

## Update on service

Following the long-awaited reopening of hairdressers and non-essential shops, we are seeing a gradual increase in the number of people wanting to book our services.

If it has been a while since you last used hoppa, you'll notice that while it's mostly 'business as usual', we have made one or two changes to keep you safe. Here's what to expect when you ride with us:

WHAT'S NEW	WHAT HAS STAYED THE SAME
<ul style="list-style-type: none"> <li>To enable a <b>safe social distance</b> to be maintained, only <b>five people</b> will be able to travel at any one time.</li> </ul>	<ul style="list-style-type: none"> <li>The booking process – call us as normal on <b>01428 681701</b> to book your ride.</li> </ul>
<ul style="list-style-type: none"> <li>With fewer seats, we advise you to <b>book</b> your ride in advance.</li> </ul>	<ul style="list-style-type: none"> <li>Drivers will continue to <b>meet and greet you</b> at your door.</li> </ul>
<ul style="list-style-type: none"> <li><b>Mask/face coverings</b> are mandatory for all. If you have a hidden disability that prevents you from wearing a mask, please let us know when you book your ride.</li> <li>Don't worry if you do not have a mask as we can <b>supply you</b> with a mask and hand sanitiser.</li> </ul>	<ul style="list-style-type: none"> <li>Drivers will <b>help you with your bags</b> and carry your shopping if required.</li> </ul>
<ul style="list-style-type: none"> <li>In addition to their uniform, drivers and passenger assistants will wear <b>masks</b> and, when required, <b>visors, aprons and gloves</b>. Identification badges will be worn on a lanyard around their neck.</li> </ul>	<ul style="list-style-type: none"> <li>Even though you will not be able to see your driver's full face, they are still the <b>same friendly familiar members of staff</b> who are more than willing to help you.</li> </ul>

## Your views really do count

Thank you to everybody who completed and returned our customer satisfaction survey earlier this year.

Your feedback helps us to check we are providing the service you want and to make improvements where required. Your comments

also help us to show potential funders how hoppa is so much more than a bus – for many, it is a lifeline which people like you and others depend on for freedom and independence to attend medical appointments, visit the shops and other essential services.

In fact, we value your comments so much that we have put together a one-off publication that we can share with councillors, funders and others who have an influence on hoppa's future. Your personal copy has been sent with this newsletter or you can view it on our website at [www.hoppa.org.uk](http://www.hoppa.org.uk).

# £5,000 grant for essential PPE

**A grant of £5,000 from the Surrey Coronavirus Response Fund has enabled us to stock up on essential supplies of PPE.**

This is the second grant we have received from the fund which was set up by the Community Foundation for Surrey. The fund aims to help ease the increased demands on

organisations that are helping Surrey's most vulnerable people during the pandemic.

Steve Forward, General Manager says: "We were delighted to be given this grant and spent every penny on the purchase of a three-month supply of gloves, aprons, masks, hand sanitiser and visors.

*While it may not seem like the most exciting of shopping lists, PPE is vital for ensuring we can continue to provide our passengers with the freedom to travel and independence."*

If you haven't used our service for a while, we look forward to welcoming you back. Our driver will meet you at your front door and take you to the shops, doctors or other local community facilities as they reopen.

Our drivers wear PPE so you can use the service knowing that every possible measure is in place to keep you safe.

## Local Co-op helps Cranleigh people

**The Co-op in Cranleigh has generously donated a cheque for £250 to hoppa.**

The contribution has been given for the purchase of supplies of PPE. We'd like to thank the Co-op for giving back to the local community in this highly practical and helpful way.



*Tracy Roll from the Co-op presents a cheque to Steve Forward*

## How to support our switch to electric

**Surrey County Council has put aside £100-million and it wants communities to think BIG about how this money could be spent on delivering place-changing projects.**

At hoppa we've put our heads together and have an idea for a project that will fulfil our environmental responsibilities and contribute towards a greener, cleaner future.

We are bidding for between £10,000 and £250,000 so we can replace our fleet of vehicles with electric vehicles

by 2030. These vehicles will be quieter and cheaper to run and will have virtually zero emissions.

Although we have already done a lot of work to reduce our environmental impact, the transition to electric is expensive so a share of *Your Fund Surrey* would certainly help to speed up the switch.

If you like the sound of this idea, please give it a 'thumbs up' by visiting <https://yourfundsurreymap.commonplace.is/comments>.

## Lucky winners announced

**As a thank you, we offered everybody who completed the customer satisfaction survey, the opportunity to enter a free prize draw to win one of five £50 Sainsbury's vouchers.** Congratulations to Kevin C from Wonersh, Mrs E from Haslemere, Doreen M from Milford, Mrs S from Chiddingfold and Sue W from Ash Green for being the five lucky winners to be randomly selected by hoppa trustee Suzy Naughtly.

# Your questions answered

In the customer satisfaction survey, we asked if you had any questions about our service. Here are the questions you asked and our answers. If there is anything else you would like to know about hoppa, please do contact us.

## Do you take people to The Mill doctors' surgery in Godalming?

Yes, we do and any other health facility within the Godalming area.

## Could you offer day trips to the coast etc?

Yes, we could provide day trips to the coast and other attractions when social distancing restrictions are lifted. Please give the office a call for more information.

## Are there any plans to offer a service to Frimley Park Hospital?

Currently no. We operated a dedicated service to Frimley Park Hospital from the Farnham area from September 2005 to March 2011. This was partly funded by Farnham Town Council and the Waverley Voluntary Grants Panel.

For reasons unknown, the service was not well used and never reached its full potential, so funding was withdrawn.

If there was sufficient demand and available funding, we would gladly consider the feasibility of resuming a service. To give us an idea of interest, please do contact us if

the service is one that you would use regularly.

## Is it possible for people to be taken outside the travel zone where they live? For example, to go shopping in Guildford or Liphook or Chiddingfold to visit a relative in Haslemere?

Yes, it is. We can provide ad-hoc journeys, but it is dependent on availability. Please give the office a call for more information.

## How is hoppa funded?

Approximately one fifth of the cost of providing hoppa's Dial-a-Ride (DAR) Demand Responsive Transport (DRT) and Hospital Hoppa services throughout the borough of Waverley is funded via grants from Waverley Borough Council, Surrey County Council, Farnham Town Council, Godalming Town Council, Haslemere Town Council and the Royal Surrey County Hospital.

The remaining 80% of our funding is generated by fares and income from contracts such as Home to School Transport and Non-Emergency Patient Transport.

## Do you pick up from Ash Green?

Yes, we do. This is covered by our



Demand Responsive Transport service in Farnham. Please check our website or call the office for more information.

## Why is it that even when booking some way in advance, I sometimes struggle with the lack of availability?

Unfortunately, there are occasions when we are unable to accommodate all transport requests, usually because the service is fully booked or elsewhere at the time required. Historically, Thursdays and Fridays are the busiest days on all services but there is usually availability earlier in the week.

We do monitor the number of occasions we are unable to accommodate a request and if we can, modify our services accordingly. Since COVID, availability has not really been an issue as the majority of our passengers have either not travelled or have reduced their travel.

## We also received some suggestions for improvements! You said:

*“It would be good to have more room for walking aids although with fewer people travelling, there's probably plenty of room at the moment!”*

It is sometimes a fine balance between passenger space and luggage or shopping bag space on our buses. We agree that more space for walking aids and other luggage items would be nice. Hopefully, there will be more room for items like walking aids on the next generation of electric minibuses that we are hoping to purchase soon.

*“More leg room for taller passengers would be good as I am 6'4”.”*

Most of the seats in our vehicles can be moved so if you need more leg room speak to the driver and they will do what they can to adjust the seats, so you have enough room.

# Why fundraising for hoppa will not cost you a penny!

In our customer satisfaction survey, many of you said you are unaware of how to fundraise for hoppa and some of you said you would like more information. These are some of the ways you and your friends and family can support hoppa:

## > Shop at the Co-op

Help us to buy a year's supply of masks, gloves, aprons, hand sanitiser and visors.



Every time a member of the Co-op buys selected Co-op branded products and services, 2p for every pound spent will be donated to good causes as chosen by Co-op members.

Please choose hoppa as your favourite local cause at <https://membership.coop.co.uk/causes/44568>. If you do not have access to the internet, you can still choose hoppa as your preferred charity by calling **0800 0686 727**.

## > Shop at Amazon Smile



Do you shop on Amazon?

Switch to their sister site Amazon Smile to enjoy the same selection of goods and for 0.5% of the net purchase price of eligible items to be donated to your favourite charity at no extra cost to you.

Visit [smile.amazon.co.uk](https://smile.amazon.co.uk) and select hoppa as the charity you would like to support.

## > Give as you Live

Register with Give as you Live



and raise money for charity while shopping at over 4,200 online favourite stores such as M&S, Tesco, John Lewis and Argos. For every purchase you make, the store pays Give as you Live a percentage of your total purchase price in commission. Of this, 50 per cent is passed onto your chosen charity. Please choose hoppa and help raise money for a new bus.

## > The Big Give

**theBigGive** We are currently raising £2,000 to buy one year's worth of personal protective equipment via an online donation service called **The Big Give**.

If you would like to donate some money to help us achieve our target, please visit our website and follow the link to The Big Give donation page.

## > Give your old car to hoppa

Do you have a car that you no longer need or want?



We have teamed up with **Giveacar** which is a free and easy service that allows you to donate your old or unwanted vehicle to hoppa.



Giveacar will pick up your vehicle and arrange for it to be sold at auction or scrapped in an environmentally friendly way. A donation will be made to hoppa based on the value of the scrap or the auction price.

If you have a question or you would like to donate your old car, visit the fundraising page on our website and follow the link to Giveacar or call them on **020 7736 4242** and quote 'Waverley Hoppa Community Transport' as your chosen charity.

## A parting word...

In our recent survey, 96% of respondents said they would recommend hoppa to a friend or family member. Please can you help spread the word and encourage one of your friends or relatives to give us a go and book a ride?

Published by Hoppa Waverley Community Transport. If you have any comments about this newsletter, please send them to Steve Forward, General Manager, Waverley Hoppa Community Transport, Unit 8, Towergate Business Centre, Coopers Place, Combe Lane, Wormley, GU8 5SZ or email him at [enquiries@hoppa.org.uk](mailto:enquiries@hoppa.org.uk).