

Annex A – Summary of current Dial & Ride service

1. This Council service operates five days per week, Monday to Friday. The Council entered into the current arrangement with York Wheels operating Dial & Ride on its behalf in 2003 in order to support the development of the voluntary sector. Before this date, it was operated by the Tees East and North Yorkshire Ambulance Service on the Council's behalf.
2. The service uses the following resources:
 - i. 3 mini bus vehicles¹
 - ii. 6 drivers²
 - iii. 0 passenger escorts
 - iv. 1 back up/spare vehicle
3. The buses are all equipped for people who have difficulty walking and for wheelchair users. Passenger capacity for the 2 older buses (Iveco 04 plate) is 12 seated and up to 2 wheelchairs. Passenger capacity for the 2 newer buses (Mercedes 60 plate) is 14 seated or 12 seated and up to 2 wheelchairs.
4. The Dial & Ride service operates between 9am and 5pm and provides a door-to-door service for qualifying residents³ taking them from home to the city centre or to edge of town shopping locations. The service also provides transport to the Swimability disabled swimming sessions at Energise pool on Sundays. The list of current destinations is:
 - i. City Centre
 - ii. Askham Bar / Clifton Moor (dependent on passengers' ward)
 - iii. Energise (formerly Oaklands Sports Centre)
 - iv. Monks Cross
 - v. Sainsbury's (Foss Bank) and Morrisons (Foss Islands)
5. Bookings are made in advance by telephone between 8:00am and 12:00pm, Monday to Friday. There are limited seats available on

¹ The buses are owned and maintained by the council.

² The council purchases 120 hours per week of 'driver-time' from York Wheels (3 FTE). York Wheels currently employs 6 dedicated drivers to fulfil the requirements of the Service Level Agreement (working one week on, one week off).

³ Qualification for Dial and Ride is classed as people who cannot use other public transport services'

each bus, therefore bookings cannot be taken once a bus is full. Bookings for journeys can be made up to four weeks in advance.

6. The administration function for Dial & Ride is undertaken by an employee working for York Wheels but based at 9 St Leonards Place, utilising Council IT and telephones. The employee's responsibilities include arranging bookings, route planning, dealing with vehicle maintenance and breakdowns and responsibility for ensuring that the revenue is correctly accounted for and transferred to CYC.
7. The charges for journeys are currently:
 - i. Single fare £1.75
 - ii. Return fare £3.50
 - iii. Single for bus pass holder £1.00
 - iv. Return for bus pass holder £1.75
 - v. Blind person's bus pass holders travel free
8. In the calendar year 2010, 15,655 journeys were undertaken by the Dial & Ride service carrying 365 passengers in total. The breakdown of journey destinations for this period is as follows:
 - i. City Centre (with Sainsbury's Foss Bank and Morrisons Foss Islands) – 33%
 - ii. City centre only – 16%
 - iii. Tesco (Askham Bar) – 6%
 - iv. Tesco (Clifton Moor) – 7%
 - v. Sainsbury/Asda (Monks Cross) – 35%
 - vi. Edmund Wilson/Energise – 3%