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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](http://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

Sign up to Keep Me Posted email updates on topics you want to hear about at:  
[essex.gov.uk/keepmeposted](http://essex.gov.uk/keepmeposted)

🐦 Essex\_PT  
📘 facebook.com/essexcountycouncil

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 3 catchment?**

There are also other DaRT services in:

- West Uttlesford – DaRT1
- North Uttlesford – DaRT2

Call **01621 874411** or visit  
[essex.gov.uk/publictransport](http://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 3

## Serving North East Braintree



**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?

	Adult (age 16 or over)		Child (age 5 to age 15 inclusive)	
Distance	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.



Arrow Taxis Essex Ltd  
01621 874411

When does it operate?

DaRT 3 operates between 0600 and 2000, Monday to Saturday. Unlike a bus service there is no set route and timetable.

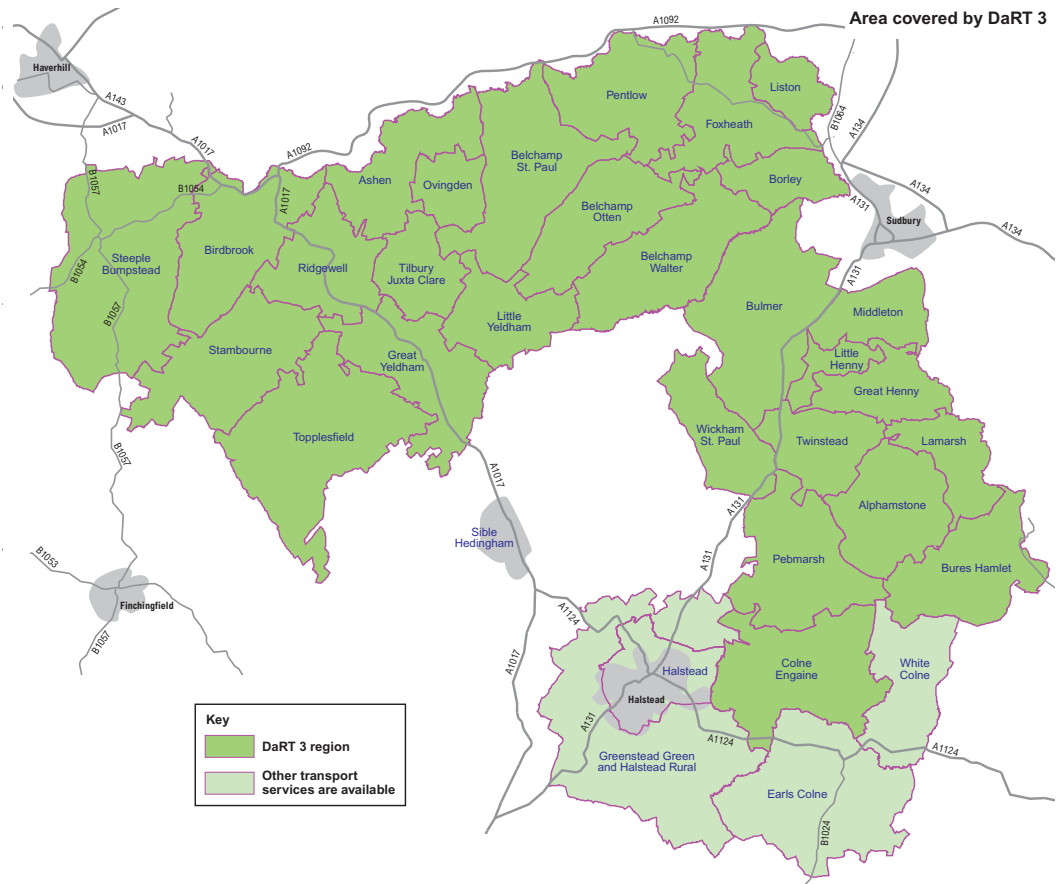
How do I book a journey?

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 3 covers the parishes of:

Alphamstone	Ashen	Belchamp Otten	Belchamp St. Paul	Belchamp Walter
Birdbrook	Borley	Bulmer	Bures Hamlet	Colne Engaine
Earls Colne	Foxearth	Great Henny	Great Yeldham	Greenstead Green
Halstead Town	Lamarsh	Liston	Little Henny	Little Yeldham
Middleton	Ovington	Pebmarsh	Pentlow	Ridgewell
Stambourne	Steeple Bumpstead		Tilbury Juxta Clare	Toppesfield
Twinstead	Wickham St. Paul	White Colne		



Where can I travel?

DaRT 3 – passengers can travel to and from anywhere within the parishes shown on the map, between these parishes, and also direct to Sudbury, Halstead and Haverhill town centres, Sudbury train station and health facilities in Clare and Sible Hedingham and Community Hospitals in Sudbury and Halstead.