

From: Cllr.Peter.Schwier@essex.gov.uk
To:
Sent: Wednesday, July 31st 2024, 07:35
Subject: Essex & Suffolk DaRT and Arrow Taxis

I am pleased to be able to update you on the services that were affected following the announcement that Arrow Taxis and Essex and Suffolk DaRT have ceased trading.

Essex County Council has worked with other bus operators in the county to ensure the services affected are back up and running as quickly as we were able to.

The following services will start to run as follows:

- Service 12 Wickford to Billericay – with Vectare commencing on 31 July 2024 (with a reduced timetable until 5 August 2024 meaning that journeys 10:50 from Wickford, 11:20 from Billericay, 15:30 from Wickford and 16:00 from Billericay will not be operating until 5 August 2024.
- Service 45 Bradwell-on-Sea to South Woodham Ferrers – with NIBs Buses. NIBs had capacity to run this service from yesterday 29th July 2024, and so this is already running.
- Service 10 Temple Grove to Pleshey – with Vectare commencing on 5 August 2024 – please note this service will now have a new service number of 48
- **DaRT 3 North Braintree – with Flagfinders (CTB) commencing on 31 July 2024**

The following services will run initially for 3 months. We understand that users will want certainty for their route, and we will continue to work to understand the best way for this to be provided. Whilst we are looking at the options for these routes, we wanted to provide replacement services as quickly as possible to minimise the impact on the users of the routes. We will continue to work hard to investigate the best options available.

- Service 322/323/324 Bishop's Stortford to Lindsell / Stebbing – with First Essex Buses commencing on 31st July 2024.

An update on service **99A Chelmsford to Maldon** will be provided as soon as possible, we apologise that we have been unable to provide an update on this service as quickly as we have the other routes. Please accept our assurance that we are doing everything we can to find a suitable solution.

Travel will be free of charge on these services as they are currently 'unregistered' because of the speed at which we have had to work on this.

We will, of course, continue to update you further on this.
I hope this is of assistance.

Cllr Peter Schwier AIEMA

From: Ann Crisp acrisppc@btinternet.com

To: Cllr Peter Schwier - Member CC Cllr.Peter.Schwier@essex.gov.uk

Sent: Wed 31/07/2024 18:44

Re: ECC Bus services - DaRT Services update

Dear Peter,

Many thanks for the further update. It is all rather confusing. Your earlier email stated that Flagfinders would be providing the DaRT3 service but this latest link (<https://www.travelessex.co.uk/about-demand-responsive-transport/dart-services>) takes us to Central Connect, who are the company who confirmed to me yesterday that they were now operating the DaRT3 service.

I have taken the opportunity to speak with Central Connect again this afternoon, and whilst they still confirm they are operating the DaRT3 it was also mentioned that there may be certain areas where they cannot provide a service (they were unable to confirm if Great Maplestead is one of these). I wonder if that is why Flagfinders was mentioned?

Further clarification would be helpful for passengers, to avoid confusion, but particularly if there is an alternative booking system that should be used. Unfortunately, the ECC website has not yet been updated with any information and still has Arrow Taxis as the provider and contact point.

Many thanks for your further attention in this regard.

Ann Crisp
Clerk
Great Maplestead Parish Council