

This information is issued by
Essex County Council

In the event of a service change a new leaflet will be produced. This information is also available to download from www.essex.gov.uk/publictransport

You can contact us in the following ways (publicity only)

@ publictransport@essex.gov.uk (publicity)

☎ 0345 603 7631

Travel Information Team
Highways
Seax House
County Hall
Chelmsford
CM1 1QH

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The information contained in this document can be translated, and/or made available in alternative formats, on request.

Published February 2016

Lost property

If you leave something on the bus contact Arrow Taxis.

Not in the DaRT 1 catchment?

There are also other DaRT services in:

- North Uttlesford – DaRT2
- North East Braintree – DaRT3

Call **01621 874411** or visit essex.gov.uk/publictransport for further information

Comments, questions or concerns

Please contact the operator directly for all comments in relation to this service.

Frequently asked questions

- 1. Will concessionary bus passes be accepted?**
Yes, concessionary bus passes will still be accepted.
- 2. What sort of vehicles will be used?**
8 to 16 seat vehicles with the DaRT Essex logo.
- 3. Can passengers take their trolleys?**
Yes. There will be a cage area in the mini bus for trolleys. It is advised you mention this when booking your journey.
- 4. Can you travel by yourself?**
Yes, a taxi may be used when the numbers travelling are very small.
- 5. How will hospital appointments work?**
When travel is booked generally the return

journey time is also booked. You have the option to change it but if it is less than 2 hours' notice you need to be flexible.

6. Can people who have a concessionary bus pass give a contribution towards the scheme?

The ENCTS is a national scheme. You can always pay the fare instead of using your bus pass, but if the bus pass is presented free travel must be allowed. The operator will be reimbursed by ECC for concessionary travel journeys.

7. Does the DaRT mean that passengers can travel every day?

Yes, you can any time between 0600 to 2000 Monday to Saturday. Passengers are asked to be flexible so bookings can be grouped together.

8. Can a relative or friend book on your behalf?

Yes.

9. Can people use the service to go out for social / leisure activities?

Yes, experience has shown passengers often choose to book the service as a group and passengers who previously could not use a conventional service can use the DaRT. As long as it is safe to do so the service can pick up passengers from their homes.

10. Can a group of people book together?

Yes, you will need to say how many people will be travelling.

11. Can I use my wheelchair?

Yes, you will need to give details when you book the service.



DaRT 1


Serving West Uttlesford



Mondays to Saturdays

Valid from 11 April 2016

01621 874411

Your bus  journey is what you make it

www.essex.gov.uk/publictransport


Essex County Council

About this bus service

Demand Responsive Transport (DaRT) is an alternative way of providing access to key services in rural areas.

Instead of using fixed routes with fixed stops and times, DaRT customers book journeys with the operator in advance and are picked up from an agreed point – often their own home, a bus stop or local place of interest. You can use it:

- to go shopping
- attend a health appointment
- get to/from work, school or college
- visit friends

Arrow Taxis Essex Ltd will also need to know:

- Your name
- Your telephone number
- Any specific requirements, such as if you are a wheelchair user or if you have difficulty walking

Return journey

It is advisable to book your return journey at the same time of your initial booking otherwise you will need to give 2 hours' notice for your return journey.

Remember to be ready when you are due to be collected.

£ How much will it cost?

Distance	Adult (age 16 or over)		Child (age 5 to age 15 inclusive)	
	Single	Return	Single	Return
Less than 2 miles	£2.50	£3.50	£1.50	£2.00
Between 2 and 5 miles	£4.50	£6.50	£2.50	£3.50
More than 5 miles	£5.50	£8.00	£3.00	£4.50

Concessionary pass holders – valid after 0900 Monday to Friday and all day Saturday

£ How can I pay?

You can pay on the bus or by debit/credit card over the telephone.

This service is funded by Essex County Council and operated by Arrow Taxis.



Arrow Taxis Essex Ltd
01621 874411

🕒 When does it operate?

DaRT 1 operates between 0600 and 2000, Monday to Saturday. Unlike a bus service there is no set route and timetable.

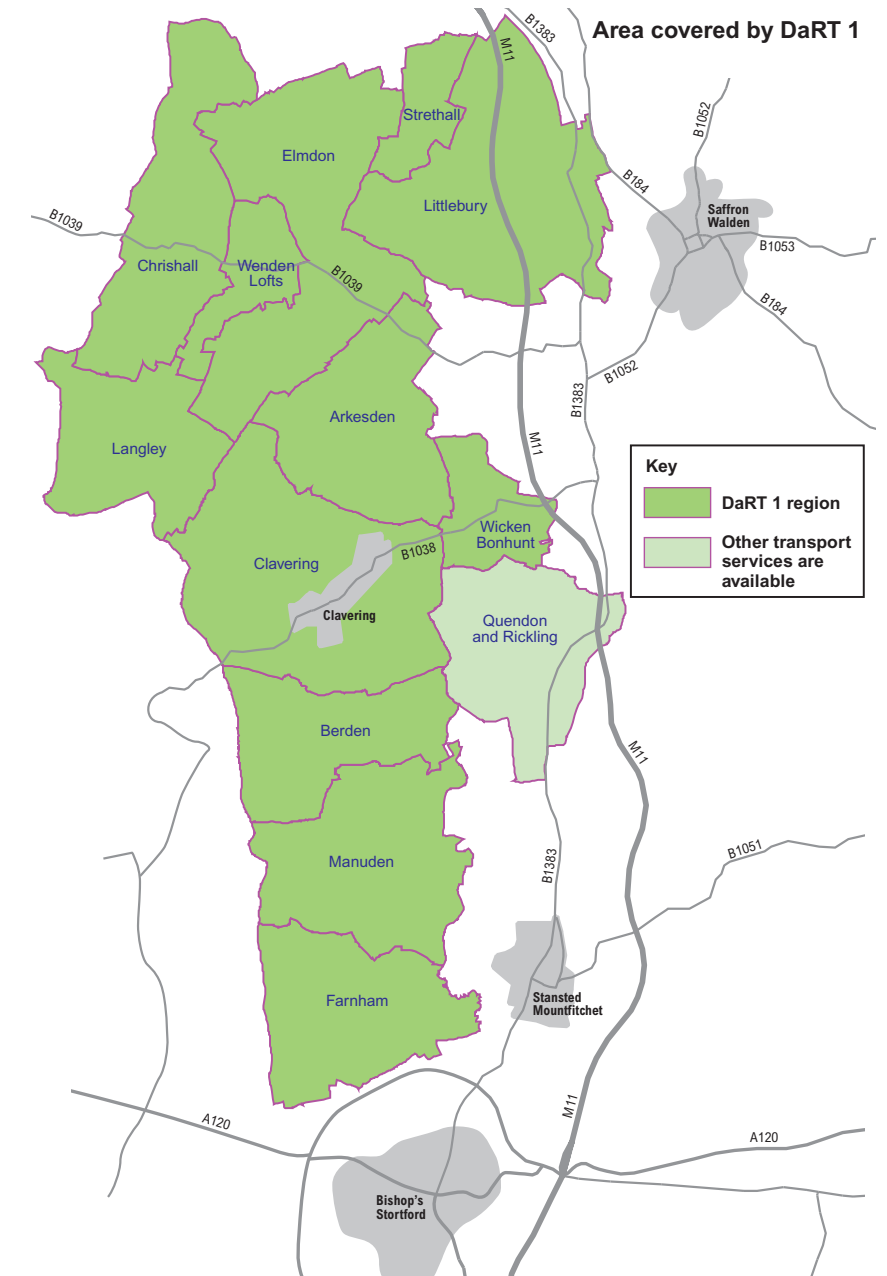
📞 How do I book a journey?

Telephone Arrow Taxis Essex Ltd on 01621 874411 and explain:

- Where you would like to go
- Where you would like to be collected from
- What time you need to go (please give at least 2 hours notice before travelling)

DaRT 1 covers the parishes of:

- Arkesden
- Berden
- Chrishall
- Clavering
- Elmdon
- Farnham
- Langley
- Littlebury
- Manuden
- Quendon and Rickling
- Strethall
- Wenden Lofts
- Wicken Bonhunt



🚌 Where can I travel?

DaRT 1 – passengers can travel to and from anywhere within the parishes shown on the map, between these parishes, and also direct to Saffron Walden town, Bishops Stortford town, healthcare facilities in Royston & Barley, Essex and Herts Hospital as well as the closest train stations.