



COMMUNITY  
TRANSPORT  
OXFORDSHIRE

# Oxfordshire

# Local Transport

# Toolkit

(Your self-help guide)



OXFORDSHIRE  
COUNTY COUNCIL

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## **1. Introduction – What is a Local Transport Toolkit?**

Transport services are a very important part to a thriving community which is why Oxfordshire County Council and Community First Oxfordshire have produced this self-help Local Transport Toolkit. It will help you identify and implement the right transport solution or solutions for the right transport problem.

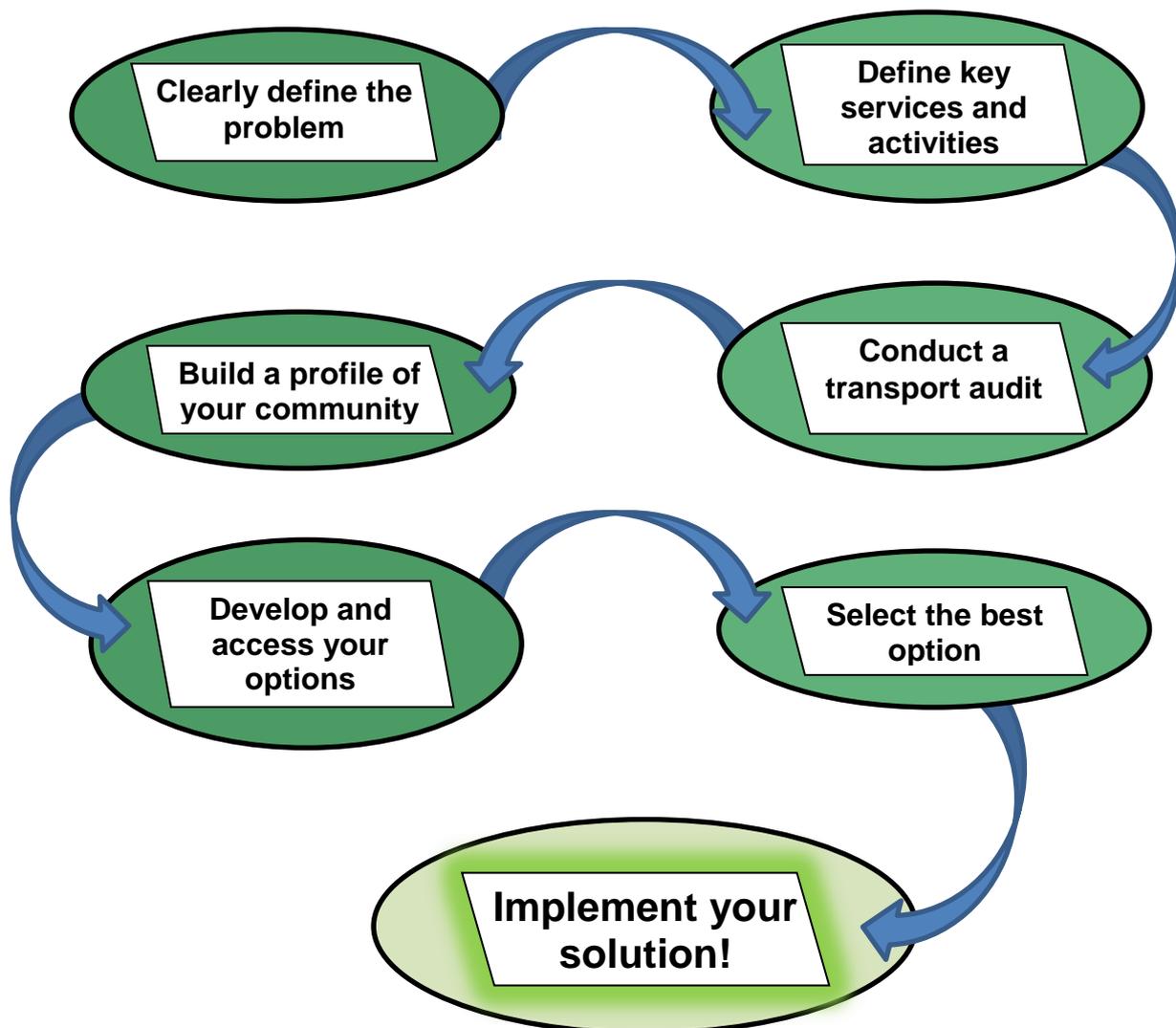
We hope that communities can use this toolkit as a guide to tackle local transport problems in a practical and effective way. We have tried to make this toolkit user friendly, but if your community or group need further help then there is some support offered by both Oxfordshire County Council and Community First Oxfordshire.

The next section describes what steps are needed to be taken in order to work out what types of transport solutions are suitable and available.

## 2. Getting Started – Establish a need.

Generally our travel needs follow a regular pattern, but these patterns of need can, and do, change. How, where and when we access goods and services, healthcare, employment, leisure and business facilities can all pose new travel problems and challenges. This is especially the case, when people can't drive or access public transport, as they then can be left with very limited access to transport options.

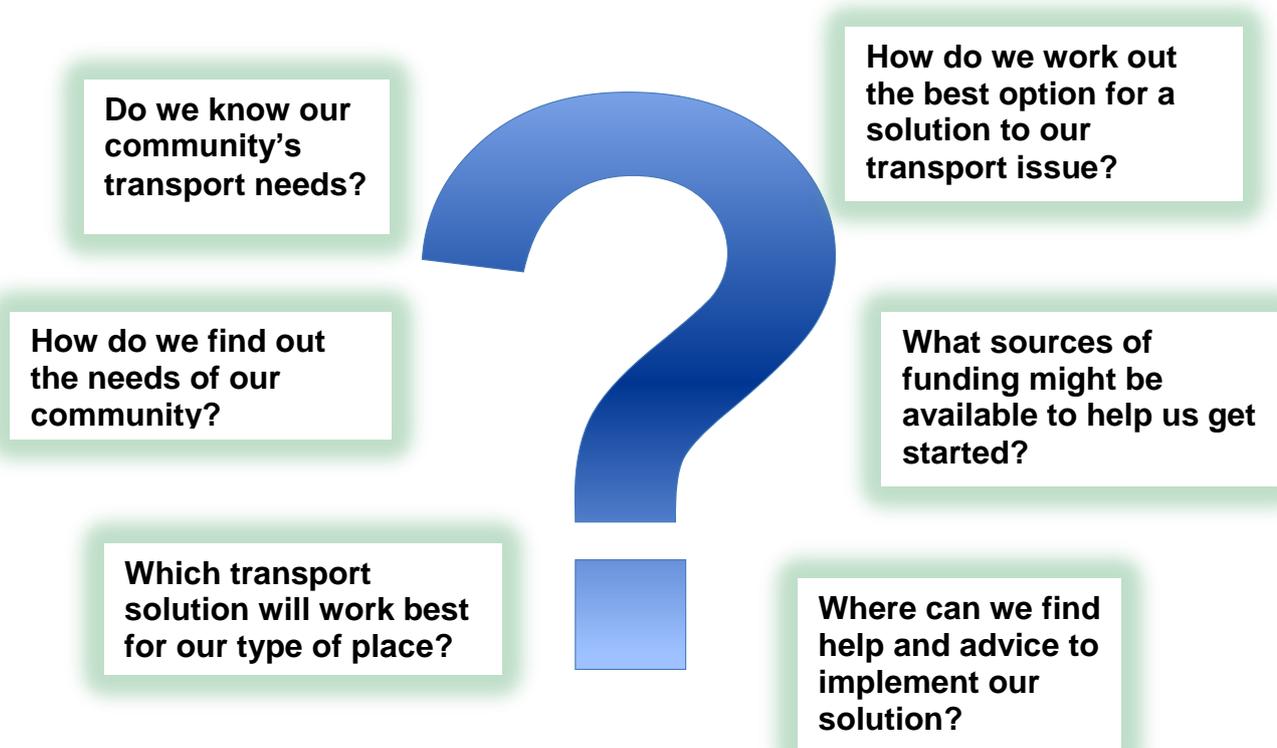
The Local Transport Toolkit can help you define the unmet transport problem more clearly and work towards a realistic solution by following these steps;



### 3. Local Knowledge – Define the place

The type of place you live in affects the type of transport solution you can develop. Its size and accessibility to other areas, level of service provision and where it looks to for other services will all shape the potential transport solution.

The make-up of the community – what kind of people and whereabouts they live, access to public transport, car ownership, population forecasts and timings of future known developments are all areas that need to be thought about.



Some solutions work best in one type of place, but not in others. So this section of the Local Transport Toolkit helps you to accurately describe your community. Later, this will help you to choose the best transport option for the problem you have defined.

## Define the place

Which of the three place profiles best describes where you live.

### **Profile 1: Market town and City** (Oxford, Wallingford, Witney)

- Good Local Facilities, regular inter-urban bus services and possibly a rail link.
- Bus connections to surrounding smaller settlements may be weak and traffic congestion can slow journey times to main urban centres.
- Cross-town journeys can be difficult for those unable to use walking and cycling routes, which are generally good.
- Door-to-door provision for the less physically able may be needed.
- Most services are generally accessible by public transport, but access to facilities located on the fringes of the town – like leisure centres, hospitals, employment sites and retail outlets – may be more difficult.
- There may be areas of disadvantage and deprivation, as well as more affluent neighbourhoods.

### **Profile 2: Accessible rural settlement** (Long Hanborough, Eynsham, Berinsfield)

- Settlements vary in size and are usually served by reasonable levels of public transport.
- However bus service frequency may be poor, with evening and weekend services often very limited.
- There are strong links to urban centres, and many residents commute to these to work and shop, undermining the sustainability to local services.
- Usually there are good community facilities like village halls and pubs, but local retail facilities offering a reasonable choice of provisions are less prevalent.
- Social and economic factors are generally positive, and there are high levels of car ownership.

### **Profile 3: Remote rural settlement (Ramsden, Hethe, Stadhampton)**

- Weak public transport services, with limited frequencies.
- Heavy reliance on service centres in distant destinations, with considerable travel needed to several destinations.
- The community looks to its 'market town', but this may not be where most bus routes go or most services are located.
- Travel to work distances and costs are high.
- The number of people working from home has increased.
- Residents have a high quality environment, but limited local services and facilities.
- Small pockets of disadvantage may exist and quality of life for those with mobility challenges can be poor.
- Communities are self-reliant and resilient, with relatively large numbers of people working in agriculture and related local trades.

To build on your chosen profile it is good to gather more detailed information and data. You can look for more detailed information about your community by visiting <http://insight.oxfordshire.gov.uk/>. You can also contact Community First Oxfordshire [www.communityfirstoxon.org](http://www.communityfirstoxon.org) who has rural-evidence and deprivation data for each parish in Oxfordshire.

Now you can use this profile of your place alongside the results of your work to define the problem you have identified to work out the best transport solution.

#### 4. Conduct an Audit of Key Services

Conducting an audit of existing key services can provide a clear picture of the destinations and key services which your community can potentially access. A Key Services Audit is an evaluation of all the services (including transport) which serve your community. This can include businesses, health related services and schools. It will also include transport services; bus and train services, community transport schemes, and transport services operated by community groups such as voluntary car schemes, Day Centre's, charities and local churches.

For each type of transport you may want to establish who can use it, the destinations serviced and the timings of each service.

It can be helpful to expand your audit to include key services in neighbouring communities or parishes so that any transport solutions can be considered as part of the wider picture. An appropriate transport solution may involve either linking to or expanding existing neighbouring services or developing joint services with other parishes.

#### TRANSPORT RESOURCES

**Bus and Train Travel Times.** Journey planner and timetables for public transport in the region, covering bus, coach and rail. [www.travelinesoutheast.org.uk](http://www.travelinesoutheast.org.uk)

**Community Transport:** Use the on-line directory: [www.ctonline.org.uk](http://www.ctonline.org.uk) which allows you to search by postcode.

For help and advice on developing community transport services contact Emily Lewis-Edwards, Community First Oxfordshire. Telephone: 01865 883488 or email: [emily.lewis-edwards@communityfirstoxon.org.uk](mailto:emily.lewis-edwards@communityfirstoxon.org.uk) Look for more information on [www.communityfirstoxon.org](http://www.communityfirstoxon.org)

Shirley McAneny, Transport Co-ordinator, Oxfordshire County Council. Email: [Shirley.mcaneny@oxfordshire.gov.uk](mailto:Shirley.mcaneny@oxfordshire.gov.uk)

For advice and information on setting up a voluntary group contact OCVA Oxfordshire Community and Voluntary Action (OCVA). Telephone 01865 251946 or on the website [www.ocva.org.uk](http://www.ocva.org.uk)



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**TASK 1: ASSESSING ACCESSIBILITY TO KEY SERVICES**

Tick the relevant accessibility box for each key service and then rank the key service importance in the end column; 1 (very important) to 5 (unimportant)

- High Transport Need
- Medium Transport Need
- Low Transport Need

	Require Access to Key services/ Activities (Yes/No)	Could easily walk or cycle there	Could walk or cycle there with some difficulty	Cannot walk or cycle there, but could get there by public transport	Can ONLY get there by car (as a driver or passenger) or taxi	Cannot get there at all (no suitable transport available)	Rank from 1-5
Accessibility Key		<i>Green</i>	<i>Amber</i>	<i>Amber</i>	<i>Red</i>	<i>Red</i>	
Primary School							
Secondary School							
College, adult/further education							
Employment							
Job centre services							
Medical Advice - from a GP							
Medical Advice - other							
Prescription Services							
Dentist							
Opticians							
Emergency Services							
Hospital							

CONTINUED...

	Require Access to Key services/ activities (Yes/No)	Could easily walk or cycle there	Could walk or cycle there with some difficulty	Cannot walk or cycle there, but could get there by public transport	Can ONLY get there by car (as a driver or passenger) or taxi	Cannot get there at all (no suitable transport available)	Rank from 1-5
Accessibility Key		<i>Green</i>	<i>Amber</i>	<i>Amber</i>	<i>Red</i>	<i>Red</i>	
Essential groceries/food shop							
Other food shopping							
Town Centre shopping							
Places to eat out							
Bank/cash machine							
Library services							
Youth services							
Leisure Facilities (indoor)							
Leisure Facilities (outdoor)							
Nursery Facilities							
Place of worship							
Welfare services							
Post office/Postal services							
Other community facilities							

## TASK 2: TRANSPORT SERVICES

The grid below can be used to list the transport services in your local area and brief details about each service.

COMMUNITY AREA: \_\_\_\_\_

Transport Type	Destination	Days of the week	Timings	Who can use the service?	Notes
Bus routes				Public	
Oxfordshire Lift share <a href="https://oxfordshire.liftshare.com/">https://oxfordshire.liftshare.com/</a>	The scheme operates over the whole county. A number of businesses have private groups within the scheme which their staff can join for extra privacy setting.		Journeys to suit match	Anyone over the age of 18	You will be able to specify the kind of people you want to share with, and how often and for which journeys.
Dial-a-Ride		Monday to Friday			
Community Car Scheme					
School buses					

CONTINUED...

Transport Type	Destination	Days of the week	Timings	Who can use the service?	Notes
Taxishare or Carshare					
Group transport					
Contracted Services					
Wheels to Work					
Community Bus Services					
Vehicle Brokerage					
Informal Car Sharing					

## 7. You know the problem what about finding the right solutions

Based on the 'evidence' collected in 'defining your transport problem and the place you live in' you will now have identified the things you think are essential to solve the transport problem – this may be more than one solution. Have a look and discuss the various options below to see which solutions are most suitable.

**Could an existing transport service be expanded or changed to meet transport needs?**

Commercial operators:

Sometimes a commercial operator may be able to divert main road bus services at certain times of day to accommodate a rural community, if a demand for such a service can be well demonstrated and it fits in with the operators other priorities. This is usually only likely if there is a clear demand for the service.

Community Transport operators:

Community Transport operators in Oxfordshire run schemes which tend to cater for a specific need, including Dial a Ride and voluntary community minibus and car schemes. Setting up a minibus service can be expensive and time consuming for a Community to commit to; however a shared taxi scheme or voluntary car scheme can be affordable and less onerous to set up. It may be possible for you to contribute financially towards the cost of expanding a scheme or adapt an existing service so that your residents have greater opportunity to use these services. Community First Oxfordshire has links to all community transport services.

Oxfordshire County Council could provide assistance with a start-up package for new community transport schemes. For further details contact:

[Shirley.McAneny@oxfordshire.gov.uk](mailto:Shirley.McAneny@oxfordshire.gov.uk)

**Are people asking for something that already exists?**

A lack of awareness of the existing public transport services is a common issue, especially when individuals use a private vehicle for the majority of their trips. People are often unaware of the frequency and destinations of the existing services in their area and often wrongly assume rural public transport is slow or unreliable.



Producing a local travel information leaflet can raise awareness of destinations which can be accessed on local services and increase their patronage. The transport information collected in Task 1 will help shape the information leaflet.

It may be that other factors are deterring people from using existing transport services –broken street lighting, overgrown hedges or large puddles at bus stops. Timely reporting of a problem allows it to be quickly addressed.

Information about a whole range of highway issues, including how to report problems.

<https://www.oxfordshire.gov.uk/cms/public-site/street-maintenance-z>

### **Could you provide transport which links to an existing transport service?**

By considering your community in the context of a larger transport network, it may be more cost effective and cater for a wider variety of transport needs if your transport service is designed to connect with other transport services. For example, providing transport to a local train station or a main road bus stop can potentially provide access to multiple destinations, and reduce the distance and therefore cost of running your transport service. If you are creating a linking service to a bus route it is wise to talk to the operator of that service in case they have plans to change the timing or route of their service. Making a transport connection can be a worry for some, so reliability and well scheduled transport is essential for linking services to work well.

### **Promotion of other modes of travel**

Promoting other transport modes, such as walking or cycling, through increasing awareness of cycle routes or improving footpaths, may be the best option for some short journeys. You could also consider investing in cycle storage or other infrastructure which promotes these alternative modes of transport.

### **Travel Plans**

Travel plans are likely to be a great source of information and can be produced by schools, workplaces, rail stations or even a community. A travel plan is a living document that encourages safe, healthy and sustainable travel options. Through

consulting with all those who are impacted upon by travel within an organisation, it helps to prioritise the travel related issues and puts in place a plan to address them.

A School Travel Plan (STP) is a document, put together by a school community, which sets out a plan of action to reduce car use, manage traffic-related issues, and encourage a mix of walking, cycling and bus journeys to school, as appropriate for that individual school. Contact the schools in your community to find out if they have a travel plan.

There is some useful information on travelling to school on the Council's website <https://www.oxfordshire.gov.uk/cms/public-site/travelling-school>

Local businesses may also have travel plans or want to develop a travel plan for their work force. There is a wealth of advice available for businesses in regards to their staff and sustainable travel to and from the workplace. Travel Management Advice comes in various forms such as:

- Business Information Packs
- 1:1 meetings with travel planners/ advisors
- Travel Plans

There is some useful information for organisations interested in travel planning [www.nationaltransport.ie/downloads/travel\\_planning\\_guidance\\_for\\_employers.pdf](http://www.nationaltransport.ie/downloads/travel_planning_guidance_for_employers.pdf)

Once you have completed your Local Transport Toolkit questions, you will have a clear picture of the transport services available to your community and those which operate in neighbouring areas.

### **Can key services be brought into your community?**

If there is a desire for transport for a particular purpose or activity, bringing a service into the community could be a cost effective alternative to transporting people out of your Parish.

Key services which can be brought into a rural area can be anything from supermarket deliveries, keep fit classes or a mobile library. For example, a yoga instructor may be willing to come and run a class if they can hire a venue at a reasonable rate and get enough people to pre-pay to demonstrate their commitment. A local butcher, who attends farmers markets, may be prepared to visit for an hour a fortnight and sell his products if the local community is committed to supporting his outlet and the Parish Council supports the application for a street vendors licence.

There have been some creative solutions to providing services within smaller communities, including post office facilities in churches or pubs, or the creation of community shops and pubs (see Community First Oxfordshire for more information).

**Could you work with key service providers to co-ordinate service provision and transport?**

If there is poor transport provision to a key service, you may want to discuss the difficulties some community members have in accessing the service with the service provider. For example, some hospital services (such as blood tests) are provided on a first come first served basis, however, if a long wait will result in an individual missing their return transport, priority may be able to be given to these patients. Similarly, appointment slots on a certain day may be given allocation priority to those using a specific transport service if it only operates one day a week.

**If you are planning to create a new transport service, are you able to work with other parishes to provide this service?**

There may be similar needs in neighbouring parishes, and these parishes may be keen to set up a similar service to your own parish. You may have already worked with your neighbouring parishes on this toolkit, and working together to create a cross boundary services may be more cost effective and be a better use of resources

**Implementing the transport solution/s**

When you have decided on which option/options are suitable to solve your transport problem, you will need to then think about the costs and practicalities of implementing the solution/s. The next section of Annexes will provide you with useful contacts and information to help you towards implementing the solutions.



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# Annex 1

## Useful Contacts

Oxfordshire County Council

<https://www.oxfordshire.gov.uk/cms/content/community-transport>

Community First Oxfordshire

<http://www.communityfirstoxon.org>

Community Transport Association UK

<http://www.ctauk.org>

Oxfordshire Community & Voluntary Association

<http://www.ocva.org.uk>

ACRE (Action with Communities in Rural England)

<http://www.acre.org.uk/rural-issues/transport>

# Annex 2

## Setting up a Community Transport Scheme

Community transport offers safe, accessible, cost-effective, flexible transport run by the community for the community. It is provided by the local community in response to specific local transport needs. The schemes run on a not-for-profit basis, or as a social enterprise, often involving volunteers to manage and deliver the service.

This section covers the process of getting a community transport scheme up and running after you have identified the transport need. For support on any of the steps in setting up a community transport scheme, please contact Community First Oxfordshire – [emily.lewis-edwards@communityfirstxon.org.uk](mailto:emily.lewis-edwards@communityfirstxon.org.uk)

- Hold a public meeting – the public meeting will demonstrate how much interest there is in setting up a community transport scheme and the meeting can be used to appoint a working group.
- Establish a working group – this will be a group of like-minded individuals who have agreed to set-up the new community transport scheme.
- Decide on the name – When deciding on a name for your local community transport scheme it is important to consider the following:  
What's in a name? The name should reflect the type of service it operates eg Watlington Voluntary Drivers or Aston Parish Community Minibus
- You should build up an awareness of the community transport scheme.
- It is important that your schemes does not use a name that is the same or very similar to that of another scheme.

### **Draft and Agree the Constitution**

The constitution should include the following

- The name of the community transport scheme.
- The area covered by the scheme
- The objectives and purpose of the scheme
- The responsibilities of the committee, the appointment of the officers and frequency of meetings.
- Who may become a member of the scheme and their voting rights.
- How funds are handled.
- What happens to the scheme's assets if it should be dissolved.

For additional information the Charity Commission can provide guidelines on when to use a constitution, the type of organisation a constitution creates, the organisations

that use this structure and how the constitution is put into operation. Go to <https://www.gov.uk/government/organisations/charity-commission>

#### Adopt the Constitution

Once the constitution has been agreed, the next step is to formally adopt the constitution by holding a meeting whereby the first members sign the constitution.

#### Register as a Charity

The Community Transport organisation needs to consider whether or not to become a charity. This can be done by completing the Charity Commission's charity registration form.

All charities must follow the requirements of charity law, which includes the submission of an annual report to the Charity Commission.

#### Advisory Group

It is useful to appoint an Advisory Group to provide guidance, local knowledge and to help promote the scheme. People involved are likely to be key influencers in the area, they may include:

- A representative from ACRE (Action with Communities in Rural England) is an invaluable resource to help set up your scheme
- Local voluntary representatives
- Local councillors are influential to help with funding.

#### Policies and Procedures

**Before any services are provided to the community, at the early stage the committee will need agreement on a number of key policies and procedures, including:**

##### Finance

It is important to have a good system of financial control in place to operate the finances of the scheme.

##### Insurance

Ensure that adequate insurance is in place, covering all aspects of the scheme such as vehicle, public liability and employer liability.

##### Recruiting volunteers

Be clear about what you want your volunteers to do, the training on offer and the working conditions. It is important to interview the volunteers and carry out the correct checks. Contact your local Volunteer Bureau or OCVA in Oxfordshire.

##### Employment and Training

You will need to have a clear idea of the employment responsibilities which rest with the committee members and be aware of the procedures which should be put in place for recruitment, staff development, health and safety, training and so forth.

# Annex 3

## Types of Transport Service

### General Information

There are a large number of potential solutions to local transport problems and in order to successfully implement your preferred solution it is a good idea to ensure that you have a grasp of the basic legal and operational frameworks that govern most road transport operations. This will help you regardless of whether you intend to establish a community-based minibus scheme or simply attempt to negotiate a service alteration with an existing bus operation. Similarly, it is also a good idea to have an awareness of the role played by your local authority in supporting Public and Community Transport provision. You may need their assistance and involvement in developing your solution.

It is not possible for a Toolkit of this nature to explain all aspects of legislation and regulation relating to road transport operation. However for many of these types of service you will, if you are simply procuring them from an established local operator, not necessarily need to have a detailed knowledge of the relevant legal and operational frameworks. (You should however know enough to be able to check that any operator you contract with is properly licenced, complies with relevant regulations and operates safely and legally). Equally you may not need to understand the intricacies of Concessionary Fares reimbursement regulation if all you are doing is ensuring that any operator you contract with to provide a service for older people is prepared to accept concessionary passes.

The Transport Options table below explains the basic features that define bus, minibus, taxi, community transport and community car/car sharing operation. In all these cases key legislative aspects relate to whether the service is being operated for 'Hire and Reward': i.e. for profit or 'not for profit' and to the licensing and other operations requirements for the operator or driver.



## TRANSPORT OPTIONS

### Registered Local Bus Service

A Local Bus Service operated under a Passenger Service Vehicle (PSV) Operator's (O) Licence, with a conventional fixed timetable, available to the general public and charging separate fares to each passenger. The Operator must hold a full 'O' Licence, and all drivers must hold a PCV driving licence.

### Flexible Routes, Registered Local Bus Service

A Flexible Routed Local Bus Service operated under a PSV Operators Licence, running within a specified geographical area (perhaps with some limited fixed stops), available to the general public at stops or throughout pre booking, and charging separate fares to each passenger. The Operator must hold a full 'O' Licence and all drivers must hold a PCV driving licence.

### Hackney Carriage

A Hackney Carriage is a taxi with a meter which is licensed to collect passengers from a taxi rank and is available for hire immediately through the driver (i.e. to be hailed in the street). Hackney carriage vehicles may ply for hire and pick up fares. Operators need to hold a Hackney Carriage Licence and the vehicle should prominently display a Hackney Licence Plate.

### Private Hire Vehicle (Taxi/PHV)

A Private Hire vehicle is a motor vehicle constructed or adapted to seat fewer than nine passengers, other than a hackney carriage, public service vehicle or a London Cab, which is provided for hire with the services of a driver for the purpose of carrying passengers. It must display a Licence plate and be pre-booked by telephone or other means.

### Private Hire Minibus or Coach (PSV)

A minibus with nine or more seats operated under a full or restricted PSV Operators Licence; for hire and reward, available for booking by groups and organisations. The vehicle must be booked as a whole and separate fares cannot be charged.



### Community Minibus (Section 19 Permit)

Community Transport (CT) is a service run by a not-for-profit organisation that benefits a local community, using volunteer or paid drivers. It is often used in rural communities to access health, education and leisure facilities where traditional buses are not cost effective. Most projects operate under a Section 19 Community Bus Permit, and mainly use minibuses with between 9 and 16 seats. There are essentially two types of service: Group Hire (open to eligible local groups) and Dial-a-Ride or Demand Responsive Transport (open to eligible individuals).

Both require the organisation to obtain a Permit if the passengers contribute to the costs of their journeys, and the organisation specifies which classes of eligible passengers it will carry when applying for the Permit. A Section 19 Permit is generally for (Class A) the organisation's own members, (B) for persons whom the organisation exists to benefit, (C) disabled persons and their helpers, (D) pupils or students and (E) persons living within the geographically defined local community or group of communities whose public transport needs are not met other than by virtue of the services provided by the organisation holding the Permit.

This means that residents in isolated rural areas without access to a private car are now eligible for membership of Section 19 CT Schemes. Services can be timetables and a charge can be made. Driver licensing requirements depend on size of vehicle and when the driver passed their test. Someone with a licence to drive a car is not automatically licensed to drive a minibus. There are legal operational requirements around the use of seat belts and safe transport for children.

### Community Minibus (Section 22 Permit)

Section 22 Permits are issued to organisations to provide what is usually termed a Community Bus Service. Unlike Section 19 Permit vehicles, these are 'local bus services' that can carry the general public. They are registered services and must run to a timetable. Drivers can be paid but must conform to Driver's hour's regulations.

The route and timetable must be registered with the Traffic Commissioner's and the service must operate as schedules, within the regulations as to timings etc. that apply. Provisions in the 2008 Act mean that operators of Section 22 Community Bus services will now be able to pay their own drivers. Previously these drivers had to be volunteers. Also it will now be possible to apply for a Section 22 Permit to be endorsed by the Traffic Commissioner for use on a vehicle larger than 16 passenger seats. The permission to operate larger vehicles on a Section 22 Permit will be given on condition that adequate maintenance facilities exist.



## Voluntary and Community Car Schemes

A Voluntary and Community Car Scheme – with a registered volunteer providing transport in his/her own vehicle. Voluntary or Community Car Schemes are not-for-profit schemes and are open to anyone, although usually schemes have eligibility criteria.

Volunteer drivers provide transport in their own vehicles in return for a contribution towards the running costs, which users of the service are charged for each journey. HM Revenue & Customs have established an Approved Mileage Allowance Payment (AMAP) rate of 45 pence per mile for the first 10,000 miles then 25 pence for every mile thereafter. The total received, however, must not exceed the running costs of the vehicle. It is not advisable to pay the driver more than the AMAP because any payment over this amount would be considered to be profit and subject to tax. It may also invalidate the driver's insurance and take the car's operation outside car sharing and into private hire legislation.

Voluntary car schemes are often ideal for rural locations as they can be the only realistic alternative to a high-cost taxi journey, which for those on low income can quickly become unaffordable.

Some Car Schemes focus on specific transport needs such as medical appointments but others offer more than just transport service, and include lunch clubs and visiting. Schemes are often focused on the elderly, who would otherwise suffer from social isolation. In some cases, drivers will provide additional support by staying with passengers during appointments or whilst they are shopping.

Volunteers using their own cars to provide transport do this using car sharing legislation and no permits are needed to run a Community Car Scheme provided it is on a non-for-profit basis. Volunteer drivers will need to have an appropriate driver's licence and the vehicles will need to be suitable for carrying passengers, with a current MOT certificate.

Volunteer drivers will need to check with their car insurance company that their policy remains valid, but most insurance company policies are not invalidated when car sharing on a non-for-profit basis. If the driver is likely to come into contact with children and/or vulnerable adults then a DBS check will be necessary and if you are going to hold personal details of scheme.

## Taxi-buses and Shared Taxis

The main legal provisions under which flexible Taxi services can be operated are as follows:

**Shared taxis and PHV's** – advance booking: licenced taxis and PHV's can provide a service at separate fares for up to eight sharing the vehicle. The operator matches up passengers who book in advance and agree to share the vehicle at separate fares (lower than for a single hiring of the vehicle).

**Shared Taxis** – immediate hiring's: the local licensing authority can set up schemes whereby licensed taxis (not PHV's) can be hired at separate fares by up to eight people from ranks or other designated places. (The authority is required to set up a scheme if holders of 10% or more of the taxi licences in the area ask for one). The passengers pay only part of the metered fare, but the driver receives more than the metered fare.

**Taxi-buses** – owners of licensed taxis can apply to the Traffic Commissioner for a 'restricted public service vehicle (PSV) operator licence'. The taxi owner can then use the vehicle to run a bus service for up to eight passengers. The route must be registered with the Traffic Commissioner and must have at least one stopping place in the area of the local authority that licensed the taxi, though it can go beyond it.

In summary, Taxi-bus and Taxi-share schemes are designed to provide flexible public transport for more isolated communities that are not located along conventional bus routes. The service is provided by Hackney carriage or Private Hire Vehicle (PHV) with a maximum capacity of up to 8 passengers. Taxi-bus routes pick up and set down passengers at stops along a specified route. They must operate to the published timetable, stop at bus stops, but can also be boarded on a 'hail and ride' basis. They charge separate fares and may accept concessionary bus passes.

Shared Taxis are sometimes timetabled services but can also provide a door-to-door service. Journeys may need to be booked in advance, but return booking and repeat block bookings can be made. Fares are fixed per journey and can be subsidised by a local organisation. Concessionary bus passes are not usually eligible. A Taxi-share journey does not need to run if there are no pre-booked journeys, with the operator not charging for that journey.

# Annexe 4

## The Local Transport Act 2008

The Local Transport Act 2008 revised some aspects of the Transport Act 1985 and produced a number of important changes to the way public and Community Transport is delivered.

The Act:

- **Empowers local authorities to take appropriate steps to meet local transport needs in the light of local circumstances.**
- **Gives local authorities new powers to improve the quality of local bus services.**
- **Creates a new bus passenger champion.**
- **Gives local authorities the power to propose governance changes to the way in which services are planned.**
- **Gives more flexibility to Community Transport operators.**

The Act introduced a number of new provisions intended to streamline the administration of the Community Bus Permit scheme and enhances its potential effectiveness. Section 19 and 22 Permits allow Community Transport operators exemption from the need to hold a Passenger Service Licence (PCV/PSV) when operating for 'Hire and Reward'. PCV/PSV operation requires the operator to hold a relevant Certificate of Professional Competence (CPC) and full or restricted Operator's Licence. Drivers must hold an appropriate licence.

Professional Bus and Coach Companies operate in this way. Large parts of the act are only relevant to England outside London. However, the changes to Section 19 and 22 Permits cover the whole of England, Scotland and Wales.

Essentially accepting any sort of payment for providing transport to passengers constitutes operation for Hire and Reward and falls within the remit of the regulations in the 1985 Act, although tempered by any relevant 2008 Act revisions. Therefore unless you intend to provide bus or minibus based transport to your community or members absolutely free of charge (donations count as a charge in this context) you, or your preferred operator; will need to be providing a service that operates and is licensed under either PSV or Community Bus Permit regulations.

The Act changed Section 19 Small Bus Permits to Section 19 Standard Permits. This now allows these to be used on vehicles fewer than nine passenger seats, but only on the basis of charging separate fares, which potentially presents additional problems. Standard Permits used on minibuses of 9-16 seats are not subject to the separate fares restriction. New applications for a Standard Permit will have the option of a new class of passenger, '**Persons living within a geographically defined local community, or group of such communities, whose public transport needs are not met other than by virtue of service provided by the body holding this permit.**' Whilst this may imply that Section 19 Permit vehicles can carry a wider section of the community; the requirement not to carry the 'general public' remains. However it does mean that residents of rural communities without adequate existing public transport services will be eligible for membership of a Section 19 Community Bus service.

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