

**Economy, Place, Access and Transport
Scrutiny Committee**

27 February 2024

Report of the Head of Democratic Governance

Task and Finish Group Review into Dial & Ride services

Summary

1. This report presents information in support of a proposed Task and Finish scrutiny review into Dial & Ride-type Community Transport provision, and asks Members to consider and endorse the proposed remit, objectives, and timeframe for the review's completion.

Recommendations

2. The Committee is asked to:

Consider and endorse the proposed remit, objectives, and timeframe for a Task and Finish scrutiny review of Dial & Ride-type Community Transport provision or suggest appropriate revisions.

Reason: To enable the Task and Finish Group to proceed with work on the agreed review in line with scrutiny procedures.

Background

3. At the January 2024 meeting of the Economy, Place, Access and Transport Scrutiny Committee, during discussion of the committee's Work Plan, Cllr Stephen Fenton proposed a Task and Finish review into Community Transport provision in York in light of the decision by the charity York Wheels to cease operating the Dial & Ride service which they had been commissioned by City of York Council to provide. This service ceased operation on 31 December 2023.
4. The committee agreed that this was a topic worthy of review and decided to establish a Task and Finish group to undertake this work on the

committee's behalf and to bring an outline proposal to the next meeting. Cllr Jane Burton and Cllr Chris Steward volunteered to join the Task and Finish group alongside Cllr Fenton.

5. Members of the Task and Finish group approved a draft outline proposal which is now presented to the committee.

Aim

6. To review Community Transport provision in the City of York and suggest options for consideration should the council wish to commission a replacement for the Dial & Ride service.

Objectives

7. The Task and Finish Group have proposed the following objectives:
 - i. Establish the cost and specification of the Dial & Ride service that was commissioned by CYC and provided by York Wheels until 31 December 2023;
 - ii. Establish whether there remains a need for a Dial & Ride-type service in York;
 - iii. Establish the nature and scope of current Community Transport provision in the city;
 - iv. Identify examples of services similar to York's Dial & Ride which are provided in other areas of a similar size to City of York Council area;
 - v. Make recommendations to Officers / Executive Members on possible options for the reinstatement of a Dial & Ride-type service, with financial and operational considerations clearly set out.

Consultation and Methods

8. To progress the review the Task and Finish group has proposed the following investigation and consultation:
 - i. Undertake an online review of Dial & Ride-type provision in comparator towns and cities and compile findings;
 - ii. Where appropriate, arrange information-gathering Teams or phone calls with service providers in other towns and cities;

- iii. Meet with CYC officers and request relevant documentation in order to better understand the cost and specification of the Dial & Ride service commissioned from York Wheels;
- iv. Meet with representatives from York Wheels to better understand the issues that led to them withdrawing the Dial & Ride service;
- v. Meet with representatives of the York Bus Forum and other interested individuals and organisations such as advocacy groups for older people and disabled people;
- vi. Speak with residents who used the Dial & Ride service to better understand the impact on them of the service's withdrawal. In order to do this, it is suggested that all CYC elected members are asked if they have been contacted by residents who used the Dial & Ride service, and if so, ask them to ask those residents if they would be happy to speak to a member of the Task & Finish Group.

Timeframe

9. The suggested timeframe for the completion of this work is as follows:
 - i. Review tasks to be completed by 1 March 2024;
 - ii. A draft report setting out the information gathered and emerging recommendations to be completed by 8 March 2024 shared for review as appropriate;
 - iii. This report (as amended) to be considered by the EPAT committee at its meeting on 25 March 2024.

Options

10. The following options are available to Members:
 - i. Endorse the draft remit, objectives, and timeframe proposed by the Task and Finish Group;
 - ii. Amend the draft remit, aim and/or objectives, or timeframe;
 - iii. Add any further objectives the Committee agrees are relevant.

Analysis

11. There is no analysis at this stage.

Council Plan

12. A review of this topic would support the *One city for all, 2023 to 2027* Council Plan priority of sustainable, accessible transport for all.

Implications

13. There are no implications to be addressed at this stage in the process. Any relevant implications will be identified by the Task & Finish Group during their review.

Risk Management

14. Any identified risks associated with the findings from this review will be included in the draft final report arising from this review.

Contact Details

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Report **Date** 19/02/2024
Approved

Wards Affected:

All

For further information please contact the author of the report.

Background Papers: None.

Annexes: Annex A: Proposed Task & Finish Group review into 'Dial & Ride' services – *outline proposal*.

List of Abbreviations Used in this Report

EPAT Economy, Place, Access and Transport Scrutiny Committee