



## **Demand Responsive Transport Cloud Implementation**

### **Our service**

We have a great team with direct experience of planning, selecting, configuring and operating cloud-based demand responsive transport services. We understand the technology and most importantly experience of central, devolved and local government and how commercial bus operators work. We have helped set up DRT schemes in 8 local authorities, with DRT providing a solution to COVID scheduled service disruption initially and then to replace scheduled services sustainably in areas where patronage has dropped post COVID. We will help define and implement scheduling/planning, passenger/driver app, route planning, website, ticketing/payment.

We'll help you work with stakeholders in local communities, bus operators, taxi/private hire operators, employers and community transport organisations to scope out what may be possible. We'll then work with cloud suppliers to configure systems so that you can operate online booking services, through to driver apps and financial systems.

We can work with community transport operators or dial-a-ride type services to modernise them and bring them into the Uber age.

Our experience of working in this sector has shown that passengers often prefer a semi-scheduled service to one that is fully demand responsive. We've got experience of how to configure these services to maximise flexibility and keep costs under control and have developed a model: "Integrated Responsive Transport" or IRT which is far more sustainable than traditional DRT.

DRT/IRT works best as part of an integrated transport system, so we'll work closely with rail and bus operators to ensure that services are coordinated and integrated with the local transport strategy, scheduled services, any multi-operator ticketing schemes and agreed quality standards.

We will help you scope options for vehicles, develop maps, schedules and work with DRT/IRT cloud service suppliers to configure software. We will provide marketing materials and website collateral to promote

the service and can commission additional web development to wrap around services where required.

We can help you develop options using a comprehensive cost model and can provide formal Green Book business case analysis where required. We are experienced in developing and running procurements on clients' behalf for services (e.g. s63) or IRT/DRT platforms or can resell cloud services if required on a vendor agnostic basis.

### **Pricing**

We can either charge by the day (time and materials) or in fixed price work packages.

### **Ordering and invoicing**

We're happy to visit you and discuss your requirements and can then prepare estimates of days required and options for fixed price work packages. We normally bill monthly in arrears.

We invoice on delivery of work packages or monthly for T&M work.

### **Support**

We remain in touch with our clients even after our formal engagement ends and are available on the phone to help answer questions