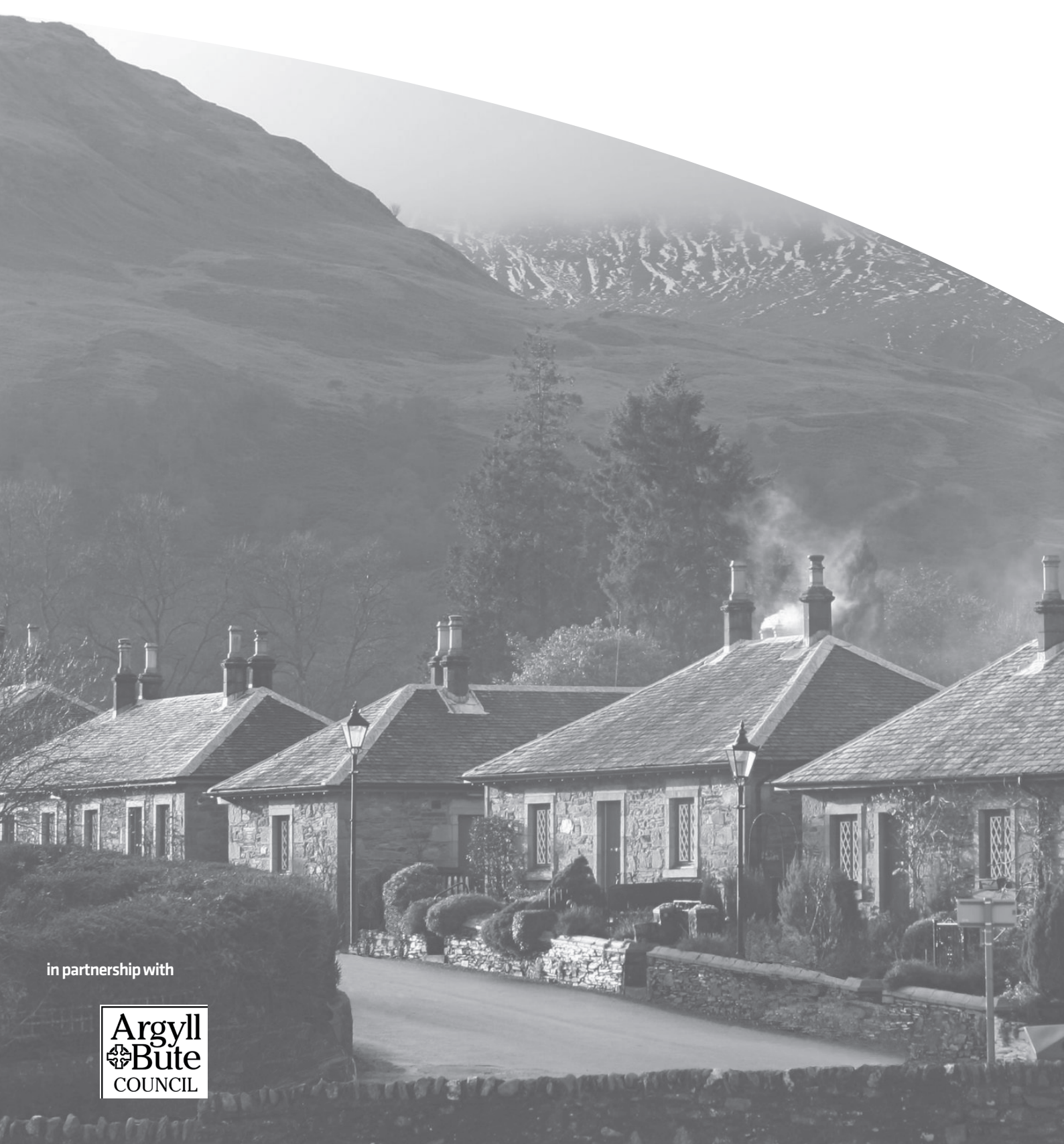


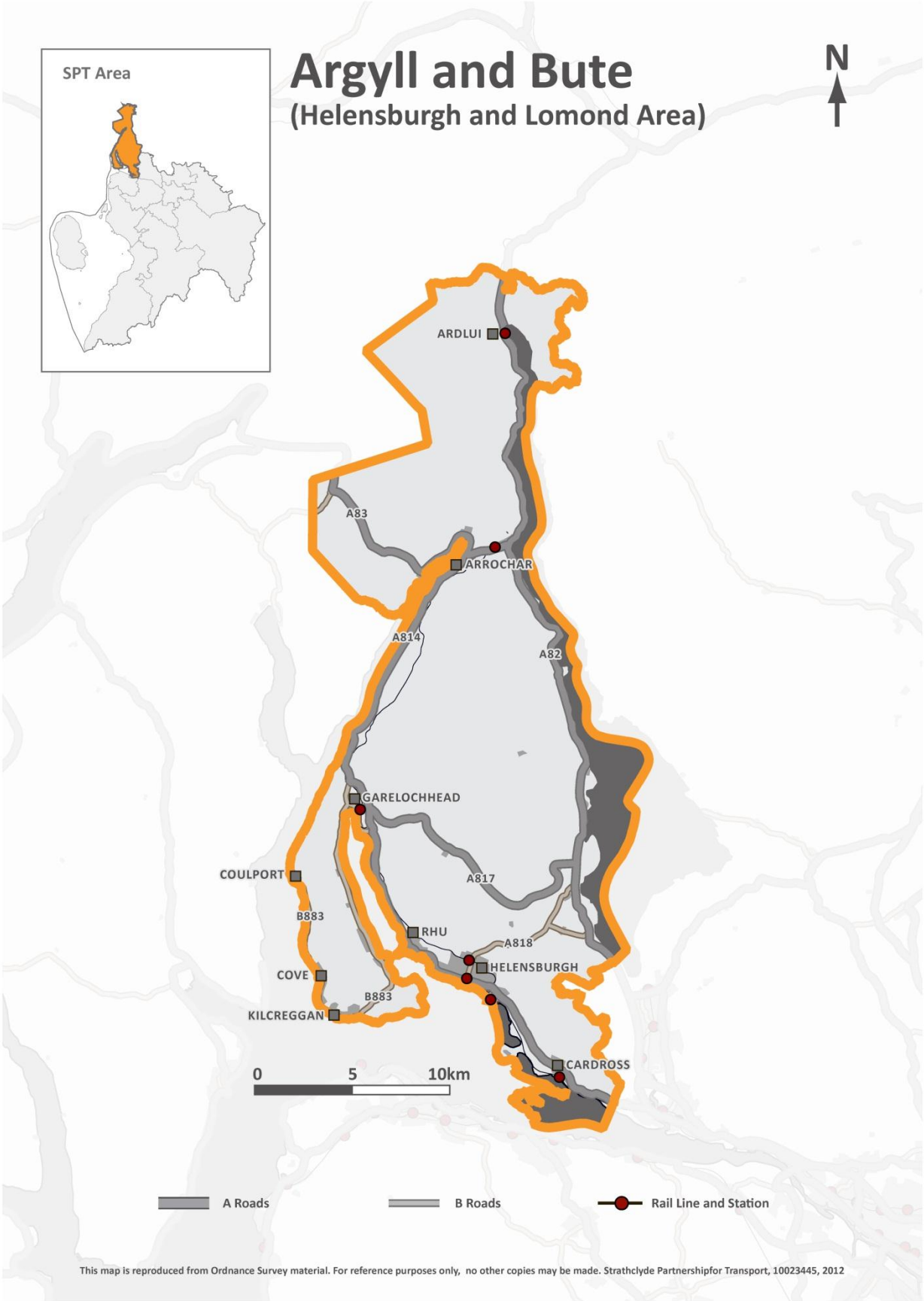


Strathclyde Partnership for Transport
Transport Outcomes Report:
Argyll & Bute 2013/14



in partnership with





Cover image: Luss Village

Introduction

Strathclyde Partnership for Transport (SPT) is the Regional Transport Partnership for the west of Scotland and is a partnership of twelve councils. SPT, in partnership with our member councils and other stakeholders, delivers a range of solutions across Strathclyde to enhance and develop our transport network, infrastructure and services, and to promote sustainable development and travel choices. These solutions may be either strategic or local in nature, but are underpinned by SPT's regional view of the transport needs of the people and businesses in the Strathclyde area, as set out in the Regional Transport Strategy.

SPT understands that good transport is essential to economic growth; improved levels of employment and employability; reducing carbon emissions; cohesive, sustainable communities; and healthy, active, independent lives. The economy is strengthened by efficient, reliable movement of goods, services and labour; the environment is improved by cleaner transport and 'green' travel behaviour; communities are sustained by safe, well-connected places; and people are supported by good access between home and the places to which they wish to travel.

The importance of transport's role in achieving these economic, social and environmental outcomes is underlined by the inclusion of Regional Transport Partnerships as statutory participants within the Community Planning process. Community Planning is about the co-ordination and integration of public, private and third-sector services and initiatives, developed in partnership with communities, to deliver a better quality of life for all. SPT works collaboratively with its partners on a range of themes including health, education, accessibility, social inclusion, equalities and community safety.

The annual Transport Outcomes Report sets out the relationship between SPT's services, activities and projects and the local outcomes developed by the Community Planning Partnerships in the SPT area. The Transport Outcomes Report also provides a summary of the key transport projects, services and planning works that will be jointly delivered by SPT and Argyll and Bute Council over the next year.

The region

The SPT area covers 7000 sq. km and is home to over two million people – more than two-fifths of the Scottish population – who make approximately three-quarters of a million walking and cycling journeys, half a million public transport journeys and two-and-a-half million car journeys every day. The SPT region is diverse and includes the most densely populated city in Scotland as well as remote rural settlements. It has areas with the lowest car ownership rates in Scotland as well as areas with 2 or more cars for every household. It includes both the most deprived and least deprived council areas in Scotland.

Helensburgh and Lomond

The SPT area includes the Helensburgh and Lomond part of Argyll and Bute, which covers about 6% of the SPT land area and is home to 26,000 people. The area is predominantly rural, with about three-fifths of the population living in the main town of Helensburgh and smaller settlements found at Cardross, Garelochhead and Kilcreggan. The average car ownership levels across Argyll and Bute are higher than regional averages, as is normal in more rural areas¹. Helensburgh and Lomond is relatively less deprived than most other local authorities in the SPT area, although there are pockets of multiple deprivation and the majority of the area has high levels of deprivation in terms of access to services.²

¹ Scottish Household Survey, 2009/10.

² 2012 Scottish Index of Multiple Deprivation.

The transport challenges for Argyll and Bute include improving sustainable access to services and jobs for rural areas and deprived communities; improving journey times on strategic roads to support businesses; providing sustainable travel options for commuters to retain and grow the resident population; and planning for the transport needs of an ageing population.

Over 2013/14, the key deliverables and areas of partnership working in Argyll and Bute are as follows:

- **Enhancing the strategic road network in partnership with Argyll and Bute Council and HITRANS - seeking improvements to the A82 and A83 corridors;**
- **Supporting the provision of Helensburgh town centre transport improvements;**
- **Delivering bus infrastructure upgrades in the Helensburgh area;**
- **Supporting the development of Helensburgh and Lomond Cycleways; and**
- **Supporting the development of Helensburgh Park and Ride.**

Local outcomes for Argyll and Bute

SPT is a member of the Argyll and Bute Community Planning Partnership (ABCPP) and supports the realisation of local outcomes for Argyll and Bute residents. This report describes SPT's activities and services that affect Argyll and Bute and how these support the achievement of the local outcomes in the ABCPP Single Outcome Agreement. Specifically, transport makes the greatest contribution to achieving the following local outcomes:

- **We have the infrastructure and assets to make Argyll and Bute an attractive choice to do business, live and visit**
- **Thriving and sustainable communities**
- **People live active, healthier and independent lives and are safe from harm**
- **The impact of inequalities on people and communities is reduced making Argyll and Bute a fairer place.**

Transport outcomes report structure

Section 1: Summary of transport services and projects in 2012/13 in Argyll and Bute

Section 2: Description of the key transport services, projects and planning support in Argyll and Bute and relevant local outcomes

Appendix 1: Additional supporting details on services delivered in Argyll and Bute

Appendix 2: Summary of local outcome linkages

Section 1: 2012/13 Overview

The following table sets out the headline benefits of services SPT has delivered in the Helensburgh and Lomond area in 2012/13 (all figures quoted are approximate and are for 2012/13, unless otherwise stated). Further detailed information is contained in Appendix 1.

The Gourock / Kilcreggan ferry – £190,000 operating subsidy provided and service restructured to secure long term sustainability by reducing operating costs

Supported bus services – 4 contracts covered routes operating in Argyll and Bute (2 of which crossed into neighbouring Council areas) at a cost of £320,000

MyBus – 760 trips – 1 contract for 2 services operated in Argyll and Bute (which also operated within West Dunbartonshire) at a cost £110,000

Capital investment (total 10/11 – 12/13)

- Regional projects benefitting Argyll and Bute residents – £41 million
- Projects within Argyll and Bute – £440,000 (including £130,000 investment in bus infrastructure improvements in Helensburgh)

Bus infrastructure investment programme – £4,500 invested in new bus stops and bus stop upgrades bringing the total investment to £52,000 over the last 3 years

Strathclyde Concessionary Travel Scheme³ – Provided an estimated saving on ferry, rail and Subway travel of over £1.7 million to Argyll and Bute residents

National Entitlement Card – Processed 820 disability card renewals and 2,800 calls answered

Travel information – Mobile Travel Centre visited the area 40 times

Integrated ticketing (ZoneCard)⁴ – 3,700 tickets purchased by Argyll and Bute residents - estimated saving of £110,000

Subway – Around 110,000 Subway trips originated in Argyll and Bute

Buchanan Bus Station – 5,100 bus departures by 6 services served Argyll and Bute, all of which are long distance services

³ Administered on behalf of the Strathclyde Concessionary Travel Scheme Joint Committee

⁴ Administered on behalf of participating operators

Section 2: Transport's contribution to local outcomes in Argyll and Bute

This section describes the core transport services, projects and planning support delivered by SPT, Argyll and Bute Council and other partners and the relevant local outcomes supported. Text in **bold** refers to Argyll and Bute's local outcomes as noted in full in the introduction above. A summary of the relationship between the core transport services, projects and planning support and local outcomes can be found in Appendix 2.

Key services

MyBus

SPT provides 'door-to-door' bus services for residents in Helensburgh and Lomond in the shape of MyBus which - given its 'door-to-door' nature - is of particular benefit in supporting Argyll and Bute's local outcomes of **reduced impact of inequalities** and **active, healthier, independent lives** by ensuring that transport is not a barrier to daily living, such as attending healthcare appointments, visiting friends, buying food and other activities essential to a full, meaningful life. By supporting independence for vulnerable people, MyBus also provides a benefit to non-users as their family and carers will have more time to work and undertake other daily activities.

In 2012/13, SPT helped those residents in Helensburgh and Lomond needing door to door transport meet their healthcare, education, social, leisure and shopping needs.

In 2013/14 – 2014/15, SPT will continue to review the operation and future development of MyBus as part of the overall transport mix to identify service provision opportunities which will help reduce transport barriers in communities.

Socially necessary bus services

SPT supports bus services at times or in places where the commercial bus network does not meet the needs of the local population. Supported services are of particular importance to the rural communities in the area, many of which do not have alternative commercial services, and for those residents travelling to hospital. These services fill important gaps in the public transport network and support the local outcomes of **reduced impact of inequalities** and **active, healthier, independent lives** by helping people get to and from work, education, shops, leisure opportunities and healthcare appointments.

In 2012/13, SPT carried over 125,000 passengers on supported services that served Helensburgh and Lomond. One example of a supported service in Helensburgh and Lomond is the 316 Coulport to Helensburgh service, for which SPT supports early, late and Sunday journeys. A spot check of passengers in December 2012 on the early morning journeys in both directions found that all passengers were travelling to work. This highlights the significance of SPT's support for additional journeys on this service in terms of getting people to work on-time. SPT also supports two services to the Vale of Leven Hospital and one service to the Royal Alexandra Hospital – the only bus services in the area directly accessing a hospital.

In 2013/14, SPT will continue to provide supported services within communities most in need of them and will keep the bus network under review.

Kilcreggan - Gourock ferry

SPT supports the operation of the Kilcreggan - Gourock ferry providing an important link for residents of the Rosneath peninsula enabling convenient onward ferry, bus and train connections. This service provides enhanced access to employment, education, health and leisure opportunities and supports the local outcome of **reduced impact of inequalities**.

In 2012/13 the Kilcreggan – Gourock ferry carried 53,000 passengers.

In 2013/14, SPT will continue to work with the Council to ensure that this service is delivered in the most cost effective manner.

Key projects

Enhancing the strategic road network: A82 and A83 improvements

These longer term projects will ensure the strategic road network in Argyll and Bute is fit for purpose and meets the needs of residents, businesses and visitors. Major road infrastructure improvements will be undertaken by Transport Scotland on the A82 at Pulpit Rock and Crianlarich to improve journey times and safety. The A83 taskforce is delivering solutions to landslip risks at the Rest and Be Thankful to minimise unplanned disruptions to the trunk road and improve safety. These improvements will assist in ensuring that these two key routes, which provide a vital role in delivering connections to and from Argyll and Bute, are safe and efficient supporting the local outcome of **infrastructure and assets to make Argyll and Bute an attractive choice to do business, live and visit**.

In 2012/13 Transport Scotland undertook public exhibitions and consultation seeking views on alternative road closures and awarded the contract for works at Pulpit Rock on the A82.

In 2013/14 Transport Scotland will deliver the improvements at Pulpit Rock (A82) to remove traffic signals and restore 2-way traffic and further develop schemes to improve the A82 north of Tarbet.

Helensburgh town centre transport improvements

This is a package of multi-year projects to improve traffic movements, pedestrian and cycling infrastructure, parking capacity and the public realm in Helensburgh town centre to support the Council's regeneration and economic development programme. These works support the local outcomes of **thriving and sustainable communities** and **infrastructure and assets to make Argyll and Bute an attractive choice to do business, live and visit** by improving access to town centre businesses and enhancing the built environment.

In 2012/13, upgrades to existing traffic signals and pedestrian crossings, and installation of a new signalised pedestrian crossing at West King Street at Colquhoun Street were completed.

In 2013/14, planned works include improvements to transport waiting areas, improved parking bays including an increase in the number of disabled bays, improvements to junctions including DDA-compliant pedestrian crossings, traffic calming measures and signage improvements.

Bus infrastructure upgrades

This is a multi-year project to improve and modernise bus infrastructure across Helensburgh and Lomond including new bus shelters, information panels and accessibility improvements such as raised kerbs and tactile paving. These works support the local outcomes of **infrastructure and assets to make Argyll and Bute an attractive choice to do business, live and visit** by raising the quality, attractiveness and image of public transport in the area and **active, healthier, independent lives** by reducing physical barriers to bus travel, especially for people with disabilities and older people.

In 2012/13, completed works include kerb and pavement improvements and new shelters at Cardross bus stops.

In 2013/14, planned works include additional bus stop improvements at key locations and investigation of a bus bay at Ardgartan.

Helensburgh and Lomond Cycle ways

This is a package of projects to improve the cycling network along the A814 corridor between West Dunbartonshire and Helensburgh, as part of a larger programme to improve and increase the national cycle way network throughout the area. These works support the local outcomes of **active, healthier and independent lives** and **infrastructure and assets to make Argyll and Bute an attractive choice to do business, live and visit** by supporting active travel through the provision of high quality infrastructure and by attracting visitor cycling trips.

In 2012/13, completed works include design and preparatory works for a cycle way between Helensburgh and Cardross.

In 2013/14, planned works include construction of a cycle way between Helensburgh and Cardross.

Helensburgh park and ride

Helensburgh Central is one of the busiest rail stations in the SPT area with over 1.2 million passengers in 2011/12⁵. A recent survey of park and ride users at Helensburgh Central found that over half of those surveyed use the park and ride 4 or more times a week, drive an average of 5 miles to the car park and are travelling to work in Glasgow. These results suggest the importance of the park and ride for commuters living in communities north of Helensburgh along the A814 and the Rosneath peninsula.

The existing park and ride is full on most weekdays resulting in overspill parking within the town centre, which reduces the number of spaces available for shoppers and visitors, and potentially suppresses demand for rail trips. Identifying solutions for this will support the local outcome of **thriving and sustainable communities** by freeing up on-street parking for local businesses and encouraging more rail journeys by commuters currently deterred by lack of parking at the existing site.

In 2012/13, a survey of park and ride users was undertaken, building upon previous demand modelling and preliminary design works.

In 2013/14, ABC and SPT will continue to consider the best means of progressing this project, and potentially with the wider CHORD programme.

⁵ Estimates of Station Usage, 2011/12. Office of Rail Regulation.

Bus Turning Circle at Rest and Be Thankful

This is a project to improve safety for passengers and the safe operation of buses at the Rest and Be Thankful. Presently, boarding and alighting is possible for northbound services, but southbound services must use Ardgartan or Cairndow. A bus turning circle would provide a pick-up / drop-off point remote from the A83 trunk road to improve safety for passengers and provide an improved interchange for passengers using both local and regional services. The improved interchange may encourage the development of evening and weekend services to Lochgoilhead and Carrick Castle as well as improve links with Glasgow and Vale of Leven Hospital.

In 2013/14, proposed works include conclusion of land purchase, secure planning permission and construct bus turning circle.

Key planning and strategy support

Promoting a 'step-change' in bus policy

SPT works with the Scottish Government, Transport Scotland, constituent councils, bus operators and others to improve bus services, standards and infrastructure in the west of Scotland. SPT is working to improve the existing policy framework within which the bus market operates in order to deliver a significantly improved bus offering for people and communities across the west of Scotland. This workstream supports the local outcome of **thriving and sustainable communities** and **infrastructure and assets to make Argyll and Bute attractive**.

In 2012/13, SPT's Partnership Board approved 'Proposals to seek variations to existing regulatory provisions to improve the co-ordination and delivery of bus services'. Known as the 'Ten Point Plan', this set out a menu of potential changes to bus policy including, for example, more effective consultation, and enabling public transport authorities like SPT to operate bus services in certain circumstances.

Furthermore, in 2012/13, SPT conducted a preliminary investigation into Quality Contracts and Franchising. The final report, which was approved by SPT's Partnership Board, concluded that, whilst a Quality Contract or Franchise approach would deliver a more integrated, comprehensive network, there were significant challenges including costs, which would require further analysis.

In 2013/14, SPT will continue to work closely with key partners, including the national Bus Stakeholders Group, chaired by the Transport Minister, to advance the proposals set out in the 'Ten Point Plan' and further investigate the benefits and challenges of Quality Contracts and Franchising.

West of Scotland Rail Forum

SPT has a key role in working with partners to develop the rail network and optimise its integration with other modes. SPT, through the West of Scotland Rail Forum, seeks early engagement, liaison and consideration of matters related to the operation of the rail franchise in the west of Scotland, including decisions taken at a wider Scottish level that impact on local services. The Forum provides effective regional input to the ScotRail franchise and, promotes improved co-ordination of regional investment in rail, strengthened network planning, new station development and effective consultation on decisions about timetabling, fares, ticketing and integration. SPT was a founding member

of the Forum in 2012 along with Transport Scotland, ScotRail and Network Rail. This workstream supports the local outcome of **thriving and sustainable communities**.

In 2012/13, SPT was a founding member of the Forum along with Transport Scotland, ScotRail and Network Rail.

In 2013/14, SPT will continue to liaise with rail industry partners to monitor changes and proposed improvements to the Scotrail timetable.

Integrating transport and land use planning

SPT is a Key Agency in the Local Development Plan process and as part of this process, provides advice and information on transport and land use forecasting and access to the public transport network in Argyll and Bute. This support combined with other SPT's responses helped inform the development of the Proposed Argyll and Bute Local Development Plan published in February 2013. SPT also engages with the Council through the development management process, providing responses on planning applications that may impact on the transport network. This workstream supports the local outcome of **thriving and sustainable communities**.

In 2012/13, SPT provided transport input to the development of the Proposed Argyll and Bute Local Development Plan. We also commented on the proposed alterations to Colquhoun Square in Helensburgh, noting the need to maintain bus circulation and bus stop infrastructure in the area.

In 2013/14, SPT will continue to work with the Council and developers to ensure that sustainable transport measures are embedded in the delivery of new development.

Appendix 1

Details of SPT's activities and benefits delivered in Argyll and Bute

This section expands on the information provided in section 1 of this report. All figures quoted are approximate and are for the period 2012/13 unless otherwise stated.

A1.1 Capital Investment in Argyll and Bute

Over the period 2010/11 - 2012/13 a total of £440,000 was invested in projects in Argyll and Bute (either through grant funding to the Council or delivery by SPT), including:

- Improving the A814 at Keppoch;
- improving the A818 west of Daligan;
- investigating options for the provision of a park and ride site in Helensburgh;
- improving pedestrian access and traffic circulation in Helensburgh town centre;
- upgrading bus infrastructure in the Helensburgh area; and
- providing improvements at Kilcreggan pier.

In this period £41 million has been invested in regional projects benefitting the residents of Argyll and Bute including:

- Upgrading bus shelters throughout the region;
- improving travel information across the region through the provision of additional travel information points, support to Traveline Scotland and investing in new bus stop poles, flags and information cases;
- purchasing additional buses supporting DRT and subsidised services;
- developing smartcard integrated ticketing;
- developing strategic park and ride solutions; and
- delivering Subway modernisation.

A1.2 Supporting bus services

SPT managed 4 contracts⁶ to provide socially necessary bus services in Argyll and Bute at a cost of £320,000. This support was provided to operate services where it was not commercially viable to do so, often at weekends or evenings. Support may be provided for a full or part service, both in terms of route and hours of operation as market needs require

Table 1: Socially necessary services in Argyll and Bute

Service Number	Route
302	Carrick Castle – Helensburgh - Lochgoilhead
316	Helensburgh - Coulport
305 / 306	Luss/Helensburgh – Alexandria**
340	Helensburgh/Vale of Leven Hospital – Royal Alexandra Hospital**

** Service covers multiple local authority areas

The Kilcreggan ferry was also supported by SPT at a cost of £190,000. The operation of this service has been restructured to reflect demand and reduce operating costs and secure the long term sustainability of the service. SPT will continue to work with the Council to ensure that this service is delivered in the most cost effective manner.

⁶ Contract and service numbers may not be consistent due to the varied nature of the contracting process for services.

A1.3 Providing Demand Responsive Transport (DRT) – MyBus Services

SPT manages a contract⁶ for demand responsive services operating in Argyll and Bute at an annual cost of £110,000. A total of 760 trips were undertaken in 2012/13 utilising SPT's dedicated contact centre equipped with scheduling software.

Table 2: MyBus Services in Argyll and Bute

Service Number	Route
M10	Dumbarton MyBus**
950	Lomond MyBus Rural

** Service covers multiple local authority areas

A1.4 Investing in new vehicles

An adaptable bus purchased by SPT is operating on the Dumbarton MyBus service, reducing the cost of providing this service and improving the standard of vehicle available.

A1.5 Delivering school transport

Argyll and Bute Council manages all school contracts within its area.

A1.6 Operating the Subway network

Approximately 110,000 Subway trips originated in Argyll and Bute.

A1.7 Providing bus infrastructure

SPT operates, manages and invests in bus stations and manages and maintains bus shelters and stops.

Operating Buchanan Bus Station

5,100 bus departures by six services served Argyll and Bute, all of which are long distance services.

Investing in bus shelter upgrades

Helensburgh and Lomond continues to benefit from SPT's rolling programme to upgrade bus stops and shelters. In 2012/13, £4,500 was invested in new bus stops and bus stop upgrades

Maintaining bus stops

SPT currently has a five year agency agreement with Argyll and Bute Council to maintain 172 marked and 27 custom bus stops in the SPT area until 2018. This agreement brings economies of scale in terms of contractor labour rates, work planning, quick response times and emergency call-outs outwith office hours and at weekends.

A1.8 Providing travel information to the public

Operating a Mobile Travel Centre

SPT's Mobile Travel Centre visits Argyll and Bute 40 times a year visiting Garelochhead, Kilcreggan, Arrochar and Helensburgh.

Providing and maintaining bus stop information panels

SPT provides and maintains 184 bus stop pole-mounted information cases at bus stops⁷ in Argyll and Bute. Cases are owned by SPT and inspected and cleaned at least once per year.

⁷ Stops may have more than one information case.

A1.9 Supporting Community Transport

Community Transport (CT) is flexible, accessible, affordable transport provided by charities and voluntary organisations and designed to meet local need. SPT provides advice and development support to CT organisations across the SPT area. SPT, in partnership with community transport organisations in the west of Scotland, established the West of Scotland Community Transport Network to improve the co-ordination, efficiency and quality of the sector's services. The Network seeks to build the capacity of CT, provide training and information to CT organisations, develop and implement best practice and quality standards and provide a network for the sharing of ideas and best practice.

A1.10 Addressing transport affordability

As administrators of the Strathclyde Concessionary Travel Scheme, SPT works with its local authority partners to sustain the affordability of transport for elderly and disabled residents in the west of Scotland.

National Entitlement Card Administration for Argyll and Bute

Take up of concession passes by elderly people ⁸	24,000
Percentage of eligible population ⁹	89%
Take up by disabled people ⁸	2,800
Number of disabled card annual renewals from residents	820
First time applications from residents	180
Number of calls received annually from Argyll and Bute residents	2,800

Strathclyde Concessionary Travel Scheme¹⁰

The total value of rail and ferry travel being undertaken by residents of, or visitors to, Argyll and Bute is £2 million, providing a saving of £1.7 million.¹¹

A1.11 Administering integrated ticketing initiatives - ZoneCard

SPT promotes and administers a range of integrated tickets covering the west of Scotland, including Zonecard, the biggest multi-modal ticketing scheme outside London.

Number of cards (i.e tickets) sold to Argyll and Bute residents	3,700
Estimated number of ZoneCard trips made	120,000
Estimated annual saving to residents of using ZoneCard ¹²	£110,000

A1.12 Addressing future ferry delivery

SPT has contributed to the Scottish Government's Ferries Review and commented on proposed improvements to ferry infrastructure and service levels for the Rosneath Peninsula, as well as service linkages to the Isle of Bute and the Cowal Peninsula. Proposed improvements over the next 5-10 years will help sustain the economies of these communities. In partnership with the Scottish Government and others, SPT will support public transport initiatives which help to sustain access to the islands.

A1.13 Promoting "Smarter Choices" modal shift

SPT's Sustainable Travel Group provides a forum for liaison between public and private sector organisations to support employees undertaking active travel. Argyll and Bute Council and many other organisations are members of this group.

⁸ Source Scottish Government Bus and Coach Statistics, 2011/12. Figure is for the whole of the Argyll Bute area

⁹ Source Census 2011 and Scottish Government Bus and Coach Statistics, 2011/12. Figure is for the whole of the Argyll Bute area

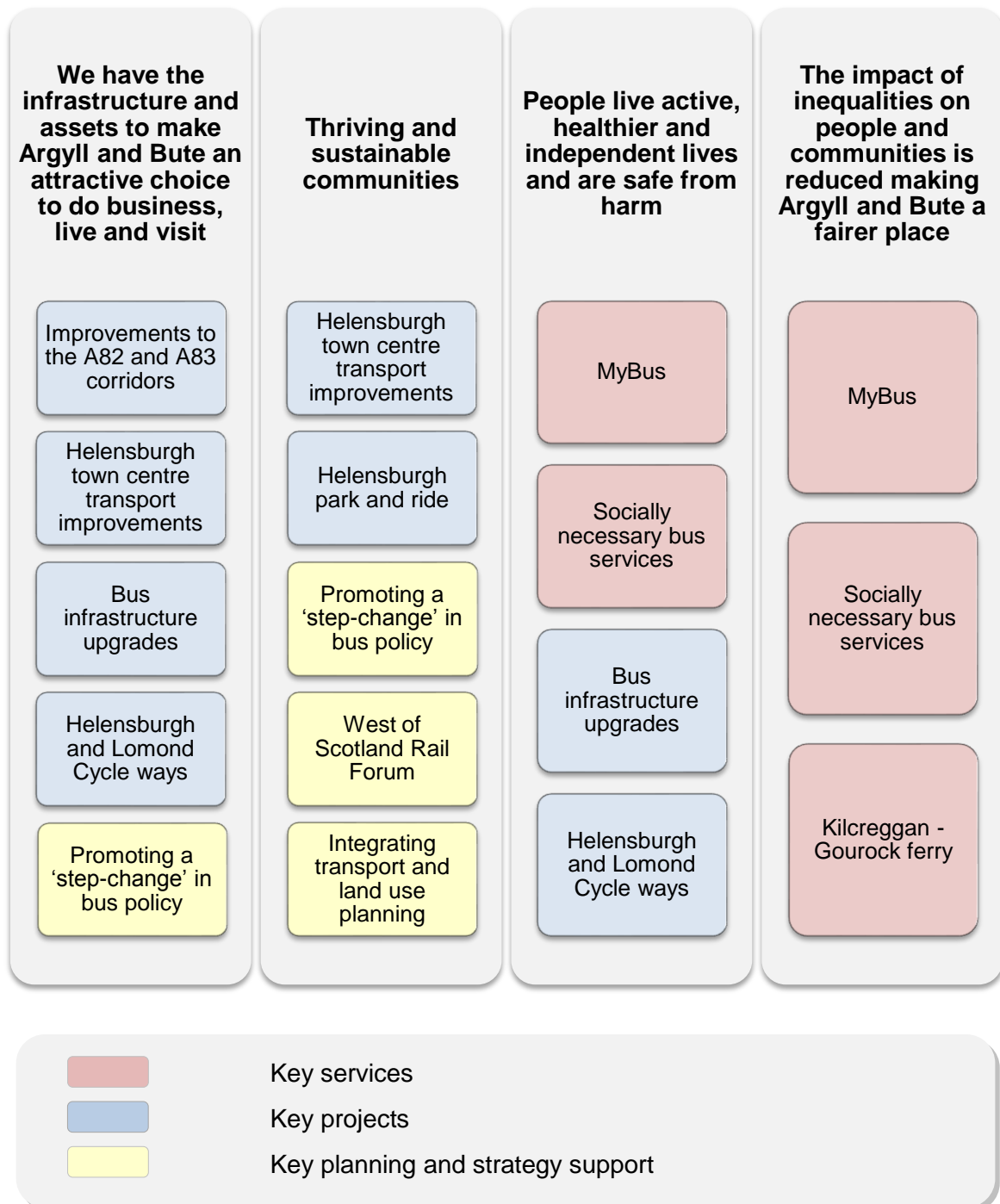
¹⁰ Administered on behalf of the Strathclyde Concessionary Travel Scheme Joint Committee Approximate figures from value of rail and ferry concessions in Strathclyde region

¹¹ SCTS is available to all residents of Argyll and Bute and these figures relate to the council area as a whole

¹² Saving: = (Composite Adult Single Fare - Average ZoneCard Single Fare) x Number of ZoneCard Journeys

Appendix 2 – Links to Argyll and Bute’s Outcomes

A summary of SPT activities and the local outcomes they support is found below. Full details are found in section 2 of this report



Useful contacts

(Helensburgh and Lomond Area)

Strathclyde Partnership for Transport

Consort House
12 West George Street
Glasgow G2 1HN
0141 332 6811
enquiry@spt.co.uk
complaint@spt.co.uk
www.spt.co.uk

Local bus operators

First Glasgow

197 Victoria Road
Glasgow G42 7AD
0141 423 6600
www.firstgroup.com

Garelochhead minibuses

Woodlea Garage
Main Road
Garelochhead
Argyll and Bute G84 0EG
01436 810200
enquiries@garelochheadcoaches.co.uk
www.garelochheadcoaches.co.uk

McGill's Bus Service Ltd.

99 Earnhill Road
Larkfield Industrial Estate
Greenock PA16 0EQ
08000 515651
www.mcgillsbuses.co.uk

Wilson's of Rhu

Rhu Garage
1 Manse Brae
Rhu G84 8RE
01436 820300
www.wilsonsofrhu.co.uk
info@wilsonsofrhu.co.uk

Scottish Citylink Coaches Ltd.

Buchanan Bus Station
Killermont Street
Glasgow G2 3NW
0871 266 33 33
info@citylink.co.uk
www.citylink.co.uk

Local rail operators

ScotRail

ScotRail Customer Relations
PO BOX 7030
Fort William PH33 6WX
0845 601 5929
scotrailcustomer.relations@firstgroup.com
www.scotrail.co.uk