

Mr Stephen Doogan  
Area Governance Officer  
Argyll & Bute Council  
Kilmory  
Lochgilphead  
Argyll  
PA31 8RT

CUSTOMER SERVICES

- 9 OCT 2012

RECEIVED

6<sup>th</sup> October 2012,

Dear Mr Doogan,

Thank you for your letter dated 13<sup>th</sup> September 2012.

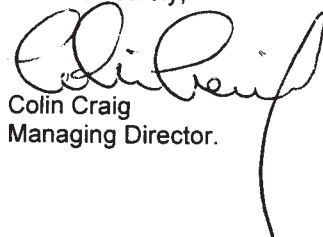
The destinations we display on our local service buses relate to the terminal points of each journey. "Blarbuie Woodland" is not a recognised terminal point and would replace "Mid Argyll Hospital" if it were to be adopted. Mid Argyll Hospital is a key destination for our local service 422 and it is very important it is clearly displayed on our destination screens. To replace it with Blarbuie Woodland, in my opinion, would cause a great deal of confusion to our customers and it is for this reason I do not think it is appropriate to display Blarbuie Woodland.

With regards to our Ardrishaig office, it will remain open on reduced hours (mornings only) for the foreseeable future providing the number of people who use this service does not drop significantly. Whilst I recognise not everyone has access to the internet or a mobile phone, tickets can be purchased by phoning Scottish Citylink who will send tickets out by post. Alternatively, bookings can be made by phoning our Campbeltown office and tickets will be given to the driver who then passes it to the customer on boarding.

It is also worth pointing out tickets can still be purchased from the driver. Whilst it is always preferable to book a seat, the additional journeys that were added to the timetable from May 2011 and our investment in new larger vehicles has added considerable extra capacity to the route and has alleviated the lack of available seats for non booked passengers.

I hope this addresses the concerns of the Mid Argyll Partnership. If you require any additional information please do not hesitate to contact me.

Yours sincerely,



Colin Craig  
Managing Director.



**cpt**  
Scottish member

Benmhor Campbeltown Argyll PA28 6DN  
Tel 01586 552 319 Fax 01586 552 344

**[www.westcoastmotors.co.uk](http://www.westcoastmotors.co.uk)**

Registered in Scotland No. 33868 Vat Registration No. 263 8714 39