

GO sutton

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What is GO Sutton

Go Sutton is an On-Demand ‘shared’ transport option to help get around the borough.



This service will be available to residents and visitors of the borough and will be offered in addition to existing services



Objectives, Outcomes and Questions

This service will be delivered as a trial for 12 months where we hope to learn a number of things about offering an on demand service in London.

Can it offer a service that is easy-to-use, safe, clean, reliable and accessible to all?



How easy is it to use apps to plan and arrange journeys?

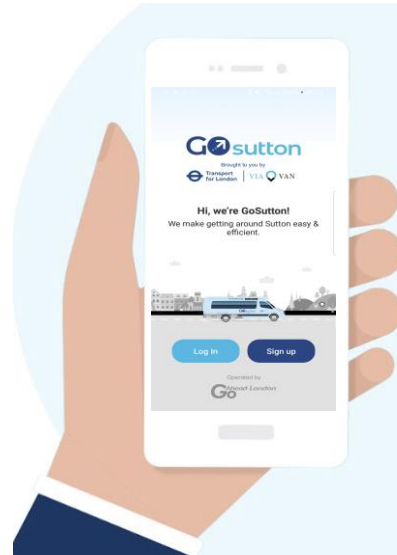
Can it complement existing bus services to enhance public transport?



Key Details



- **Free to Freedom Pass and Bus Pass holders**



- **Journey's are bookable from your smart device***



- **All Vehicles are fully accessible**



Key Details



- **Services to operate from 06:30 to 21:30, 7 days a week**



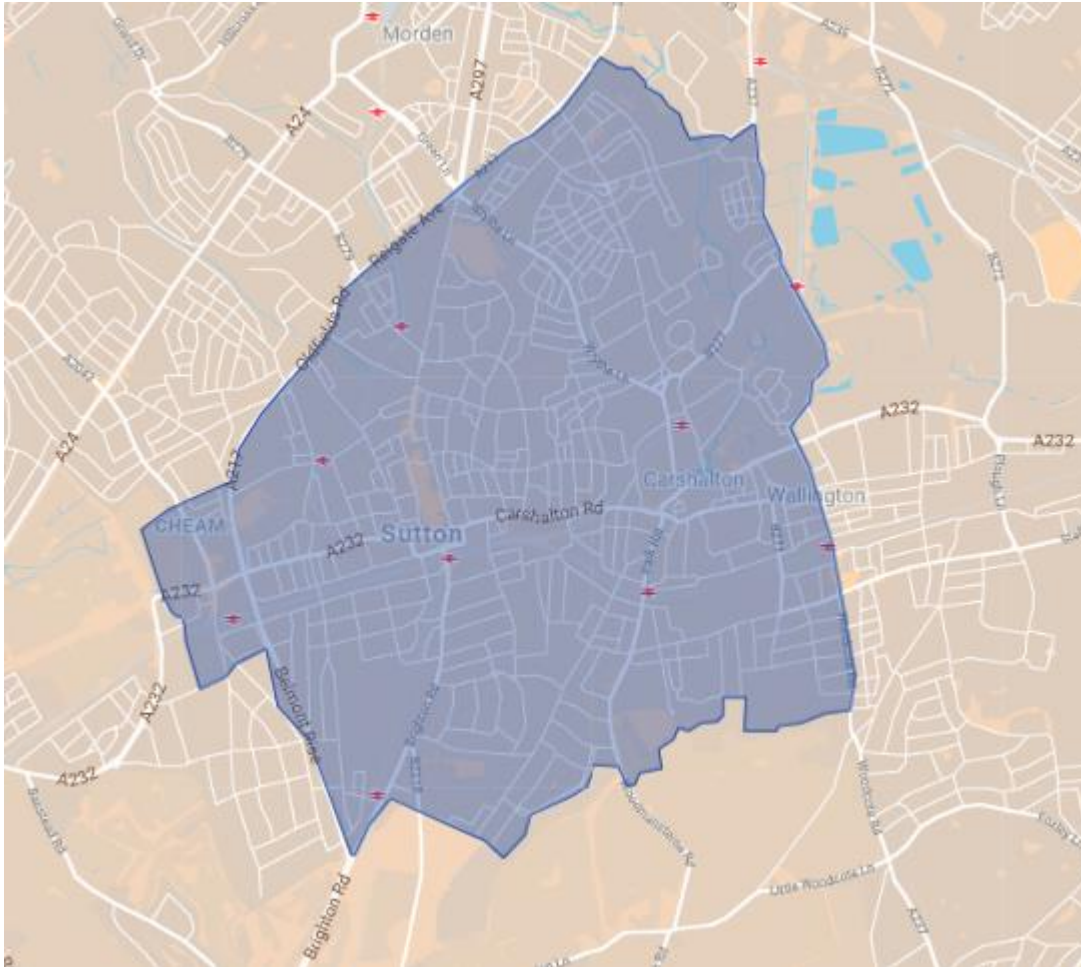
- **Cost £3.50 per trip and £2.00 per additional person on the same booking (max 6)**



- **Service can be booked by users aged 13 and above (children under 13 must be accompanied)**



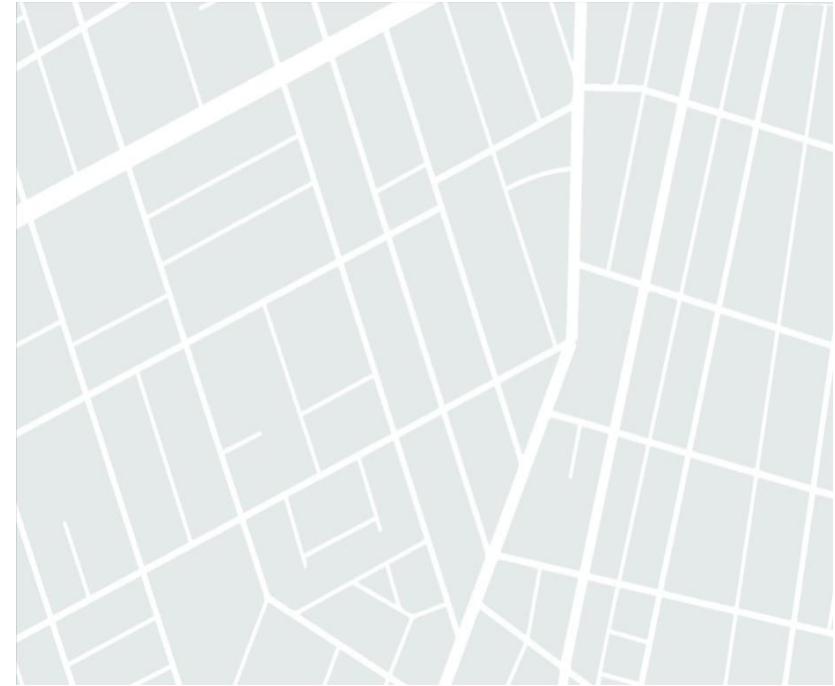
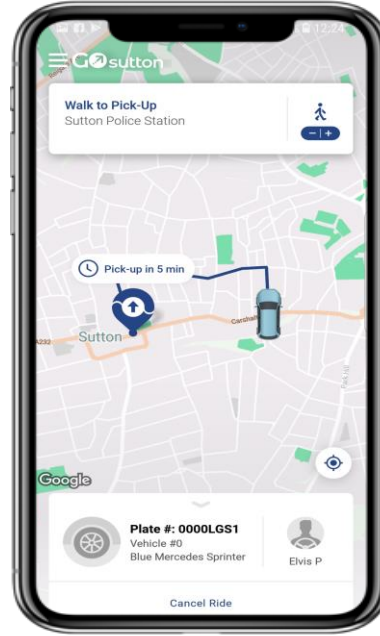
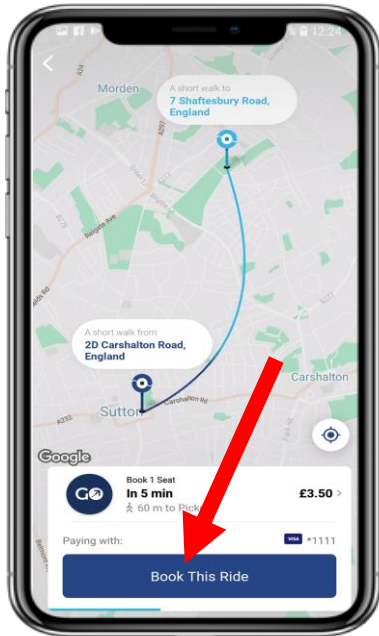
Proposed Area to be served



- **When the service launches this May, Go Sutton will serve users in Cheam, Sutton, Carshalton, Rosehill and Belmont**



How will it work (Booking via App)



- **Book your journey. Don't worry, we'll confirm the details with alerts to your device**
- **We'll confirm when and where we'll pick you up from**
- **Make your way to the pickup point and we'll get you to your destination**



Don't have a Smartphone?



- **Customers will be able to book through the Customer Service team. The team will also be able to help with journey and account queries**

For those with an SMS enabled phone, real time journey updates would be provided by text.



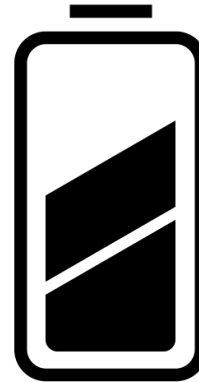
Other Features



- **TalkBack and Native Accessibility Features**



- **Customers with Service Animals are welcome**



- **On-board Charging points for personal devices**



Potential Benefits of this trial

- The addition of these services in areas of outer London where conventional forms of transport are limited may improve access to jobs and essential local services
- A 'guaranteed' seat for customers who have a confirmed booking
- 'Smarter' travel – with access to on-board USB charging points and free Wi-Fi which could improve customer experience
- A network of optional stops (approximately every 200m) which could mean shorter walking distances
- The app and phone booking system may add convenience to some passengers
- Pre-registered payment - no need for card or cash
- The service will be wheelchair-accessible, with the added confidence of booking that space prior to travel



Considerations

- The current plan for booking and payment of trips means all users will require a bank account (except holders of Freedom Passes)
- Oyster Travelcards and other TfL concessions are not accepted on this service
- Some customers may not find the booking of the service convenient
- Journeys cannot be pre-booked and can only be booked in real time at the time of travel
- The service is not available to unaccompanied children (under the age of 13)
- Customers who book the service from a landline and do not have SMS enabled phones will not receive the real time updates of the vehicles arrival





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