

Taxis Limavady Area:
- A2B, Dungiven (028) 7774 2009
- Alpha Cabs, Limavady (028) 7776 9880
- Bells Taxis, Limavady (028) 7776 3929
- Limavady Taxis, Limavady (028) 7776 8833
- Valley Taxis, Limavady (028) 7772 2888
Taxis L’Derry Area:
• A1 Taxis, Chapel Road (028) 7134 2626
• Ace Cabs, Strand Road (028) 7126 2020
• Autocabs, Spencer Road (028) 7134 5100
• Beechwood Taxis, (028) 7137 1915
• Call A Cab, Spencer Road (028) 7134 4940 or (028) 7131 2200
• Central Taxis, Sackville Street (028) 7126 2626
• City Cabs, William Street (028) 7126 4466
• Claudy Community Cabs (028) 7133 8898
• Collon Taxis, Racecourse Road (028) 7135 3747
• Co-op Taxis, Sackville St. (028) 7135 4442 or (028) 7137 1666
• Culmore/Creggan Taxis, Lenamore Business Park (028) 7135 0360
• Derry Taxi Association (028) 7126 0247
• Eglinton Taxis, Eglinton (028) 7181 1231
• Elmwood Taxis, Westland Street (028) 7126 9966
• Express Cabs, Maydown Road (028) 7186 1555
• Foyle Delta, Strand Road (028) 7127 9999
• Foyle Delta, Market Street (028) 7126 3905
• Glassagh Taxis, Blighs Lane (028) 7136 1111
• Glenshane Taxis (028) 7130 1111
• Jay Cabs, Creggan Road (028) 7136 1361
• Maiden City Taxis (028) 7126 1666
• Nippy Taxis, Strabane Road (028) 7131 2666
• Pennyburn Taxis (028) 7135 3777
• Rosemont Taxis (028) 7126 7667
• Springtown Taxis (028) 7136 1188
• Swift Cabs, Lisnagelvin (028) 7131 3300
• Thornhill Taxis, Lenamore (028) 7135 3111
• Tower Taxis, Bishop Street (028) 7137 1944
• Waterside Taxis, Bonds Street (028) 7134 5858

Taxis Omagh Area:
• Ace Taxis, Omagh 0800 849 8899
• Call A Cab, Omagh (028) 8225 2444
• D M Taxis Omagh 0786 0506058
• Euro Cabs, Dromore 07967326250
• S D Taxis, Killyclogher 07850307300
• Sure Taxis, Omagh (028) 8225 2200
• Urgent Taxis, Omagh (028) 8224 8999

Taxis Strabane area:
• Castle Taxis, Castlederg (028) 8167 0857
• CY Taxis, Claudy (028) 7778 1164
• Euro Cabs, Strabane (028) 7138 1999
• McShane Taxis, Strabane (028) 7138 2900
• Mourne Taxis, Strabane (028) 8165 8877
• MPH Taxis, Castlederg (028) 8167 8958
• RD Taxis & Coaches, Castlederg (028) 8167 9404
• Riverside Cabs, Strabane (028) 7188 3600
• Sun Taxis, Strabane (028) 7188 5000
• White Star & McDaid’s Taxis, Strabane (028) 7188 5995
<table>
<thead>
<tr>
<th>Company</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Consumer Council (NI)</td>
<td>(028) 9067 2488</td>
</tr>
<tr>
<td>The Mobilise Organisation</td>
<td>01508 489449</td>
</tr>
<tr>
<td>The Northern Ireland Mobility Centre</td>
<td>(028) 9029 7877</td>
</tr>
<tr>
<td>Translink Call Centre</td>
<td>(028) 9066 6630</td>
</tr>
<tr>
<td>Translink User Helpline</td>
<td>0845 6000049</td>
</tr>
<tr>
<td>Ulsterbus Local Depots:</td>
<td></td>
</tr>
<tr>
<td>Foyle St. L’Derry</td>
<td>(028) 7126 2261</td>
</tr>
<tr>
<td>Enniskillen</td>
<td>(028) 6632 2633</td>
</tr>
<tr>
<td>Omagh</td>
<td>(028) 8224 2711</td>
</tr>
<tr>
<td>Limavady</td>
<td>(028) 7776 2101</td>
</tr>
<tr>
<td>Strabane</td>
<td>(028) 7138 2393</td>
</tr>
<tr>
<td>Ulsterbus Timetable Enquiries (Bus &amp; Rail)</td>
<td>(028) 9066 6630</td>
</tr>
<tr>
<td>Ulsterbus Tours ‘North West Coach Holidays’</td>
<td>(028) 7126 2261</td>
</tr>
<tr>
<td>Valley Coaches, Augher</td>
<td>(028) 8554 8228</td>
</tr>
</tbody>
</table>
Western Education & Library Board
(028) 8241 1411
Western Health Action Zone
(028) 7188 0221
Western Health & Social Services Board
(028) 7186 0086
Western Health Action Zone
Unit 13 Strabane Enterprise Agency
Orchard Road Industrial Estate
Orchard Road
Strabane
BT82 9FR
Tel: 028 7188 0221
www.westernhaz.org

Western Investing For Health
Western Health & Social Services Board
15 Gransha Park
Clooney Road
L/Derry
BT47 6FN
Tel: 028 7186 0086
www.westernifh.org