

Community Transport Bus Services

The Community Transport Bus Services are a transport option for individuals who are unable to, or have difficulty accessing local bus services. To use the services you must become a member and agree to abide by the terms and conditions of use.

Membership

To be eligible for membership, you must meet the following criteria:

- You are unable to, or have difficulty accessing local bus services.

Membership to the services is at present free. Membership forms can be found [Community transport - Stockton Council](#) or telephone 01642 526709/524681. You will be issued with a membership card which you must show to the driver each time you get on the vehicle.

Routes and Timetables

The current routes and timetables can be found [Community transport - Stockton Council](#). The services will not operate on Public or Bank Holidays. Reliability is a vital part of the service and we will endeavour to arrive for all our journeys on time. However, please allow a 10 minute window on either side of the timetable for flexibility; this is to allow our drivers time for assisting wheelchair users into the vehicles and for traffic conditions beyond our control.

The services will use existing bus stops to pick up and drop off passengers. In addition, buses will stop on a "Hail and Ride" basis meaning that if you signal clearly to the driver the bus will stop where it is safe to do so even if it is not at a bus stop. You will not be able to make a journey with us that you can already make on public transport. Sections of the route that already have public transport are outlined in black (=) on the attached map. This means that passengers boarding on the sections outlined in black (=) will not be able to get off at the sections outlined in black (=).

Vehicles

The vehicles that operate the services can seat up to 8-16 passengers and have removable seats, allowing room for up to three wheelchairs. The minibuses have a stepped entrance at the front with a passenger lift for wheelchair users at the rear. We will need to complete an assessment of your wheelchair before we can carry it on the vehicle. This is to ensure that we have the appropriate restraints to hold the wheelchair within the vehicle.

Bus Fares and Booking

Fares are not currently charged, though this may be reviewed from time to time. You will need to show your membership card to the driver when you get on the vehicle.

There is currently no need to book a space on the vehicle, even if you are a wheelchair user. If demand exceeds the amount of resources available then we may need to ask you to wait for the next service. We will continue to monitor usage to ensure we provide the correct size vehicle for each service.

Other Information

All passengers are required to wear a seatbelt when they travel, unless the member is medically exempt and this has been notified on the membership form upon registration.

Only Assistance Dogs will be allowed to travel on the vehicles.

This information and terms and conditions may be reviewed from time to time. Members will be notified in advance of any changes.