

OVERVIEW AND SCRUTINY TASK GROUP - PUBLIC TRANSPORT ISSUES

MONDAY, 8TH DECEMBER 2014, 6.00 PM
COMMITTEE ROOM 1, TOWN HALL, CHORLEY

AGENDA

APOLOGIES

1 DECLARATIONS OF ANY INTERESTS

Members are reminded of their responsibility to declare any pecuniary interest in respect of matters contained in this agenda.

If you have a pecuniary interest you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly influence a decision on the matter.

2 MINUTES

(Pages 3 - 6)

To confirm the minutes of the Overview and Scrutiny Task Group – Public Transport Issues meeting held on 4 November 2014 (enclosed).

3 RESPONSE TO THE CONSULTATION ON THE DRAFT CRITERIA FOR ASSESSING LANCASHIRE COUNTY COUNCIL SUBSIDISED BUS SERVICES

(Pages 7 - 18)

To consider the draft response and covering letter to Lancashire County Council (enclosed)

4 CUMBRIA COUNTY COUNCIL - COMMUNITY AND RURAL TRANSPORT SCHEME

(Pages 19 - 24)

Attached is some information from Cumbria County Council's website on their Rural Wheels, Village Wheels and Community Wheels scheme.

The link below takes you to the Cumbria County Council Travel and Transport pages of their website which has further information.

<http://www.cumbria.gov.uk/roads-transport/public-transport-road-safety/transport/commtrans/ruralwheels.asp>

We hope to have more background information from their Rural Wheels Co-ordinator and this will be issued as soon as it becomes available.

5 **COMBINED AUTHORITY - REVISION TO SCOPING DOCUMENT**

(Pages 25 - 26)

To discuss revising the task group's scoping document to include Combined Authorities. The current scope is attached.

GARY HALL
CHIEF EXECUTIVE

Electronic agendas sent to Members of the Overview and Scrutiny Task Group - Public Transport Issues Councillor Robert Finnamore (Chair), Councillor Julia Berry (Vice-Chair) and Councillors Charlie Bromilow, Margaret France, Mike Handley, Matthew Lynch, Mark Jarnell, June Molyneaux, Kim Snape and John Walker.

If you need this information in a different format, such as larger print or translation, please get in touch on 515151 or chorley.gov.uk



MINUTES OF OVERVIEW AND SCRUTINY TASK GROUP - PUBLIC TRANSPORT ISSUES

MEETING DATE Tuesday, 4 November 2014

MEMBERS PRESENT: Councillor Robert Finnamore (Chair), Councillor (Vice-Chair) and Councillors Margaret France, Mike Handley, Matthew Lynch, Mark Jarnell, June Molyneaux, Kim Snape and John Walker

OFFICERS: Lesley-Ann Fenton (Director of Customer and Advice Services) and Dianne Scambler (Democratic and Member Services Officer)

APOLOGIES: Councillor Julia Berry

14.PT.3 Declarations of Any Interests

There were no declarations of any interests.

14.PT.4 Minutes

RESOLVED – That the minutes of the Overview and Scrutiny Task Group – Public Transport Issues meeting held on 7 October 2014 be confirmed as a correct record for signing by the Chair.

14.PT.5 Scoping of the Review

The Group considered the draft scoping of the review that had been drafted following the discussions that took place at the last meeting.

The Group accepted that a review of the issues relating to all public transport would be too much to take on in the amount of time remaining and agreed to narrow the scope by investigating how the Council could influence improved bus transport services for its residents.

The Council would however continue to lobby Network Rail regarding individual rail issues by correspondence and seek to recommend an annual Three Tier Forum meeting being held, dedicated to transport related issues.

Members were keen to make sure that the current level of bus services were protected and where possible, improved upon, especially in the provision of sustainable community services to the elderly, isolated and often vulnerable members of our community.

The Group also discussed recent news relating to the introduction of Oyster Cards for Manchester as it was thought that this would potentially impact on bus travel in Chorley. The Oyster Card is a pre-paid card that can be used across all transport services and is more cost effective for the operators as they are purchased online or in one central place rather than on the individual mode of transport. This could be an issue that Lancashire County Council needed to explore further so as to understand the impact this decision may have.

RESOLVED – That subject to some minor changes to the wording of the objectives, the scoping of the review be agreed and taken to the next meeting of the Overview and Scrutiny Committee for approval.

14.PT.6 Lancashire County Council's Subsidised Bus Service Criteria

The Group considered the new criteria for subsidised bus services which Lancashire County Council had recently consulted upon as part of a bus service network review

The key priority for Lancashire County Council's bus services will be to consider the principal purpose of the bus service and how it is used. A score will be allocated (up to a maximum of 10) based on whether services provide access for employment (5), followed by education (4), health/medical/welfare (4), shopping (2), personal business and leisure (1).

Members were concerned about the scoring system that had been proposed for the Operational Services Days. The reduced scores for daytime services on Sunday and evening services does not help with social isolation issues.

There was also a view that there could be changes to the frequency of some services on Monday to Saturday that could potentially free up some of the costs that could then be used to provide extra services on Sunday and in the evenings and the Group would like to ask County to look in to this before any decision is made.

With regards to the Accessibility objective Members had concerns about some of the travel choices that were offered as an alternative.

The bus companies were sometimes using transport that was too large for what was actually required and Members were keen to find out if all routes were assessed by need before the decision was taken on which size of vehicle to use.

The Task Group discussed a number of issues that posed several questions that they wished to ask of Lancashire County Council that included:

- If Tesco made a contribution to help fund the bus service to their store.
- Which routes are serviced by the Chorley Network buses and which ones are intended to be removed?
- Does the County Council receive a ring-fenced budget as the Transport Authority for Lancashire from Central Government and if so, where is this money spent and what portion if any relates to provision of transport in Chorley

It is the Council's understanding that the bus services contracts would soon be coming to an end, around the end of March and that the reviewed subsidised bus services would need to be in place by April. With this in mind it was AGREED to feedback the Group's views straight away so that their concerns could be taken into account before the contracts were finalised.

14.PT.7 Next steps

The Group discussed what steps would be taken over the next few months that included:

- Researching community travel schemes that were similar to the proposed Parish Partnership idea that had been mentioned by Lancashire County Council. This would be achieved by interviewing representatives from a Council that has undertaken a similar proposal.
- Influencing the Parish Partnership model before the actual format is decided upon, by finding out what the parishes actually want and identifying any gaps in need.
- Speaking to representatives from organisations such as Dial a ride and the Chorley and South Ribble Disability Forum
- Evaluating how and what information is currently provided about services and how these can be improved upon.

It was AGREED to invite representatives of a similar community travel scheme to the next meeting of the Group on 8 December 2014.

Chair

Date

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Consultation on the draft criteria for assessing Lancashire County Council subsidised bus services

What is the consultation about?

Lancashire County Council has developed a new method for assessing subsidised local bus services and wishes to consult on this proposed new criteria. We are consulting with all interested parties over the next 7 weeks and welcome views on the draft criteria.

All feedback will be treated confidentially. The feedback will be taken into consideration and where appropriate, changes will be made in line with comments received. We aim to have an agreed bus service assessment criteria in place by September 2014, which will then be published on our web pages.

Please refer to the proposed bus services criteria and criteria explanation which can be found on the 'Draft criteria for assessing subsidised bus services' consultation page at www.lancashire.gov.uk/haveyoursay .

1. Please read the instructions carefully.
2. Please use a blue or black pen to fill in the questionnaire.
3. Please check you have answered all the appropriate questions.
4. Please return your completed questionnaire by **31 July 2014** to Have your say, Lancashire County Council, County Hall, PRESTON, PR1 8XJ.

Journey purpose, business growth

A key priority for LCC's subsidised bus services will be to consider the principal purpose of the bus service and how it is used. A score will be allocated (up to a maximum of 10) based on whether services provide access for employment (5), followed by education (4), health/medical/welfare (4), shopping (2), personal business and leisure (1).

Q1 How strongly do you agree or disagree with the suggested categories and scores?

Please tick ü one box only

Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Q2 If you disagree, please tell us why you disagree.

Please write in below

There is no acknowledgment of Social Isolation or Rural Accessibility within the scoring criteria and given that we are an aging population in Lancashire and many parts of it are rural, already with limited transport access. Members feel that this should be reviewed.

Q3 Are there any other categories you think should be included?

Please tick ü one box only

Yes	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

Q4 If yes, what categories should we include and what score should they be given?

Please write in below

Social Isolation
 Rural Accessibility
 Both categories a minimum scoring of (4)

Sustainable economic growth

We will allocate a score to bus services based on how many trips they make that serve employment areas, including business parks, town and city centres.

Q5 How strongly do you agree or disagree with the suggested options and scores?

Please tick ü one box only

Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Q6 If you disagree, please tell us why you disagree.

Please write in below

Some businesses operate 24 hours, and do not just operate between the hours of 9am to 5pm, five days a week. They often operate well into the evening or early in the morning and are not necessarily located in designated business parks or centres. Many residents work shifts, therefore the bus service needs to be available at times outside 9am-5pm, so that employees can get to work. Any scoring needs to reflect this.

Q7 Are there any other options you think should be included?

Please tick ü one box only

Yes	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

Q8 If yes, what options should we include and what score should they be given?

Please write in below

Access to rural businesses and service centres (location)
 Access to businesses outside of core hours (time)
 Both categories a minimum scoring of (2)

Impact on carbon emissions

We will allocate a score to bus services based on proximity to Air Quality Management Areas and congestion hotspots.

Q9 How strongly do you agree or disagree with the suggested options and scores?

Please tick ü one box only

Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 If you disagree, please tell us why you disagree.

Please write in below

Q11 Are there any other options you think should be included?

Please tick ü one box only

Yes	<input type="checkbox"/>
No	<input checked="" type="checkbox"/>
Don't know	<input type="checkbox"/>

Q12 If yes, what options should we include and what score should they be given?

Please write in below

Operational service days

We will allocate a score to bus services based on the days and frequency of operation. Those services operating on Monday to Saturday daytimes, where no alternative commercial service is available, will be given higher priority.

Q13 How strongly do you agree or disagree with the suggested options and scores?

Please tick ü one box only

Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Q14 If you disagree, please tell us why you disagree.

Please write in below

Some assessment needs to be undertaken on usage, to identify where there may be lulls in requirement, for example, at lunch times, mid-morning or mid-afternoon. Consideration needs to be given to a reduced service at these times. However, this reduction should be compensated by the provision of services in the evenings and at weekends to ensure that adequate services are running at these times to meet demand.

Q15 Are there any other options you think should be included?

Please tick ü one box only

Yes	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

Q16 If yes, what options should we include and what score should they be given?

Please write in below

Monday – Saturday daytime – consistent usage at all times (5)
 Monday – Saturday day time – variable usage (4)
 Daily evening score (3)
 These scores would support rural isolation and access to work for people who work on shifts.

Accessibility – travel choice

We will allocate a score based on whether there are alternative public transport solutions available in the vicinity within 800m radius of current subsidised bus services. Areas not served by alternative public transport will receive a higher score.

Q17 How strongly do you agree or disagree with the suggested options and scores?

Please tick ü one box only

Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Q18 If you disagree, please tell us why you disagree.

Please write in below

Happy with the concept of reasonable alternative but feel that County are failing to acknowledge that the alternative offered may mean that the person has to undertake a convoluted route which can often have additional cost and time implications for the user.

Q19 Are there any other options you think should be included?

Please tick ü one box only

Yes	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

Q20 If yes, what options should we include and what score should they be given?

Please write in below

Alternative within 2 hours during daytime within no more than 800 metres (similar route and duration as far as is reasonably possible (duration no more than half the distance again)) (6)
 Alternative within 2 hours during daytime at same location (similar route and duration as far as is reasonably possible (duration no more than half the distance again)) (5)
 Alternative within 1 hour during daytime within no more than 800 metres (similar route and duration as far as is reasonably possible (duration no more than half the distance again)) (4)
 Alternative within 1 hour during daytime at same location (similar route and duration as far as is reasonably possible (duration no more than half the distance again)) (2)

Access for older and disabled people

We will allocate a score to bus services based on how many people with older or disabled persons ENCTS passes are carried, giving a higher priority for those carrying a greater number of pass holders.

Q21 How strongly do you agree or disagree with the suggested options and scores?

Please tick ü one box only

Strongly agree

Tend to agree

Tend to disagree

Strongly disagree

Don't know

Q22 If you disagree, please tell us why you disagree.

Please write in below

Q23 Are there any other options you think should be included?

Please tick ü one box only

Yes

No

Don't know

Q24 If yes, what options should we include and what score should they be given?

Please write in below

Service usage

We will allocate a score to bus services based on the overall number of passengers carried each year.

Q25 How strongly do you agree or disagree with the suggested options and scores?

Please tick ü one box only

Strongly agree

Tend to agree

Tend to disagree

Strongly disagree

Don't know

Q26 If you disagree, please tell us why you disagree.

Please write in below

Q27 Are there any other options you think should be included?

Please tick ü one box only

Yes

No

Don't know

Q28 If yes, what options should we include and what score should they be given?

Please write in below

Overall

Lancashire County Council currently assesses its subsidised local bus services purely on financial grounds - 40% of the cost of the provision should be met through fares income, including both that paid by passengers on bus together with the reimbursement of funding from the carriage of older or disabled persons ENCTS concessionary travel pass holders .

The proposed new criteria takes into consideration operational aspects of the subsidised bus services and also the county council's priority themes.

Q29 How strongly do you agree or disagree with the suggested options and scores?

Please tick ü one box only

Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q30 Do you have any further comments to make on the proposed criteria?

Please write in below

Assessments of the all the routes should be undertaken to ascertain the level of provision needed, to ensure that the right size of vehicle is used. This will help to reduce costs, otherwise there is the strong possibility that in some cases the 40% contribution will not be met.

About you

Q31 Are you responding to this consultation...?

Please tick ü one box only

As a member of the public

On behalf of an organisation/business

Q32

If you are responding on behalf of an organisation/business, what is the name of the organisation you are responding to this consultation on behalf of?

Please write in below

Overview and Scrutiny Committee – Chorley Council

Q33

If you are responding on behalf of an organisation/business within your organisation, which of the following best describes your position?

Please tick ü one box only

Operational

Management Senior

management

Other

Q34

Please provide your postcode. We are asking for this so we can consider responses based on location.

Please write in below

PR7 1DP

How do I share my views with you?

The formal consultation period will run from 12 June 2014 – 31 July 2014.

You have until this date to send us any comments you wish to make.

Please return the completed questionnaire to:

Have your say
Lancashire County Council
County Hall
PRESTON
PR1 8XJ

If you have any queries about this consultation, please email them to haveyoursay@lancashire.gov.uk or call 0808 1443536 (free from landlines) and leave a message.

Thank you for taking part in this consultation

Our Ref:
Your Ref:
Date: 21 November 2014

Lancashire County Council
County Hall
Preston
PR1 8XJ

Dear Sir/Madam

**CONSULTATION ON THE DRAFT CRITERIA FOR ASSESSING LANCASHIRE COUNTY COUNCIL
SUBSIDISED BUS SERVICES**

County Councillor John Fillis, Cabinet Member for Highways and Transport and Tony Moreton, Assistant Director of Sustainable Transport attended a meeting of our Overview and Scrutiny Task Group who are currently undertaking a scrutiny review of Public Transport Issues in Chorley.

One of the areas of discussion was the current arrangements of subsidised bus service provision in Chorley and even though your consultation on the draft criteria for assessing this provision had ended, County Councillor Fillis extended an invitation to the group to respond to the proposals as he would welcome their comments.

Please find enclosed the formal response of the Overview and Scrutiny Committee of Chorley Council to your recent consultation on the draft criteria for assessing Lancashire County Council subsidised bus service.

Yours sincerely

Councillor Robert Fynamore
Chair of Overview and Scrutiny Task Group – Public Transport Issues

Email: dianneb.scambler@chorley.gov.uk
Tel: 01257 515034
Fax: 01257 515151

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Rural Wheels, Village Wheels and Community Wheels

Rural Wheels

Rural Wheels provides door-to-door transport for people who do not have, or are unable to access scheduled transport.

The service can be used for a variety of purposes including:







- Making connections with buses or trains
- Doctor, Dentist or Optician appointments
- Visiting friends or family in hospital
- Shopping
- Visiting friends or family

It does not duplicate other County Council transport provision and therefore cannot be used for transport to day care, school, nursery or college and cannot be used for hospital appointments/treatment if Patient Transport is available. If you need transport to get you to your hospital appointment please check your eligibility for Patient Transport by contacting the Patient Transport Service run by North West Ambulance on 0800 032 3240.

Rural Wheels uses a 'Smartcard' to pay for travel and a central booking system to plan journeys. Passengers need to apply for the Smartcard before they are able to travel. The value of the Smartcard can be topped up with the transport provider or alternatively at local post offices, libraries and mobile libraries. Transport requests must be booked by telephone before noon the day before travelling and passengers may be asked to be flexible about their travel time and also to share transport which will be at a reduced fare.

To apply online please use the following link or alternatively download the application form from the table below. You can return your downloaded application by post or alternatively contact the Rural Wheels coordinator on 0845 602 3786 to apply over the telephone.






Rural Wheels Online Application [📄](#)

Title	Date	Size
 Rural Wheels Allerdale	29/08/2014	1635k
 Rural Wheels Barrow	29/08/2014	1276k
 Rural Wheels Carlisle	29/08/2014	1472k
 Rural Wheels Copeland	29/08/2014	1195k
 Rural Wheels Eden	29/08/2014	1432k
 Rural Wheels South Lakes	29/08/2014	1448k

Village Wheels

Provides a timetabled service for communities to their nearest town and uses the Rural Wheels membership scheme, planning service for booking and smartcard for payment.

To find out more about individual Village Wheels schemes please use the links below. As Village Wheels is not a registered bus service passengers are unable to use their concessionary NOWcards.

Title	Date	Size
 Village Wheels Broughton - Ulverston	27/05/2014	752k
 Village Wheels Buttermere - Cockermouth	27/06/2012	1026k
 Village Wheels Gleaston - Ulverston	19/12/2013	728k
 Village Wheels Grizebeck - Ulverston	27/05/2014	753k
 Village Wheels Levens - Milnthorpe	19/12/2013	321k

Community Wheels

Following the allocation of Government funding specifically to develop Community Transport services, 6 new accessible minibuses have been purchased by Cumbria County Council. These will enhance the fleet of Community Minibuses available countywide and their usage will be prioritised to provide regular transport, driven by volunteer drivers in areas where scheduled bus services are not sustainable.

A partnership approach will see the County Council and a local steering group, drawn from the local community working together to deliver the service; each partner has specific roles and responsibilities:

Cumbria County Council will.....

Provide the minibus asset and retain ownership of the vehicle.

Work with the community through the steering group to develop the service that meets evidenced need

Support the recruitment of volunteer drivers

Ensure volunteer drivers are Disclosure & Barring Service (DBS) checked (formerly Criminal Records Bureau CRB) and ensure volunteer drivers are trained to MIDAS standard and have full vehicle familiarisation.

Ensure that the community minibuses are legal, roadworthy and in the correct location. The day to day aspects of this will be delivered by Cumbria Community Transport on behalf of the County Council.

Monitor usage, and provide information to the steering group regarding cost of provision and income generated.

The "Community" will....

Form a steering group and take ownership of the service

Work with the County Council to develop, support and promote the service

Recruit a pool of volunteer drivers from their community to drive the minibus.

- Drivers need to be less than 76 years of age with a full driving license.
- If they passed their test after 1997 they will also need Category D1 on their license (funding available)
- Volunteer mileage expenses are covered at 45p per mile.

Passengers need to be registered with the Council's Rural Wheels service and should pre-book their seat on the transport. This is because of the Section 19 permit legislation under which community minibuses can operate and the need for users of the vehicle to be part of a "membership" scheme.

Passenger fares generated offset the County Council's running costs in providing the minibus. Fares are paid by Rural Wheels smartcard at a rate of 25p per mile. Concessionary NoWcards can't be used on "Community Wheels" services as they are not scheduled bus services.

The minibuses are also available for hire to "not-for-profit" groups through Cumbria Community Transport. This helps to generate additional income and enhance the service viability.

Lakes & Lyth Community Wheels

The first Community Wheels started on 18th September 2013 in the Lakes and Lyth area providing Wednesday morning transport into Kendal from Crook, Winster, Crosthwaite, Underbarrow and Brigsteer. For more information, please see the leaflet below.

Title	Date	Size
 Community Wheels Customer Leaflet	12/08/2014	1047k



Opportunities

Development Opportunities

If you would like to know more about Community Wheels and discuss how this could be a solution to some of your communities transport needs or if you are interested in volunteering as a minibus driver please contact the Integrated Transport Team on 07788 396194.

Transport Providers Opportunities

Are you a Private Hire or Hackney Carriage License holder? If you would like to know more about becoming a Rural Wheels operator, please contact the Rural Wheels Officer using the details below.

Name

The Rural Wheels Officer

Address

Community Transport
Parkhouse Building
Kingmoor Business Park
Carlisle
CA6 4SJ

Phone

0845 602 3786

Email

Community Transport

Voluntary Car Scheme



Minibuses & Section 19 Permits



Rural, Village & Community Wheels



Dial-A-Ride



Quick Links

- [Bus Timetables](#)
- [Journey Planner](#)
- [Budget & Buses](#)
- [Dial-A-Ride](#)
- [Passenger Transport Maps](#)
- [Go Cumbria Bus Timetable Guide](#)
- [Concessionary Travel - ENCTS](#)
- [Rail Services](#)
- [Ferry Services](#)
- [Voluntary Car Scheme](#)
- [Rural Wheels & Village Wheels](#)
- [Community Minibuses](#)
- [Information for Transport Operators](#)
- [Useful Links](#)
- [Contact Us !\[\]\(11a0966cbb90b5c1d6ebfc666ec75f78_img.jpg\)](#)

Community Transport

Community Transport is a service that provides door-to-door transport for people who are unable to use public transport. It is a free service for people who are aged 65 or over, or who have a disability or a chronic health condition. It is available to people living in the City of Edinburgh Council area.

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Cumbria County Council

Cheques or postal orders (£5 per person over 16) should be made payable to Cumbria County Council. Post this application including £5 cheque/postal order to:

The Rural Wheels Service
Cumbria County Council
Parkhouse Building
Baron Way
Kingmoor Business Park
Carlisle
CA6 4SJ

Rural Wheels
Barrow

April 2014

Rural Wheels is a unique transport scheme for people in rural areas. It provides transport from home to your nearest town or Public Transport connection.

It can be used for a variety of purposes such as:

- Attending doctor/dentist/opticians appointments
- Shopping
- Visiting people in hospital
- Visiting friends etc

Rural Wheels uses a smart card system that stores points to pay for your travel instead of cash, and a central booking system to plan your journeys. You must apply for your smart card before you can use Rural Wheels.

Transport is provided by operators who may have availability between other work for the council. Every effort will be made to provide transport, however, there may be occasions when this is not possible.

Eligibility

Anyone living in the designated area can join the scheme. See overleaf for maps of your area to determine whether you live in the eligible area. Every user aged 16 or over will need a smart card. Children and young people under 16 can only travel if accompanied by an adult.

How to join Rural Wheels

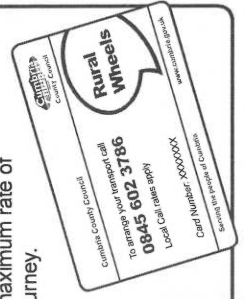
Please complete and return the attached application form to the Rural Wheels Service at the address shown overleaf, enclosing a cheque or postal order for £5 per adult, (payable to Cumbria County Council).

You can also apply over the telephone by credit/debit card by calling 0845 6023786 or online at cumbria.gov.uk/ruralwheels

Anyone under 16 wishing to travel should also be listed on the form. Once your application has been received you will be issued with a Rural Wheels smart card. This is a credit card sized plastic card with an electronic chip that stores points to be used when you travel. One point is one penny so your £5 payment becomes 500 points.

How to pay for journeys

Transport will be charged at the subsidised rate of 36p (36points) per mile. You need to have your smart card with you when making your journey, as the driver will ask for it to deduct the necessary points. You will not need cash unless you intend to buy more points. Children under 5 travel for free. Children between 5 and 16 will be charged at the cost of 25 pence (25 points) per mile, which will be deducted from the adult's card. Passengers sharing transport will benefit from a reduced rate of 25p/mile. Passengers living more than 10 miles from their nearest town will be charged a maximum rate of £3.60 per single journey.



Contact details

Rural Wheels is funded by Cumbria County Council. If you require any further information about Rural Wheels contact:

Tel: 0845 6023786 (local call rate)

Email: integratedtransport@cumbria.gov.uk

[facebook.com/integratedtransport](https://www.facebook.com/integratedtransport)

If you require this information in another format (eg CD, audio cassette, braille or large type) or in another language, please telephone 0845 602 3786.

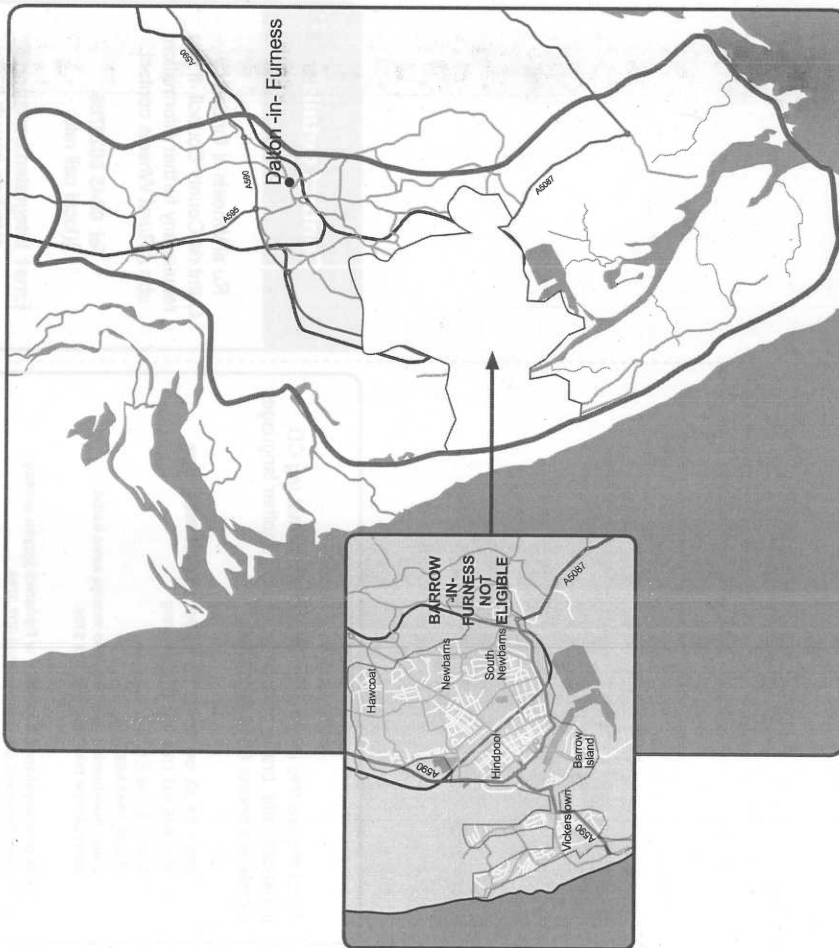
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एउ 0845 602 3786 नखेउ टुपिउरना कर्नाइ
如果您希望通过外语了解此信息,
请拨打 0845 602 3786

Jeigu norėtumėte gauti šią informaciją savo kalba, skambinkite telefonu 0845 602 3786

W celu uzyskania informacji w Państwu języku proszę zatelefonować pod numer 0845 602 3786

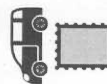
Se quiser aceder a esta informação na sua língua, telefone para o 0845 602 3786
Bu bilgilyi kendi dilinizde görmek istiyorsanız lütfen 0845 602 3786 numaralı telefonu arayınız

Are you eligible to join the Rural Wheels scheme?



You can purchase in amounts of £5, £10 or £20 at a time.

How do I top up?



By car, with your transport provider.
By post. Send your Rural Wheels Card and cheque/postal order payable to Cumbria County Council to:

Rural Wheels, Environment, Integrated Transport Team, The Courts, Carlisle, CA3 8NA.

How to book your Rural Wheels Journey

All journeys must be booked through the Planning Service which is available Monday to Friday, excluding bank holidays, 9.00am and 4.30pm. Journeys can be booked up to two weeks in advance, and must not be booked later than 12 noon the day before you travel. Transport is available Monday to Saturday between 8.30am and 6.00pm. You may use the service for up to two return journeys a week. The planning service will ask you questions when you make your booking. The purpose of these are to:

- Determine if the journey request is eligible.
- Check if all or part of the journey could be made by public transport.
- Check if you have any other transport options.
- Arrange your journey and select the appropriate operator.

You may be asked to share transport and you may need to be flexible about the times you travel. You will be asked the following information:

- Your smart card identity number, which is found on the left hand corner of the card.
- The purpose of your journey.
- The number of passengers travelling.
- When and where you wish to go.
- Have you tried using the Voluntary Social Car Scheme or Public Transport?



Application form

Number of applicants

Name(s) including title

Date(s) of birth

Address

Postcode

Telephone (including code)

Please list below any medical conditions or mobility problems you have, for example, if you are partially sighted or use walking aids etc.

Do you use a wheelchair

Yes No

If yes, are you able to transfer to a seat?

Yes No

If the wheelchair is powered, please provide make and model.

Emergency contact and telephone number

OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

Review Topic: Public Transport Issues in Chorley

Objectives:

To investigate how Chorley Council can influence improved bus transport services for residents

Desired Outcomes:

1. Improvement of subsidised routes across the borough including concessions and levels of fares.
2. Reliable rural bus services that will service Chorley and its surrounding areas providing sustainable community services to elderly, isolated and often vulnerable members of our community
3. Improved sources of information about transport services

Terms of Reference:

1. To review the new Subsidised Bus Services criteria following a recent consultation undertaken by Lancashire County Council.
2. Understanding current provision and identifying gaps in service
3. Investigating areas of best practice amongst other community transport schemes.
4. Influencing the proposed Parish Partnership scheme proposed by Lancashire County Council for community transport.
5. Looking at ways that we can better communicate transport availability to our residents.
6. Investigate the potential for using the Information Centre at Chorley Interchange. Continue to lobby Network Rail about individual rail issues by correspondence rather than through the Task Group

Equality and diversity implications:

Rural transport considerations
Social isolation issues

Risks:

Raising expectations that we can influence change with the public and other Councillors.

Venue(s):

Town Hall, Market Street, Chorley

Timescale: 5 months

Start: November 2014

Finish: March 2015

Information Requirements and Sources:

Documents/evidence: (what/why?)

- Lancashire County Council’s new assessment criteria for subsidised routes across the borough to understand of the changes with affect provision in Chorley

Witnesses: (who, why?)

- Canvass Elected Members of the Council to build up their perceived picture of the current issues across Chorley.
- County Councillor John Fillis – Cabinet Member for Highways and Transport (Lancashire County Council) to understand current provision
- Tony Moreton, Assistant Director of Sustainable Transport (Lancashire County Council) to understand current provision
- Parish Council representatives to understand current rural provision and how it could be improved upon.
- Representatives from organisations such as Chorley and South Ribble Disability Forum an Dial a ride

Consultation/Research: (what, why, who?)

- Investigate and evaluate Community Transport Schemes elsewhere and to learn from areas of best practice.
- Research information about how services are communicated
- Consult with Parishes and Community Groups to understand rural transport needs

Site Visits: (where, why, when?)

Officer Support:

Lead Officer: Lesley-Ann Fenton

Democratic & Member Services Officer: Dianne Scambler

Likely Budget Requirements:

<u>Purpose</u>	£
Total	_____

Target Body¹ for Findings/Recommendations

Executive Cabinet

¹ All project outcomes require the approval of Overview and Scrutiny Committee before progressing

