

DaRT Frequently Asked Questions (FAQs)

If the service is demand responsive, why are there some timetabled journeys?

There are two reasons for this:

- Introducing a new DaRT service while removing all timetables can cause confusion: new DaRT services are introduced with a flexible timetable and, in the main, continue to use previous routes. This ensures that all passengers on the former time-tabled route are included in the new service. As passenger numbers for the DaRT service increase, additional journey options can be introduced.
- Feedback from Working Group meetings asked that any publicity showed flexible routes and a timetable guide. It was felt that this made it easier for new passengers to understand the changes and also better reflected preferred travel patterns.



What sort of vehicles will be used?

8 to 16 seat minibuses identified with the DaRT logo.

Can passengers take trolleys?

Yes. There is a cage area in the minibuses for trolleys – although it is advisable to mention them when booking the service.

Can passengers travel by themselves?

Yes, although a taxi may be used if the numbers travelling are very small.

How will hospital appointments work?

When outward travel is booked, generally the return journey time is also booked. Passengers have the option to change their return time but, if that is with less than 2 hours' notice, they may need to be flexible with their arrangements.

Does the DaRT mean that passengers can travel every day?

Yes. Passengers can travel any time between 6.00am and 8.00pm Monday to Saturday. They may be asked to be flexible with their arrangements so that passengers can be grouped together.

Can a relative or friend book on a passenger's behalf?

Yes.

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

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

Can a group of people book together?

Yes, as long as they say how many people will be travelling together.

Where can I find more information?

By going to the operator's website: <https://www.arrowtaxi.co.uk/index.html>