



# **NEWPORT** **DEMAND RESPONSIVE TRANSPORT** **(DRT)**

**Bishton – Redwick – Llanwern Village**

# DEMAND RESPONSIVE TRANSPORT



**Demand Responsive Transport** is a form of pre-booked (by the customer) transport using smaller vehicles than buses but with the benefits of commercial bus ticketing and with the customer in control.

Transport only runs when the customer demands using a pre defined and simple set of criteria for booking the service.

Demand Responsive Transport is organised in rural areas where commercial or conventional bus operators are unable to provide viable bus services.

You can use this service at the cost of a bus fare rather than a potentially more expensive taxi fare.

Welsh Concessionary Entitlement Cards are also accepted.

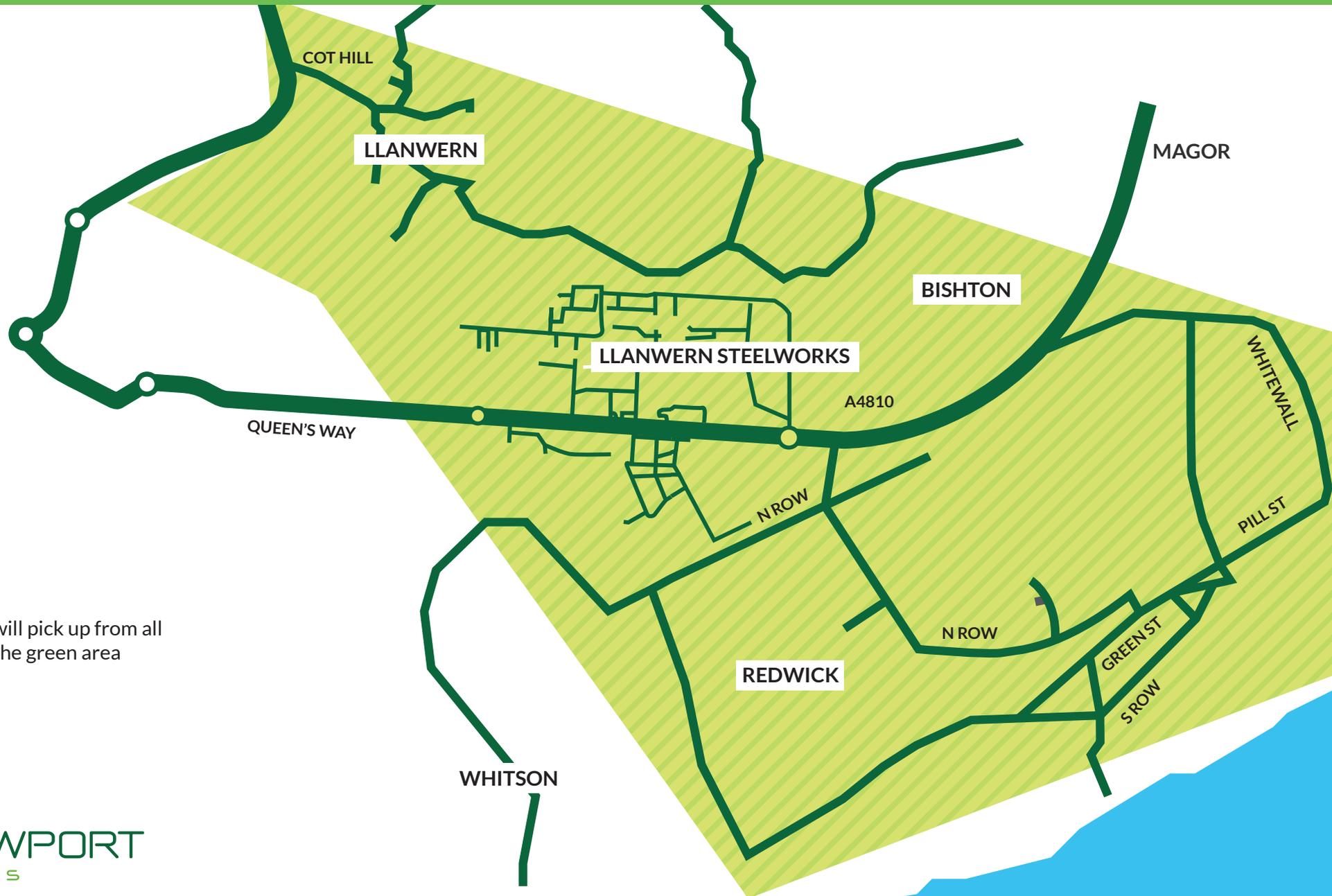
Bookings should be made 24 hours in advance, although every effort will be made to accommodate passengers making bookings at shorter notice up to 5pm on the night before (details below).

A pick-up point and time are agreed when you pre-book and the journey may be shared with other passengers with similar requests.

Multiple journeys on different days can also be pre-booked up to two weeks in advance.

It offers **greater flexibility** to cope with local people's **appointments and work schedules, shop opening hours and connections with local bus services.**

# AVAILABLE AREA



The new service will pick up from all bus stops within the green area



## BUS STOPS

These will still be used, so when you book you will advise the Controller where you wish to board, at what time and at what pre-defined bus stop you wish to be dropped off. This provides a link with local bus services to ensure an efficient onward journey.

So your journey to Newport will start at a bus stop nearest to your house and you can be dropped off at one of three locations.

### PRE-DEFINED BUS STOPS IN NEWPORT ARE:

**Newport Bus Station | Spytty Retail Park | Ringland Circle**

Your return journey (if required) will start at **one** of the above **three bus stops in Newport** and return you to the bus stop **nearest to your destination**.

The service will only pickup pre booked customers at bus stops in the pre-defined pick up area, once outside this area the service will not pickup any passengers, therefore providing a faster service for the customer into Newport.

On your return journey again only pre booked customers can travel and only from one of the three Newport stops advised above, then it's a direct route to your chosen return destination.



## HOW TO BOOK

To book your seat, simply call **01633 211202** between **0900** and **1700**, our helpful staff can give you advice or book a journey for you.

### ALL WE REQUIRE IS THE FOLLOWING;

**Your Name | Address (inc postcode) | Contact telephone number | Pick up point | The time you require picked up | Destination | How many are travelling with you**

Ideally we expect you to call 24 hours in advance of your planned trip, but we will still take bookings up to 1700 the day before for Tuesday to Saturday bookings, for Monday bookings the previous Friday by 1700.

## PAYMENT

Payment is made in the exact same way as you would use with our bus services, as tickets will be given. Fares will be dictated by the current fares structure provided. All Newport Transports weekly, monthly and annual smartcard travel passes will be accepted.

### CONCESSIONARY PASSES

These will be accepted in exactly the same way as you currently do with any of our bus services.

### DRIVERS QUALIFICATIONS

The drivers are the same drivers that drive all our local bus services and are therefore trained to the highest standards.

## IF YOU NEED TO CANCEL

For example if you are unwell, all you need to do is phone the booking line as soon as you are able. However, if you make repeated short notice cancellations you may not be allowed to make further booking as this can impact the routing and prevent others from using the service when they require it.