

Community Transport –

More than a Bus

Caroline Whitney,
Director for England, CTA
&
Nigel Hinch,
Director, Ability





Outline

The Role of CTA

Overview of Community Transport in Rural Areas

National Rural Challenges being faced by CT

Ability – how CT connects people with places

Questions



Community Transport Association

We are for, and about, accessible and inclusive transport



Our vision is of a world where people can shape and create their own accessible and inclusive transport solutions

Our mission is to realise our vision through three strategic priorities:

- 1. Championing accessible and inclusive transport**
- 2. Connecting people and ideas**
- 3. Strengthening our members and raising standards**

Our Membership

1200 Organisations across the UK
900 in England

We offer;

- Telephone and Email Advice
- 1-2-1 Support for Members
- Representing the sector
- Research and policy
- Designated body – Issue Section 19 permit



What is Community Transport?

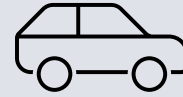
Provides flexible and accessible community-led solutions in response to unmet local transport needs.

Often represents the only means of transport for many vulnerable and isolated people.

Typical services include, school transport, hospital transport, dial a ride and wheels to work

Most are demand responsive, but a growing number are scheduled services.

S19 membership can be flexible and open with no time constraint been registering and accessing transport



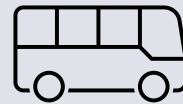
Community Car Schemes

Volunteers driving their own cars, paid a mileage allowance



Small Vehicle/MPV – Up to 8 passenger seats

Can operate under a section 19 permit
Can be driven on a category B licence



Minibus – 9-16 passenger seats

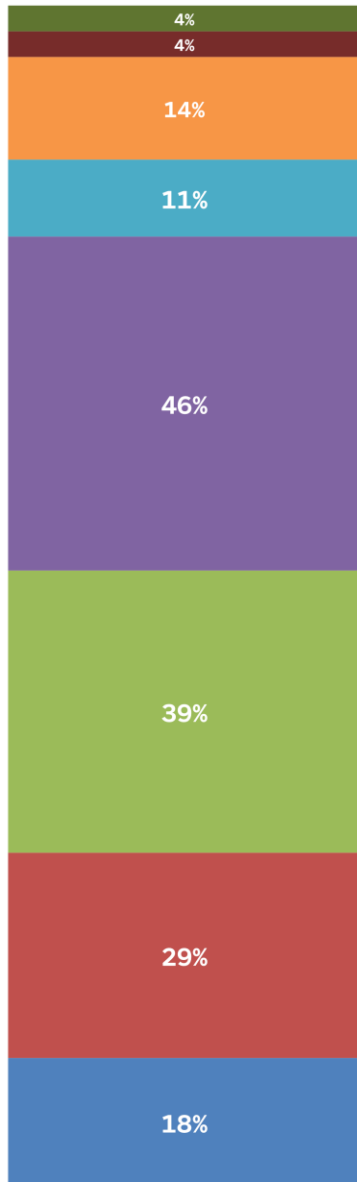
Can operate under a section 19 permit or Section 22 permit
Driver must have a category D1 licence, can be a volunteer or paid
Volunteers can drive with a category B licence with restrictions



Group Hire

Local community groups can hire the vehicle either with or without a driver.

Urban CT delivery Models



Delivery models Urban Vs Rural What the data tells us

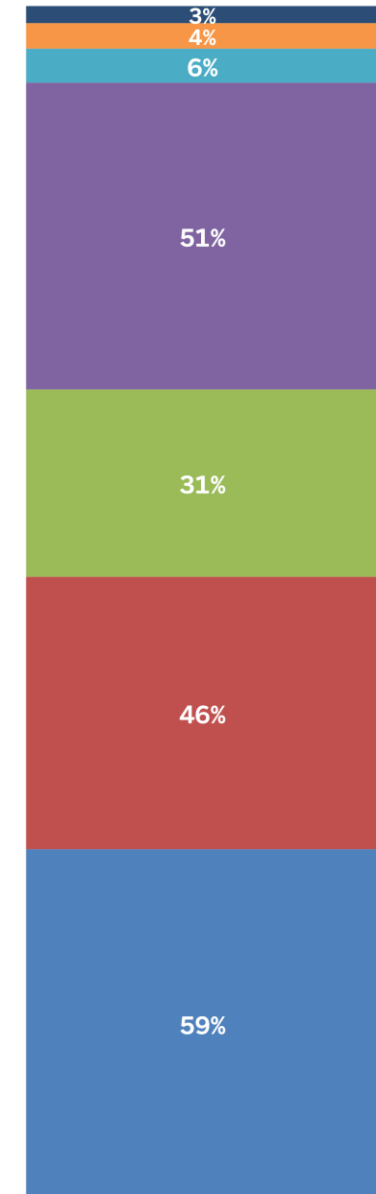
- Car clubs
- e-bike
- Wheels to work
- Shop Mobility
- Digital Demand Responsive Transport
- Group Hire Transport
- Dial-a-ride
- Community/Volunteer Car Schemes
- Community Bus Routes

In rural areas CT is mainly delivered via community bus routes (59%) and community car schemes (46%)

Community buses are run when there is no or very limited public bus routes available.

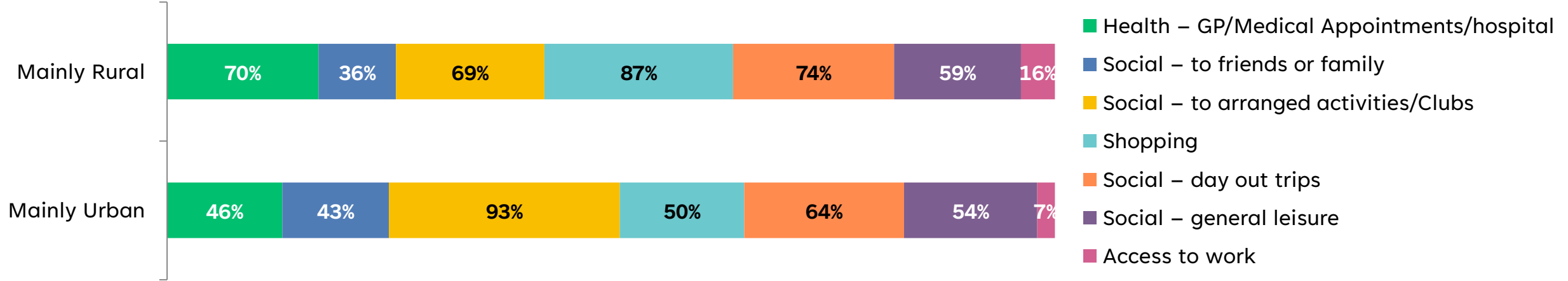
This indicates in rural areas CT is a core and vital part of the transport network

Rural CT delivery Models



Community Transport in Rural Areas compared to Urban

The main types of trips undertaken



What the data tells us

In rural areas the main reasons for journeys is to support the community to access basic necessities

Shopping – 87%

Health appointment – 70%

Followed by the range of social trips

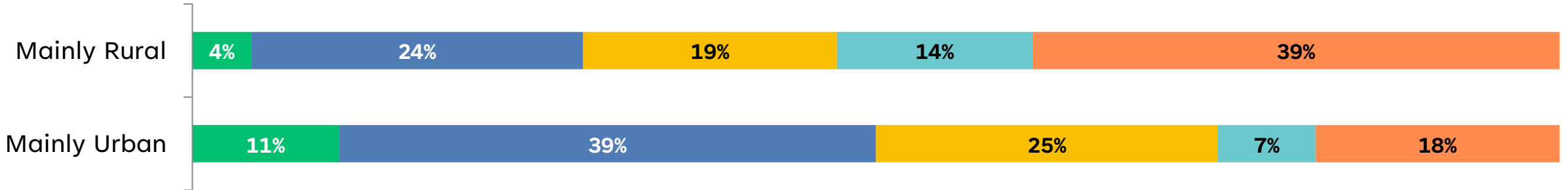
CT is twice as likely to be used for access to work than in urban areas.

Again showing that CT is a vital part of the transport network

Community Transport in Rural Areas compared to Urban

How many volunteers currently support CT Operators

■ 0 - We don't involve volunteers ■ 1-10 ■ 11-20 ■ 21- 30 ■ 30 +



87% of rural areas
utilise volunteer
drivers

Compared to 81% in
urban areas

What the data tells us

Sustainable community transport in rural areas is much more reliant on the ability to recruit and retain volunteers than urban areas.

Without the support from the local community this transport could be at risk.

Community Transport in Rural Areas compared to Urban

How many vehicles are in the fleet?



There is a slightly higher vehicle ownership in Rural areas (93%) compared to Urban (89%)

Rural areas have a higher proportion of electric vehicles within their fleet
14% in Mainly Rural area
4% in Urban areas

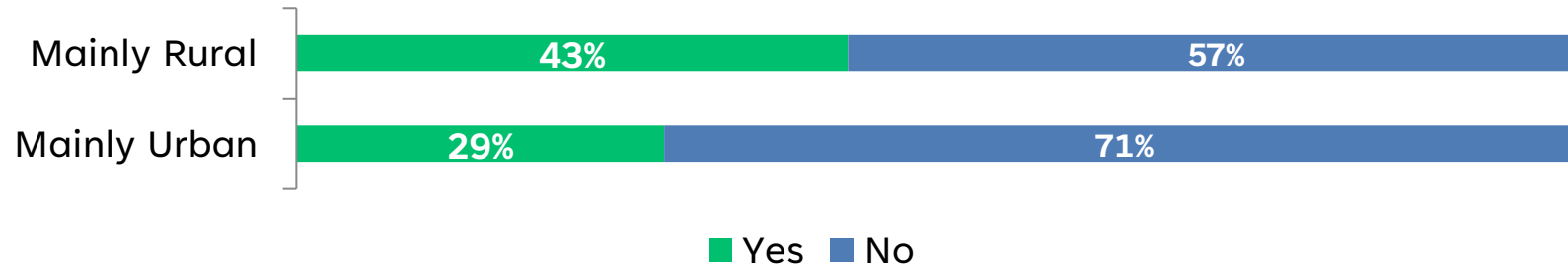
What the data tells us

Rural areas rely on operators with a smaller fleet of vehicles to deliver services, this means they will also have a smaller income and a reduced capacity to build up reserves to replace or invest heavily in the fleet

Rural areas are embracing EV, it is estimated currently these are EV cars/mpvs rather than minibuses

Community Transport in Rural Areas a Shared resource

Services that deliver within/cover more than one Local authority area



What the data tells us

Just under half of community transport within rural areas operates across more than one local authority area compared to less than a third in urban areas

While this creates a challenge for community transport to work with and seek investment from each individual area it presents an opportunity for local authorities to work collaboratively and invest in CT in multiple areas

Community transport is a vital part of the transport system in rural areas collectively it can be invested in to ensure a sustainable future.

CT Challenges

Driver shortage – current and future

- D1
- Volunteer Recruitment

Funding and Commissioning – including capital for new vehicles

Relationships with Local Authority and Health system

Training and development of staff and volunteers – CT as a professional sector

Post COVID Passenger Recovery

Zero Emissions/decarbonisation – challenges on

- Infrastructure and vehicle cost and availability
- Clean air zones



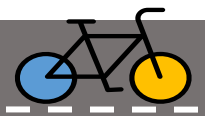
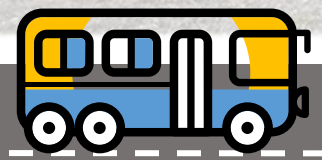


connecting people with places

... more than just a bus service

RSN update – Connecting people with places

Nigel Hinch - ABILITY



connecting people with places



Your Journey Starts Here...

Challenges



- Limited funding from central Government (BSIP) grant. Levelling up funding needed
- Old Large buses running virtually empty –
- Large gaps in network coverage
- Transport Poverty as well as Food and Fuel poverty
- Should bus services operate on Supply or Demand
 - Running buses on a fixed timetables - Routes and Frequency
 - How to meet the demand (Planned and Adhoc)
 - Digital Demand Responsive Travel (DDRT) – not commercially proven

connecting people with places



How we are helping

- Communities living in rural areas travel longer distances than their urban counterparts and spend longer travelling often at a greater cost than others living in more urban areas.
- It is a proven fact that peoples health and wellbeing (both mental and physical) improve if people can get out and about.
- Our passengers can maintain their personal independence rather than relying on friends and family for lifts.
- We are reducing emissions from the optimisation of journeys in our logistics planning IT system.

connecting people with places



How we operate

- All journeys pre booked like an airline
 - Everyone is guaranteed a seat
 - If they don't show, we contact them to ensure they are safe and well.
- Concessionary passes accepted
- Flexible registration with traffic commissioner (S22 and S19)
- Passenger pick ups from Bus stops, Agreed locations or Home
- Assistance for those with mobility or disability
- Open to the public not just members.

connecting people with places

Some of our members



connecting people with places



**BRACKLEY MEDICAL CENTRE
& COMMUNITY HOSPITAL**

**Thank You
for visiting**





Summary

- We touch so many aspects of the health sector and impact on wellbeing
- We always deliver and go beyond expectations
- We solve problems where others cannot – Gap Filler
- The Community is at the heart of what we do
- Community Transport must be sustainable going forward
 - We deserve to be respected and rewarded for what we do
 - We need a joined-up strategy and how services are funded and commissioned

connecting people with places



CTA and Ability

Please contact us for any ongoing support or joint working

Caroline Whitney, CTA - caroline@ctauk.org

Nigel Hinch, Ability - nigel.hinch@abilitycic.org.uk

Questions
