



# YorAccess to Buses & Community Transport

York & surrounding areas 2018

York  
Bus  
Forum



In association with the  
Community Transport  
Group & iTravel York



# **Welcome to YorAccess Guide**

## **What we did and why we did it...**

The York Bus Forum (YBF) Access Project undertook various activities to consider how to develop York's bus services so as to better satisfy the specific needs of various groups of actual or potential bus users, focussing on people with additional needs. These activities included:

- Looking at current provision for people with accessibility issues on buses and how their needs could be better met;
- Carrying out an audit - making a list - of what community transport services are currently available in York;
- Talking to the Better Bus team at CYC to find out what's being done at a local level;
- Researching national policy; for example the Bus Services Bill, the Accessibility Action Plan Consultation and the changes to community transport funding;
- 'Mystery shopping' bus information outlets and operators.

## **Who's been doing it**

Although this Access Project was initiated by YBF, we do not see this as an exercise being done "by" YBF. Rather, we continually seek to involve disabled people and groups in actively providing direction and focus. We were supported by the Joseph Rowntree Foundation and were active in establishing the York Community Transport Group (YCTG). This is a consortium of local organisations working together to improve community transport provision in and around York. Contact:

*Ruth Stockdale, MS Society, [ruth.stockdale@mssociety.org.uk](mailto:ruth.stockdale@mssociety.org.uk).*

The most valuable input of Eleanor Tew, as spokesperson for the York Blind & Partially Sighted Society, has guided this project's direction. The Access Working Group members were Eleanor, disability support practitioner & YBF Project Officer Rosie Baker and YBF Secretary John Bibby.

**Contact York Bus Forum:** [chair@yorkbusforum.org](mailto:chair@yorkbusforum.org)

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## **“Transport is No. 1” - Brunswick Social Club worker**

✂ Accessible information is a vital aid to independent travel. For people with visual impairments and hearing loss, as well as for those with learning disabilities, cognitive impairments, autism or mental health conditions. Tourists and newcomers to York will also benefit from more information, available from different sources, produced in different ways!

*“Promotion and publicity for current community transport services and any future provision is essential”* - Ruth Stockdale,  
Community Transport Group York

✂ Guide Dogs charity Forgotten Passengers survey found that a shocking two thirds (65%) of blind and partially sighted bus passengers have missed their stop at least once in the last six months. *“This shows that many blind and partially sighted passengers are still headed to a Destination Unknown when catching the bus due to a lack of AV and insufficient driver training.”* (Destination Unknown report, Guide Dogs 2014)

✂ Being unable to access appropriate health services or public transport affects people’s ability to access and benefit from education or work. *“Transport options for disabled people are very limited because of the need to use only transport forms that are accessible, and these tend to be expensive”* (Being Disabled in Britain: A Journey Less Equal, Equality & Human Rights Commission, 2017)

*“People need off-board information before they get on board”* -  
Accessibility Action Plan Consultation document, Department for  
Transport, 2017



## Section A - Making it Easier to Catch the Bus

### Paper bus timetables

These are available from York Explore libraries, the visitor's centre on Museum Street and from the bus info stand at the railway station which is staffed from 08:00 to 16:00, Mon-Sat. For large print, you are advised to download large print from bus operator's websites; some will send them to you on request (see the table below), or you can use the library photocopiers to enlarge them yourself and staff there can help. **First York have said they will continue to produce paper timetables.**

Here is the contact information for York bus operators:

Operator	Accessible Timetables?	Contact
Arriva	Will send on request.	0344 800 4411 <a href="http://www.arrivabus.co.uk">www.arrivabus.co.uk</a>
Coastliner	Will send on request.	01653 692 556 <a href="http://www.coastliner.co.uk">www.coastliner.co.uk</a>
Connexions	Will print or e-mail on request.	01423 339600 <a href="http://www.connexionsbuses.com">www.connexionsbuses.com</a>
East Yorkshire	Will send on request.	01482 592 929 <a href="http://www.eyms.co.uk">www.eyms.co.uk</a>
FirstYork/ Park & Ride	No large print timetables.	01904 883 063 <a href="http://www.firstgroup.com/york">www.firstgroup.com/york</a>
Reliance	No large print timetables.	01904 768 262 <a href="http://www.reliancebuses.co.uk">www.reliancebuses.co.uk</a>
Transdev	Will send on request.	01904 633 990 <a href="http://www.yorkbus.co.uk">www.yorkbus.co.uk</a>
York Pullman	No large print timetables.	01904 622 992 <a href="http://www.yorkpullmanbus.co.uk">www.yorkpullmanbus.co.uk</a>

To see which operator runs buses on each route, visit

<https://www.itravelYork.info/buses/bus-routes-and-journey-times/>

# Talking Buses and AV Technology

*Audio-Visual* Technology is:

- On-board audible announcements – also known as ‘Talking Buses’.
- Visible information on a screen.
- Announcements of the bus route and/or each upcoming stop.
- Audio announcements at bus stops - CYC have said this will be trialled at Rougier Street.

**The Bus Services Act 2017:** This created powers to mandate the provision of AV technology on-board local bus services throughout Great Britain (all new buses by 2020), but the secondary legislation to make this happen is yet to come.

## In the York area:

- Arriva: local bus services routes 24/25/26 and on the modern buses, ‘Sapphire/Deluxe’ they use on the Selby route, 415.
- Coastliner/Transdev: AV installed by the end of 2018.
- FirstYork Park & Ride - all new buses were promised to have AV fitted but the Feb 2018 deadline was not met. No retrofitting of the old buses until secondary legislation comes in.



*“I recently came across a young deaf man who goes to college. In the winter he will have to come home from college in the dark. He is not good at telling where he is on a bus in the dark and will find it difficult to ask for help because of his deafness. This is someone who would clearly benefit from the visual part of an audio-visual system.”* - Eleanor Tew, YBPSS

## Smartphones and Text Messages

The council's Better Bus project introduced QR codes and NFC tags to their on-street bus timetables. These can both be used to access free real-time information on your smartphone.

Find information on these at

<https://www.itravelyork.info/buses/live-travel-and-traffic/>

There is also a text-message service where you will receive a reply within about 30 seconds which will tell you the route numbers and times of the next bus departures from your stop:

1. **Create a text message**
2. **Enter the 8-digit stop number shown on the bus stop flag or at the bottom of the timetable case.** For example, 32900109 is the code for Stonebow SB.
3. **Send the text message to 64422.** A charge of 12p plus your standard network SMS rate applies.

However, smartphones are not for everyone...



*"Announcements are on an increasing number of newer buses but we need to keep up the pressure to make this a universal service - many people don't want or can't use a smartphone."*

- Andy D'Agorne, York Bus Forum member & Green Party councillor for Fishergate

## ‘Stop the Bus’ cards

City of York Council worked with YBPSS and York Bus Forum to help make bus travel easier for people with visual impairments.

The Council can provide ‘Stop the Bus’ cards (size A5 or A6) with the number of the bus you wish to catch. You can order these **free of charge** by contacting the Council’s public transport department, quoting the number of the bus service(s) you use.

Order your cards by  
**phoning:** 01904 552435  
or **emailing:**  
*buses@york.gov.uk*



*Eleanor Tew, YBPSS demonstrating a ‘Stop the Bus’ card*

## iTravel York

Visit the council’s transport website for useful information and links.

[www.itravelyork.info/buses](http://www.itravelyork.info/buses)



## **Section B - Different types of Community Transport**

**The contact details for all the following organisations are given in the table on pages 16-23.**

### **1. Community Transport & Volunteer Car Driver Schemes**

Many areas have community transport services for people who have difficulty using public transport (eligibility criteria may be asked for.) These services ensure people are helped to avoid rural and social isolation, increasing their freedom and independence so that they are able to enjoy physical and social activities, to benefit their well-being.

These include providing door-to-door transport with individual car trips or in minibuses. Teams of caring volunteer car drivers using their own vehicles - some of which have accessible options - transport people to various destinations. Days and hours are typically Monday-Friday from 7 or 8 am until 5 or 6pm but many schemes operate either set or flexible timetables. Minibus passengers will be charged a fare, although those with a Disabled or National Bus Pass often receive a discount. In volunteers' cars, passengers pay the driver a set mileage rate to help towards the running cost of their vehicle. All drivers are DBS checked with enhanced checks for transporting children. These schemes transport people for various reasons including:

- Doctor's surgeries and hospital appointments / Dentist and Optician appointments / Clinics
- Hairdressing / Banking / Shopping
- Social visits & visiting friends/relatives in hospital
- Going to church / day centres / pubs and restaurants / leisure
- To get to your place of work or to attend college
- Children with special needs can be taken to school or play-schemes (escorts sometimes provided on buses but in cars, under 16s must be accompanied by an adult.)

## **York Wheels** – *‘wherever you want to go!’*

A voluntary organisation providing transport for those people for whom public transport can no longer fulfil their requirements. They can take you where ever you want to go by car or minibus, it's not only the essential trips.

## **Dial & Ride** - *York's ‘flexible bus service’*

For residents who have difficulty in getting around. The bus follows a route based on which ward you live in and more flexibility may be possible for those within the walls (See their brochure/ call for details.) Providing a door-to-door service, taking you from home to the city centre, major supermarkets or local shops. They also run reasonably priced seasonal trips out of York.

## **CYC Adult Community Transport** – **by referral only** – *‘vetted and checked, local and trusted’.*

This service is available only if you are referred by your GP/social worker. It is the council-provided transport for adults (18 & over) with learning disabilities and older people. Its purpose is to provide day transport for users, giving respite to carers. It is now moving to a system of ‘personalisation’ where you can use your Direct Payments to choose which transport services you want, from a list of approved providers.

## **York Neighbours** – *‘reducing isolation & enabling independence!’*

This charity offers transport in volunteer's private cars, they don't use minibuses or coaches. This means they can be flexible to individual needs and you don't have to spend a long time in the vehicle picking up others. You need to register first so that they can assess your needs in enough time before you need the service. They also run occasional trips organised to the coast, garden centres, theatres, places of interest etc. This organisation also offers 2 more things other than transport: help with one-off jobs and the offer of a regular phone call.

## **2. Vehicle Hire Schemes**

Community groups may hire a minibus/other vehicle to transport their members to group meetings or on social outings. There are usually self-drive options if you have a licensed and trained driver, some organisations offer driver training, otherwise they can often provide a paid or volunteer driver. There will be charges per hour/day/half day or per mile plus fuel on top. Many hire vehicles are disability-accessible.

## **3. Other Charities' Transport Options**

Many York-based charities have their own vehicles which they use for their own members and some of which can be used by other people/groups on request too. This list is by no means exhaustive.

- **Age UK**

Age UK are now using vehicles which the Red Cross stopped using so they are proud to be 'breaking even' in being able to provide what people need. They predominantly offer transport to day clubs, a shopping service and escorted transport.

- **Choose 2 Youth**

This York-based organisation has a 9-seater Multi-Person-Vehicle (MPV) to hire out to others. Choose2 Youth is a not for profit Social Enterprise working with children, young people and adults with disabilities and additional needs in York and North Yorkshire.

- **MS Society**

The MS Society York has 3 accessible minibuses which they currently use for MS Society members/carers/affiliates.

## **4. Wheels to Work Schemes / Moped Loans**

Maybe you're fit and well with an opportunity for a job, training or education - but no transport to take up that opportunity. They can lend 50cc or 100cc mopeds, sometimes for up to a year, with the safety equipment too. They may encourage you to save for your own vehicle too.

### **Criteria:**

- Are 16 years or older & hold a provisional driving license.
- Have no vehicle of your own and no public transport.
- Wish to drive within a practical distance for moped travel.

### **Example costs:**

- A start-up fee of just over £100, which covers the first 3 weeks' rent.
- Weekly rental from £34.50, covering insurance, tax and servicing.
- Rent includes protective gear: jacket, helmet, gloves.
- You pay for your own fuel as you drive.
- Payment is by standing order.

### **Providers:**

**Ryedale, Scarborough & Selby: (RYCAT)**

*01653 699059*

*mark@ryedalect.org*

**Hambleton, Richmondshire, Harrogate & Craven:**

*01609 780458*

*wheels2work@hambletoncommunityaction.org*



## 5. NHS Trust Services

The **Patient Transport Service** (Yorkshire Ambulance Service) provide transport for people who are unable to use public or other transport due to their medical condition; this is the standard non-emergency ambulance transport to/from hospital. It is free but waits are common. You can use it for getting to/from outpatient appointments or after being discharged or for needing life-saving treatments such as chemotherapy or renal dialysis. Your GP or the hospital usually book it but if you've used it before, you could book it yourself. They can come to your house 2 hours in advance to assess your transport needs.

This is complemented by a Voluntary Car Service: over 80 volunteer car drivers work across Yorkshire as a valuable part of PTS. They use their own cars to provide a door-to-door service for non-emergency patients, taking them to and from day hospitals, outpatient clinics and various specialist treatment centres.

## 6. Private Ambulance services

The most common use for private or community ambulances is for patient transport. Many trusts and hospitals choose to use a private company instead of the NHS service. Private ambulances **do not** answer emergency (999) calls.

**YorMed** provide ambulance transport solutions and specialise in:

- Hospitals and other medical facilities, including admissions, interfacility transfers and discharges
- Nursing Homes, Care Homes and Respite Care Centres
- Appointments, including when a client may need a return journey home afterwards
- Long distance travel
- Airports
- Transfer of a client in their own home - for example to new bed facility downstairs

## 7. Other Transport & Mobility options

**Hackney carriages** (cannot be booked): There are 183 City of York hackney carriages (taxis) registered in York of which, 45 (24.6%), must be wheelchair accessible. All drivers have completed disability awareness training and there are no extra charges for accessible facilities. (Information from Freedom of Information Request, Dec 2017.)

**Private hire taxis:** CJS and Fleetways are the vetted and checked firms on the City of York Council's approved provider list, however other taxi firms may equally suit your needs if you enquire.

### **Shopmobility:**

This service will lend scooters and wheelchairs to people with mobility problems to help them get around the city centre more easily. It is found on the top floor of Piccadilly carpark where parking is available to all customers.

01904 679222

[www.shopmobilityyork.org.uk](http://www.shopmobilityyork.org.uk)

## What could be next?

Recently, two new proposals have been discussed – the TaxiBus and the York HospiBus. Both are currently at the “ideas” stage, and may not be fundable. But we would welcome your views, comments and suggestions; please contact John Bibby preferably by email on:

*jb43@york.ac.uk*  
or 01904-330334

The **Heworth TaxiBus** proposal is based upon a similar scheme already implemented in Rawcliffe. We would use the same preferred supplier. Initially, the TaxiBus would be available to anyone living in Heworth because that is where the funding comes from. The idea is that if for any reason there is no suitable bus, then the TaxiBus will provide you with a regular taxi service at a reduced price. In some cases you may share with other passengers. The maximum fare would be the regular taxi fare less £1 (provided by the Parish Council), less 10% (provided by the taxi firm).

The **York HospiBus** proposal is for anyone who needs to get to York Hospital for any reason. First you tell HospiBus your appointment time or when you need to be at the hospital. Then you should be ready for pick-up an hour before the appointment, and HospiBus will get you there at least 15 minutes before your appointment. Again, this may be a shared vehicle. We hope to be able to pick-up at any York P&R site and from any York address. This service will be COMPLETELY FREE but users will be asked for a donation (min. £1). One aim is to cut down on vehicle congestion around the hospital (the City Council currently have a £200,000 project which aims to do this). We'll also free up hospital car parking for those who really need it. We hope that people who currently travel by car will switch to HospiBus, thus saving parking hassle, frustration and bills. It's also a good way of improving the environment and meeting your neighbours!

## Section C - Check-list guide to organisations

A downloadable PDF version of this guide is also available at:  
[www.yorkbusforum.org/AccessReport](http://www.yorkbusforum.org/AccessReport)

Name	Hours	Cost
York Wheels (charity)	08:00 - 16:30 W'days Limited W'k'nds	Minimal - based on zones
Dial & Ride (operated by CYC)	Various	£5.00 rtn £2.50 sgl Concessions: £2.75 rtn £1.50 sgl Blind pass holders: Free
Age UK (charity)	09:00 - 20:00	£8.00 rtn
York Neighbours (Volunteer cars)	No set times	30p/mile donation
Choose 2 Youth (self-hire MPV)	No set times	£1/mile or £40/ day plus diesel
Boroughbridge & District Community Care (volunteer cars)	From 7:00 W'days W'k'nds on request	45p/mile from driver's home

## around York and their services

How to book	Who for?	Accessible?	Staff Skills
T: 01904 630 080	60+ or 18+ disa- bled/per- manent benefits	Wheelchairs - not electric/no hoist	Dementia, manual handling.
T: 01904 551 441 8am - 12pm Up to 2 weeks in advance	All	Wheelchairs - not electric/no hoist	Dementia, manual handling.
T: 01904 866 071	50+	Wheelchairs - not electric <b>with</b> hoist	Dementia, mental capacity, manual handling
T: 01904 891 627 Register in advance	65+	Accessible options on re- quest	Volunteer training.
T: 07562 320 089 Email: office@choose2youth.co.uk	All self-drive up to 8 passengers	No	n/a
T: 01423 324 504	All	Can use bus with hoist	Safe- guarding



Name	Hours	Cost
Boroughbridge & District Community Care (minibus hire)	No set times	£10/hour (max £80/day + 25p/mile)
Beverley Community Lift (cars & mini-buses)	08:00 - 18:00 W'days W'k'nds on request	Suggested donation
Easingwold (volunteer cars)	08:00 - 20:00	£3.75 one way, locally 50p/mile
Easingwold (trips out & self-hire mini-bus)	No set times	Trips: £5/£40 half/£75 full day + 50
Ryedale CT (volunteer cars)	08:00 - 18:00 (approx.)	£18/yr registration + 45p/mile to driver

How to book	Who for	Accessible?	Staff Skills
T: 01423 324 504 Email: boroughbridgecommunitycare@gmail.com	Non-profit groups	1 x bus with hoist	MIDAS
T: 01482 868 082 Email: info@bclift.org.uk	Non-profit groups	Most wheelchair accessible	
T: 01347 822 598 Email: carscheme@edcca.co.uk	Socially isolated/elderly	No	First Aid/ dementia/ Visually impaired.
T: 01347 822 598 (online booking form to come)	Trips for individuals/ groups (must have constitution & bank account)	16-seater / Lift / 1x Wheelchair / Walking frames.	First Aid/ Dementia/ Visually impaired.
T: 01653 698 888 open 9:30 - 14:30 Mon - Fri	People with mobility issues/no access to public transport	No - ask for a quote to use accessible minibus service instead	

Name	Hours	Cost
Ryedale CT - Minibus hire	No set times	Quoted individually
Scarborough Dial A Ride	08:30 - 16:30 last journey W'days	Sgl/Rtn varies £3 annual fee
Selby CT (volunteer cars)	07:00 - 17:00 W'days	£2 + 45p/mile
Selby District CT (minibus hire)	7 days/wk	Half day: £35/£40 without driver £55 - £60 with driver
MediBus - East Riding	09:00 - 15:30 Mon - Thurs 09:00 - 12:00 Fri	£5/Rtn

How to book	Who for?	Accessible?	Staff Skills
T: 01653 699 059	Groups - with or without own driver	Wheelchairs - some electric - please call to ask / No electric scooters / No hoist	
T: 01723 354 434 Email: <a href="mailto:admin@scarboroughdialaride.org">admin@scarboroughdialaride.org</a>	If eligible	Hydraulic lifts/ ramps/low steps/grab rails + the lat- est low floor minibus	First Aid & Passen- ger Safety, comfort & awareness
T: 01757 241 041	Selby/Tad- caster/York		
T: 01757 241 041	Selby/ Tadcaster/ York	Accessible options	Driver train- ing available
T: 03456 445 959 Email: <a href="mailto:passengerbookings@eastriding.gov.uk">passengerbookings@eastriding.gov.uk</a>	Beverley, Driffild, Pocklington, Hornsea, Goole, Withernsea	Wheelchair accessible/No hoist	

Name	Hours	Cost
Leeds Alternative Transport (social enterprise)	No set times.	Minibus £8/hr + mileage; Individuals ask for quote
Thirsk Community Minibus	No set times	£1.55/mile + Fuel £75/day + Fuel/ Regular booking discounts
Whitby & District CT - Ring & Ride + Volunteer Cars	Various	Per mile/ Zonal fees + small annual fee
Whitby District CT - Minibus hire	No set times	Call to enquire

## Further Contacts

### Community Transport Association

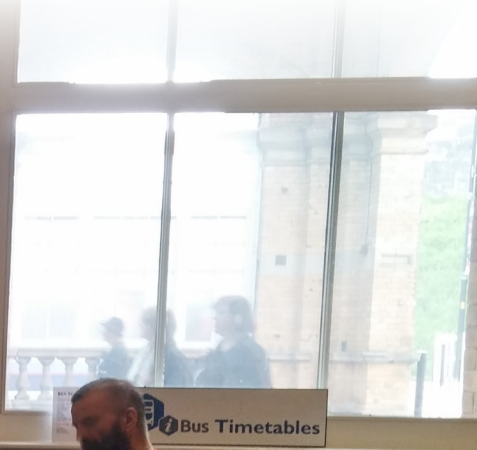
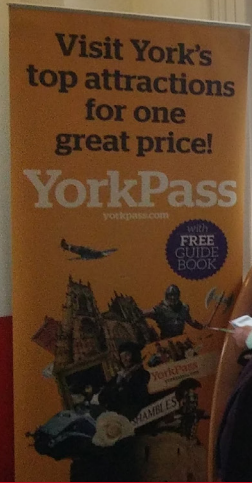
The Community Transport Association is a national charity that represents and supports these organisations: thousands of charities, community groups, schools and other organisations, who all provide transport services that fulfill a social purpose and community benefit.

<https://ctauk.org/>

### North Yorkshire County Council

<https://www.northyorks.gov.uk/community-transport>

How to book	Who for?	Accessible?	Staff Skills
T: 0113 386 8880 Register for 'JoinBookDrive' scheme.	All groups/ Individuals: drive anywhere in UK & back to Leeds	Fully accessible - electric wheelchairs included	Safeguarding, First Aid, Driver training available + 'travel buddies scheme'
T: 01845 524 990 (Mon, Tues, Thurs mornings) Email: <a href="mailto:info@thirskcommunityminibus.org.uk">info@thirskcommunityminibus.org.uk</a> or on Facebook	Groups: Thirsk, Sowerby & District	1 bus accessible with tail-lift	Familiarisation training
T: 01947 602 982 (Mon-Fri 09:00 - 13:00)	Those in need	2x MPVs fully accessible	Dementia-friendly
T: 01947 606 440	Groups/Day centres	3x12-seater 1x14-seater, fully accessible	MIDAS



# What's in this guide?

The York Bus Forum has produced this handy guide to provide an overview of the various accessible public transport options in the York area.

For a current version of this guide see:

<http://www.yorkbusforum.org>

Printed by York Community Print  
Produced by Rosie Baker, Samuel Biram

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

☎ (01904) 551550

Please let us know if you would like to have this information in a different format. We can offer it by email, in large print, as a spoken word CD or in another language:

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