

From: SYPTE Communications
Sent: 27 February 2019 16:48
Subject: Community Transport Services in South Yorkshire

Dear Colleague

Community Transport Services in South Yorkshire

I am writing to remind you about the Community Transport services on offer in South Yorkshire, which you may wish to promote with your constituents.

What is community Transport?

Community Transport (CT) services are available for people who may find it difficult to access standard public transport due to disability, age and frailty or geographic isolation: people who would otherwise be unable to travel, or who would struggle getting to a bus stop. For a small charge the services pick people up at their door and take them to a pre-booked destination, using accessible minibuses.

How are the services funded?

South Yorkshire Passenger Transport Executive (SYPTE) currently supports CT services at a cost of £1,657,215 revenue funding per year. Some vehicles are also provided to the operators by SYPTE for use on Door2Door services, in addition to the operators' own fleets.

Who operates the services?

Services are delivered under the 'Door2Door' brand through the lead operator - Sheffield Community Transport (SCT) – who subcontract some of the delivery out to other operators to provide cover across the county. All Door2Door drivers are Disclosure & Barring Service checked and trained to MiDas or equivalent standard.

The operators providing CT cover across the county are:

- Barnsley Dial-a-Ride (BDaR)
- Doncaster Community Transport (DCT)
- Rotherham Community Transport (RCT)
- Sheffield Community Transport (SCT)
- Manor Community Transport (MCT)
- Transport 17 (T17)

All the operators have non-profit status.

What services are available?

The larger operators – SCT, BDaR, DCT and RCT – all offer three journey types:

- ShopperBus - picks people up from home on a predetermined day and takes them to and from a shopping location for a flat rate of £2.50 return.
- Dial-a-Ride – picks people up from a location and transports them to a destination of their choice. Fares start from £2.50 for up to a mile.
- Group Travel – journeys booked by groups, using their own or a CT driver; can consist of a whole eligible group going on a trip, or individuals picked up separately to go to one destination, e.g. a pensioners' lunch club. Costs vary according to whether organisations provide their own driver, how long the hire is for and how far the journey is.

MCT and T17 offer group travel in specific areas in the Manor and S17 areas and are not available city wide.

What other services are available?

The CT operators provide other Door2Door services outside of our SLA. These include volunteer car schemes in some districts and a 'Dial-a-Ride+' type offer which for a higher fare will offer guaranteed bookings, guaranteed timeslots and daily or weekly repeat bookings, e.g. for regular health appointments or day centre visits.

How can members of the public contact Community Transport providers?

To use the services, people must pre-register (for free) as members and must also pre-book their journey up to six or at least a day in advance of travel on a 'first come' basis, and on average registered users travel twice a week. Journeys are not eligible for concessionary travel (ENCTS Elderly or Disabled passes) and passengers pay different fares according to the type/distance of journey.

To register for Community Transport services people should contact their local operator:

- Barnsley Dial-a-Ride – 01226 632 096
- Doncaster Community Transport – 01302 343 400
- Rotherham Community Transport – 01709 517 100
- Sheffield Community Transport – 0114 285 9906
- Manor Community Transport – 0114 265 4275
- Transport 17 – 0114 236 2962

Fares are reviewed periodically, but as the services are subsidised, are always kept below the cost of equivalent taxi journeys. As the vehicles are fully wheelchair accessible they also fill an unmet need in some districts (not all four councils have accessible Hackney carriage fleets).

All the vehicles have powered rear lifts: Drivers help users to board and alight, and unload walking aids and wheelchairs etc. Where passengers have shopping, drivers will help them to their door with this. The vehicles carry assistance dogs at no cost (but not other dogs at all) and carers/friends can travel with the person booking but are also charged a fare.

How you can help

It would be appreciated if you could please keep your constituents informed about Community Transport and advise them that they can find out more about the full range of Door2Door services by phoning the operator nearest to them.

Further information and contact details for the Community Transport providers is available at travelsouthyorkshire.com/accessibility-door2door/.

Kind regards

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