

How to set up a regular minibus service

What is a regular minibus service

Minibus services run regular trips for groups. Passengers register for the service and book their seats in advance.

A minibus service is not a public bus service. They are easier to set up, but are unlikely to include Hampshire concessionary travel. If offering concessionary travel is a priority, see how to set up a community bus service.

You will operate under a Section 19 Standard Permit for group travel. This means your passengers must be one of the following:

- members of the group running the service
- people the group is set up to help (e.g. Age Concern providing transport for older people)
- people in a community whose public transport needs are not met

Passengers pay for the cost of their trip through:

- fares
- membership fees
- activity fees

When is it suitable?

- There is a group need for access to local facilities (shopping, leisure facilities)
- You want to provide a door-to-door passenger pick-up service
- Trips can be changed or cancelled at short notice if there is low demand

Resources

- A minibus (owned or hired)

- A bookings coordinator
- A treasurer
- Minibus drivers. Volunteer drivers can help keep the cost of the service down. If hiring a minibus, it may be possible to hire a driver

Legal requirements

A Section 19 Standard Permit allows you to run a minibus for group travel as a not-for-profit organisation. This is a requirement if passengers contribute to the cost of the journey in any way.

If you hire a minibus from a Community Transport Scheme, you may be covered by their Section 19 Permit.

Next steps

- Recruit a committee
- Recruit a minibus driver (if using volunteers)
- Buy or hire a minibus
- Work out the running costs of the service
- Find out if you need your own Section 19 Standard Permit
- Establish user needs, timetables, fares and membership