

# PINGO

## BUS TRAVEL ON DEMAND

An on demand bus service taking you from A to B quickly and conveniently.



Brought to you by:

*West Coast Motors*  
westcoastmotors.co.uk



## What is Pingo?

Pingo is an app which allows customers to book a shared journey not served by bus at that particular time. It operates within the West Coast Motors, Dunoon and Cowal network and acts like an on demand response service.

We realise that our customers need flexible, convenient travel and that timetables don't always suit your needs.

By simply downloading the "Ride Pingo" app you can book your journey quickly and easily at a time that suits you, pay for your journey online and even track the progress of your bus.

## Welcome to on demand bus travel!

## How to download the Pingo App

To download the "Ride Pingo" app you must have a smart phone or an iPad or tablet.

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### Getting Started:

If you have an **Apple** device open the "**App Store**" and search for "Ride Pingo".

If you have an **Android** device open the "**Google Play Store**" and search for "Ride Pingo"

The app is completely free, and you will not be charged any money.

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### Opening the App:

Tap on the app and "**allow**" Pingo Rider to send you notifications.

Tap "**Get Started**" and fill out your details.

When prompted to enter your phone number remember to change the first two digits to +44 and take off the first 0.

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### Verify & Go!

Your phone will then be sent a code by text message to enter into Pingo.

During the next step you can add your debit/credit card details if you would like to pay online but you can also skip this stage. **Please note that your details are encrypted and will be safe and secure.**

Allow Pingo Rider to access your location whilst using the app.

**That's it, you're all set!** You can now explore the app and enter where you currently are and where you would like to go.

### Who is Pingo for?

Pingo is for everyone, with Pingo, you're in control.

### Does the Pingo service follow the bus network?

No, it will take you on the quickest route to your destination (within the West Coast Motors Dunoon and Cowal network).

### What does it cost?

Pingo costs a base fare of £2 plus 20p per mile travelled. Pingo is free for concession card holders.

### When does it operate?

At this time the service is available from 0830 - 1730, Monday to Saturday.

### Where will it pick me up and where can I go?

Anywhere within the Pingo operating area, see our handy map on the back of this leaflet for more details.

### How do I download the app?

All you need to do is download the "Ride Pingo" app to your smartphone or device. See our easy-to-follow instructions below.

### What if I don't have a smart phone?

You can still book the service by using the Pingo helpdesk on 0141 370 9262.

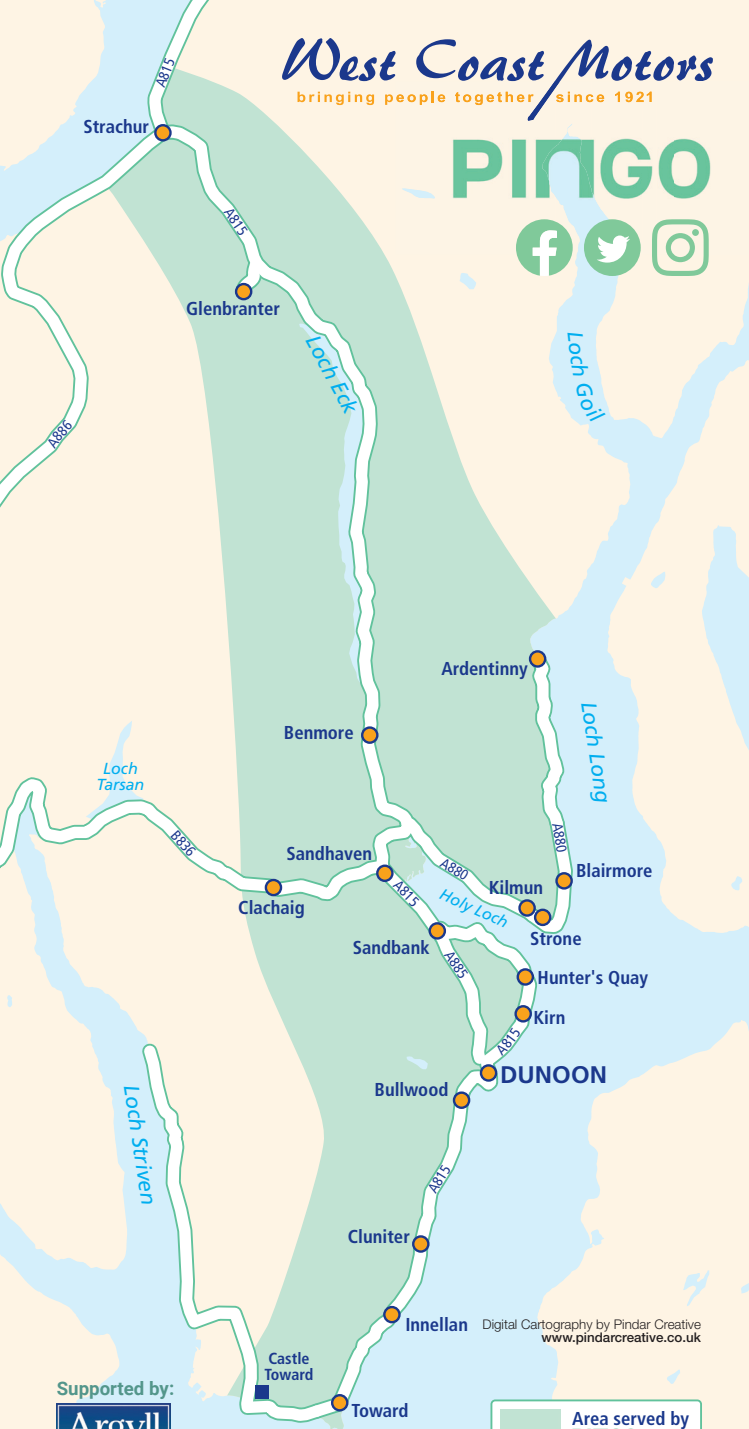
### Can I use the service to get my vaccine?

Yes, you can. Once you have your appointment simply book your slot and we will take you from your nearest bus stop to your vaccine centre. Pingo is the smartest and fastest way to travel to your vaccination appointment.

### What else is new?

Our new, wheelchair accessible, 16-seater minibus will operate the Pingo service. Check our website [westcoastmotors.co.uk](http://westcoastmotors.co.uk) for more details.

# PINGO



Digital Cartography by Pindar Creative  
[www.pindarcreative.co.uk](http://www.pindarcreative.co.uk)

Supported by:



Area served by  
**PINGO** buses