



What is DigiGo?

DigiGo is a flexible public transport service, different from a taxi or traditional bus. It gives passengers control over their journeys, with no fixed routes or timetables.

Book a journey on-demand (when you need it quickly) or pre-book up to 7 days in advance using the TravelEssex app. Bookings are made and paid for on the app, where you can also track your vehicle in real time before and during the journey.

DigiGo is a shared service, which means you may pick up other passengers on the way to your destination. This helps reduce emissions and congestion in the operating area. We have wheelchair accessible vehicles available too.

DigiGo ticket prices

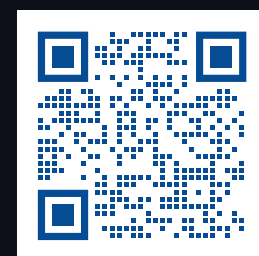
The table below outlines single fares, per person. As part of the Government's Bus Fare Cap Grant, all single DigiGo fares are currently capped at £2 until 31 December 2024.

Distance	Adult	Young person (under 18)	Concession*
0 to 2 miles	£2.50	£1.87	Free
2 to 4 miles	£4.00	£3.00	Free
4 to 6 miles	£6.00	£4.50	Free
7+ miles	£8.00	£6.00	Free

* Concession's travel for free after 9.00am on weekdays and at all times at weekends. Before 9.00am on weekdays the standard fares apply. For information on Essex Concessionary Bus Passes, please visit www.travelessex.co.uk/about-passes/older-disabled-persons-bus-pass

How Do I Book DigiGo?

1. Download the TravelEssex app and create an account
2. Choose where you want to go and where you're departing from. You'll be shown available sustainable travel options. If this is in one of our travel zones, you'll be able to select a DigiGo journey
3. You can select 'depart now' or pre-book your journey up to 7 days in advance
4. A price for your chosen journey will be shown along with an estimated pick-up time. Tap on 'Book this ride' to continue
5. Concessionary pass holders or young adults (under 18) will be able to choose their ticket type which will change the price of the journey
6. Upon confirming, you'll be able to track the vehicle on the app as it makes its way to you
7. The vehicle will meet you at the pick-up point near to your location - this will be visible on the app
8. Show the driver the booking on your app and you're good to go!



Scan here to download the TravelEssex app and book a DigiGo journey

Unable to use the app?

You can also book the service by calling 01245 203 952, Monday-Friday, between 10am and 12pm (excluding bank holidays).

For detailed booking instructions and to discover more about the service, visit www.digigo.uk. For any enquires, please contact us at digigo@essex.gov.uk



Let DigiGo get you to where you're going

Where does DigiGo operate?

Our DigiGo Travel Zone is split into two areas: 'North' (blue) and 'South' (orange). Passengers can travel anywhere from A to B within each area during our operating hours.

The areas are explored in more detail on the next few pages. For travel between the North and South areas, or for onward to travel Chelmsford, Colchester, Stansted and other key destinations, why not try one of our TravelEssex Connect Points?



What is a TravelEssex Connect Point?

A TravelEssex Connect Point offers the opportunity for onward travel to key destinations further afield. This could be through a variety of modes – whether that is bus, train, walking or cycling. Connect Points will typically also have real-time public transport information displays and be nearby to food/drink retailers and toilet facilities.

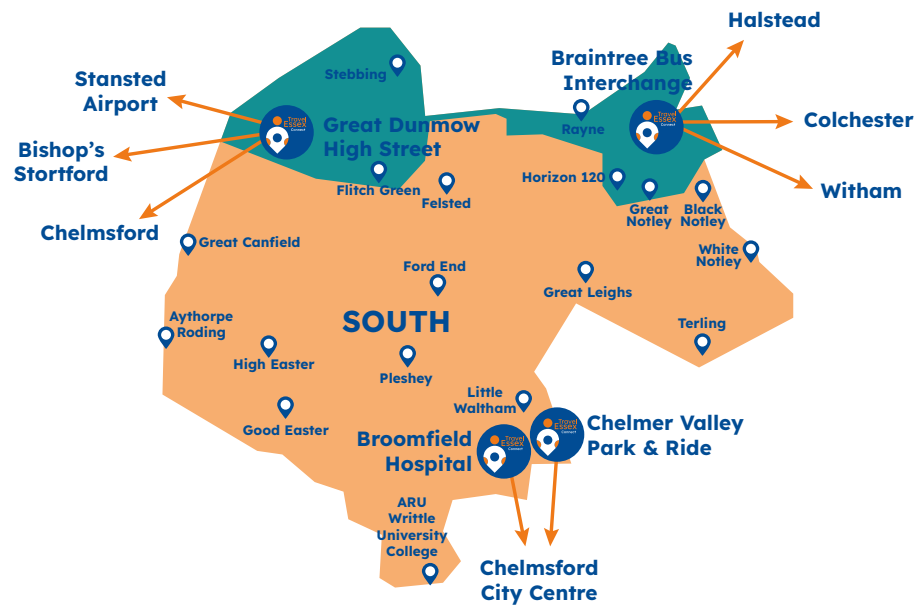


South

Passengers can travel from A to B anywhere within the South area.

Travel to work at one of the business parks, get to school and Writtle College or perhaps explore the Great Notley Country Park with your family. Maybe a meal out at a local restaurant or to your local pub? DigiGo can get you where you're going!

For passengers starting their journey in the overlapping North and South areas (shown on the map in the green area), you can travel flexibly to both areas.



There are four suggested TravelEssex Connect Points in this area, passengers can travel to them via DigiGo and use connecting bus services to get to:

- **Broomfield Hospital:** Onwards travel to Chelmsford City Centre or Southend.
- **Chelmer Valley Park & Ride:** Onwards travel to Anglia Ruskin University or Chelmsford City Centre
- **Braintree Bus Interchange:** Onwards travel to Colchester, Halstead, Chelmsford and Witham.
- **Great Dunmow High Street:** Onwards travel to Stansted Airport, Bishops Stortford and Chelmsford.

Use the TravelEssex App or website to plan your onward journey from the Connect Points.

North

Passengers can travel from A to B anywhere within the North area.

Explore the riches that our local villages and rural areas have to offer – perhaps a trip to Finchingfield, described as the 'most photographed village in England', or a meal out at a local restaurant or pub?

Commute to work, get to school, travel into Braintree Town Centre or Dunmow High Street for shopping or other leisure activities. A day out with the family at Great Notley Country Park sounds great too. Wherever it is in our area, DigiGo can get you where you're going!

For passengers starting their journey in the overlapping North and South areas (shown on the map in the green area) can travel flexibly to both areas.



There are two suggested TravelEssex Connect Points in this area, passengers can travel to them via DigiGo and use connecting bus services to get to:

- **Braintree Bus Interchange:** Onwards travel to Colchester, Halstead, Chelmsford and Witham.
- **Great Dunmow High Street:** Onwards travel to Stansted Airport, Bishops Stortford and Chelmsford.

Use the TravelEssex app or website to plan your onward journey from the Connect Points.