

Dear Householder

Stinchar Valley Community Transport group has been fortunate to secure funding from Carrick Futures to offer a 1 year pilot community transport scheme, serving the communities of Pinmore, Pinwherry, Barrhill, Poundland, Colmonell, Ballantrae and Lendalfoot. The bus will be operated by South Ayrshire Community Transport and the routes scheduled will link the villages with Girvan, and also provide a bus route to Ballantrae.

Please make use of this FREE service over the next year of the pilot. We will be recording numbers using the bus service, which will help inform any future funding applications. We have enclosed a route timetable (correct as of September 2024). A bus will run to Ballantrae on Tuesday and Thursday mornings and from Girvan to the villages on a Wednesday, Friday and Saturday evening, and on a Sunday afternoon. If you have any comments or suggestions for route alterations you can email [svcommunitytransport@gmail.com](mailto:svcommunitytransport@gmail.com)

We hope you will enjoy making use of this exciting new development for South Carrick.

Yours sincerely

Stinchar Valley Transport Group

## **Stinchar Valley Community Transport - Frequently asked questions**

### **1. Do I need to book the bus?**

There is no need to book the bus as it will run on a timetable.

### **2. Where can I view the timetable for the bus?**

A copy of the operating timetable is enclosed, however it can also be viewed on the South Ayrshire Community Transport website [www.sacommunitytransport.org/stinchar-valley-ct/](http://www.sacommunitytransport.org/stinchar-valley-ct/) or by scanning your mobile smartphone camera over the QR code on the enclosed membership card and flyer, which will allow you to open the link to the website page. The timetable is correct as of the launch date on **Tuesday 17<sup>th</sup> September 2024**. Please note that subject to demand for the service, we may decide to alter days or times if a service is not being used, so the website will have the most up to date timetable available. We will also have up-to-date timetables displayed in noticeboards or central locations in each of the villages.

### **3. How much is the bus?**

The bus will be free of charge for the pilot year, and each household will receive **2 membership cards** to allow householders to make use of the bus. The membership card should be shown when using the bus, but please don't worry if you forget it, you will still be allowed on the bus.

### **4. How will I recognise the bus?**

The bus is a white 16 seater minibus and will display a Stinchar Valley Community Transport sign in the front window. You must 'hail' the bus by raising your hand at one of the scheduled stops on the timetable, so that it knows to pull over.

### **5. Can I use my bus pass? (over 60 years or under 22 years)**

There is no need to use your bus pass as each household in the villages involved (Pinmore, Pinwherry, Barrhill, Colmonell, Ballantrae and Lendalfoot) will receive 2 membership cards for use with the bus. The bus will be free of charge for the pilot year.

**6. Can I bring a friend on the bus?**

Each membership card can admit more than one person onto the bus (however large groups are not allowed), and will allow members to bring a friend to travel on the bus.

**7. Can I ask the driver to drop me off at a specific location?**

The bus will operate to a timetable, and as long as the stop does not add extra time to the journey, it may be possible to drop passengers off along the timetabled route, however it is unlikely that the bus will be able to deviate from this route.

**8. Is the bus accessible to wheelchairs?**

The bus used for the route will be a 16-seater minibus which can take one wheelchair. Storage of a wheelchair on board the bus will slightly reduce the number of seats available.

**9. Can I bring my pushchair? Will I need a car seat for my child?**

Pushchairs must be folded and stored when using the bus. No booster seats are required for children as there are adjustable seatbelts which can be moved to suit the child, however babies must travel in their own car seat.

**10. Can I bring my dog on the bus?**

Service Dogs can come on the bus as each one will have their routine on transport. Other dogs require to be clean, well behaved and tethered ideally with seat belt dog tether that reaches the ground. Dogs are not allowed on seats and cannot block walkways.

**11. Can I give a donation to help support the community transport initiative?**

Although for the pilot year the service will be free, we would like to help make the bus route become sustainable by gathering donations. At the moment, this can be done through the donation tins in central locations in each of the villages, or via bank transfer to:

**Colmonell Community Association**

**Sort code 80-06-96**

**Account 00266000**

Please reference 'SV Transport' when making your donation. In time our aim is that Stinchar Valley Community Transport Group will become constituted and open their own bank account, and we are grateful to Colmonell Community Association for their support in helping to get the pilot scheme operational for year 1.

**12. I'd like to suggest a time or day for the bus to operate which would help me get to my destination / I have lost my membership card**

Please send any suggestions for alternative route times or days, or requests for replacement membership cards, to [svcommunitytransport@gmail.com](mailto:svcommunitytransport@gmail.com)

**13. I have a question about the operating timetable or bus service**

If you have any queries about the operating timetable please contact South Ayrshire Community Transport on 01292 270 864 or email [info@sacommunitytransport.org](mailto:info@sacommunitytransport.org)