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Lessons from implementation of flexible transport services and guidelines for further integration

Department for
Transport



Good Practice Guide for
Demand Responsive Transport Services
using Telematics

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Structure of Presentation

- Introduction
- The Demand Responsiveness of Public Transport
- The DfT Good Practice Guide for DRT
 - Case study: Managing Multiple Services
- Conclusions





Introduction

- Why do we need another Good Practice Guide?
- Understanding the concept and role of Flexible and Demand Responsive Transport





The Demand Responsiveness of Public Transport

route → fixed months in advance → fixed 1 hour before trip

vehicle → limited periods of availability → long periods of availability
→ 1 type → many types

operator → commercial → competitive tender → selected 1 hour before trip

passenger → special transport services → general public only → no restrictions

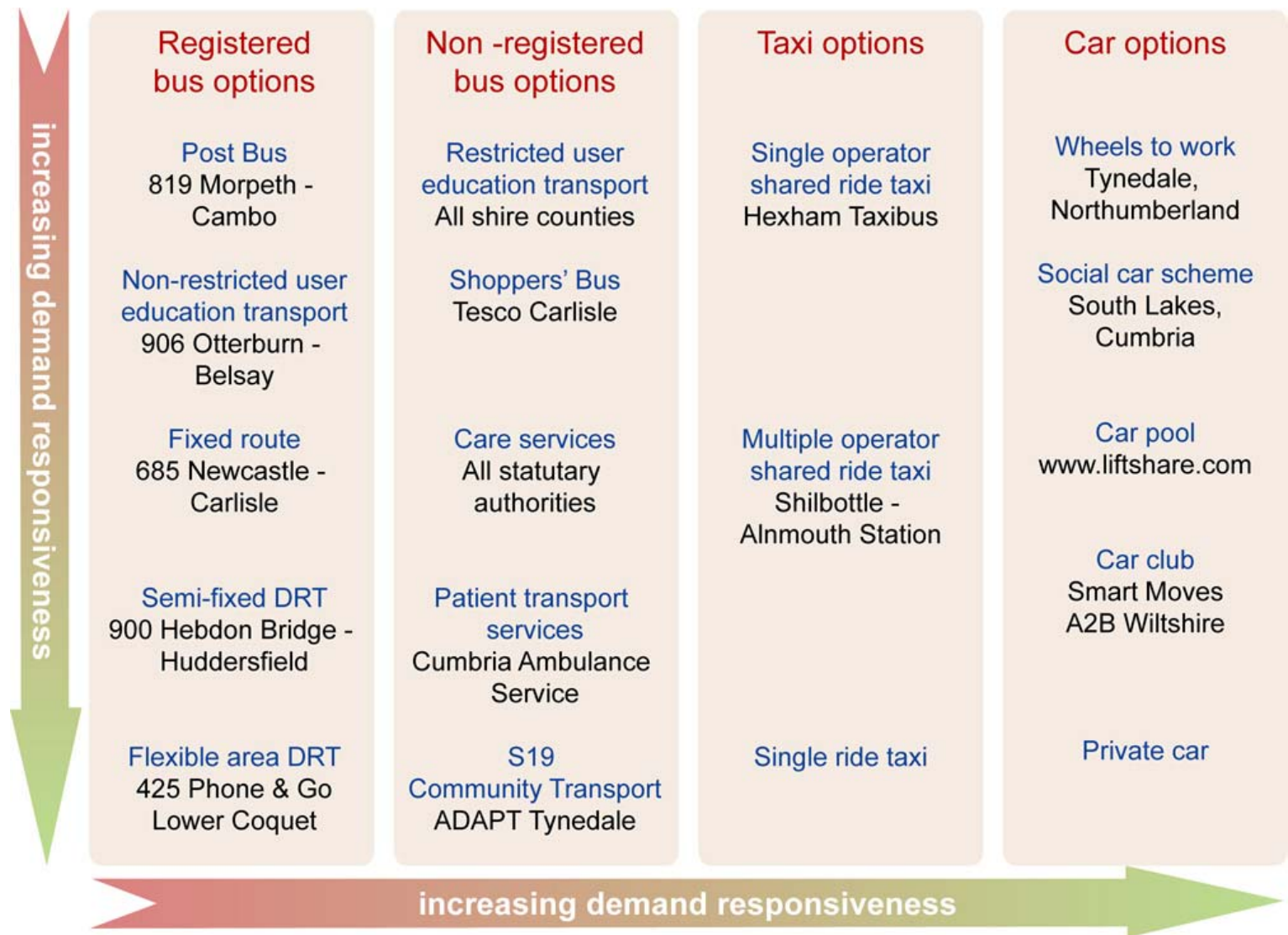
payment → pay on vehicle → season ticket → smart card

increasing demand responsiveness





The Demand Responsiveness of Different Modal Options





Good Practice Guide for DRT

- Commissioned by Department for Transport
- Prepared by Newcastle University
- Published April 2006
- Distributed to each local authority in UK
- Download from:
[http://www.ceg.ncl.ac.uk/info/pdf/goodpracti
ceguide.pdf](http://www.ceg.ncl.ac.uk/info/pdf/goodpracti
ceguide.pdf)



Contents of Good Practice Guide

- Technologies for Flexible Transport
- Service Design
- Managing Multiple Services
- Marketing and Promotion: Awareness Raising
- Economic Framework
- Partnerships: the Future

Not an exhaustive list





Managing Multiple Services





Implications of Demand Responsiveness



Added level of management required

Implications of Demand Responsiveness

DRT systems require routing & dispatching system & an organisation to carry out these tasks at TDC



➤ Critical factors

- Management resources for dispatching
- Long term strategy for developing services
- Co-operation between stakeholders



Management Resources - Dispatching

Statutory Authorities

Social Services
Patient Transport Services
Education Trips
Trip patterns
predictable & not
complex

Community Transport

Group Hire
Individual special services
Some registered services
Trip patterns
mostly predictable
& not complex

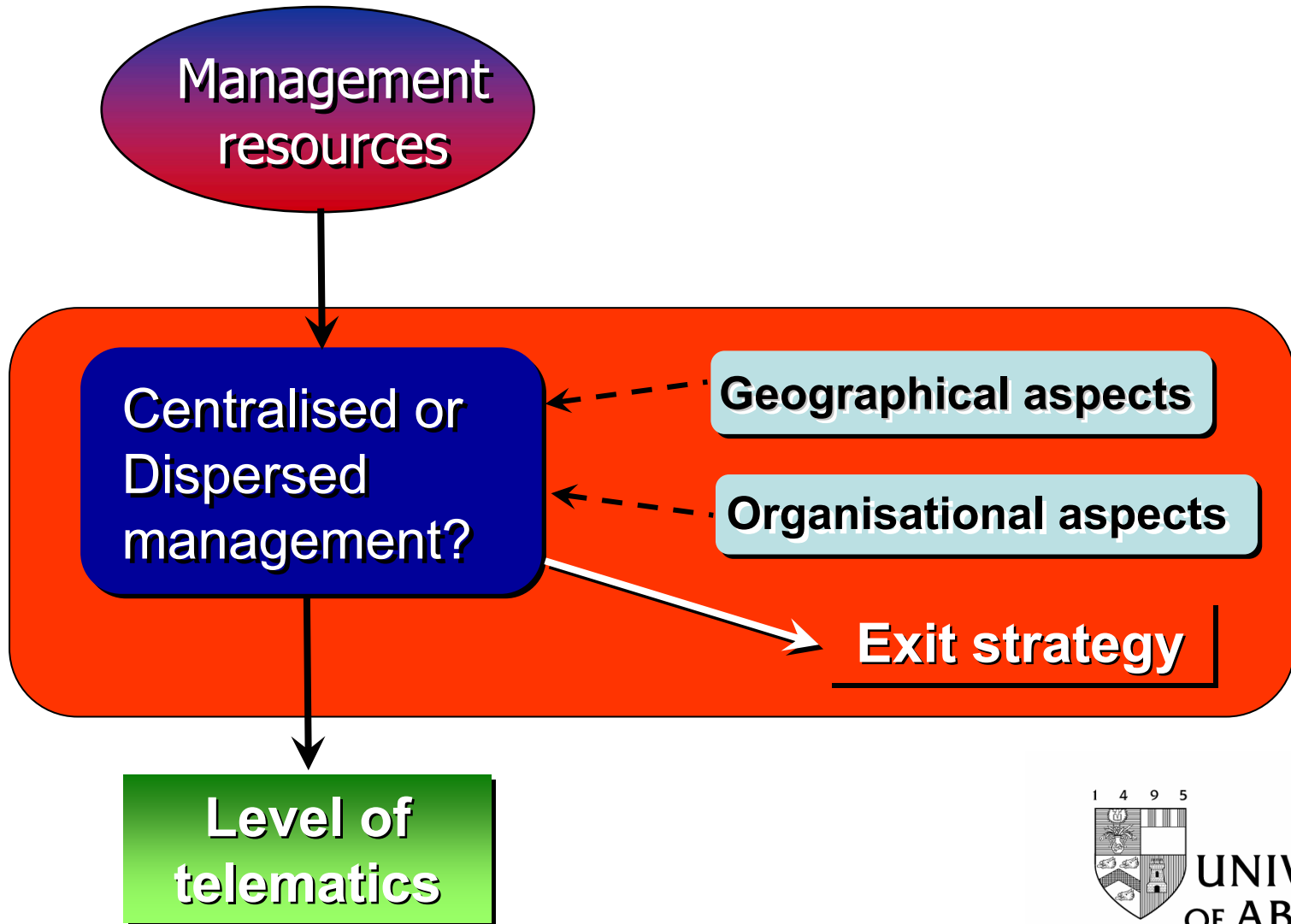
Taxi / private hire

Mostly individual trips
Trip patterns less
predictable & not
complex

How well equipped
are they to deal
with complex
demand patterns?

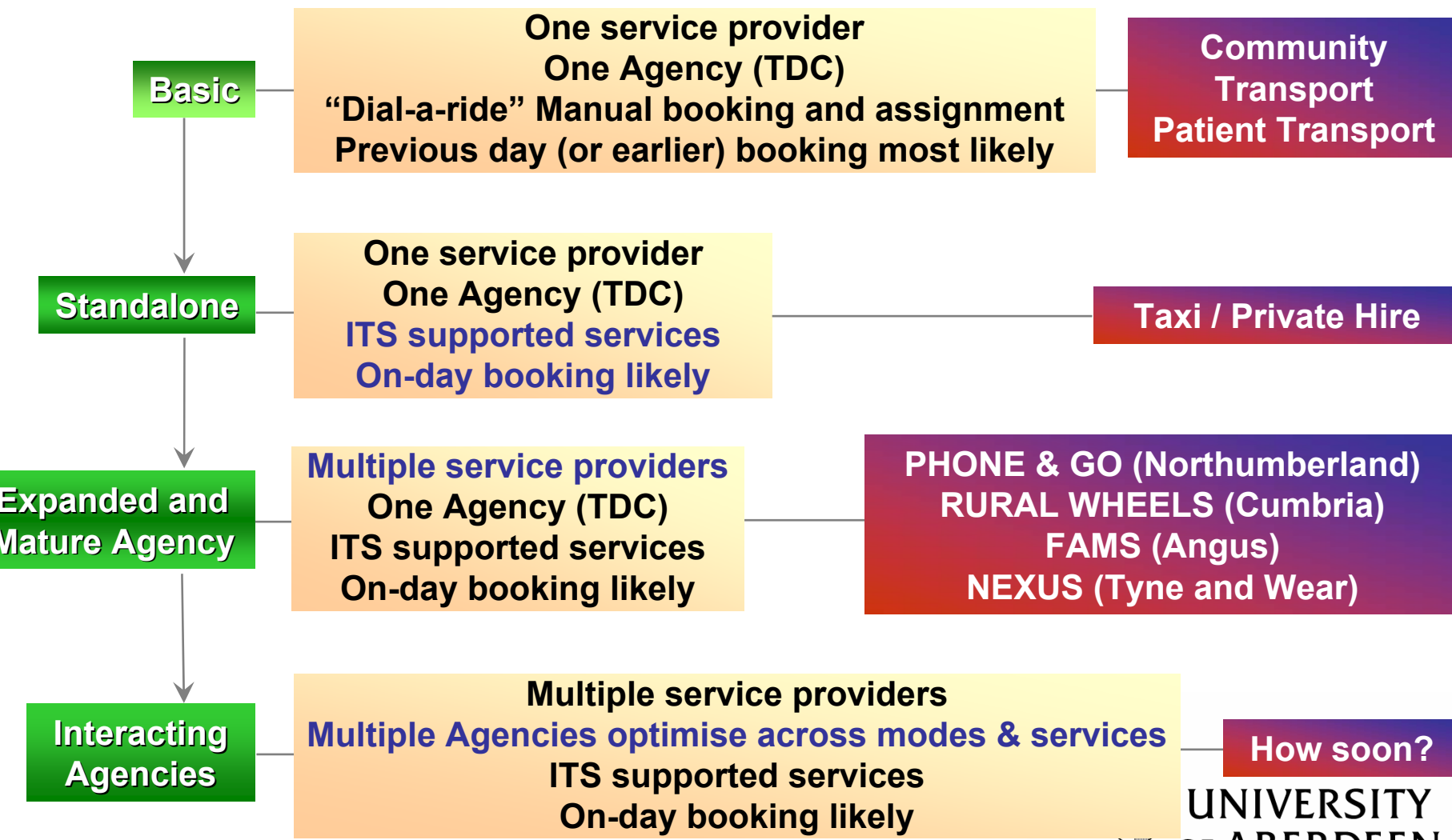


Long Term Strategy for DRT





A Layered Model of Service Provision



Multiple Service Management at Nexus

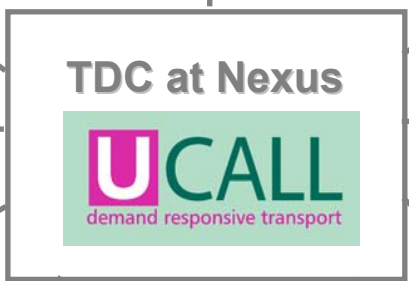


Northumberland Co Council
Shilbottle Taxibus
Semi-fixed – Taxi
No restriction

Northumberland CC
Hexham Taxibus
Semi-fixed – Taxi
No restriction

Nexus
Care Services: Tyne & Wear
Fully flexible – Bus
Disabled and Elderly

Nexus
U Call: Outer West Newcastle
Semi-fixed – Bus
No restriction



Nexus
U Call: Western Gateshead
Semi-fixed – Bus
No restriction

Nexus
U Cab: South Tyneside
Fully flexible – Taxi
No restriction

Nexus
U Call: Sunderland
Semi-fixed – Bus
No restriction

Durham County Council
Cross border
Semi-fixed – Bus
No restriction

Special Needs Education
Services
Tyne and Wear (scheduling)
Fully flexible – Bus
Special needs education

Patient Transport Services
Sunderland Hospital
Fully flexible – Bus
Renal dialysis patients

North Tyneside Council
Adult Services
North Tyneside
Fully flexible – Bus
Adult learning disability



Partnerships: the prerequisite to Managing Multiple Services



Why create a Partnership?

- Different statutory authorities are required to provide transport services for stakeholders
- Not all transport services are fully utilised
- Sharing capacity can bring overall savings in many different elements
 - Dispatching costs
 - Purchasing and operation of vehicles
- Revenues need not be affected so with lower costs services become more viable



Partnership: a Good but Impossible Idea?

- Managing multiple services shows how resources can be shared
- Sharing on a wider basis means
 - Management sharing
 - Sharing of dispatching
 - Brokerage of vehicles
- Establishing a common pool of resources – not ‘mine’ or ‘yours’ but ‘ours’. Savings then belong to partnership not my budget or your budget
- Recognising that governance issues are all important and will need hard work to resolve





The Benefits of Partnerships

- Partnerships offer the opportunity to 'share' thus reducing both avoidable and non-avoidable costs
- Partnerships offer real long run savings which can be ploughed back into better services or maintain more marginal services





Conclusions

- The concept of DRT is now well understood
- The evidence base indicates that DRT plays an “important and growing role in the spectrum of transport provision” throughout Europe
- Good (and less good) practice is transferable
- A (local, regional, national, European) DRT framework should be built on partnership working

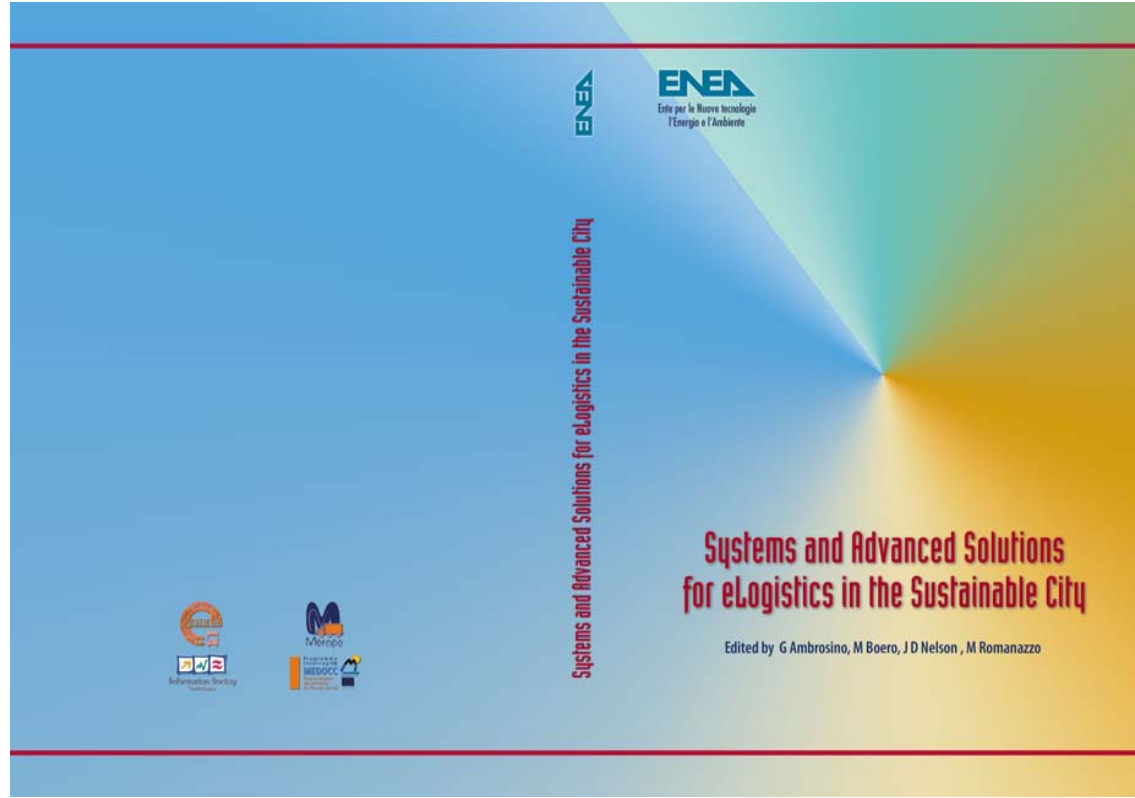


Resources for DRT Service Planning



Demand Responsive Transport Services: Towards the Flexible Mobility Agency

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