YorAccess to Buses & Community Transport

York & surrounding areas 2018

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.

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
What’s in this guide

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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:

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

To see which operator runs buses on each route, visit

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
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
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

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<thead>
<tr>
<th>Name</th>
<th>Hours</th>
<th>Cost</th>
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<tbody>
<tr>
<td>York Wheels (charity)</td>
<td>08:00 - 16:30 W'days Limited W'k'nds</td>
<td>Minimal - based on zones</td>
</tr>
<tr>
<td>Dial &amp; Ride (operated by CYC)</td>
<td>Various</td>
<td>£5.00 rtn, £2.50 sgl</td>
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<tr>
<td></td>
<td></td>
<td>Concessions: £2.75 rtn, £1.50 sgl</td>
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<tr>
<td></td>
<td></td>
<td>Blind pass holders: Free</td>
</tr>
<tr>
<td>Age UK (charity)</td>
<td>09:00 - 20:00</td>
<td>£8.00 rtn</td>
</tr>
<tr>
<td>York Neighbours (Volunteer cars)</td>
<td>No set times</td>
<td>30p/mile donation</td>
</tr>
<tr>
<td>Choose 2 Youth (self-hire MPV)</td>
<td>No set times</td>
<td>£1/mile or £40/day plus diesel</td>
</tr>
<tr>
<td>Boroughbridge &amp; District Community Care (volunteer cars)</td>
<td>From 7:00 W'days W'k'nds on request</td>
<td>45p/mile from driver’s home</td>
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<tr>
<th>How to book</th>
<th>Who for?</th>
<th>Accessible?</th>
<th>Staff Skills</th>
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</thead>
<tbody>
<tr>
<td>T: 01904 630 080</td>
<td>60+ or 18+ disabled/permanent benefits</td>
<td>Wheelchairs - not electric/no hoist</td>
<td>Dementia, manual handling.</td>
</tr>
<tr>
<td>T: 01904 551 441 8am - 12pm</td>
<td>All</td>
<td>Wheelchairs - not electric/no hoist</td>
<td>Dementia, manual handling.</td>
</tr>
<tr>
<td>T: 01904 866 071</td>
<td>50+</td>
<td>Wheelchairs - not electric/with hoist</td>
<td>Dementia, mental capacity, manual handling</td>
</tr>
<tr>
<td>T: 01904 891 627</td>
<td>65+</td>
<td>Accessible options on request</td>
<td>Volunteer training.</td>
</tr>
<tr>
<td>T: 07562 320 089</td>
<td>All self-drive up to 8 passengers</td>
<td>No</td>
<td>n/a</td>
</tr>
<tr>
<td>T: 01423 324 504</td>
<td>All</td>
<td>Can use bus with hoist</td>
<td>Safe-guarding</td>
</tr>
<tr>
<td>Name</td>
<td>Hours</td>
<td>Cost</td>
<td>How to book</td>
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<tr>
<td>Boroughbridge &amp; District Community Care (minibus hire)</td>
<td>No set times</td>
<td>£10/hour (max £80/day + 25p/mile)</td>
<td>T: 01423 324 504</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Email: <a href="mailto:boroughbridgecommunitycare@gmail.com">boroughbridgecommunitycare@gmail.com</a></td>
</tr>
<tr>
<td>Beverley Community Lift (cars &amp; minibuses)</td>
<td>08:00 - 18:00 W'days W'k'nds on request</td>
<td>Suggested donation</td>
<td>T: 01482 868 082</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Email: <a href="mailto:info@bclift.org.uk">info@bclift.org.uk</a></td>
</tr>
<tr>
<td>Easingwold (volunteer cars)</td>
<td>08:00 - 20:00</td>
<td>£3.75 one way, locally 50p/mile</td>
<td>T: 01347 822 598</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Email: <a href="mailto:carscheme@edcca.co.uk">carscheme@edcca.co.uk</a></td>
</tr>
<tr>
<td>Easingwold (trips out &amp; self-hire minibus)</td>
<td>No set times</td>
<td>Trips: £5/£40 half/£75 full day + 50</td>
<td>T: 01347 822 598</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(online booking form to come)</td>
</tr>
<tr>
<td>Ryedale CT (volunteer cars)</td>
<td>08:00 - 18:00 (approx.)</td>
<td>£18/yr registration + 45p/mile to driver</td>
<td>T: 01653 698 888 open 9:30 - 14:30 Mon - Fri</td>
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<tr>
<td>Name</td>
<td>Hours</td>
<td>Cost</td>
<td>How to book</td>
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<tr>
<td>Ryedale CT - Minibus hire</td>
<td>No set times</td>
<td>Quoted individually</td>
<td>T: 01653 699 059</td>
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<tr>
<td>Scarborough Dial A Ride</td>
<td>08:30 - 16:30 last journey W'days</td>
<td>Sgl/Rtn varies £3 annual fee</td>
<td>T: 01723 354 434</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Email: <a href="mailto:admin@scarboroughdialaride.org">admin@scarboroughdialaride.org</a></td>
</tr>
<tr>
<td>Selby CT (volunteer cars)</td>
<td>07:00 - 17:00 W'days</td>
<td>£2 + 45p/mile</td>
<td>T: 01757 241 041</td>
</tr>
<tr>
<td>Selby District CT (minibus hire)</td>
<td>7 days/wk</td>
<td>Half day: £35/£40 without driver £55 - £60 with driver</td>
<td>T: 01757 241 041</td>
</tr>
<tr>
<td>MediBus - East Riding</td>
<td>09:00 - 15:30 Mon - Thurs 09:00 - 12:00 Fri</td>
<td>£5/Rtn</td>
<td>T: 03456 445 959</td>
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<tr>
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<tr>
<td>Leeds Alternative Transport (social enterprise)</td>
<td>No set times</td>
<td>Minibus £8/hr + mileage; Individuals ask for quote</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Thirsk Community Minibus</td>
<td>No set times</td>
<td>£1.55/mile + Fuel £75/day + Fuel/ Regular booking discounts</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Whitby &amp; District CT - Ring &amp; Ride + Volunteer Cars</td>
<td>Various</td>
<td>Per mile/ Zonal fees + small annual fee</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Whitby District CT - Minibus hire</td>
<td>No set times</td>
<td>Call to enquire</td>
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<tbody>
<tr>
<td>T: 0113 386 8880 Register for 'JoinBookDrive' scheme.</td>
<td>All groups/ Individuals: drive anywhere in UK &amp; back to Leeds</td>
<td>Fully accessible - electric wheelchairs included</td>
<td>Safeguarding, First Aid, Driver training available + ‘travel buddies scheme’</td>
</tr>
<tr>
<td>T: 01845 524 990 (Mon, Tues, Thurs mornings) Email: <a href="mailto:info@thirskcommunityminibus.org.uk">info@thirskcommunityminibus.org.uk</a> or on Facebook</td>
<td>Groups: Thirsk, Sowerby &amp; District</td>
<td>1 bus accessible with tail-lift</td>
<td>Familiarisation training</td>
</tr>
<tr>
<td>T: 01947 602 982 (Mon-Fri 09:00 - 13:00)</td>
<td>Those in need</td>
<td>2x MPVs fully accessible</td>
<td>Dementia-friendly</td>
</tr>
<tr>
<td>T: 01947 606 440</td>
<td>Groups/Day centres</td>
<td>3x12-seater 1x14-seater, fully accessible</td>
<td>MIDAS</td>
</tr>
</tbody>
</table>

**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/](https://ctauk.org/)

**North Yorkshire County Council**

[https://www.northyorks.gov.uk/community-transport](https://www.northyorks.gov.uk/community-transport)
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 হয়ে পারে (Bengali)
Ta informacja może być dostarczona w twoim własnym języku. (Polish)
Bu bilgiyi kendi dilinize almanız mümkündür. (Turkish)
پیشہ دانات آپ کو انگریزی زبان میں (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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