

40 Frequently Asked Questions, plus Bus & Rail Operator Contact Details

about buses in Dundee, Angus, Perth & Kinross, Taybridgehead, Killin/Tyndrum, Stonehaven & The Mearns

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Public transport information from Tayside and beyond, all in one place

40 Frequently Asked Questions

about buses in Dundee, Angus, Perth & Kinross

Over the years, I've been asked almost every question possible. Here we have them answered, and I hope this helps passengers and elected members alike.

Suzy

Section 1 – The legal framework of buses in Scotland

1. Who hands bus operators their franchise?
2. Who is responsible for the control of bus operators?
3. What role do local authorities play on bus services in Scotland?
4. In what circumstances do local authorities pay for bus services?
5. What threshold do bus operators have to work to? / What does it mean when a timetable say "every 10 minutes or less"?
6. Why are there several buses going the wrong way (away from town) at a silly time at night/morning?

Section 2 – Passenger Facilities

7. Why isn't every bus low floor / wheelchair accessible yet?
8. Why does my bus not feature seatbelts?
9. Why is there only WiFi on selected bus routes?
10. Is it legal for a bus operator not to give me change? / Why do bus drivers complain about never having enough change?
11. Why do bus operators only accept cash on the bus?
12. Why are there only conductors on one bus route, and only at certain times?
13. Can you explain why all bus timetables are in 24 hour clock?
14. Can I take my mobility scooter on the bus?
15. Can I take my bike on the bus?
16. Can I take my dog on the bus?
17. Why do the real time information displays show things like 2 mins on some buses, but a time like 11:30 on others? / What does the * / asterisk signify, on real time displays?
18. What about toilet facilities at bus stations – why are they closed when I need them?

Section 3 – Comments and Complaints

19. How do I raise a complaint or concern about bus stop markings on the road, report a broken bus stop flag or shelter, incorrect timetable on display, or problems with the real time information?
20. How do I raise a complaint or concern about concessionary travel?
21. How do I raise a complaint about bus service reliability, or issued of vehicles in a defective or non-roadworthy condition?
22. How do I raise a complaint about bus staff (like incivility or failure to stop)?
23. What about cross border coach services?

Section 4 - Tickets and Passes

24. I've lost my Transport Scotland National Entitlement Card – what do I do now?
25. I've lost, damaged, or never received, my bus operator paper ticket, season ticket like a MegaRider or Travelcard, or my StagecoachSmart / XD Discover smartcard – what do I do now?
26. Who sets bus fares? / Are fare rises still approved by the Traffic Commoner?
27. Are there tickets you can use on more than one bus company?
28. Can I use a return ticket/day ticket on any other company?
29. What are PlusBus and RailBus tickets?

Section 5 – Everything Else

30. What will you be able to do about my complaint, or can you get a bus service back on for me that was withdrawn?
31. Why do bus operators only give minimal notice of service changes?
32. What consultation is done with local authorities and bus users?
33. Where can I get printed bus timetables from?
34. Where do I go to plan my journey?
35. I've never used the bus before/in ages...
36. What do I do about lost property?
37. Do you know where I can obtain a list of the vehicles i.e. a fleet list?
38. Are there any groups for those interested in buses?
39. Are there any groups for bus service passengers?
40. What is your personal involvement/role with the buses of Dundee and Tayside, Suzy?

At the end of the FAQ you will find the Bus & Rail Operators Contact Details section.

Section 1 – The legal framework of buses in Scotland

1. Who hands bus operators their franchise?

Unlike railways, franchising is only really used on long distance coaches, which I will come to shortly. Local bus services are individual operators, and they are responsible for their decisions. Any organisation that meets the personal, and financial, requirements, can apply for a bus operators licence. Scottish licences cover the entire country, so anyone can run a bus service. They have to give a copy of their proposed route, timetable, stopping places, to every local authority on route 70 days before hand. A copy is then sent to the Office of the Traffic Commissioner 42 days before hand, and they publish applications daily online, and fortnightly in a publication called Notices & Proceedings. There are limited circumstances by which shorter notice change can be allowed – another operator ceasing to trade is one. Local bus services were deregulated in 1986 (Coaches in 1980), and most public companies privatised in the 1990's. Each local operator – they can be from one person or community group, right up to multi-national PLC's – has to balance the needs of their staff, managers, passengers, plus shareholders or bank manager! These services are commercially operated, and the money taken on the bus (plus a partial rebate on fuel duty, and a partial rebate on concessionary travel income), must cover this. There are cases where a local authority will contract a service, in areas of poor demand, evenings and early mornings, and so forth. They then add conditions, and we'll come to their role at Questions 3 & 4.

To come back to the franchising question, National Express Coaches, Scottish Citylink (and to a lesser extent, Megabus) do this. While the name you see on the side of the coach is always the same, the driver would be employed by another company – such as Parks of Hamilton, Bruce of Salsburgh, Edinburgh Coach Lines etc. In these cases, the coach provider works as a marketing company, in essence. The golden rule here, is that you treat them as one operator, and you deal with the coach operator's customer care, if you ever need to.

2. Who controls the legal day-to-day operation of a bus service or operator?

The day to day service is controlled by the bus operator, unless it is a service that is contracted to the local authority (see Question 4 for an explanation). You contact the bus operator and/or local authority. The overall legal control of operator licences, and service applications, is the Traffic Commissioner for Scotland, currently Ms Claire Gilmore, who's team can be contacted at The Stamp Office, 10 Waterloo Place, EDINBURGH, EH1 3EG.

3. What role do local authorities play on bus services in Scotland?

Each local authority has the remit to promote and encourage the use of public transport, in their own area. This varies from area to area, but includes bus stop and printed publicity, bus lanes and gates, working with bus operators and developers. In some cases, they can set up subsidised services, which I'll come to in Question 4.

4. In what circumstances do local authorities pay for local buses?

The vast majority of services – 70 to 80 per cent in most areas – operate without any financial support at all. All buses qualify for a part rebate on fuel duty and concession travel, but financially supported bus routes are usually those paid for directly by local authorities. These can include services in areas where bus usage is poor, early morning evening and weekend services, school services, and those where the need for a service meets their criteria, but operators will not run them commercially. These are usually retendered every few years, which is why these services can change operator, as well as cuts when budgets need trimming – or the converse i.e. a new housing development can often give funding for buses for a short time. Many school services are in this bracket, as are services like the Fife Dial A Ride and the Dundee City Council Shoppers Service, where additional support is needed for passengers.

5. What threshold do bus operators have to work to? / What does it mean when a timetable says “every 10 minutes or less”?

Bus Operators have to run buses to a legal target requirement of 95% of services running no more than one minute early, or five minutes late. Some council supported services have different requirements. These are the thresholds that the Office of the Traffic Commissioner requires bus operators to run to, but they will not normally take action in cases of roadworks, or demonstrations, etc. The phrase “every 10 minutes or less” or “then a frequent service until” does not mean buses run less often than that – this is what the Traffic Commissioner deems to be a “frequent service”. In these cases, 95% of the time, there should be a minimum of six buses an hour, and no more than 15 minutes between each bus.

6. Why are there a large number of buses going the wrong way (away from town) at a silly time at night/morning?

Bus operators are responsible for their service, as a whole. In England, dead mileage – where a bus operator runs a bus out of service at the beginning or end of the day to a garage – is paid for – but not in Scotland any longer. This is partially why you might see services starting from bus garages or industrial estates, or large numbers of buses at unusual times. Bus operators register these for use in the normal way, and it also assists their bottom line. It does mean that there are more buses for passengers to use. A case in point is when Stagecoach closed their five bus outstation in Crieff, registering a new timetable from Perth running five buses together to Crieff from Perth (Service 15), with one back in the same hour. It's one of the quirks of the industry, but it does work for the benefit of passengers – especially if you live near a bus depot or station! Where I used to live in Herts, England, there are very few of these operating, as there is no financial advantage to do so. Buses can be taken out of service half-way along the route, and then run fast back to the garage out of service, without the operator losing out. I know I prefer the Scottish way of doing things, even if it is quirky and sometimes raises an eyebrow!

Section 2 – Passenger Facilities

7. Why isn't every bus low floor / wheelchair accessible yet?

After the passing of the Disability Discrimination Act, the industry set about a new set of accessibility regulations called the PSV Disability Accessibility Regulations 2000. This means accessible – which can include lifts and ramps to allow accessibility as well as the use of low floor buses.

As buses and coaches are depreciated after about twelve years, everything must be compliant by 1st January 2015 (under 7.5 tonnes), 1st January 2016 (over 7.5 tonnes but single deck), 1st January 2017 (double deck buses of any size), and 1st January 2020 (coaches). There are some exceptions to the rule – vehicles under 22 seats being the key one. Every operator does have a responsibility under various pieces of legislation, to help and assist disabled bus users. The same applies if you qualify for a pass, or not, and their responsibilities include hidden disabilities.

However, it does not mean every bus has to be low floor, but has to be wheelchair accessible. For example, coaches on the Stagecoach Service X26 and X58 feature a wheelchair ramp to raise a wheelchair and user, to a special bay. Coaches on the Stagecoach CoastRider X7 are a more modern design, with a pair of seats/wheelchair space as you enter the coach, and other seats up steps. This means the doorway does not need to feature a ramp, but is still accessible. Additionally new low-floor buses with coach bodywork are in service on Service X56. Some early low floor buses are being withdrawn from service if they do not meet full specification – such as width between wheel arches, for example.

8. Why does my bus not feature seatbelts?

Legally, it does not require it. When seatbelt legislation was consulted upon, it was recognised the stop-start nature of local bus work might have been impeded by adding this requirement. However, on buses which regularly carry school children, Angus Council or Perth & Kinross Council will require the operator to have seatbelts on every passenger seat. A law has been passed for closed door schools that must have seat belts for school kids, but the majority of local councils here already have some kind of standard.

9. Why is there only WiFi on selected bus routes / only work in certain areas?

On-bus WiFi is, like so many mobile technologies, is changing rapidly. Bus operators often have this on services, but it is for them to decide. Like any mobile phone, some areas have cold-spots where there is poor coverage. So – with the best will in the world - any area that is notorious for poor mobile reception, it might be difficult to get it onto a bus.

10. Is it legal for a bus operator not to give me change / Why do bus drivers complain about never having enough change?

Xplore Dundee (formerly National Express Dundee) charge exact fare as you board the bus. This means that the driver cannot give change – they are not allowed to even handle cash for you, as this is deemed a disciplinary offence. However, if you are genuinely in a fix (i.e. just been to the cashpoint, and no-one else on the bus can give you change), you can politely ask the driver for an Overpaid Fare slip. Follow instructions printed on it, for what to do next.

Every other bus operator in the area, drivers (and conductors) can handle money and give change. However, drivers start with only a limited cash float. All it takes is a couple of small fares paid with large notes, to wipe things out for an entire day. Most bus operators will allow you to ask a passenger etc. but at the end of the day, sometimes this might not always happen. Like Xplore, most operators can issue either an Overpaid Fare or Change Ticket. Follow instructions printed on it, for what to do next.

Also see next question about the use of Contactless Payments by several bus operators in this area.

11. Do bus operators still only accept cash? / Why do bus operators only accept cash on the bus?

On-bus card payments are largely in their infancy, but here's the bus companies I know of that currently accept contactless payments;

Citylink/Megabus.com/Parks of Hamilton (within Scotland only)

Moffat & Williamson

Stagecoach Bluebird

Stagecoach East Scotland (Fife, Perth, Strathtay)

Xplore Dundee

If your operator is not in this list, remember there is more than one way to pay for your travel. You can buy season tickets online, from shops, or pay by direct debit. You can pay for 10 or 12 journeys at a time, and use them as you need to. Smart Card ticketing is starting in our area, with an Xplore Dundee card called myXplore, and Stagecoach East Scotland have the StagecoachSmart, and use of these is currently being rolled out and promoted heavily. There is a MegaRiderXtra which takes your ticket out each month by credit/debit card payments, and it works out you get a month not 4 weeks, so giving you four weeks free each year. Travel Shops can accept cards and cash too. In many cases, through bus and train tickets can be bought in advance. Ask your bus driver, or visit the operator's websites, for more information on ticketing options.

12. Why are there only conductors on one bus route, and only at certain times?

Following local bus deregulation, some operators bought former London AEC Routemaster buses, and equipped them with conductors. The benefit was that the fares are taken quicker, and potentially more passengers reached. During the 1990's,

these were all withdrawn. Strathtay (now part of Stagecoach East Scotland) continues with conductors on Tayway 73 during the daytime, six days a week. This is the only service outside London that still uses conductors.

13. Can you explain why all bus timetables are in 24 hour clock?

The standard has been adopted by almost every bus operator, and local authority, in the country. It does mean you don't need to worry about buses leaving at 9.35am or 9.35pm, as 09.35 and 21.35 are much clearer! For all PM times (after 12 o' clock), just add 12 – i.e. eight o' clock PM = 20.00.

14. Can I take my mobility scooter on the bus?

Bus operators are committed to making scheduled bus services accessible to as many people as possible. The trade industry body CPT (Confederation of Passenger Transport) has drawn up a code for operators, and all large operators have implemented this. Most smaller operators will also try to assist, and you can find the details for every bus operator in Appendix 1.

Mobility scooters are used by an increasing proportion of the population and are not built to recognised common standards. "Class 2" scooters with 3 or 4 wheels will be accepted provided they are no more than 600mm wide and 1000mm long, with a turning radius not exceeding 1200mm, and subject to the other criteria set out herein. For ease of recognition, drivers should be issued with a handy card "recognition guide" to identify "Class 2" and "Class 3" scooters.

The weight of the scooter plus occupant must be within the safe working limit (SWL) of the ramp fitted to the vehicle. As a general rule the ramps fitted to vehicles have a safe working limit of 300kg. The SWL is identified on the bulkhead in each vehicle or on the actual ramp itself. "Class 2" scooters generally weigh 65 kg, leaving 235kgs (approx. 37 stones) allowance for the occupant. It should be for the driver's discretion to confirm that the mobility scooter and occupant are within the SWL for the ramp. If the driver considers the weight to be in excess of this, then the intending passenger should be politely refused entry onto the vehicle and offered an appropriate explanation. "Class 3" scooters are larger and are capable of travelling at 6-8 mph. These are not designed to be carried by bus and should therefore be refused for carriage. They can easily be identified, as they must be fitted with front/rear lights, hazard warning lights, and a manual brake.

Operators must ensure that Mobility Scooter users have their scooter assessed and approved as suitable for carriage on their vehicles. This approval needs to cover both the design of the scooter and the ability of the user to control and manoeuvre it safely. Approval should be issued in the form of a credit card sized photographic "permit for travel" which should be for a fixed duration (not more than 5 years) as users' health and abilities may alter over time. The permit will also contain the conditions of use and the user should show this permit to the driver on boarding the vehicle. This standard permit once accepted and issued by one operator should be accepted by all other operators who have signed up to the code.

15. Can I take my bike on the bus?

Regular bicycles that do not fold, cannot be taken on buses. Inter-urban coach services by Citylink, Stagecoach Express, Scottish Citylink, Megabus, National Express Coaches etc. can take them in underfloor lockers, subject to space. The exception to this is Stagecoach CoastRider X7, which has a bicycle rack on every vehicle, which can hold up to six bicycles. There is no need to book, and space is on a first-come, first-served basis. Folding bikes are generally okay on any bus, provided that they are folded, and bagged or boxed, and room is available. Be aware Stagecoach X56 new low floor buses with coach bodies can only hold one per coach.

16. Can I take my dog on the bus?

Yes – well behaved dogs are welcome on most services. There is generally one dog permitted on at any time, usually upstairs, or at the back of a single deck bus. Driver's discretion applies, and they have the final say. There is a small fare usually (usually quarter or child fare), but Xplore Dundee and Stagecoach Strathtay do not currently make a charge a fare for the carriage of dogs.

Assistance Dogs are welcome at any time, and no fare is charged for these. There is no restrictions on where these can be situated.

17. Why do the real time information displays show things like 2 mins on some buses, but a time like 11:30 on others? / What does the * (asterisk) mean on real time displays?

Real time information is in two different sorts – take this sample display;

35	Town Centre	5min
88	High Street	14:15
35	Town Centre*	25min
Name of Bus Stop Goes Here		14:05

The first bus that you see – a Service 35 – is due in 5 minutes. That means it is being picked up in real-time, and is on its way, as part of the current journey.

The second bus that you see – a Service 88 – is due at 14:15, but you'll notice that it doesn't show it as being 10min? This happens when drivers enter the wrong data on the bus terminal, the bus isn't being tracked, or the company is having data transmission problems. The most frequent cause of this is typically smaller bus operators, who do not have these capabilities on the bus yet.

The third bus that you will see – another Service 35 - is due in 25 minutes, but has a star next to the destination (or the time). That means that the bus is still on its previous journey, maybe heading in the opposite direction, but is being tracked. The time shown is the best estimate of the service running on time, including any delays from previous trips. The * does not show up in every area.

18. What about toilet facilities at bus stations – why are they closed when I need them?

Some of these, in the former Tayside area, are controlled by authorities such as Angus Council. A board on the door will show you opening hours, and contact details in case you need to complain. The exceptions are Dundee and St Andrews, where they are operated by Stagecoach East Scotland, who are based at the booking office (now called Travel Shop).

Each of these sets their own policy and procedures on these facilities. Bus operator staff cannot over-rule the authorities opening/closing hours, but if you ask politely, they will be happy to point you in the direction of the nearest alternative that is open.

Section 3 – Comments and Complaints

19. How do I raise a complaint or concern about bus stop markings on the road, report a broken bus stop flag or shelter, incorrect timetable on display, or problems with the real time information?

These are the responsibility of the local councils, who would be best placed to help.

20. How do I raise a complaint or concern or get more information about concessionary travel?

Schemes for Young Persons, Senior Citizens and Disabled persons, are the responsibility of Transport Scotland. If your question or issue is in relation to where you can go / where you can use your pass, you may like to know a regularly-updated list of Validity and Easements can be found on the sister website at www.scotbus.com/?page_id=926 (Version 5 to be ready late April 2020).

If you regularly get your ticket overstaged i.e. Aberdeen to Glasgow on a free concession pass ticket, instead of say Aberdeen to Forfar, a separate helpline is in operation. Telephone 0800 328 5690 (ideally with your tickets/ in front of you when you call).

For everything else write to them at Buchanan House, 58 Port Dundas Road, GLASGOW, G4 0HF.

21. How do I raise a complaint about bus service reliability, lack of a bus to show as per timetable, buses more than one minute early, five minutes late, not showing a destination, or issued of vehicles in a defective or non-roadworthy condition?

For these situations, you need to feed this back through the appropriate channels, for other passengers as much as yourself. Ranting and raving at the next driver is not the best way to solve anything, so email / telephone / write to the bus operator concerned. Keep your complaint relevant and polite, and enclose a bus ticket if you have one – if not, as much details / information as you have to hand (i.e. Bloggs Bus 22X to Perth, left the Town Centre at 11.15 twenty minutes late, bus number BU 51 GYN). Very few bus drivers have a badge with a number now, as these were generally phased out during the 1980's. Instead, most operators do have a Driver Number on

their tickets, which can be quoted in correspondence. For services financially supported by local councils, you should copy them in any correspondence too, as they have performance-based systems with each bus operator.

If the bus operator in question cannot resolve your concerns, or they do not reply at all, you can proceed your complaint to Bus Users Scotland.

In the case of continual problems, you should also contact the Office of the Traffic Commissioner.

Finally, for coaches to and from England, also see Question 23.

22. How do I raise a complaint about bus staff (like incivility from a driver?)

As per answer 21, although the Office of the Traffic Commissioner cannot deal with these matters.

23. Complaints to cross border coach services?

If you are on a coach, National Express or Megabus, from Scotland to any point in England, complain as explained in Questions 21 and 22 (above). However, the appeals process is slightly different – Bus Users Scotland cannot deal with complaints on these. However, you can instead, have an appeal with the Bus Appeals Body instead, as they also deal with England and services from England to Wales or Europe. You can contact them at Bus Appeals Body, Terminal House, SHEPPERTON, Surrey, TW17 8AS.

Section 4 - Tickets and Passes

24. I've lost my Transport Scotland National Entitlement Card – what do I do now?

These are issued by a contractor on behalf of Transport Scotland, but the requests for these go through each local council. Find the one you pay council tax to – it cannot be any others – and get in touch, via the details in Appendix 2.

25. I've lost, damaged, or never received, my bus operator paper ticket, season ticket like a MegaRider or Travelcard, or my StagecoachSmart / XD Discover/myXplore smartcard – what do I do now?

Contact the operator's Customer Services team, there are contacts in Appendix 1. There are a tiny number of exceptions to the rules. For Xplore Dundee Direct Debit or Online-purchased passes that have been lost or never arrived, the best way to do this is to contact their parent company in the West Midlands, who mail these tickets to Dundee customers. You can call their direct line on 0121 254 6322. For Stagecoach tickets bought online that have been lost or never arrived, the best way to do this is to contact their Online Ticket Sales support team, who mail these out from Glasgow. You can call their directly on 0871 834 0010.

26. Who sets bus fares? / Are fare rises still approved by the Traffic Commissioner?

On commercial services – those not paid for by the local authority – the fares are set entirely by the bus operators. There are no limits on the fares that can be charged, unless a body like the Office of Fair Trading has made such a restriction, usually only in exceptional circumstances. On services supported by councils, the local authority either sets the fares, or a maximum price per mile, etc.

27. Are there tickets you can use on more than one bus company?

As every bus operator works in a marketplace, they are encouraged by government to compete. The Dundee ABC (Any Bus Company) Bus Pass is a new ticket, designed for unlimited travel across Dundee and/or North East Fife. At the present time, these are sold and accepted on Moffat and Williamson, Stagecoach and Xplore Dundee only, and you will need a Smartcard before buying one (or a Stagecoach/M&W driver or conductor will sell you one for £1 – Xplore Dundee passengers MUST get one before travelling - This can include anything with the Saltire logo like a DCC Staff ID card, or a ScotRail Smartcard or Bramble Card).

There are now also more zones on sale; see the full information at [**www.abcbustickets.com**](http://www.abcbustickets.com)

There are some other schemes that come into our area – the Aberdeen based Grasshopper pass ([**www.grasshopperpass.com**](http://www.grasshopperpass.com)) now comes as far south as Brechin and Montrose, and the Edinburgh and Fife based OneTicket ([**www.one-ticket.co.uk**](http://www.one-ticket.co.uk)) comes as far north as Dundee and Perth. Otherwise there are currently no system-wide network tickets in Tayside. See Question 29 re bus/train tickets, which can be used on multiple operators.

28. Can I use a return ticket/day ticket on any other bus company?

Normally, this is a no. On some services supported by local authorities, they can be made to accept each other's tickets. On services supported by Angus Council or Perth & Kinross Council, return, day and season tickets, can generally be used on most parallel local buses, but not coaches. Check with the driver when paying.

29. What are PlusBus and RailBus tickets?

When you buy a train ticket, it is often possible to add bus travel in a local area. For Dundee or Perth, you can add PlusBus for a day, week, or longer, which is valid on most local buses within a defined area. RailBus is where no rail service exists, you can get through tickets – like Dundee – Perth by train, then Perth – Crieff by bus. None of these tickets are sold on the bus, however. National Rail Enquiries (call 08457 48 49 50) can help with all of these tickets.

Section 5 – Everything Else

30. What will you be able to do about my complaint, or can you get a bus service back on for me that was withdrawn?

Personally, I am unable to change things, much as though I really want to help! (I did this FAQ leaflet on a Sunday evening!) However, that's not me being snarky – for once. I am a member of the public – bus enthusiast, forum admin, webmistress, girlfriend, and businesswoman (so they tell me!), as well as several times being referred to as “the mistress of planning journeys” – thanks to my regular travelling companion Tails! (see www.flickr.com/photos/tp_2040/). I digress... I cannot do or say anything that might help. I put this website together for the benefit of members of the public, and I do not control bus operators. I have worked for an operator – outwith this area – years ago. I have compiled the DundeeBuses.info website – and this FAQ guide – to give you all the information you will need to do it yourself.

31. Why do bus operators only give minimal notice of service changes?

Bus operators are legally required to place a notice on every vehicle operating on services to be changed, not less than 21 days before the changes happen. This notice can be any size, but has to give details of each change, or refer you to contact the operator, or to pick up a timetable. If your operator has not done this, you can complain to them initially, and to the Office of the Traffic Commissioner if the operator still does not advertise changes in this way.

32. What consultation is done with local authorities and bus users?

Bus operators send their registrations to local authorities before sending these to the Office of the Traffic Commissioner, giving a total of 70 days notice, as well as a minimum of 90 days between changes. However, there are exceptions to this, like where councils have asked for late changes, another operator has ceased, or matters of road safety i.e. council or Police request to move the terminus to the other side of the road. This is the case for all services, all areas of Scotland,

Major bus operators like Stagecoach will often offer consultation periods on forthcoming changes, but there is no legal right to force their hand to get what you need, apart from the usual complaints processes.

Local councils have set up differing responses to recent legislation to improve consultation, but Aberdeenshire Council has twice-yearly public forums in Stonehaven (amongst others) and Dundee City Council has a stakeholders liaison group – councillors and community groups are encouraged to attend.

Where a local authority pays for a bus service, they will quite often solicit responses and ideas, when it comes to drawing up timetables when retendering the service. This is entirely separate - Angus for example use this to see if they can find little ways to improve service at low cost – like an evening bus on 21A additionally serving the bottom end of Brechin, so the nurses can get to arrive and change with 15 minutes, instead of 45 on the 30, at Stracathro Hospital. Such can sometimes lead certain elected officials to think the worst, even more so after years of “austerity”. This question also answers

those who ask about rumours about subsidised services – if they want to remove it, this will be consulted on, but never assume every announcement will be about cuts.

33. Where can I get printed bus timetables from?

Stagecoach buses usually have these available on the bus, and from Bus Stations, libraries etc. Xplore Dundee timetables can be found from the Travel Shop in Commercial Street, and other selected outlets. If you cannot find one locally, bus operators can usually post them to you, free of charge. Stagecoach East Scotland will send you timetables for one year, for £10.00 including postage, inclusive of an initial set of timetables for Perth, Fife and Straththay areas of Stagecoach East Scotland. If you prefer an all-in-one guide, there is currently a Tayside book by my other website, ScotBus.com. This is currently an electronic copy only (as at 17th April 2020) but is expected there will be a hard copy on sale later in the Summer of 2020.

34. Where do I go to plan my journey?

The Traveline (www.TravelineScotland.com) website is highly recommended. You can also call them – 24 hours, 7 days a week – on 0871 200 22 33. Calls to this number, I legally need to tell you, now cost 12p per minute, plus your telephone company's access charge. They can help with details of new plans after service changes, and are impartial to give you all operators, not just the one you may be used to. They can also point you in the direction of other services, like dial-a-ride buses in some areas.

35. I've never used the bus before/in ages...

If you've read this far, I personally applaud you – but do bear in mind that the worst doesn't happen every time. Bus staff are happy to help with routes, services, and the best tickets to buy. There is a tonne of information online to help you. Raise your arm to stop the bus, when you see it approach. Ask for the fare or ticket you want, or ask for a recommendation – unlike rail staff they aren't on commission! If you need help in finding your bus stop, don't hesitate to ask. When you want to get off, just ring the bell once.

36-. What do I do about lost property?

Each bus operator handles their own lost property, and can advise you of how to go about picking it up. A small statutory fee is normally charged. You will find contact details in Appendix 1.

37. Do you know where I can obtain a list of the vehicles numbers i.e. a fleet list?

Fleetlists for major operators, like Stagecoach East Scotland and Xplore Dundee, can be had free of charge from another of our websites, www.scotbus.com. You can purchase the PSV Circle G-list series of books, which includes details of every bus operator, at www.psv-circle.org.uk .

38. Are there any groups for those interested in buses?

There is an online group Dundee Area Bus Forum at www.dundeeareabusforum.com as well as All Buses In The East Of Scotland Facebook group www.facebook.com/groups/586519484720332/

There is also many offline groups – PSV Circle (see Question 37) have information on vehicles. Omnibus Society www.omnibussoc.org deal with services and operations and have almost-monthly tours and meetings across Scotland.

You can also visit Dundee Museum of Transport www.dmoft.org.uk and Scottish Vintage Bus Museum www.svbm.org.uk. Additional local groups for historical vehicles are numerous, and you can find the various links on www.dundeebuses.info and then click the drop-down menu called Links (the Links list will be updated late April 2020).

39. Are there any groups for bus service passengers?

Not in the former Tayside area specifically, but there is one covering the UK, called Bus Users UK. Visit their website www.bususers.org for details.

40. What is your personal involvement/role with the buses of Dundee and Tayside, Suzy?

A Dundee resident, back from 11 ½ years living in the south, who still gets questions from family and former colleagues! As a lifelong public transport user, and enthusiast, I like to do my bit when I can! DundeeBuses.info was born in 2009, following a Dundee Technology Park specific timetable site (techpark.transport) I founded in 2002. The site is impartial, complete, and comprehensive. Finally, and most importantly - I never knowingly give a timetable out with a mistake, or one that has changed. I also founded the Dundee Area Bus Forum for enthusiasts and the industry alike. The day job – if you like – is running a timetable publishing under the name of ScotBus.com. If you want to get in touch with me about any of these things, e-mail suzyscott1983@gmail.com.

Bus & Rail Operator Contact Details over the next 4 pages

Bus Operator Contact Details (Rail starts three pages on)

While I have produced this Guide, I don't run the buses. For more information on times, call **Traveline Scotland** on **0871 200 22 33 (calls cost 12p per minute, plus your network provider's Access Charge)**.

For issues like lost property, comments, contact the bus operator concerned.

24/7 Cars LLP (aka Crianlarich Cabs)

Telephone 01838 20721 (General Enquiries/Lost Property)/01786 404040 (Booking or Cancelling Stirling DRT Services) - Web www.247taxis.co.uk / www.stirling.gov.uk/drt

Duvengan, Railway Rd, CRINLARICH, Stirling, FK20 8QQ.

Aberdeenshire Council - A2B Dial A Bus

Telephone 01467 535 333 Option 1 to book, Option 2 to cancel, Option 3 to register.

Web www.aberdeenshire.gov.uk/roads-and-travel/public-transport/a2b-dial-a-bus/

Public Transport Unit, Woodhill House, Westburn Road, ABERDEEN, AB16 5GB.

A Helping Hand Taxis

Telephone 01575 575555 (General Enquiries/Lost Property) – 01307 461775 (Angus Council Transport Team) to book/cancel Demand Responsive Transport Services 120/121.

63 Lord Lyell Drive, KIRRIEMUIR, DD8 4LF.

Angela's Cars for DRT1 contact operator directly NOT PKC

Telephone 07508 126720 – Web www.angelascars.com

2 Moubray, Crook of Devon, Kinross KY13 0UU.

Broons Buses & Taxis / Gordon Brown for DRT2 contact operator directly NOT PKC

Telephone 01882 632418 / 01882 632733 / 07881 822216

The Garage, KINLOCH RANNOCH, PH16 5PQ.

Burnbrae Garage

Telephone 01764 683241 - Web www.burnbrae.co.uk

Burbrae Garage, Methven, PERTH, PH1 3RF.

County Travel

Telephone 01575 575050

42 Cortachy Crescent, Northmuir, KIRRIEMUIR, DD8 4TP.

Docherty's Midland Coaches includes **Auchterarder Community Bus**

Telephone 01764 662218 - Web www.dochertysmidlandcoaches.co.uk

Priory Park, AUCHTERARDER, PH3 1AE.

Dundee City Council (Blether Buses, Drop Off Service, Shopping Service)

Telephone 01382 433468 – Web www.dundeeccity.gov.uk

Dundee House, 50 North Lindsay Street, DUNDEE, DD1 1QE.

Ember Electric Coaches

Telephone number not currently known / Website www.ember.to

Codebase Argyle House, 3 Lady Lawson Street, EDINBURGH, EH3 9DR.

Fife Council (Fife Dial A Ride)

Telephone 03451 551188 to book – Web www.fifedirect.org.uk /

www.travelfife.com

Bankhead Central, Bankhead Park, GLENROTHES, Fife KY7 6GH.

Fishers Tours (Scottish Express Services)

Telephone 01382 227290 Option 1 to book – Web www.fisherstours.co.uk

Block D, Mid Craigie Industrial Estate, Mid Craigie Road, DUNDEE, DD4 7RH.

Henry's Tours

Telephone 07580 971697 – Web www.henrystours.com

11 Norrie Street, Broughty Ferry, DUNDEE, DD5 2SD.

JP Coaches

Telephone 01307 461331 or 01307 461775 (Angus Council Transport Team) to book/cancel Demand Responsive Transport parts of Service 36. - Web

www.jpcoaches.co.uk

Unit 3, Orchardbank Industrial Estate, FORFAR, DD8 1TD.

JR Services / Highland Travel / Jurgen Rehling

Telephone 01882 633398 / 07971 540282 - Website: www.highland-travel.co.uk

Ardlarach Farm, RANNOCH, PH17 2QP.

Kingshouse Travel

Telephone 01877 384768 (General Enquiries/Lost Property)/01786 404040 (Booking or Cancelling Stirling DRT Services) - Web www.kingshousetravel.com /

www.stirling.gov.uk/drt

Balquhiddy, LOCHEARNHEAD, FK19 8NY.

Megabus.com/Parks of Hamilton/Scottish Citylink Coaches

Telephone 0141 352 4444 – Web www.megabus.com and www.citylink.co.uk

Buchanan Bus Station, Killermont Street, GLASGOW, G2 3NW.

Moffat & Williamson including Go-Flexi

Telephone 01382 541159 (general enquires, lost property etc.) / 01382 520624 (to book your GoFlexi journey) - Web www.moffat-williamson.co.uk / www.go-flexi.org

The Old Station Yard, ST FORT, Newport on Tay, DD6 5RG.

National Express (Coaches – for Dundee City Services see Xplore Dundee)

Telephone 08717 818181 – Web www.nationalexpress.com

4 Vicarage Road, Edgbaston, BIRMINGHAM, B15 3ES.

SABA Parking (Ninewells Hospital Shuttle Bus Service)

Telephone **01382 643969** – Web www.sabaparking.co.uk

The Parking Shop, Level 2, Multi Storey Car Park (Car Park 8), Ninewells Hospital, DUNDEE, DD1 9SY.

Scottish Blue (EasyON)

Telephone 01382 339633 – Web www.scottishblue.com

Douglas Road, DUNDEE, DD4 8JX.

Sidlaw Executive Travel

Telephone 01382 610410 – Web www.sidlaw.co.uk

Unit 5, Argyle Industrial Estate, Perrie Street, DUNDEE, DD2 2RD.

Smith & Sons Coaches

Telephone 01828 626262, Web www.smithandsonskoaches.co.uk

The Coach Depot, Wester Balshegro, Woodside, COUPAR ANGUS, PH13 9LW.

Stagecoach Bluebird

Telephone 01224 212266 - Web www.stagecoachbus.com

Union Square Bus Station, Guild Street, ABERDEEN, AB11 6GR.

Stagecoach Fife, Stagecoach Perth, Stagecoach Strathtay

Telephone 01383 660880 – Web www.stagecoachbus.com

FREEPOST STAGECOACH.

Stirling Council DRT

Telephone 01786 404040 – Web www.stirling.gov.uk/drt

Public Transport Co-ordination Unit, Bus Station, Goosecroft Road, STIRLING, FK8 1FP.

Sweeny's Garage

Telephone 01764 681231 – Web www.sweeneysminibuses.co.uk

The Garage, Muthill, CRIEFF, PH5 2AB.

Wisharts of Frioekheim

Telephone 01241 828747 – Web www.wishartscoaches.com

Station Yard, Station Road, FRIOCKHEIM, DD11 4SF.

Xplore Dundee/Xplore More

Telephone 01382 201121 – Web www.xploredundee.com /

www.xploremore.com

44-48 East Dock Street, DUNDEE, DD1 3JS.

If the operator cannot resolve your concerns, you can escalate to **Bus Users Scotland**, the passenger watchdog for Scotland., Telephone 0300 111 0001 - Web www.bususers.org/scotland
Hopetoun Gate, 8B McDonald Road, EDINBURGH, EH7 4LZ.

Rail Operator Contact Details

While I have produced this Guide, I don't run the trains. For more information on times, fares and train running information, call **National Rail Enquiries** on **03457 48 49 50** (regular call rate) or see www.nationalrail.co.uk
For issues like lost property, comments, contact the bus operator concerned.

Caledonian Sleeper

Telephone 0330 060 05000 – Web www.sleeper.scot
Guest Services Centre, 1 Union Street, INVERNESS, IV1 1PP.

CrossCountry Trains

Telephone 03447 369 123 – Web www.crosscountrytrains.co.uk
Cannon House, 18 The Priory Queensway, BIRMINGHAM, B4 6BS.

LNER (London North Eastern Railway)

Telephone **03457 225 333** - Web www.lner.co.uk
FREEPOST RTUH-TUGH-GCLZ, CRAMLINGTON, NE23 1WG

ScotRail

Telephone 0344 811 0141 – Web www.scotrail.co.uk
Customer Relations, PO BOX 27129, GLASGOW, G2 9LH

If the operator cannot resolve your concerns, you can escalate your complaints to **The Rail Ombudsman**, the passenger watchdog for rail users.
Telephone 0330 094 0362 - Web www.railombudsman.org
FREEPOST RAIL OMBUDSMAN

www.dundeebuses.info

With DundeeTravelInfo closing in the coming weeks, and Angus's website still showing services they pulled 18 months ago – you need somewhere to find everything in one place...

Operators and other sources have real time, maps, journey planning etc. – but how can you find out what is out there if you cannot find a printed (or online) resource listing everything you will need to know?

The site (volunteer run for more than 11 years, and another 12 of mostly enthusiast stuff before that!) currently covers Dundee, Angus Perth & Kinross, but will also be expanded to cover the Bridgehead areas of Newport, Wormit, Tayport and Forgan, as covered by the Dundee ABC multi operator ticket (Dundee zone) too.

This site now cover Killin, Lix Toll and Lochearnhead in Stirling, as well as Stonehaven and the Mearns of Aberdeenshire. Simply visit

www.dundeebuses.info

There's a Facebook page now too including site updates as well as bus service changes...

www.facebook.com/DundeeBusesinfo