



DEMAND RESPONSIVE TRANSPORT



**A TRANSPORT SOLUTION FOR THOSE
LIVING IN RURAL AREAS**

RURAL TRANSPORT FOR EVERYONE

What is Demand Responsive Transport?

DRT is ideal for people living in rural areas. It is for people with limited or no access to conventional scheduled public transport. DRT caters for people living in a particular area. It can deliver passengers to other transport services where they exist but will not duplicate those services.

DRT is run by professional, independent transport providers on a not-for-profit basis. They use paid drivers who can help with shopping bags and wheelchair access.

How does it work?

Passengers call a local booking line and transport is arranged on a first come first served basis. The usual model is for bookings to be taken up to 7 days in advance, with 2 live bookings at any one time (though the model can be altered according to local need). Passengers can also make up to 6 forward bookings per year in advance of the usual 7 days notice. This is important for passengers who need to secure transport for important appointments, for example medical appointments.

The DRT operator normally operates the booking line. Lines for existing schemes are open Monday to Friday 8am until 4pm.

Where can you travel to and from?

DRT can provide a door-to-door service, collecting you from your home and taking you to your preferred destination. For example, they would be able to take you directly to your medical centre, rather than drop you off nearby. You could also arrange to be picked up or dropped off at a stop along a scheduled bus route or at a Park & Ride.



Combining scheduled and Demand Responsive Transport services.

In some areas a combined scheduled and DRT service would better suit residents' travel needs.

A scheduled bus service at the beginning and end of the day provides the regularity of provision which is needed for both commuters and students.

The middle of the day would serve as Demand Responsive Transport providing the flexibility needed for other users.



What would passengers pay?

Fares charged services would be in line with the Cambridgeshire County Council fare structure. Passengers would be able to use their concessionary bus passes as per the current regulations, i.e. after 9.30am.

What if my scheduled bus is delayed?

The DRT service would factor in a waiting period, which is particularly important in the late afternoon as the evening rush hour impacts upon the service.

The DRT operator would monitor and report to Cambridgeshire County Council any scheduled services that run late, to establish a clear picture of any persistent issues. Cambridgeshire County Council would then work with the commercial operator to find a solution and perhaps amend their timetable.

During the DRT period of the day, the operator will know that you are expecting to link to their service from the main bus service, as you will have pre-booked. They would endeavour to wait as long as possible without it impacting upon other passengers. If they had to leave, they would call and let you know and, where possible, arrange to return later to collect you.

What about through-ticketing?

Where possible, through-ticketing will be implemented. Cambridgeshire County Council will try to negotiate this with commercial service operators so that only one fare is payable across multiple services.

Daily travellers...

A scheduled service during peak times would ensure that those travelling to work and college can be guaranteed a Monday to Friday service.

No more empty buses!

Transport vehicles tend to have fewer passengers during the middle of the day, causing the common scenario that scheduled bus services travel around an area with few or no passengers. DRT would remove this issue by travelling only when bookings have been made. By not spending time travelling empty where it is not needed, a DRT service increases the opportunity for those who do wish to travel.

How flexible is DRT?

Enabling passengers to make 6 forward bookings per year means they do not have to worry that the vehicle will be pre-booked by others when they have an important appointment.

Allowing just 2 live bookings at any one time sounds restrictive. But this ensures that one passenger cannot block book the service at the cost of others. You can, however, travel as often as you like during the week. Having booked 2 journeys, you simply call to book the next journey once one of your bookings has been carried out.

What are the vehicles like?

Deciding the size of DRT vehicle (12 or 16 seats) is crucial to getting the service right. And passenger numbers will inevitably grow once the service is established (this has happened elsewhere).

DRT vehicles are fully accessible with low steps, hand rails and a lift for wheelchair access.

FOR FURTHER INFORMATION CONTACT:

Kathryn Hawkes

Tel: 01954 713290

Email: kathryn.hawkes@scambs.gov.uk

or contact:

daniel.clarke@cambridgeshire.gov.uk