

## Where the bus operates in the Tain and Nigg area

The service covers Tain and between Tain and:

- Scotsburn, Quarryhill, and Edderton including Balleigh, Ardmore and nearby minor roads; and
- Nigg ferry terminal, by the B9175 and on minor roads within two miles of the B9175.

The service does not cover journeys between Edderton and Tain if they could reasonably be made by the Tain to Lairg public bus.

On Saturdays only the area between Tain and Portmahomack (using direct roads and nearby minor roads for example, to Lochsln and Inver) is also included.



## Comments?

Please send your comments about Dial-a-bus (with the date and time of any problem) to:

Transport Coordination Unit, TEC Services, The Highland Council,  
Glenurquhart Road, Inverness IV3 5NX

Phone: 01463 252951

Email: [public.transport@highland.gov.uk](mailto:public.transport@highland.gov.uk)

PR14-58-F



# Dial-a-bus



# Fòn-am-bus

## Information for passengers

Operator: **Robin Livingston**

Service available:

**Tuesday and Thursday (Nigg area): 9am to 9.30am and 2pm to 2.30pm**

**Tuesday and Thursday (rest of area): 9.30am to 2pm and 2.30pm to 5.30pm**

**Wednesday, Friday and Saturday: 9am to 5.30pm**

For bookings phone:

**07788 966824**



## Tain and Nigg area Dial-a-bus

**T16**

## ● What is Dial-a-bus?

Dial-a-bus is a service where you phone up and ask for a lift. The service is run with a small bus or a taxi. Dial-a-bus is offered in an area with no public bus service. It applies if you need to make a journey within a certain area (see the map on the back page) and time period. It does not follow a fixed route or timetable.

## ● Who can use it?

Just like an ordinary bus, Dial-a-bus is available to anyone for any journey within the set area and times. Many 'on-demand services' will be wheelchair accessible.

## ● How do I book it?

Please phone Robin Livingston on 07788 966824 at any time up to 6pm on the day before you travel. Sometimes later bookings may be possible. You will need to say when you want to travel, where you are going to and from, and give your phone number. If you have a fixed appointment, you can book Dial-a-bus many weeks before you need to travel.

## ● Will the bus come exactly when I want it?

You will be given a booking as close as possible to the time you ask for. However, Robin Livingston may ask you to take a time up to 30 minutes earlier or later than the time you ask for. If a later time would not be acceptable (for example, if it would mean missing an appointment), they may ask you to take a time up to 45 minutes earlier than you asked for. If an earlier time would not be acceptable (for example, you might not be ready), you may be asked to take a time up to 45 minutes later than you asked for.

Once your booking has been agreed, the bus should arrive no more than five minutes before or 10 minutes after the booked time.

## ● Can I book more than one journey at the same time?

Yes.

## ● Do I have to say why I am travelling?

No. You will not be asked for this. However, you may want to say why you are travelling (for example, I need to catch a train) if the journey time is important.

## ● Can I use it to connect with regular bus services?

Yes. Within the available times you can book Dial-a-bus to drop you at any bus stop in its area or pick you up from a stop.

## ● What is the fare?

The fare will be similar to an ordinary bus fare. Free concessionary travel is available to anyone in the Scotland-wide Free Bus Travel Scheme.

## ● Will it pick me up from my home?

Yes, except that it will not normally travel on private roads. The service can make exceptions if you have mobility problems. Robin Livingston will decide if they are prepared to travel on private roads.

## ● Do I have to book it from my home?

No. You can travel from whatever point you choose in the set area, as long as it is on a public road and it is safe for the bus to stop.

## ● What if I decide to change my plans?

If you want to cancel or change a booking please phone Robin Livingston as soon as possible. If you change a booking after 6pm they cannot guarantee to pick you up.

## ● Does the Dial-a-bus need a minimum number of passengers?

No. It will turn out for one passenger.

Pick-up times can be changed by Robin Livingston so several passengers can be picked up together where suitable. The operator will contact the customer if any changes have been made to the booking.