

Arrow Passenger & Freight Services

Arrow Buildings
Station Road
Maldon
Essex
CM9 4LQ

✉ info@arrowtaxi.co.uk

☎ 01621 855111 (24 Hour)

☎ 01621 857550



Company Profile

Arrow Passenger and Freight Services was set up in 1985 and traded as a partnership until 2003. Whilst moderately successful in its early years in April 2003 one of two founding partners retired and the other, the present proprietor, took complete control and set up a new management structure for onward development of the business.

In the a Business Plan, written in 2003, management and financial structures were put in place, which saw the business expand over the following four years to become the largest taxi operator in the District. The Plan also intended that the company purchase new freehold premises, and develop the business from a typical 5-car service to a 50-car fleet over the next five years.

However, instead of purchasing new freehold premises, an area of land became available adjacent to the company's existing site in Station Road, Maldon and this was bought and construction of what is now the company's substantial new two-storey offices and workshops building commenced after the relevant approvals were obtained. Once this building was completed a second new building was constructed in order to support the continued expansion of the company. This second building provides additional office space, another workshop/garage, and a café to the road frontage.

This degree of investment has elevated Arrow Passenger and Freight Services to the position where it is not only the largest taxi fleet in the District, but it is also the most modern, and the only one to regularly operate simultaneously more than 25 vehicles with an average age of less than 5 years. As such, the company has become the first choice for most people wanting a taxi in the Maldon and Heybridge area and it presently employs 70 local people in full and part-time positions.

In addition to taxis, Arrow Passenger and Freight Services also operates public service vehicles (PSV), minibuses up to 16-seats, including new 2007 12-seaters, and a range of sizes of vehicles with wheelchair access. Indeed, it is understood that Arrow Passenger and Freight Services is the only taxi operator in the District offering both PSV and Hackney Carriage plated (registered), electric lift wheelchair vehicles.

The company undertakes tens of thousands of pounds of work each month on behalf of Essex County Council, various District Councils, and Welfare groups, and operates on a 24 hour/365 days a year round the clock basis. In addition to the substantial County Council 'Schools' contracts, Arrow Passenger and Freight Services undertake work for various Health Authorities, Social Services, Probation and After Care services and Social Care Transport. These latter activities include emergency call-out work, which can be at any time of the day or night and of any volume. The company therefore retains driver and management staff on the premises 24 hours a day 7 days a week to cater for these emergency call outs (as it has done for nearly 20 years).

In addition, under the umbrella of the County Council's Transport Co-ordination Centre, Arrow Passenger and Freight Services can also be deployed to undertake emergency evacuation work in the eventuality of a major incident. This might be in relation to a specific flood risk (as occurred on 9 September and 10 October 2006 when exceptionally high predicted tides were experienced), or any one of a number of other eventualities or emergencies. At present, Arrow Passenger and Freight Services are involved in compiling an up to date flood risk proposal for submission to Richard Holmes (Maldon District Council Emergency Planning Officer), in which various potential flood scenarios will be set out, and the actions that the company is able to take in order to assist the Council's emergency planning teams identified.

Arrow Passenger and Freight Services
March 2008