

Westmorland and Furness Council Going **THE EXTRA MILE** for you.

Cumbria is the second most sparsely populated county in England with approximately 60 per cent of the population living in small towns and villages. The aim of the Rural Mobility Fund, RMF, Project is to offer a flexible and innovative transport solution in areas where scheduled bus services are not viable, facilitating improved access to work, education and social activities.



Department
for Transport

Supported
by the Rural
Mobility Fund



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Translation Services

If you require this document in another format (e.g. CD, Braille or large type) or in another language, please telephone: **0300 373 3301**.

للوصول إلى هذه المعلومات بلغتك، يرجى الاتصال **0300 373 3301**

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে **0300 373 3301** নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，请致电 **0300 373 3301**

Jeigu norétumėte gauti šią informaciją savo kalba, skambinkite telefonu **0300 373 3301**

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer **0300 373 3301**

Se quiser aceder a esta informação na sua língua, telefone para o **0300 373 3301**

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen **0300 373 3301** numaralı telefonu arayınız

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THE **EXTRA MILE** -----



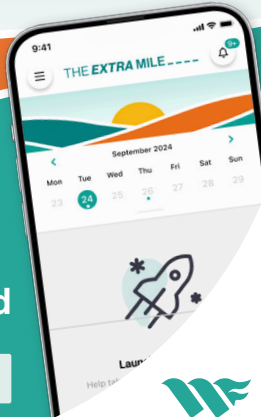
**A flexible, bookable
bus service for
outlying areas
around Penrith**

**Find out
more** ▼



**Telephone bookings
available Monday to
Friday between 9am and
3pm. Please call **0333
2406965** (option 2, then
option 4).**

**and download
the app**



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What is THE *EXTRA MILE*?



Cumbria is the second most sparsely populated county in England with approximately 60 per cent of the population living in small towns and villages.

The Extra Mile is a DDRT project offering a flexible transport solution in areas where scheduled bus services are not viable, improving access to work, education and social activities.

What is DDRT?



DDRT stands for Digital Demand Responsive Transport.

It is a flexible, bookable bus service that operates within a specific area. The service is available between 7am and 7pm Monday to Saturday and 10am to 4pm on Sundays.

Passengers book journeys based on where they are and where they want to go.

The service is designed primarily to transport customers from outlying areas to their nearest town.

Journeys wholly within the hub towns will be prohibited, as other public transport options are available.

How do I book a journey?



The main way to book is through the app on your mobile phone.

You can also book by phone between 9am and 3pm, Monday to Friday 0333 2406965 (option 2, then option 4).

How does the service work?

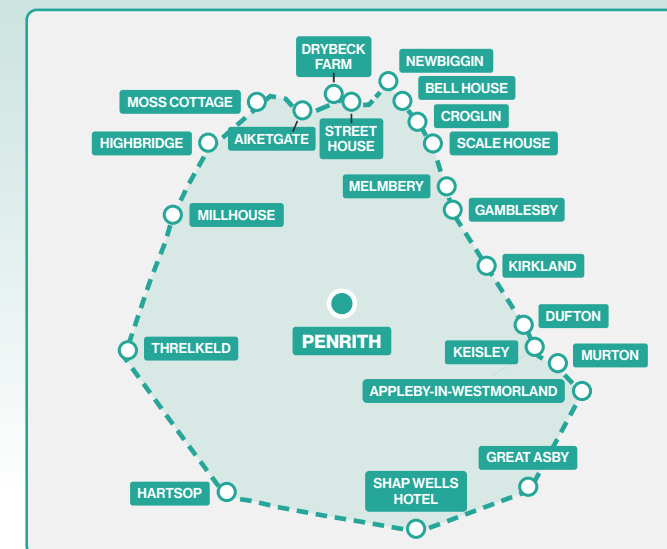


You request a journey by choosing pick-up and drop-off locations within the service area and either the time you want to arrive, or the time you want to leave after.

For example:

- If you needed to get to an appointment by 11am, you would choose your “arrive by” time as 11am.
- If you wanted to return after 1pm you would choose your “leave after” time as 1pm.
- The app matches your request with any similar one from people in your community and offers you a pick-up location and time, and a drop-off location.
- You can also book a return journey.
- A notification will be sent to you to confirm the journey.
- Payment is made through the app.
- You will receive a notification when the driver is on their way to the pick-up location.

What area does the service cover?



Penrith is the hub town and this map shows the area that the Penrith scheme covers.

**Find out more
and download the app**

