

Demand Responsive Transport

–The role of the CT sector in making it work better

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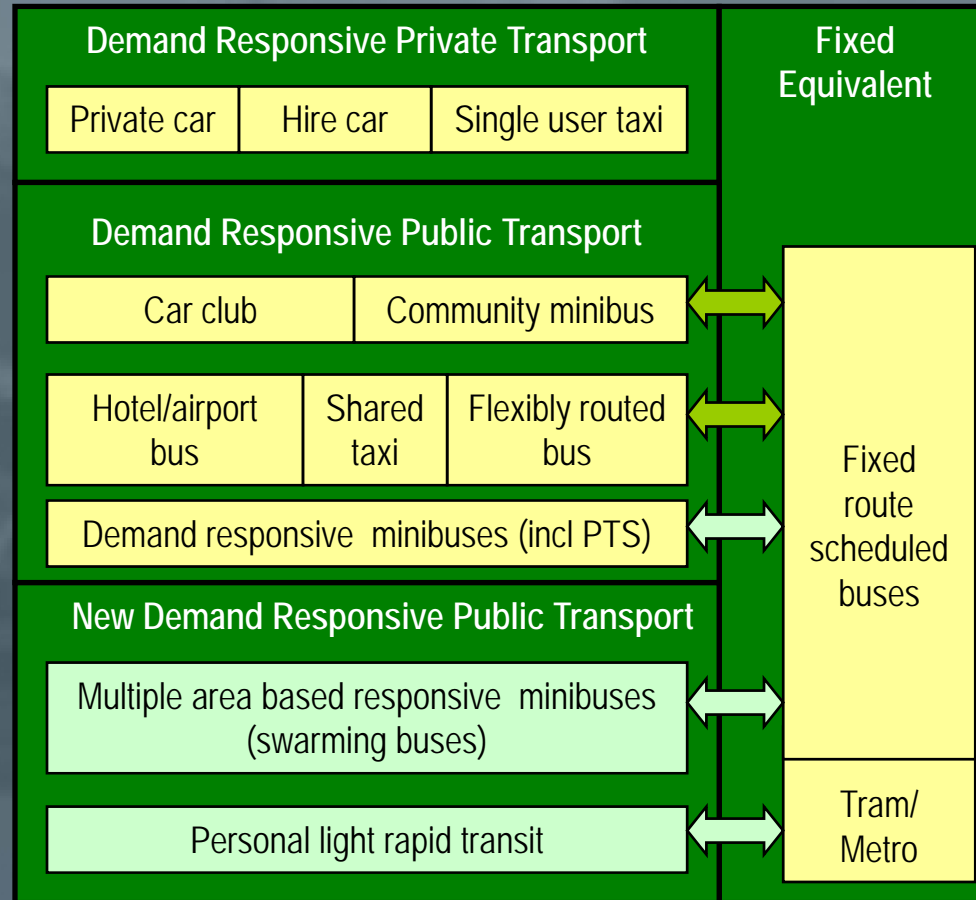
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Overview

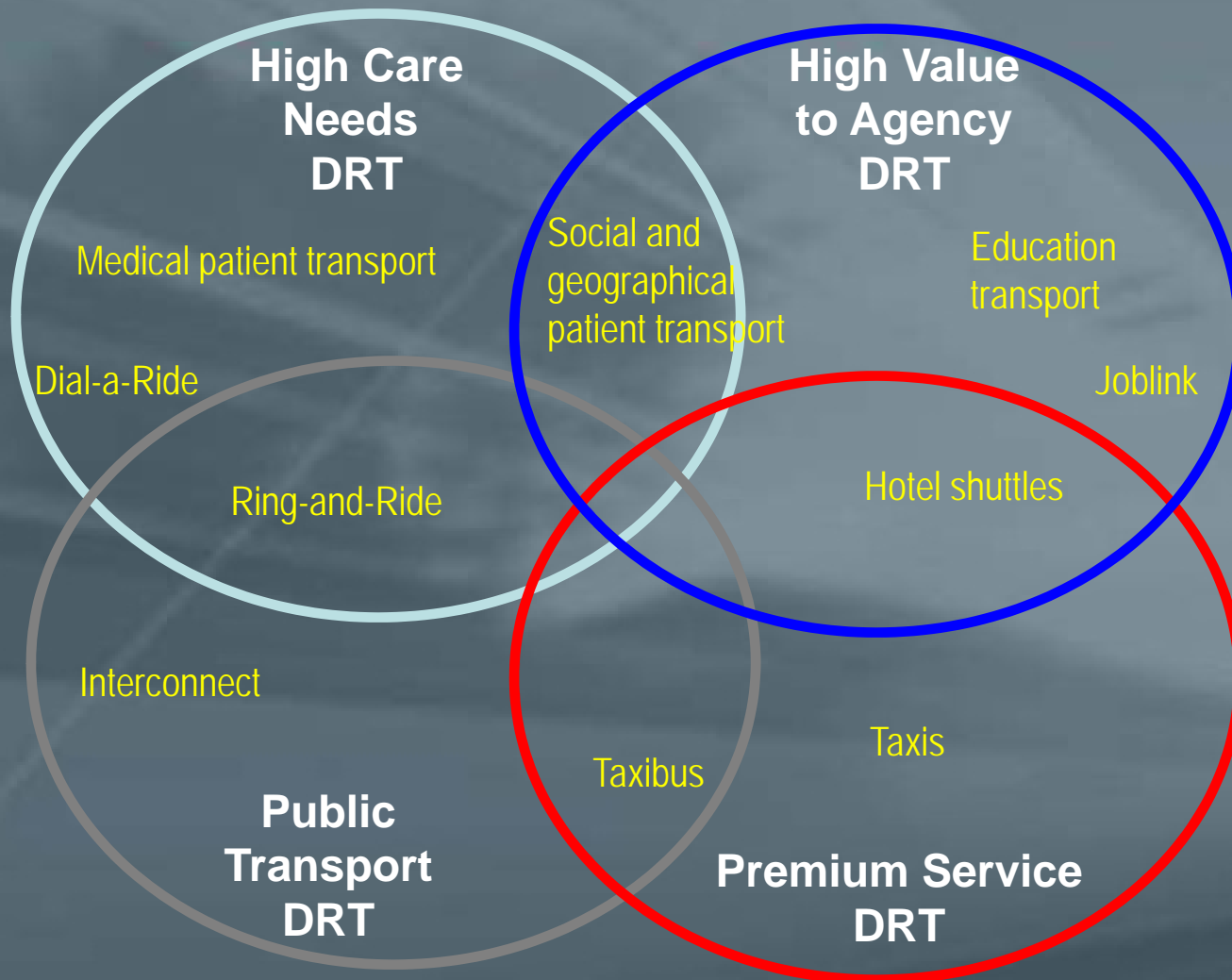
- What is DRT?
- Paying for DRT
- Operating DRT
- Legislation
- Procurement and management in a Scottish Context

What is DRT? – The Logistics



User pay or supported, book or on-demand, drive or be driven, single user or shared use

What is DRT? – The Markets



What is CT?

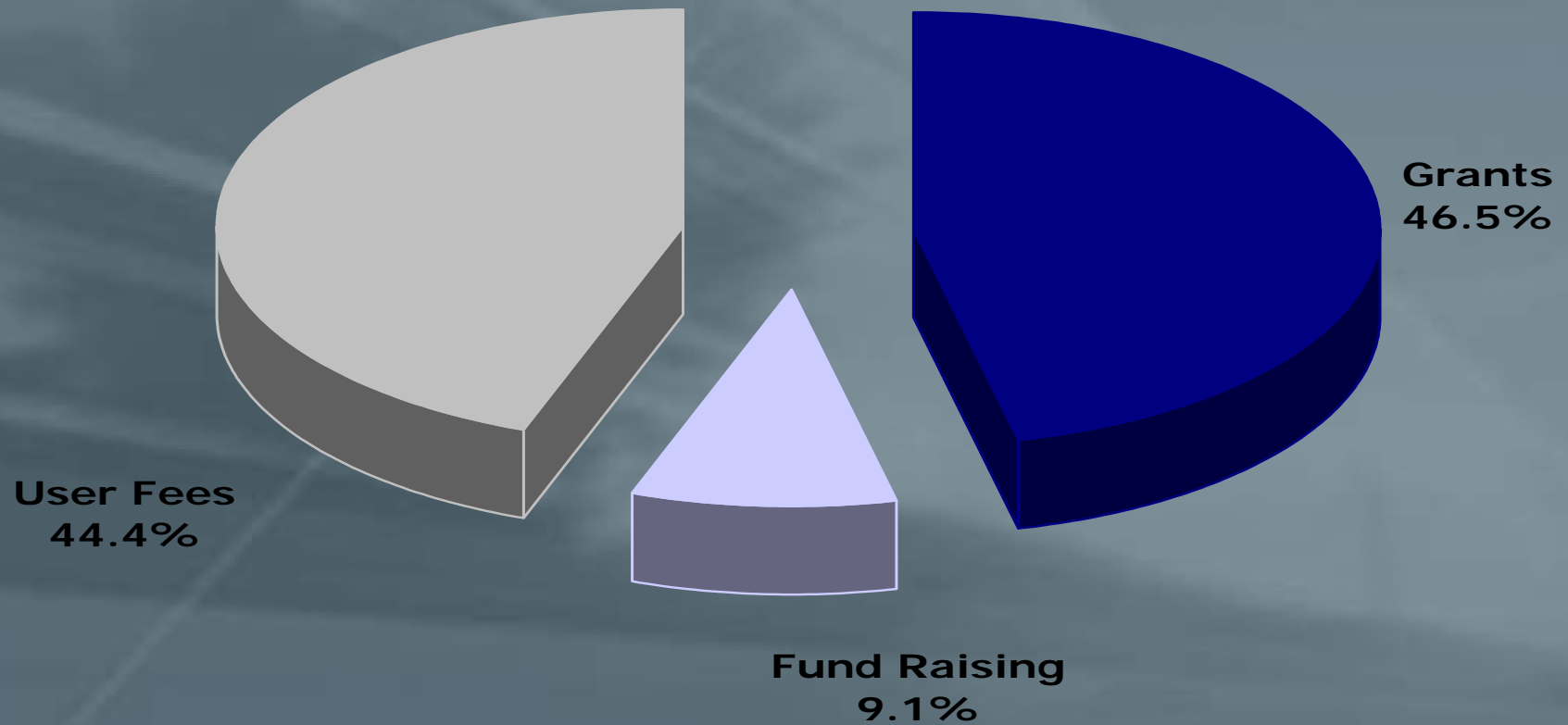
- Transport provided on a **non-commercial** basis and operated by an independent, **non-statutory** organisation and operated without complex **qualification criteria** and with some input from **volunteers**, either in management, fund raising, administration or operation.

CT Roles in DRT

- Voluntary car scheme
- Wheels to work
- Group travel – minibus
- School transport
 - Evening classes, SEN
- Public transport contracts
- Patient transport contracts
- Services for tourists



CT Income



The Changing Context

- People's expectations are changing
 - Social, demographic and lifestyle change
- Centralisation and decentralisation of services
 - Hospitals, post offices, GPs
- New policies for equity and efficiency
 - Community planning
- Funding and management of transport
 - Funding - Concessionary fares, taxicards
 - Co-ordination - PTS modernisation, social services

How Big is the DRT Market?

Actual
Travel

Depends of level of Fares

Research suggests 275million trips @ £4 each £1.1bn?



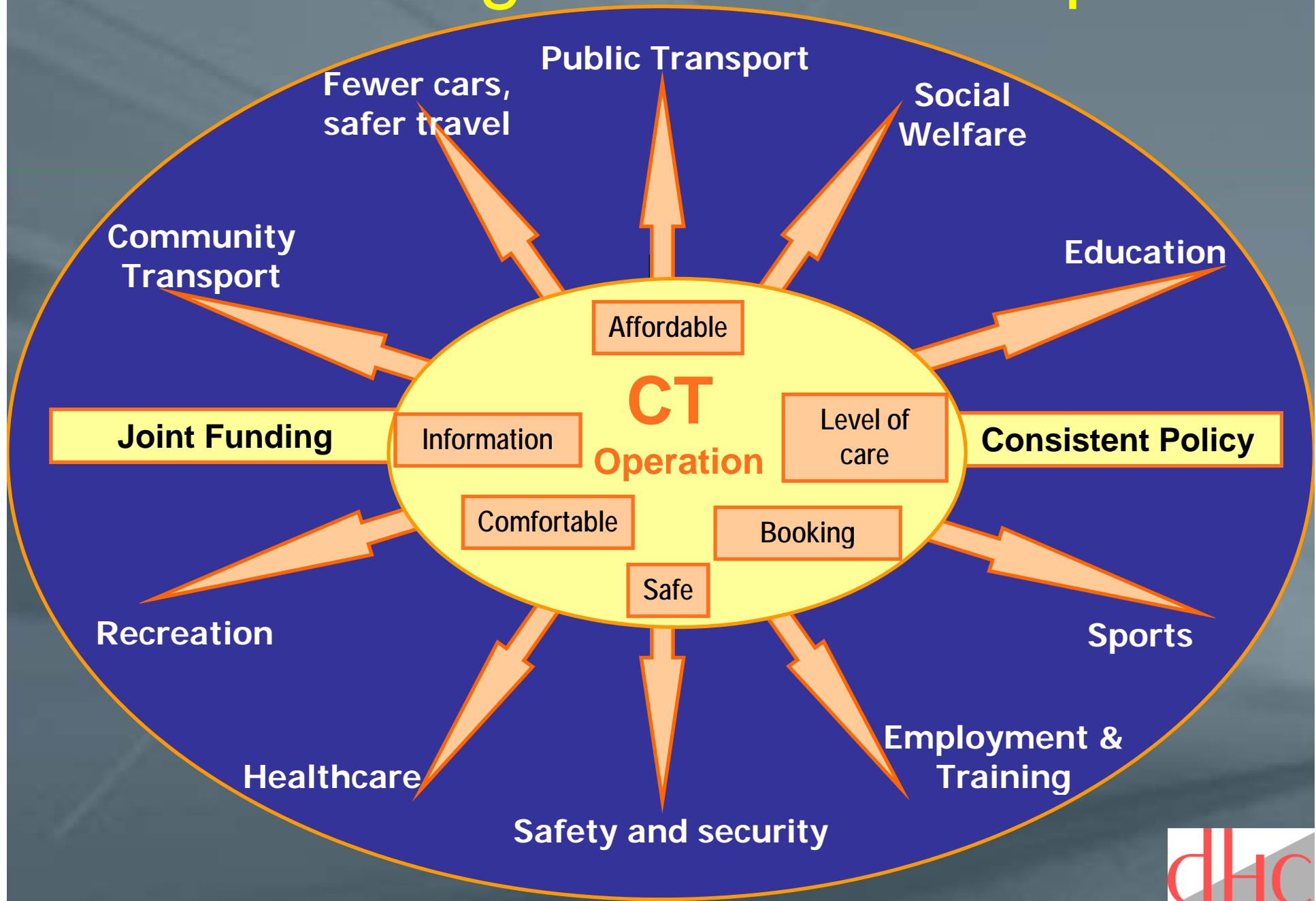
Number of people

Service Design and Operation

- Affordable network coverage
 - “Losing our bus service”
 - Redesigning routes, operating times, vehicles
- Integrating CT into the networks
 - PTS, taxis, PT, education, social services
- Management
 - Auditable and efficient payment
 - TDC – converting funding into trips
 - Information and marketing activity

Fixed bus services	accessibility	DRT supplementing fixed services
Better network design for fixed services	gap	DRT integrated with other services
Network design+Information		Information+Integration+supplementary DRT

Funding and Partnership



Legislation and Standards

- Needs careful navigation
 - Section 19/22 review
 - VAT
 - Fuel duty and BSOG
- Training and quality standards
- Concessionary fares
 - Fixed and flexible services

The Way Forward

- Social enterprise
 - Futurebuilders
- New market opportunities
 - Personal funding allowances
 - Packages of care
- Who pays and best value solutions
 - Low awareness of the potential of CT
 - Soft factors undervalued – transport culture