

How to book Demand Responsive Transport Q&A

Who are the The Chew Valley Area Forum, Climate & Nature Emergency, Sustainable Transport Group (CVAF C&NEWG)

CVAF C&NEWG have been working with B&NES & WECA for the last 2 years to try to get improvements to bus services in the Chew Valley and we are now having weekly joint meetings with transport planners in B&NES/WECA to help ensure that local people get the maximum support in transitioning to new services. Below is our best effort to give clear information about the emerging situation with bus changes. We hope this helps people understand why we are where we are now. We will update it as things evolve.

What is Demand Responsive Transport (DRT)

More will emerge about how DRT will operate in the Chew Valley but for now, if you know about Uber, think something like Uber Share or a shared taxi but with fixed pick up points and with the aim to connect you to existing bus services for the bulk of your journey rather than taking you the whole way.

You would order a lift by phone, app or website, at least an hour ahead of when you need it, and it takes you from your local bus stop or possibly a new 'virtual' stop (by a local church, or other landmark if there is no bus stop in your area) to the nearest viable bus service for your onward journey.

This is likely to be the 376 on the A37/39 in most cases, linking people to Bristol and Wells or to services that run to Bath, Keynsham or other towns.

If there is no viable linking route, DRT will take you to the nearest bus stop to your destination. For instance if you live in Bishop Sutton and want to go to Chew Magna, it would take you from one to the other.

You are likely to share the lift with others going a similar way, and you will pay a public transport fee for the service.

Can you tell me how the app and website works?

The DRT services across the WECA region will be served by the same IT platform and app. That means you will be able to plan journeys across the whole region. It will also include all the information about fixed route services so that you can plan a journey to include a mixture of DRT (order a lift) and fixed route services.

Once you have planned your journey and ordered your lift (at least an hour ahead) you will be able to track the progress of the DRT vehicle to your nearest bus stop using the app.

What if I am not on the internet and don't have a smartphone?

Although most people will probably want to use the app on their smartphone if they have one, the service will also have a back office call centre that you can ring to plan and book your journey. The only drawback of this is that you will then not be able to follow the real-time

progress of the vehicle towards your stop, but you will be given an expected time of arrival that is accurate at the time when you book.

How far in advance can I book my journey?

The exact information about this will be released later, but the contract with WECA means you will have to book at least an hour ahead, and if you do the service is required to deliver.

CVAF C&NE Sustainable Transport Working Group

This information was accurate on 26/1/23

More up to date information can be found here:

<https://www.facebook.com/groups/858992922045608>