

DRT Frequently Asked Questions

WHAT IS DRT?

Demand Responsive Transport (DRT) operates like a taxi but charges close to normal bus fares. It allows you to travel within designated rural areas or between areas, joining together major public transport arteries. DRT is a shared service the same as other public transport provision.

WHAT'S A DEMAND RESPONSE TRANSPORT (DRT) SCHEME AREA?

A DRT scheme area is a large, rural area containing many villages, hamlets and farms. Travel is permitted anywhere within a DRT scheme area or to/from adjoining DRT areas.

WHO CAN USE THE SERVICE?

This service is for everyone, regardless of age or disability, who do not have a regular scheduled bus service. You do not have to be a resident of a DRT scheme area or within Stirlingshire. The service is available for anyone to use from around the world wishing to travel within rural Stirlingshire.

WHAT TYPES OF JOURNEY CAN IT BE BOOKED FOR?

Whether it be to connect to a regular bus or train service or for tourists visiting local attractions, or going to the shops, the doctor, the dentist, work, visiting friends or if you are enrolled in a class, we are happy to help you get out and about and take part in the community.

MUST I ALWAYS BOOK IF I WANT TO TRAVEL?

Yes. DRT operates within a specified time period – there's no timetable – and you need to book your journey just like you would book a taxi and is subject to availability. You can book one journey, a return trip or a few journeys and you can book up to *two hours before you wish to travel (*when booking online only). We encourage you to book journeys online or by phone giving as much advance notice as possible to avoid disappointment – you can't contact the operator direct and ask the DRT driver to pick you up.

MY VILLAGE ISN'T INCLUDED WITHIN A DRT AREA – CAN I STILL TRAVEL WITH DRT?

If your village isn't included within the DRT scheme area you are likely to have access to a regular bus service. However you can book to travel within the DRT areas. The DRT boundaries are clearly defined – see the detailed maps on each of the DRT service areas at www.stirling.gov.uk/drt.

WHY CAN'T WE JUST HAVE 'NORMAL' BUS SERVICES?

Most of the current DRT areas previously had no buses or a very infrequent bus service. The cost of running a normal bus service was often excessive and the times and routes didn't really suit everyone living throughout a vast, rural area. The DRT idea is a flexible solution to providing more journeys to more places more often for more people.

WHAT VEHICLES ARE USED ON DRT SERVICES?

The vehicles are up to 8-seater cars operated by registered DRT local taxi providers. Wheelchair accessible vehicles are available in some DRT areas and this can be checked at booking.



CAN I USE MY CONCESSION CARD ON DRT SERVICES?

Yes - The Scottish National Entitlement Card, (free travel for Bus Pass holders aged 60+ and 1/3 off fare prices for Young Scot Card holders aged 16-18).

CAN OTHER PEOPLE TRAVEL WITH ME?

Yes. When you book, give details of how many people are travelling with you. Even if you have a journey already booked for yourself, it would be helpful to let the operator know if someone else wants to join you. Remember the vehicles can only carry up to 8 passengers at the one time and other people may have booked and be travelling on the same journey as you.

WHY ARE THERE OTHER PEOPLE IN THE VEHICLE – I BOOKED THE JOURNEY FOR MYSELF?

You can't ask to have an exclusive journey. If someone else wants to travel at the same time as you then it makes sense to pick up other people on the way. In this way, time is saved and more journeys can be provided. DRT is a shared public transport service.

WHY WON'T THE DRIVER PICK ME UP FROM MY FRONT DOOR?

Whilst the driver will do his/her best to pick you up/drop you off from your chosen point, there may be locations where it is either unsafe to stop, difficult to access or difficult to turn the vehicle. Please be understanding if you have to make a short walk to/from the vehicle.

HOW DO I BOOK?

You can book 24 hours a day, 7 days a week via the online booking system at www.stirling.gov.uk/drt. Please note that you should first register an account which will require authentication before bookings can be accepted and processed. Journeys can be taken from morning to evening and times vary dependent on the area and operator so please check first.

