

Wiltshire Rural Mobility/DRT Update

Paul Sanders – DRT Manager

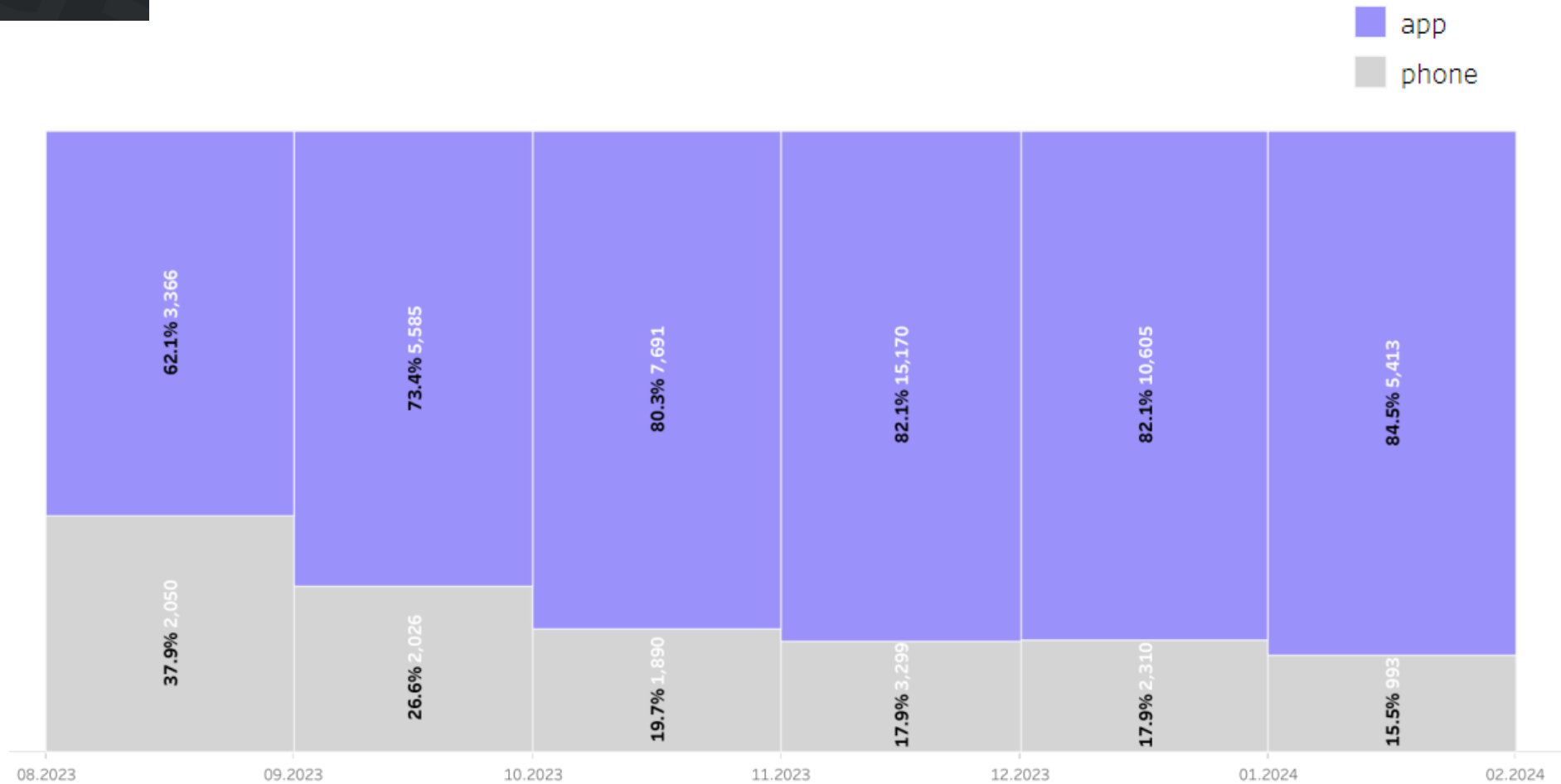


5 Month Overview

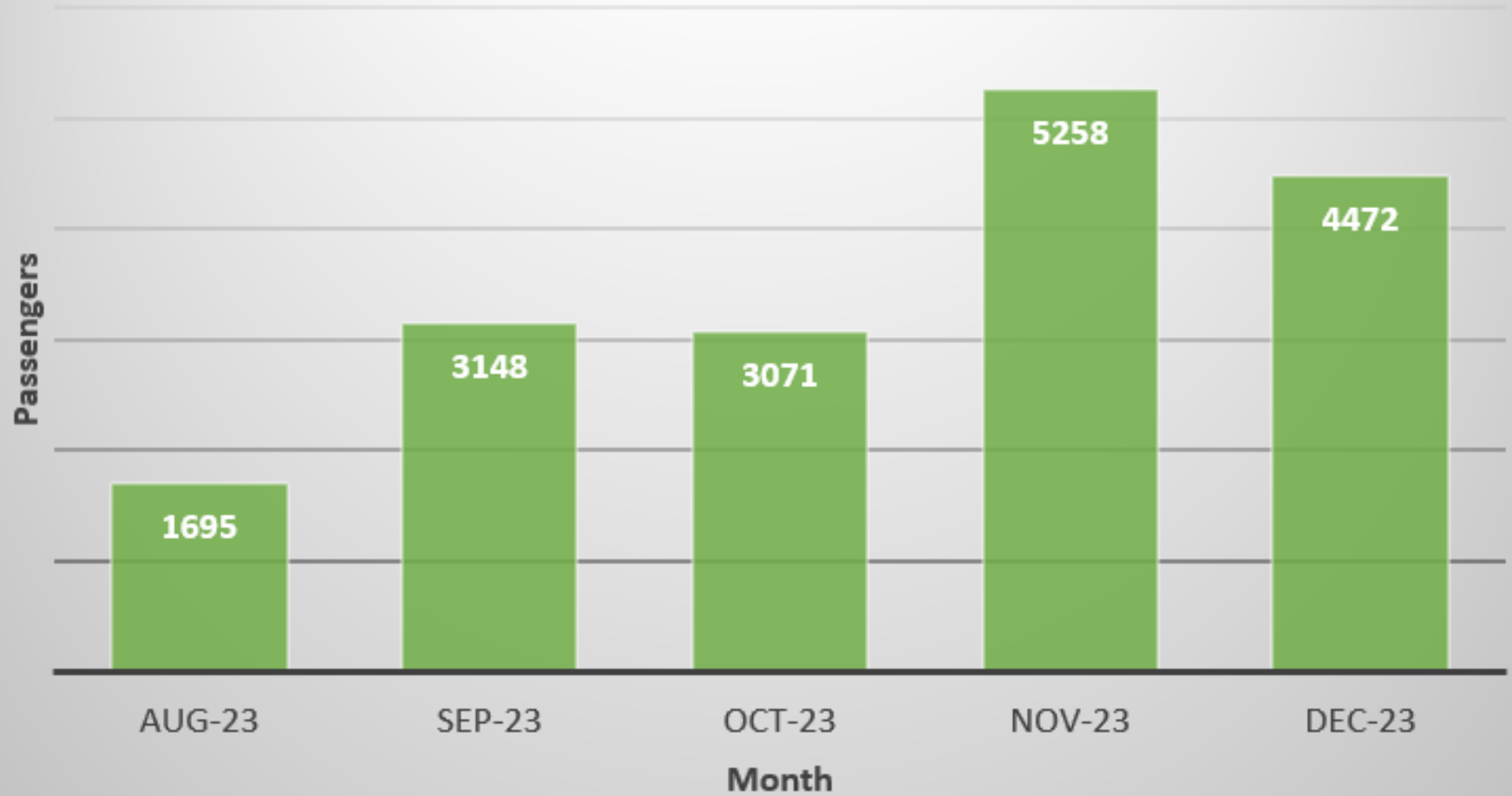
- The whole service has been up and running since 30th October 2023: 3 DRT vehicles & 2 Semi-flexible/timetabled vehicles.
- Over 4,000 people have registered and downloaded the app.
- Over 2,500 individuals have made at least one journey.
- Over 17,000 passengers carried in the first 5 months.
- Between August and December 23, daily patronage per DRT vehicle has grown by 49%.
- DRT vehicles are now carrying more passengers than the timetabled services.
- Average of 3.7 passengers per vehicle per hour across the service in November. (Previously the 101/2 service averaged approx. 3 passengers per hour excluding schools).
- Almost 85% of rides are now booked on the app. This has been increasing month by month.
- Average customer rating is 4.9 out of 5 stars.



Booking method

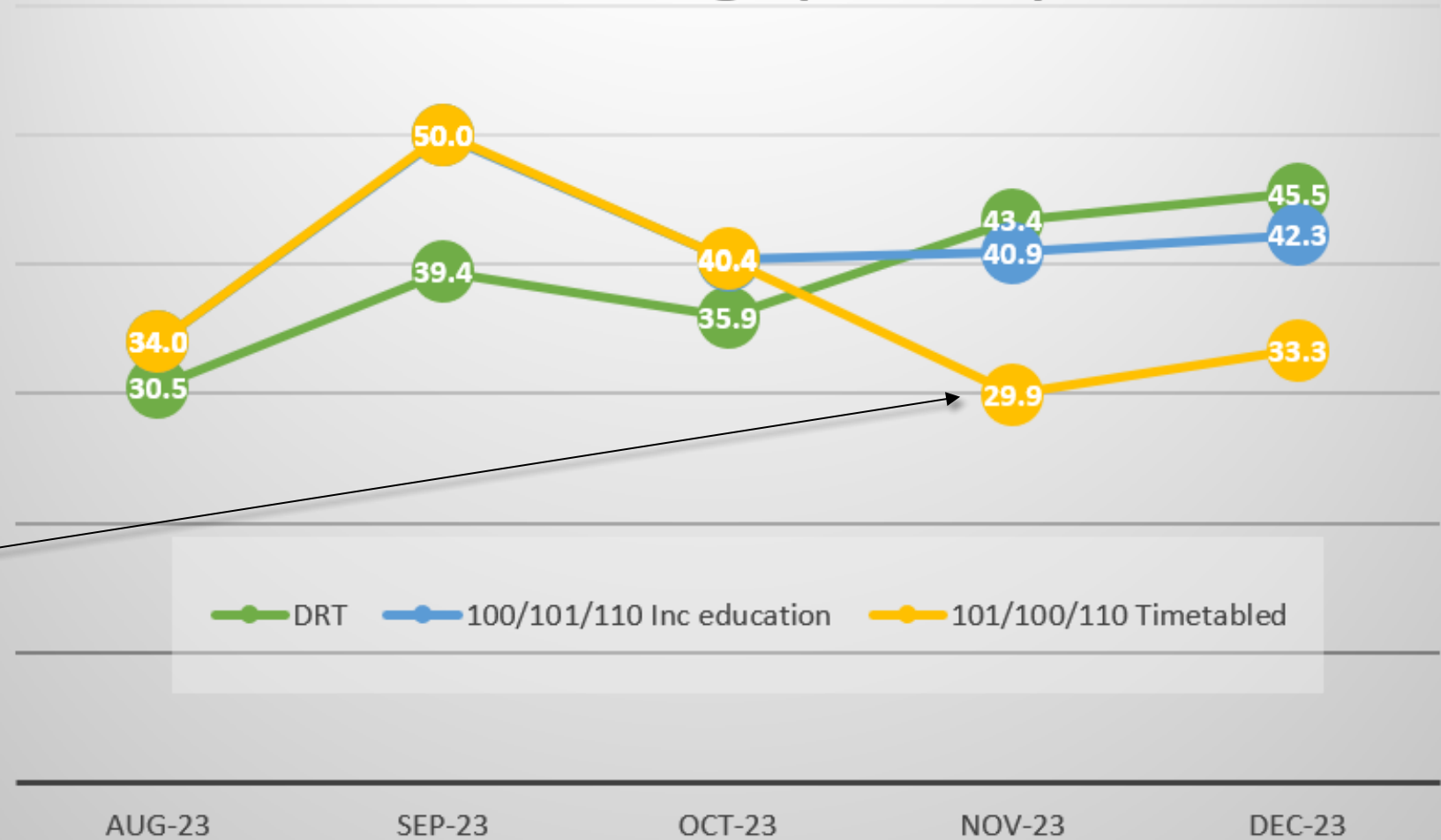


Wiltshire Connect patronage



Wiltshire Connect Patronage: Average daily vehicle usage (Mon-Fri)

30th October –
Service 100/110
launches



Work in progress

- Promotion & Marketing – Focus on service 100 between Marlborough and Devizes and the Saturday on-demand service.
- Objective to exceed 50 passengers per DRT vehicle per day, Monday to Friday.
- Working with Visit Pewsey Vale and Great West Way
- App Tech – We continue to adjust the algorithms and parameters – Improvements are still to be made – Working with the provider.
- Web booking portal to launch in due course
- Customer service and support improvements
- Infrastructure improvements – Bus stop signage and cases to be replaced
- Potential electric vehicle for the service – Working with Reds



Questions!

