

Three Rivers

Summary Statistics 1st April 2018 to 31st March 2019¹

Table 1. Number of Active² Dial-a-ride members.

Living in Three Rivers	91
All Hertfordshire	503

Table 2. Number of Dial-a-ride journeys facilitated by the Three Rivers vehicles.

JOURNEYS (members and escorts)	Distance (miles)				Total
	0-5	6-10	11-15	16+	
Three Rivers	3254	930	58	0	4242

Table 3. Number of Dial-a-ride journeys facilitated by the Three Rivers vehicles, broken down by member district³.

Member District	Number of Journeys (members and escorts)
Three Rivers	2313
Watford	1293
Hertsmere	627
Dacorum	5
St Albans	2
Welwyn Hatfield	2
Total	4242

¹ Subject to reconciliation processes.

² Members are considered Active Members if they made a journey with Dial-a-ride between 1st April 2018 and 31st March 2019.

³ Member District is defined using the member's registered postcode.

Table 4. Number of Dial-a-ride journeys made by Three Rivers members facilitated by *other* Dial-a-ride vehicles (ie. Number of journeys made by Three Rivers members *not* on Three Rivers vehicles).

Vehicle District	Number of Journeys (members and escorts)
Watford	830
Dacorum	178
St Albans	99
Hertsmere	47
Welwyn Hatfield	4
Total	1158

Table 5. Revenue generated by Dial-a-ride journeys facilitated by the Three Rivers vehicles.

	Distance (miles)				
REVENUE	0-5	6-10	11-15	16+	Total
Three Rivers	£9,025.60	£4,279.80	£376.60	£0.00	£13,682.00

Transport Reasons (Social, Shopping, Social Club, Medical)

The transport reason for each journey is defined by the destination address on inward journeys and collection address on outward journeys on a best-guess basis, taking into account the destination name and postcode. It is therefore possible that the transport reason differs from that ascribed to the journey. For example, someone alighting at Westgate Shopping Centre may be meeting friends, rather than going shopping. The categorising of journeys to transport reasons enables a better understanding of the DAR service, but is not intended to represent a definitive list of all journey purposes.

‘Social’ includes journeys to visit relatives or friends that are not facilitated by a group or organisation, such as to a home address or restaurant. In contrast, ‘Social club’ refers to journey destinations which are facilitated by a group or organisation, typically at a predefined time and which occur on a regular basis, including the Disability Recreation Unity Movement (DRUM) and Watford Blind Club. ‘Shopping’ comprises journeys to shopping destinations such as Westgate Shopping Centre, or Watford High Street Marks and Spencer. ‘Medical’ includes journeys to medical health centres, hospitals, GP surgeries and therapy centres such as the Multiple Sclerosis Centre in Letchworth.

Table 6. Popular destinations of Three Rivers Dial-a-ride members.

Destination	Transport Reason
Disability Recreation Unity Movement (DRUM)	social club
Blind Club (Watford)	social club
Holywell Community Centre (Watford)	social club
Manor House Sports & Social Centre (Abbots Langley)	social
Shopmobility Church Car Park (Watford)	shopping
River Court Nursing Home	social
Morrisons (Watford Ascot Rd)	shopping
Sainsbury's (Watford Albert Road)	shopping
British Red Cross Society Red Cross Centre (Rickmansworth)	social
MS Therapy Centre (Harrow)	medical

Figure 1. The proportion of journeys by transport reason facilitated by the Three Rivers vehicles.

