

Area Board Briefing Note – Rural Mobility Project - `Wiltshire Connect`

Service:	Passenger Transport Unit
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Wiltshire Council is one of eighteen local Authorities to receive funding through the DfT's Rural Mobility fund, this is specifically for piloting D-DRT (Digital Demand Responsive Transport) services. Our successful bid achieved an award of £1.2M to deliver the pilot project in the Pewsey Vale and Marlborough area of the county.

Demand Responsive bus services can be operated in various ways either on a flexible (Uber style) basis or semi-flexible basis (with some timetabled points) and the new generation of digital services generally provide service users with an app-based approach offering the ability to book and manage their journeys, track their bus and make payment if applicable. However, it is envisaged that passengers will also be able to book and cancel trips by phone as well as by app.

A community engagement survey has already taken place earlier in the Summer and we are using this feedback along with reviewing patronage on existing bus services to design the new `Wiltshire Connect` service. It is anticipated that the new set of services will commence in early 2023 depending on vehicle and driver availability.

I am happy to share the findings from the survey and the proposed changes and improvements to bus services in the area.