



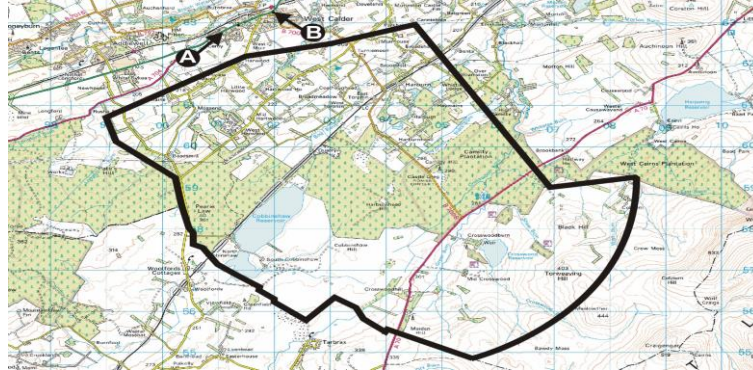
# New Approaches to DRT in West Lothian

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# DRT Landscape in West Lothian

WLC contracts 9 Taxibus Services, and these can be categorised as:

- Fixed Route services
- Area Based services



- Journeys are available to book only at set times.
- Passengers must call booking office to pre-book their journey.
- Passengers may be required to share the vehicle with other passengers.
- Passengers pay a fare/bus pass to travel.
- Registered with the Traffic Commissioner.

# Review of Current Model



## Positives

- Taxibus Services provide flexible option for areas not covered by public transport
- No cost to the council unless it operates
- Allows the council to meet KPI for 90% of residents with access to an hourly service within 800 metres of home address
- Relatively low maintenance contract for the council

## Improvements

- Limited/restricted market
- Lack of technology limited the overall customer experience
- Increasing requests for a move away from a fixed timetable
- Need for better data about travel habits
- Services not used frequently – need to move away from ‘gap filing’

Revised the Passenger Transport Strategy to include a destination based element – use DRT and Community Transport to deliver it!



# Improving 'Community Transport' Connections in West Lothian

- £600k over 2021/22 – 2022/23
- Worked in Partnership with HcL

Community Bus Service

Registering Dial-A-Bus Service to further increase accessibility

- Exploring technical solutions to enhance on-demand capabilities
- Liaising with the local bus providers to explore commercial opportunities
- Looking at further funding opportunities



# Pilot Operations: 2021/22 – 2022/23

Expanding on current Dial-A-Bus service model to form new Community 'Town Service' Bus Routes – both DRT and Fixed

Third Sector Community Bus

Internal Fleet

Using integrated approaches to achieve efficient provision – both DRT and fixed

Modernisation of DRT services including exploration of feeder services and use of technology to support information provision, ticketing and on-demand service provision

Contracted Demand Responsive Transport

Community Led Transport

Supporting communities to establish flexible and accessible community-led solutions.

# What are our next steps?

A ACTION  
C CHANGES  
T THINGS

- Undertaking a wide-scale passenger engagement exercise over summer 2021 to identify key areas for pilot operations.
- Working with colleagues in ESESCRD Workforce Mobility – making best use of knowledge and information available.
- Increase pilot operations in all 4 transport model areas – make recommendations for additional pilots in 2022/23.
- If successful, integrate community and demand responsive transport into the subsidised and commercial network to compliment and enhance accessibility to fixed line services.

**Thank you for your time!**