



Service 15: Q & A's

Tuesday 06 August 2019

When does service 15 commence?

The new service will operate from Monday 12 August 2019.

Why have you re-introduced service 15?

We secured a two-year SPT tender to operate a subsidised bus service between Milngavie and Anniesland.

In addition to this we are reinstating the commercial element of the route between Anniesland and the City Centre, with some commercial journeys between Milngavie and Anniesland also included.

Has there been any changes to the route and timetable?

No, the route remains the same. The timetable remains hourly however, we have amended bus timings to hopefully address congestion issues.

Whilst the commercial element of the timetable must compliment the subsidised section of the route, our timetable can be changed and amended based on feedback. To register and implement a new timetable with the local authorities and Traffic Commissioner can take up to 90 days.

CUSTOMER INFO



Have you incorporated feedback from the recent customer survey?

Yes. Congestion and reliability were a concern for customers, and we have taken this into consideration when creating the timetable.

Feedback for extending the service into the evening can only happen if we have sufficient volumes travelling during the day, we will continue to monitor the service for improvements to bus times.

What new investment is being made to my bus service?

Newer fleet is coming into the business which will ensure we meet our LEZ (low emission zone) commitment.

Following on from our investment in contactless payment, we will soon launch a new mobile app and website.

Designed to improve bus travel experience, the new technology will allow customers to plan trips, monitor live bus journeys and buy discounted bus tickets. Details coming soon!

What happens if people don't use the bus service?

We hope local people make full use of the service, however sadly if no-one uses it then we would allocate these resources to areas where there is a demand for bus routes.

If you would like further information please do not hesitate to get in touch by email or calling 0141 954 2255.