

This guidance has been produced to help community groups develop community transport projects. It is intended to assist groups by bringing together the information and assistance available to them. Providing transport is a particularly difficult in rural Cumbria with its sparse population and challenging geography.

## Where to start

Start by developing an understanding of what the needs of your community are. For instance, you will need to consider the following questions:

- Who wants or needs to travel?
- Where do they need to go to?
- How often do they need to travel?

A simple survey of the local population can begin to answer these questions and help to quantify specific needs. If your community is producing a Community Led Plan people can be asked if there are journeys that are difficult for them to make.

When considering these needs it's essential to fully review the existing transport provision. Investigate what needs are already being met, what needs are not currently being met, and whether changes to existing services might meet unmet needs. In some cases an existing service needs better promotion.

If there is still a need even after the options for adapting the existing service provision has been

explored, then the community might consider running a community transport service. This could take many forms, for instance, coordinating the use of vehicles already within the community, providing advice and assistance to those most in need or running a transport service.

As a group you will need to discuss ideas and agree the purpose of the community transport project.

Things to consider include:

- What is the need and which journeys are difficult for people?
- What are the possible solutions?
- Avoid duplication! Is someone already doing something similar? Could you work in partnership with them?
- Who will be involved in making sure it happens?
- How will your project be paid for? Can a scheme be self-financing?
- What liabilities might you have e.g. staff, property, assets?

### Understand your community's needs

- What is the existing transport provision?
- Who and how many people need to travel, where to, and how often?

### Involve the whole community

- Helps to ensure the scheme is accepted and supported by the local community
- Local volunteers involved in running a scheme also help to make it more viable long term

### Examples of Community Transport

- Dial-A-Ride
- Smartcard / Taxicard Service
- Volunteer Transport Service
- Minibus sharing scheme
- Voluntary Car Scheme
- Wheels to Work:

### Sources of Information and Support

- Learn from the experience of existing community transport projects
- Many sources of support and advice available; technical, funding, project planning etc

## Examples of community transport

There are many ways in which a community can satisfy its own transport needs, and these include:

- **Dial-A-Ride:** a 'door-to-door' service for passengers who find it difficult or impossible to access public transport. Passengers book in advance usually by telephone and are provided with a personal service by specially trained drivers. The fares and schedule are determined by the operator.
- **Community Bus Service:** a scheduled bus service for the local community operating on a non-profit basis. It is a regular, time-tabled bus service using paid and volunteer drivers. One Cumbrian example is Fellrunner in Eden.
- **Voluntary Car Scheme:** a form of organised lift giving in a community. A local pool of volunteer drivers are available to take people on pre-arranged journeys, usually coordinated by a central person.
- **Smartcard or Taxicard service:** e.g. Rural Wheels in Cumbria. Provides door-to-door transport, using a central booking system and easy payment option, (using the card) booking journeys in advance to make use of locally available transport options.
- **Minibus sharing scheme:** By pooling their vehicles, non-profit-making organisations can help other groups within the community to have accessible and affordable vehicles. This can be on a self-drive basis or with a driver supplied.
- **Wheels to Work:** Moped loan schemes designed to help people access the work place or training provision.

## Establishing community support

Good community transport schemes have many things in common. One is the support they receive from their respective communities, grown out of a locally identified need and involving local people as volunteers. It is vital to the long-term success of any community transport scheme to ensure it is accepted by the local community, and preferably run by people who are part of the community.

## Sources of help

Investigating the potential for a community transport scheme can seem highly specialised, too technical, with prohibitive start up costs. Fortunately there are some excellent sources of advice for communities, such as:

Action with Communities in Rural England (ACRE) has details of many communities meeting their own transport needs. This site includes a **Community Transport Toolkit** produced for the communities of Kent & Medway: [www.acre.org.uk/Resources/case-studies/case-studies-transport](http://www.acre.org.uk/Resources/case-studies/case-studies-transport)

**Rural Community Transport – A Guide to Good Practice**, provides helpful guidance on assessing needs, as well as some useful hints on planning, operating and publicising a community transport service: [www.scotland.gov.uk/Resource/Doc/159230/0043330.pdf](http://www.scotland.gov.uk/Resource/Doc/159230/0043330.pdf)

**Enterprising Approaches to Rural Community Transport** produced by the Plunkett Foundation and the Community Transport Association (CTA) with support from the Department for Transport includes an informative insight into organisations running community transport operations: [www.plunkett.co.uk/whatwedo/RCT.cfm](http://www.plunkett.co.uk/whatwedo/RCT.cfm)

Details of **Cumbria County Council services** at: [www.cumbria.gov.uk/roads-transport/public-transport-road-safety/transport/commtrans/default.asp](http://www.cumbria.gov.uk/roads-transport/public-transport-road-safety/transport/commtrans/default.asp)

## Other useful websites

[www.ctauk.org/](http://www.ctauk.org/)

[www.acre.org.uk](http://www.acre.org.uk)

[www.plunkett.co.uk](http://www.plunkett.co.uk)

[www.fellrunnerbus.co.uk](http://www.fellrunnerbus.co.uk)



**For more information please contact ACTion with Communities in Cumbria on Tel: 01228 817224 or visit our website: [www.cumbriaaction.org.uk](http://www.cumbriaaction.org.uk)**

## ACT champions community and rural issues

ACTion with Communities in Cumbria, Offices O-Q, Skirsgill Business Park, Penrith, Cumbria CA11 0FA  
T: 01228 817224 | [www.cumbriaaction.org.uk](http://www.cumbriaaction.org.uk) | [info@cumbriaaction.org.uk](mailto:info@cumbriaaction.org.uk) | Follow us @ACTCumbria  
Registered in England as Voluntary Action Cumbria | Charity Registration Number 1080875 | Company Number 3957858



©ACT 2011. This publication may be reproduced free of charge in any format or medium provided that it is reproduced accurately and not used in a misleading context. The material must be acknowledged as ACTion with Communities in Cumbria copyright and the title of the publication specified.