APPENDIX B – STAKEHOLDER ENGAGEMENT INTERVIEW GUIDES AND SURVEYS

OPERATOR SURVEY

Demand Responsive Transport Survey

Thinking of the types of Demand Responsive Transport (DRT) services that you fund or run, please try to answer the following questions. Not all questions may be appropriate for your service, but please try to answer as many as are relevant. Thank you for your participation.

Q1. What group of users is the DRT service aimed at / who is eligible to use it?

Q2. What area do you cover, what are your times of operation?

Q3. How many vehicles / what type fleet do you operate? Consider any specific needs regarding mobility impaired users or need of user groups

Q4. How many driving / support staff do you have?

Q5. How is your service funded? (e.g. subsidies through local authority / other grants, passenger fares, etc.)

Q6. How is your service registered with the Traffic Commissioner? What are the obligations and limitations of that registration? Has this had a negative or positive impact on your service?

Q7. Are your vehicles deployed exclusively for this contract or are they used on other services? If your journeys are shared, who do you share with and are there any mutual benefits coming from the arrangement?

Q8. Do you operate from a shared facility, or your own dedicated facility/depot?

Q9. How are journeys scheduled? (e.g. systems used, periods of downtime etc)

Q10. Which aspect of your operation is most subject to variation from day to day? (e.g. route, timetable, hours of operation)

Q11. What are your pick-up / drop-off locations? (e.g. dedicated or arranged); Do they provide opportunities for onward modal travel?

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Q12. What is your approximate patronage per day/week/month? (consider any fluctuations in demand, change in use in the main markets etc.)

Q13. Does your operation cater for individual journeys or groups?

Q14. How are journeys booked, cancelled and paid for? Consider points such as minimum booking period, ability to book in advance, does this result in refusals?

Q15. What are the typical journeys and associated costs? (e.g. to health/hospital facilities, shopping, wider leisure, education etc)

Q16. Do you advertise the service and how? (e.g. full responsibility, in partnership, through GP referrals, website etc)

Q17. Have you considered the use of any digital technology in the delivery of your services? (i.e. benefits/challenges for service scheduling, booking, paying for journeys, fleet management systems etc) Are you aware of any local or regional developments that could support you in this regard?

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Error! Reference source not found. – Part 1   Page 4/5

Q18. Have you considered the use of low carbon initiatives in the delivery of your services? (i.e. benefits/challenges for EVs, UL EVs etc

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Q19. Do you anticipate any impacts on your operations from the Edinburgh LEZ? (e.g. consider the age and the type of fleet, opportunities from emission vehicle funding and reduced running and maintenance costs, planning for future use of hybrid/electric vehicles etc)

Q20. What do you consider to be the most important factors relating to the successful operation of the service?

Q21. What are the main issues, challenges and opportunities with operating the service?

Q22. Could the existing service be built on, expanded improved etc? How, and what would help you?

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FUNDER SURVEY

Demand Responsive Transport Survey

Thinking of the types of Demand Responsive Transport (DRT) services that you fund or run, please try to answer the following questions. Not all questions may be appropriate for your service, but please try to answer as many as are relevant. Thank you for your participation.

Q1. What DRT schemes do you fund or run? (Please provide details of the schemes, e.g. eligibility, area and times of operation, fleet size and type, fleet utilisation on other contracts, facilities/depots etc)

Q2. How well are the schemes working? (e.g. Are users who need the service the most able to access it? Are there groups who aren't being served that should be? Is there the potential to open up services to wider user groups, or are the services too specialised in function/user need?)

Q3. What funding mechanisms and business models are used? (e.g. Local Authority grants, other grants e.g. Clean Air, the ways funding is provided to the operators etc)

Q4. What requirements does the service provider need to meet to receive funding? What responsibilities/obligations does the operator have if they receive the funding? (e.g. marketing of the service, fleet maintenance, recruiting/training staff etc). Are there any Service Level Agreements in place? If so, does this place any conditions on award of funding e.g. flexible routing/shared rides/filling gaps in public transport network?

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Error! Reference source not found. – Part 2   Page 1/3

Q5. How / when does the service provider need to apply for funding? How long does the process take? How long does the funding last e.g. 1/2/3/3+ years?

Q6. Are the DRT schemes you fund/run based on a stand-alone model or do you seek to integrate other models, e.g. commercial / part subsidised with open access?

Q7. What analysis has been done to help gain knowledge of and/or predict demand for DRT in your area? (This could enable matching of appropriate providers/vehicles to meet need) How connected is the service with other modes of transport and with key commercial routes getting people to key areas?

Q8. Have you considered DRT in development planning as a means to connect new developments where a fixed route service isn't feasible?

Q9. What are the challenges and opportunities with expanding:
- **Cross border travel services** (exploring how connected the service is or could be)
- **Integrated services** (e.g. with mainstream public transport services / taxi / other Council contracts i.e. school and social services, vehicles owned by other public agencies e.g. Scottish Ambulance Service, NHS, Police);

- Services in the rural areas (consider the critical role played by DRT in rural areas);
- Digital technology (e.g. instant online booking, real-time-information provision, use of Apps etc)
- Low emissions solutions (e.g. cleaner vehicles - fuel/electric/hybrid; EV charging points etc);
- Services for those with disabilities

Demand Responsive Transport Survey

What is Demand Responsive Transport?

Demand-responsive transport (DRT) is a user-oriented form of passenger transport characterised by flexible routes and smaller vehicles operating in shared-ride mode between pick-up and drop-off locations according to passengers' needs. (Source: Community Transport Association (UK))

The day-to-day operation of such services are determined by the requirements of its users. Typically this may involve users calling a booking service, which will then plan a route for the day to pick-up users and take them to their required destination. The service may usually be provided in rural areas and to increase opportunities for people with limited mobility, however it may also support multimodal transport options in urban areas and help connect communities.

Completing the survey

Thinking of the types of DRT services that your members/users might use, please try to answer the following questions. Not all questions may be appropriate for your given group and service, but please try to answer as many as are relevant. Thank you for your participation.

Q1. Which organisation do you represent?

Q2. What group of users do you represent?

Q3. How well do you consider the existing DRT schemes to be working for your group of users?   i.e.   a)   Are users who need the service(s) the most able to access it?   b)   Are there groups who are not being served by the service(s) that should be?   (Please specify including which DRT scheme(s) you are referring to)

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Error! Reference source not found. – Part 3   Page 1/3

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Q4. Are the areas and hours of operation of the DRT scheme(s) sufficient for your group of users?
a) If not, what/how could this be improved?
(Please specify including which DRT scheme(s) you are referring to)

Q5. What would be the typical DRT journey purpose for your group of users? (e.g. health appointments, shopping, leisure, access to employment etc)

Q6. What would be the typical DRT journey geography for your group of users? (e.g. the length of a journey, key destinations etc)

Q7. Is booking, cancelling and paying for DRT journeys working well for your group of users?
a) If not, what/how could this be improved?
(Please specify including which DRT scheme(s) you are referring to)

Q8. What do you consider to be the key strengths of the existing DRT service(s)?
(Please specify including which DRT scheme(s) you are referring to)

Q9. What do you regard as the key practical limitations of the DRT service(s)?
(Please specify including which DRT scheme(s) you are referring to)

Q10. What benefits and challenges do you consider with the use of digital technology in DRT services?

Q11. Is there a scope to integrate DRT services with mainstream public transport services? i.e.
a)   What interventions/solutions are required to support passenger interchange?
b)   What are the main issues and barriers for such integration?

Q12. Could DRT service(s) replace conventional public transport in certain rural areas? (Please provide further thoughts/details)

Q13. What could be done to further improve the DRT service provision?

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Error! Reference source not found. – Part 3   Page 3/3