

Muckhart and West Kinross-shire Demand Responsive Transport

*Service Number DRT1
Information for Passengers*



**PERTH &
KINROSS
COUNCIL**



**Clackmannanshire
Council**

***Valid from
November 2018***

The Muckhart and West Kinross-shire Demand Responsive Transport Service (DRT1)

DRT1 is an on-demand transport service operating in the Muckhart and West Kinross-shire area.

DRT1 operates within a defined area and time period and does not follow a fixed route or timetable.

Contents

1	Who can use it?	3
2	How do I book it?	3
3	Where can I use the Service?	3
4	When is the Service available?	3
5	Will it pick me up from my house?	3
6	Service area map	4
7	DRT1 operators	4
8	Will the vehicle come exactly when I want it?	6
9	Can I book more than one journey at the same time?	6
10	Can I use it to connect with regular bus services?	6
11	What is the fare?	6
12	What if I decide to change my plans?	7
13	Does the service need a minimum number of passengers?	7
14	What if I have a comment or general enquiry about DRT1?	7

1 Who can use it?

Just like an ordinary local bus service, it is available to all members of the public for any eligible journey.

The scheme will not convey school pupils whose journey purpose relates to attending Kinross High School, Dollar Academy or any local primary school at normal school start and finish times, including journeys feeding into existing school buses. The scheme will also not convey pupils or staff as part of an organised school trip.

It is generally expected that no more than one return trip per day is taken by a passenger.

2 How do I book it?

Phone the taxi operator at least 24 hours prior to your journey (every effort will be made to accommodate passengers making bookings at shorter notice).

You will need to state when you want to travel, where you are going to and from, journey purpose and a contact phone number.

If you have a fixed appointment you can book your journey up to four weeks in advance of the date of travel.

3 Where can I use the Service?

DRT1 will operate between any two points within the Service area - see map on centre pages.

DRT1 is also available between a single point within the Service area and any safe stopping point in Dollar, Kinross and Milnathort.

4 When is the Service available?

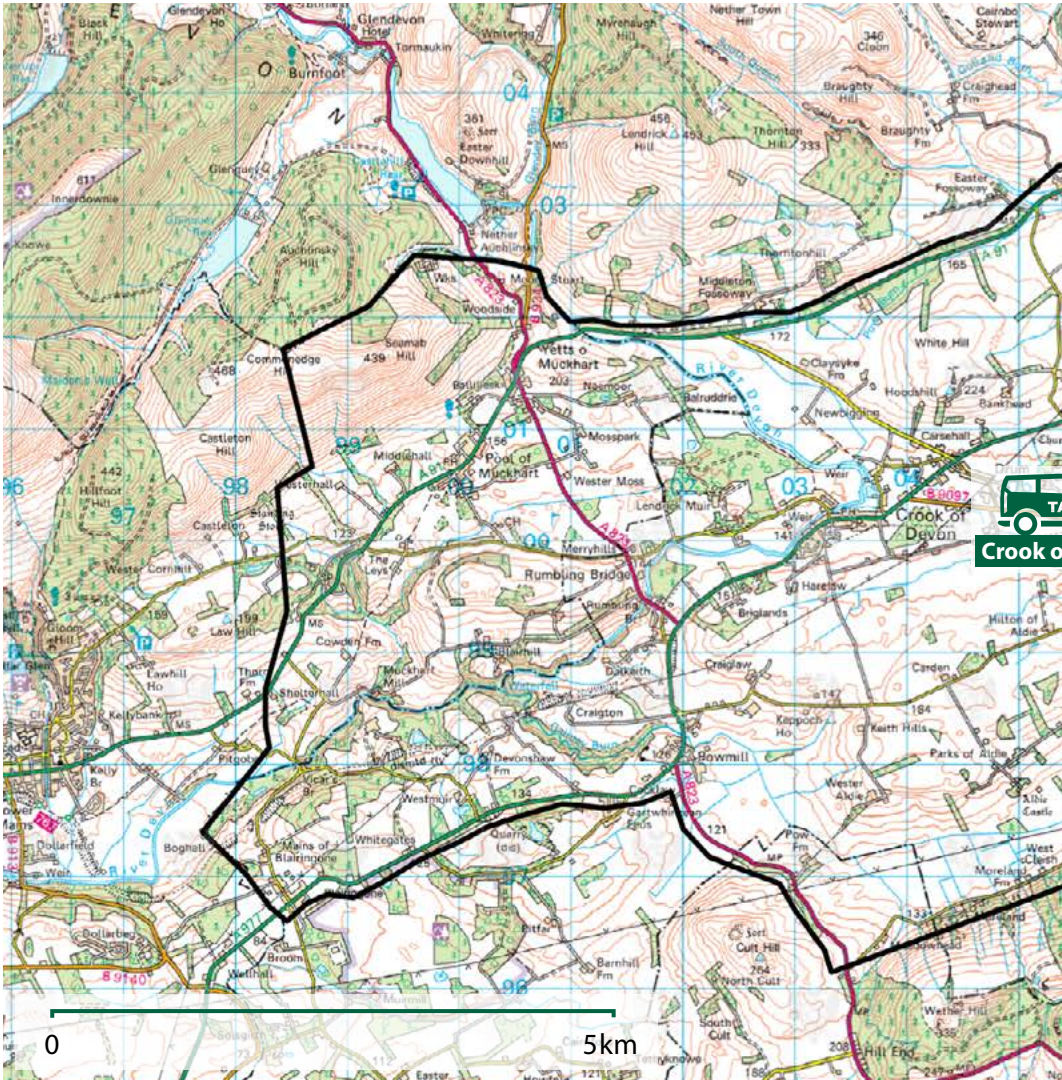
DRT1 will operate Monday to Saturday between 7.00 am and 10.00 pm. There is no Service on a Sunday or 24, 25, 26 and 31 December or 1-2 January in any year.

There will be a reduced level of availability during schooldays between 8.00 am - 9.15 am and 3.00 pm - 4.30 pm.

5 Will it pick me up from my house?

DRT1 will only operate on the public highway and will not travel on private roads. At the time of booking the exact pick-up point and destination should be agreed with the operator.


6 Service area map



7 DRT1 operators

Crook of Devon

Angela's Cars
Peter Leach

 07508 126720



© Crown Copyright and Database right 2014. All rights reserved. Ordnance Survey lic. 100016971

8 Will the vehicle come exactly when I want it?

The operator will attempt to confirm a booking as close to your requested time as possible. However, they may ask you to accept a time up to 30 minutes earlier or later than the time you request. If you are unable to agree a suitable time please contact one of the other operators providing this service.

9 Can I book more than one journey at the same time?

Yes, you can book outward and return journeys, or multiple journeys.

10 Can I use it to connect with regular bus services?

Yes, DRT1 can be used to connect with local bus services.

11 What is the fare?

The fare is broadly similar to the local bus fare and is based on the length of your journey.

Free Concessionary Travel is available to holders of a Scottish National Entitlement Card and Young Scot Card holders (who are 16-18 years old) will receive a discount on the adult fare.

The fare should be agreed with the operator at the time of booking.

Mileage	Adult	Child	Young Scot
0.1 - 1	£1.70	£0.85	£1.15
1.1 - 2	£2.20	£1.10	£1.45
2.1 - 3	£2.40	£1.20	£1.60
3.1 - 4	£2.60	£1.30	£1.75
4.1 - 5	£2.70	£1.35	£1.80
5.1 - 6	£2.80	£1.40	£1.85
6.1 - 7	£2.90	£1.45	£1.90
7.1 - 8	£3.00	£1.50	£2.00
8.1 - 9	£3.20	£1.60	£2.10
9.1 - 10	£3.40	£1.70	£2.25
10.1 - 11	£3.60	£1.80	£2.40
11.1 - 12	£3.70	£1.85	£2.45
12.1 - 13	£3.80	£1.90	£2.50
13.1 - 14	£3.90	£1.95	£2.60

12 What if I decide to change my plans?

Please phone the operator as soon as possible if you want to cancel or alter a booking.

13 Does the service need a minimum number of passengers?

No. A journey will be operated for one passenger.

However the operator is permitted to include additional passengers, up to the capacity of the vehicle, to allow several passengers to travel together where appropriate.

No primary school age child is permitted to travel alone without adult accompaniment.

14 What if I have a comment or general enquiry about DRT1?

Perth & Kinross Council and Clackmannanshire Council welcome feedback and suggestions or if you have a general enquiry relating to the operation of DRT1, please telephone **01738 477375** or email **publictransport@pkc.gov.uk**

Disclaimer

The information printed in this leaflet is believed to be correct at the time of preparation but is not guaranteed. Alterations to services may occur at short notice and this information cannot be updated. Neither Perth & Kinross Council, Clackmannanshire Council or the transport operators will accept liability for any loss, damage or inconvenience caused through error, omission or out-of-date information.

The Muckhart and West Kinross-shire Demand Responsive Transport Service is financially supported by Perth & Kinross Council and Clackmannanshire Council.

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

www.pkc.gov.uk

(PKC Design Team - 2018568)