

## What is Digital Demand Responsive Transport (D-DRT)

Digital Demand Responsive Transport (D-DRT) is a flexible public transport service. It operates in real-time to booking requests by passengers, with a defined geographical area and time window per day (e.g. 7am until 10pm)

Vehicles are dispatched to pick-up and drop-off locations that are confirmed as part of a passengers booking. D-DRT enables shared journeys by picking up multiple passengers who are travelling to similar locations at similar times.

D-DRT is primarily booked via an app, which enables passengers to:

- Plan, book and pay for journeys via their smartphone
- Receive real-time updates on vehicle arrival and drop off times
- Share trips dynamically with other passengers to optimise journeys
- Seamlessly connect with commercial bus and train services via transport interchanges or urban areas

A phonenumber remains for those without smartphone access, or prefer not to book digitally via an app.

D-DRT is ideally suited for rural and sub-urban communities, where traditional, fixed-route services are not sustainable, nor able to meet diverse travel needs efficiently.

An example of D-DRT in Essex is the DigiGo service. It operates 7 days a week, 6am until 10pm in the week and from 7am until 10pm at weekends.

The image below provides an example of the travel zones that DigiGo serves, where passengers can book a journey anywhere from A to B within a travel zone. For more information on the service, [please visit their website](#).

