



SERVICE 15 MILNGAVIE TO/FROM CITY CENTRE – CANCELLATION Q&As

Why is service 15 being cancelled?

Due to a lack of customer demand service 15 is unable to cover its operating costs nor meet the investment demand to invest in new vehicles to comply with the Glasgow Low Emission Zone.

Why doesn't Glasgow Citybus use profits from another route to subsidise service 15?

Insufficient profit is being generated elsewhere in Glasgow Citybus to maintain service 15. Using profit from our service 17 would mean we could not invest in the future of this route and may be forced to withdraw it as a commercial service.

This year Glasgow Citybus is investing in contactless payment and launching both a mobile app and new website, which is expected to improve bus travel experience by allowing customers to plan trips, monitor live bus journeys and buy discounted bus tickets. This type of investment could not happen with the current losses on service 15.

What about sections of the service not covered by other operators?

The majority of service 15 is served by other bus companies.

Where the route is not served by others, local authorities can decide whether to financially support all of or parts of the service if they believe there is a social requirement. A tender request would be issued and bus companies have the opportunity to bid for the service. The successful bidder would operate the route on behalf of SPT.

How do I know which bus services to use once service 15 is cancelled?

For all bus and train times visit traveline Scotland travelinescotland.com or 0871 200 22 33