

Report of the Director of City Development

Community Transport Study Proposal

Summary

1. This report is a brief update to present a proposed scope of works to investigate opportunities to restart a community transport service in York. The intention is to find a model to replace the previous service, known as Dial & Ride, which folded at the end of 2023.

Background

2. The Dial & Ride task and finish group undertook extensive discussions with users of the Dial & Ride service and a range of key stakeholders. The concluding report of the steering group made seven recommendations including developing a strategy to effectively promote a reinstated Community Transport service among key client groups.
3. £20k was allocated within the 25/26 budget to commission a study to provide the evidence and detail required to inform a strategy into reinstating a community transport service like Dial & Ride. Officers have considered the findings of the task and finish group and have developed a proposed series of study requirements for agreement with Place Scrutiny prior to commissioning.

Consultation

4. Extensive consultation was undertaken by the task and finish group. Working with potential customers and delivery partners will be a key part of developing a model, specification and contract for Dial & Ride in York.

Options

5. **Option 1.**
Commission the study to deliver the outputs outlined in Annex A.

6. **Option 2.**
Make changes to the proposed outputs in Annex A.

Analysis

7. Option 1. The proposed outputs to be commissioned from a Dial & Ride study are outlined in Annex A. These outputs are considered to present sufficient information, within the £20k budget, to enable officers and members to make informed choices about future potential community transport operating models in York.
8. Option 2. Any suggested amendments or changes from Place Scrutiny members are welcome but need to be mindful of the £20k available budget.

Council Plan

9. Equalities and Human Rights: A community transport service enables people to independently access key destinations around the city that they may otherwise be unable to.

10. **Implications**

- **Financial** *There are no implications associated with this report.*
- **Human Resources (HR)** *There are no implications associated with this report.*
- **Equalities** *There are no implications associated with this report.*
- **Legal** *There are no implications associated with this report.*
- **Crime and Disorder** *There are no implications associated with this report.*
- **Information Technology (IT)** *There are no implications associated with this report.*
- **Property** *There are no implications associated with this report.*
- **Other** *There are no implications associated with this report.*

Risk Management

11. No risks have been identified at this stage of work.

Recommendations

12. Members are asked to consider;

- 1) Agree to the proposed study outputs in Annex A.

Reason: So that officers can progress work to identify suitable options for community transport in York.

Contact Details

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Chief Officer Responsible for the report:

Garry Taylor
Director of City Development

Report
Approved



Date 13/11/2025

Tom Horner
Head of Transport Policy and Travel
Behaviour

Report
Approved



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Specialist Implications Officer(s) n/a

Wards Affected:

All

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For further information please contact the author of the report

Background Papers:

Report for discussion by the Economy, Place, Access & Transport Scrutiny Committee on 25 June 2024.¹

¹ [Dial and Ride Report for EPAT - Final.pdf](#)

Annexes

Annex A: Proposed Dial & Ride Study Outputs