

**DENNISTOUN COMMUNITY COUNCIL**  
**NOTES FROM PUBLIC MEETING ABOUT BUS SERVICES**  
**HELD AT WHITEHILL SCHOOL 11/10/11**

Meeting chaired by Stephen Birrell (Dennistoun Community Council chair)

Also Present: Paul Martin MSP, John Mason MSP, Humza Yousaf MSP, Councillor Jennifer Dunn, Councillor Alison Thewliss, Kenny Hogg (Strathclyde Partnership for Transport)

Apologies: Councillors Frank Docherty and Elaine McDougall, MSPs Ruth Davidson, Patrick Harvie, George Redmond and Drew Smith, MP Willie Bain

Notes provided by Frank Plowright - First Bus responses provided by Alex Shearer, Commercial Director, First Bus

Stephen Birrell introduced the meeting by requesting constructive comments regarding the bus service, and compliments if appropriate, and promised that all points raised would be taken up with First Bus. He also mentioned a considerable number of comments had already been sourced online and would also be taken up. Frank Plowright noted that First Bus had been invited to the meeting but responded that as they are invited to so many meetings they have devised a policy involving an individual Community Councillor meeting with them at their Victoria Road offices. There had been no response to subsequent requests to reconsider, nor a response to being asked how many invitations to public meetings arranged by Community Councils they'd received this year.

It should be noted that all comments provided by Kenny Hogg refer to bus services in general. He could not speak on behalf of any individual transport provider.

1. Kenny Hogg is an Assistant Network Planning Officer within the Network Planning Section of SPT. He said that 95% of bus services are commercial enterprises and SPT ensure socially necessary services are provided where there would otherwise be no service. It was noted that Dennistoun has buses running along two main corridors (Duke Street and Alexandra Parade) between 6am and 11pm providing a comprehensive service, with also access to services covering most main hospitals.
2. Helen McCarthy asked about buses to Stobhill Hospital as a lot of services are currently being transferred there from Lightburn. At present the only bus from Dennistoun, the number 8, drops off a considerable distance from Stobhill, and it doesn't run on a Sunday or later at night. SPT are past the initial stages of having the road network to Stobhill improved to allow the bus services access to the rear of Stobhill hospital. It is not anticipated there will be great problems in achieving this, although there is currently no timescale. Buses also run from the city centre to the front entrance of the hospital, and while a longer journey overall, this is a more frequent service. It was suggested the 89/90 could also divert to incorporate Stobhill, but this would be a matter to be discussed with First Bus who run that route. SPT Subsidise service 8 on a Sunday which operates between Riddrie and Springburn Hospital, accessible by interchange from Cumbernauld Road.

Response from First Bus: We have no plans at present to divert service 89/90 to serve Stobhill Hospital. A route re-alignment of this nature would involve a lengthy diversion and this would adversely affect the journey time for the passengers who currently travel on the route. You might note that once the required improvements to the road network at Stobhill Hospital - which in its current form is not suitable for full size buses - have been carried out, we will certainly review our service provision in the area.

3. Jenny Boyd noted the difficulty of returning from Lightburn Hospital at night as all buses back to Dennistoun stop at 7pm. The 213 does run later, but taking this bus involves a considerable uphill walk to Cranhill, which is difficult for the elderly. A note was taken of this problem and SPT will follow up on it and report back to the Community Council. SPT subsidised service 213 was recently revised to provide an evening service for residents of Cranhill, operating via Bellrock St subsequently removing this service from a section of Edinburgh Rd in the evening. Residual First service 41 provides a 30min evening service between this section of Edinburgh Road and the Duke Street area of Dennistoun. SPT believes that this is currently the best use of subsidised services in this area.

Response from First Bus: I can confirm that residents of Duke Street who wish to travel home from Lightburn Hospital after 7.00pm can do so by boarding a service 41 bus on Edinburgh Road. For those residents in Alexandra Parade who wish to travel from the Hospital, a change of bus is required as service 213A does not operate in the Lightburn Hospital area in the evenings. Such residents would require to take a service 41 bus to Carntyne Square and then change to service 42 or 213A to complete the journey.

4. Jim Squair brought up the lack of the number 8 service on Sunday, meaning people wishing to come to Dennistoun from the Gallowgate had to travel via Parkhead Forge. SPT's budget to provide bespoke services is extremely limited and needs to be spread over a large area. In this instance as there is a means of making the journey via interchange it's unlikely any direct service would be instituted.

Response from First Bus: We operate all Sunday journeys of service 8 (between Maryhill and Riddrie) on behalf of SPT and I have to advise you that we have no plans at present to operate additional journeys on this route on a commercial basis.

5. Louise Williams noted that a constant request is for a bus running from Alexandra Parade to Parkhead Forge. Many elderly people are unable to struggle up from Duke Street with shopping, and some currently travel to Cumbernauld and shop there instead as a direct bus route is provided. Many years ago a bus ran up Armadale Street. There is now considerably more parking in Armadale Street and chicanes have long been present, so running a bus along there now wouldn't be feasible. There is a difficulty with the street configuration enabling a bus to be run from the Forge to the Parade and back. The My Bus service could take some elderly and disabled along with those in possession of a companion card. It was pointed out that a bus could run a circular route up Cumbernauld Road, along the Parade and down Wishart Street. This would have to be taken up with bus service providers. It was also suggested that the owners of the Forge could be approached directly to see if they would consider running a bus service of their own. Partly subsidised service 89/90 currently operates via Wishart Street, Duke Street and Parkhead can be accessed via interchange from Cumbernauld Road.

Response from First Bus: Whilst we have no plans at present to introduce a service linking Alexandra Parade and Parkhead Forge, we will bear in mind Ms Williams' suggestion when next we are reviewing our services in the area.

6. Councillor Alison Thewliss noted that many buses are not suitable for prams or the disabled, and some drivers prove inflexible. On occasion she has had to walk into the city centre with a pram due to not being able to take it on the bus. Kenny Hogg was unable to comment on specific instances regarding First Bus services, but noted that low floor buses are to be phased in throughout Glasgow in stages. By 2015 all mini-buses will have the facility and it will be rolled out to single deck buses by 2016 and double deckers by 2017.

Response from First Bus: In response to Councillor Thewliss' comments, I can confirm that we are acutely aware of the demand for more 'low floor' buses and that we are currently working to secure an accelerated vehicle replacement programme for those vehicles in our fleet that are not yet fully accessible. Within the next two years, we will be taking delivery of

over 200 buses, some of which will be brand new and some of which will be buses manufactured in recent years that we will be receiving from our sister operating companies, and all of which will allow us to retire from service our remaining stepped entrance buses. These new additions to the fleet will also increase to approximately 80% the percentage of our fleet which will be completely compliant with the requirements of the relevant legislation. In the lead up to the fulfilment of the above commitments, I can assure you that we will be planning to put in place the next phase of our vehicle refreshment programme with a view to ensuring that the remaining 20% or so our fleet is upgraded well in advance of the stipulated deadline of 2017.

Low-floor buses are currently allocated to our busiest and most frequent services and I have to advise you that services 8 and 213 do not come into that category. Whilst these services are operated with low-floor buses in the evenings and on Sundays, I regret that I cannot be specific at this stage about the date by which all of the vehicles that operate on routes 8 and 213 will be of the 'low floor' type, I can assure you that every effort will be made to ensure that low-floor buses are operating on all journeys as a matter of course in the shortest possible timescale.

However, you might note that plans are at an advanced stage for service 89/90 to benefit from the use of low-floor buses. In this connection, it is our intention to convert these routes to low-floor operation shortly after the New Year, subject to the required vehicles being made available at that time.

7. Paul Martin MSP considered it entirely unacceptable that First Bus had refused to send a representative to the meeting, saying that they receive in the region of £150 million public subsidy and should be engaging with the community and answerable to them. Since his initial election as a local Councillor in 1993 he's been hearing the same problems and perhaps the time has now come to look at how effective the legislation governing bus services is. He noted that routes are cherry picked for profit, there is no competition, and part of the reason for First Bus announcing very little dissatisfaction with their services is the difficulty in making a complaint to them. The complaints logged are not representative of the public concerns. He suggested another public meeting making it clear that First Bus have a duty to attend and listen to the community. As they had ignored Dennistoun Community Council's request he would be willing to arrange another meeting in conjunction with the Community Council.

Response from First Bus: I wish to stress that we are totally committed to community engagement and I would like to apologise once again for our failure to attend the public meeting in October. Whilst we are a private company working within the guidelines established when bus services were de-regulated, the principle of corporate social responsibility is embedded in our work practices and we consider that our record on consultation with customers and their representatives is second to none in the transport industry. However, I wish to clarify one particular aspect on the subject of accountability that was discussed at the meeting in October: Over 98% of our services are operated on a commercial basis and the vast majority of the remainder relate to contracts that have been won in open competition. The only direct subsidy that we receive is the fuel tax rebate that is available to all bus operators.

As regards the point that was made at the meeting in October about the difficulty customers have in making complaints to us, I can confirm that we have a customer services helpline (Tel: 0141 423 6600) that is available 24 hours a day, every day of the year. Customers can also e-mail us via our website or from their phones or write to us at Head Office 197 Victoria Road Glasgow. I can confirm that all of these communication channels are very well used by our customers.

8. John Mason MSP noted he represented the community south of Duke Street. He commented that First Bus continually follow the money, and cited a problem

accessing Glasgow Fort from Baillieston, when First did provide a service, failed to promote it adequately, and withdrew it rapidly. London Buses have a far more effective franchise system, but this is subsidised by the congestion charge.

Response from First Bus: As regards the reference made by John Mason MSP about the service that we formerly operated between Glasgow Fort and Baillieston (service 39) I can advise you that the service in question did not attract sufficient numbers of passengers to merit its retention on a commercial basis. We maintained the service between Glasgow Fort and Baillieston for almost a year but in July 2009 we decided to withdraw the service. I wish to emphasise that we do not introduce a service unless we believe there is every indication that the route will prove to be successful. However, there can be occasions such as happened with service 39 when our forecasts do not translate into customer demand and we have to act accordingly. You might note that during the operation of service 39 on a commercial basis there was a reduced requirement for local authority funding for the bus service provision between Baillieston and Easterhouse.

9. It was noted that deregulation of the bus services and introducing competition hadn't worked well for the public, initially resulting in Duke Street being clogged with buses, then the service being consolidated under one profit-driven provider. The result is that everything has been cut, including the cleaning. There had been comments about the standards of cleanliness online.

Response from First Bus: In regard to the point that was made about de-regulation (see also No 7 above) it should be noted that the term "profit-driven provider" is applicable to all bus operators which have provided services since bus regulation ceased in October 1986. For our part, whilst it is certainly not the case that 'everything has been cut', we fully recognise that we now tailor our service provision to align more closely with customer demand. This can mean introducing new services - or improving the frequency of an existing service- as well reducing or withdrawing services.

Turning now to the point that was made about the cleanliness of our vehicles, I would like to offer you my assurances that we have in place a robust cleaning regime that is designed to ensure that every day all buses in our fleet leave our depots fit for purpose. If this comment was also intended to refer to the subject of litter on our buses, then I would ask you to note that we very much regret the fact that not all passengers properly dispose of their unwanted items. There can be no denying that the long term solution to the litter problem on our buses lies in public education campaigns aimed at encouraging citizens to deposit litter in on-street receptacles provided by local councils prior to boarding our buses or once they have alighted. In the meantime, we will continue to liaise with local councils and to redouble our efforts to deal with the litter problems as they arise.

10. Councillor Jennifer Dunn voiced her concerns about anti-social behaviour on buses, and although First have said they'll tighten up, she feels they need to take greater responsibility. She also noted that fares have risen unacceptably. Ten years ago a single trip into the city centre cost 70p, and the price is now £1.80, and there seems to be no understanding as to how far the newly introduced 90p fare covers. Kenny Hogg noted that bus companies and police identify trouble hotspots via drivers, and that road side staff report on incidents. Recently, Strathclyde Police working in partnership with GCC and SPT launched the Glasgow Alcohol Strategy which targeted antisocial behaviour on various public transport modes by setting up an "intelligence box" for frontline staff to report "hot spots" and incidents, Posters publicising this initiative are expected to be rolled out on to public service vehicles very soon. It was noted that it's been raised online that some drivers can't be bothered dealing with anti-social behaviour. People are encouraged to report on this at every opportunity.

Response from First Bus: Councillor Dunn raised the issue of anti-social behaviour and I can inform you that drivers are well briefed as to what they should do when such an incident occurs. The response of our drivers will depend on the nature of the situation that has arisen and will take account of the fact that drivers must take due care of their own safety and avoid any direct confrontation with any passenger who looks likely to become violent. In such latter

cases, buses are fitted with radios and drivers should be able to summon prompt assistance from the authorities whenever necessary.

I can also confirm that an increasing number of our buses are fitted with CCTV cameras which, in addition to the deterrence factor that such technology provides, enable us to make available to the Police evidence of any wrong-doing. This approach has proved to be highly effective in pursuing the perpetrators of a crime on, or in the vicinity of, a suitably-equipped bus.

As regards Councillor Dunn's reference to our fares' policy, I can confirm that in April of this year, we introduced a two-tier system for single fares within the main city zones in our network area. In essence, it now costs a maximum of £1.80 for a single journey from e.g. Newton Mearns to Easterhouse or Summerston to Govan. Any journey between the terminal points that is up to approximately 5 bus stops in length is 90p. The number of stops for which the 90p fare applies can vary from journey to journey but our drivers possess the relevant fares' chart for the route on which they are operating and they can advise any customers who are in doubt on the fare payable for any journey undertaken on that service. I can advise you that FirstDay tickets, which cost from £4, weekly and other multi-journey tickets offer substantial discounts for regular travellers over the single fare.

11. Petra O'Brien noted that buses with high steps are very difficult for the elderly, and it's not uncommon for folk to lose their balance and fall. Why is it that all buses running through Shawlands have lower steps, yet this isn't the case for Dennistoun. Kenny Hogg reiterated the targets for low floor buses to be rolled out, but it Ms O'Brien felt it unreasonable that that some entire routes now have easier access while other entire routes lack it, and what are the elderly to do until 2017? It was noted that 2017 was a deadline, and most routes should have low floor buses in place before then.

Response from First Bus: The issue of low-floor buses is discussed in some detail at Point No 6 above. I would just like to add that it is our policy to convert entire routes to low-floor operation rather than have a mixture of bus types on the same route. Whilst we regret that this means that some customers are not able to take advantage of our low-floor vehicles, we consider that this approach ensures that customers on those routes which have been converted can be assured that the bus that they are waiting to board will meet their needs.

12. Humza Yousaf MSP said he would raise the point about low floor buses with First Bus, and would enquire as to their policy of collecting data regarding bus use by the elderly. He felt it imperative that First Bus should attend public meetings such as this, and enquired what contingency plans there were for the buses should we experience another severe winter. Kenny Hogg was unable to comment on any specific plans First Bus might have, but noted that SPT did operate most of their services during last winter's freeze. He attributed this to the use of smaller vehicles more easily able to cope with poor conditions.

Response from First Bus: The Company's policy on the allocation of low-floor buses is as stated at Points numbered 6 and 11 above. In regard to the enquiry from Humza Yousaf MSP about our contingency plans for the coming winter, I can confirm that we have made all necessary preparations in regard to the maintenance of our vehicles but the inescapable fact is that disruption to services is caused in the main by road conditions over which we have no control. This year, as in the past, we will make every attempt to ensure that disruption to our schedules is kept to the absolute minimum but we will not compromise on the safety of our staff and our customers in our efforts to do so.

13. June Wright asked why journeys that were previously carried out by one bus now require two, citing the 41 and trips to the Royal Infirmary as examples. Kenny Hogg replied that adjustments are made to routes in order to provide the most convenient overall service. Frank Plowright cited online comments noting the considerable number of routes broken up over the past year, and how this meant that First earned more money from a journey requiring two buses unless people used a form of travelcard.

Response from First Bus: In response to the question posed by Ms Wright, I would refer you to my response to Point No 9 above regarding the need for services to be revised from time to time to ensure that provision is in keeping with customer demand.

14. Jim Squair considered bus shelter information was deficient, noting the electronic timetable was missing from a busy bus stop by the Lloyds bank on Duke Street, and the printed timetables don't always identify the journey time. Furthermore the streamed information on the buses themselves often bears little relation to location of the bus at the time. SPT are looking at improving overall information, but that specific to routes are the responsibility of each commercial bus operator. Alison Thewliss noted the electronic streaming of information at stops is often unreliable. Kenny Hogg suggested the streamed information communication links are restricted to modern vehicles allocated to major corridors, and streaming on bus will probably be rolled out further as older stock is replaced.

Response from First Bus: In connection with the electronic timetable information that is displayed at a number of bus stops, I can confirm that, at the present time, not all services on any of our key corridors feature on the displays and I would add that not all vehicles that are allocated to those services designated to activate the displays at the bus stops in question will necessarily be fitted with the satellite technology required to ensure that real-time information is available. When a suitably equipped bus is operating on a route that serves bus stops with the electronic screens, real time bus arrival information is denoted by an indication on the display that the specified service is due in X minutes. When the bus is not fitted with the necessary equipment or when the system is not functioning properly, the Company's timetable information is displayed i.e. the screen shows that the next journey of a service is due at YY. ZZ hours. I would ask you to note that if there are occasions on which the information displayed at a bus stop or on a bus does not correlate with the actual location of the vehicle, there is every likelihood that this is due to a temporary malfunction of the satellite technology that is used to operate this system.

I would ask you to note that all bus stops should have posters attached to the bus pole or affixed to the shelter (where there is one) which provide timetable information for all services that serve the stop whether or not electronic information is available so as to ensure that full details of our schedules are always accessible.

You might also note that we have chosen to give priority in our roll-out programme to the busiest and most frequent services in our network so that the majority of our customers are able to derive the maximum benefit from the system.

15. Petra O'Brien asked why so many buses pass with a sign noting they're not in service. As they're driving along the routes anyway why can't they pick up passengers? This is sometimes an issue to do with problems on the vehicle rendering them unsuitable for service, and other reasons may be the driver having finished the route and returning to the depot, or the bus might be allocated elsewhere. Stopping along the route would be impractical in these instances.

Response from First Bus: Ms O'Brien raised the point about the number of buses displaying a 'Not In Service' when travelling along a route. I can confirm that the response provided at the meeting in October adequately explained the reasons why bus operators use the 'Not in service' display.

16. Jim Squire asked if drivers were given specific instructions not to open the doors except at a stop. This is likely to be a health and safety issue. Most stops now have a raised kerb and are illuminated at night and are the identified alighting points.

Response from First Bus: I can confirm that drivers are instructed to keep their doors closed except when serving bus stops.

17. Petra O'Brien was concerned about the hold-up along Duke Street in the morning and buses standing at the lights at Cumbernauld Road for a long period. She was further concerned about the level of traffic after football matches. Was told that the phasing of the traffic lights could be checked by the council. This had been carried out at the junction of Bellgrove Street and Duke Street and the timing had been found to be faulty. The traffic congestion after football matches was off topic, and a matter to be raised elsewhere.

Response from First Bus: In response to the disruption that was being caused to our services by the traffic congestion affecting Duke Street in the mornings, you might note that we added to our schedule two buses that start their journey beyond the junction of Duke Street and Millerston Road. We are also liaising with the city council with a view to having the phasing of the traffic lights adjusted and to lend our support to any road re-alignments that would have the effect of easing traffic flow through the junction in question.

18. Jim Squire asked whether CCTV cameras could be used to stop cars using the bus lanes. There are currently legal issues with regard to this, but SPT hope that it will soon be the case that cars can be identified by the cameras, and fines issued by post.

Response from First Bus: We would support any measures designed to ensure that bus lanes are used for the intended purpose.

19. Janette Cochrane asked about SPT issuing fines to drivers for dropping off members of the public at places other than precisely at the stops. SPT can't fine for this, and if fines have been issued it would be due to the policies of bus companies. Bus compliance wardens do present reports to SPT management that are passed on to companies.

Response from First Bus: I can confirm that our drivers are fully aware that they must only allow intending passengers to board or alight at designated bus stops or at other authorised locations.

20. Kate Wood queried the timetabling by First Bus during rush hours. She can sometimes wait 15 -20 minutes in the morning after which several buses appear bunched together, all packed. This occurs most frequently during school terms, and isn't as much of a problem during school holidays. SPT are unable to comment on the timetabling methods of First Bus, but are surprised they don't schedule at regular intervals. They do employ roadside inspectors to report on such problems.

Response from First Bus: In response to the scheduling issue raised by Ms Wood, I can confirm that whilst we would not timetable two buses to travel in tandem there can be occasions on which our services are disrupted by road or traffic conditions to the extent that the situation as described can arise. In this regard we are carrying out surveys at Duke Street and Alexandra Parade with a view to determining whether changes are required to our schedules.

21. Frank Plowright passed on a comment sourced via Dennistoun online from a woman concerned about her safety waiting up to an hour at night on Duke Street. Would it be possible for bus shelters to be equipped with panic buttons. This isn't a matter for SPT, although Kenny Hogg was surprised that anyone would wait that long at night as regular bus services operated. Safety issues of this nature would be something that needs to be discussed with the local police as SPT wouldn't be directly involved. at First earned more money from a journey requiring two buses unless people used a form of travelcard, although would be willing to work in partnership with any initiatives that improves personal safety and promotes public transport use.

Response from First Bus: With reference to the point that you raised at the public meeting about a woman who had waited up to an hour for a bus on Duke Street, I can advise you that a half-hourly service is in operation and therefore the situation as described should not have

arisen. If further information about this specific incident were to be brought to our attention, we would certainly arrange for a full investigation to be carried out.

The point being made in the last sentence of Point No 21 is not clear. If a more complete statement were to be provided, I would be able to address the issue under discussion.

22. Stephen Birrell noted that the First Bus website highlights a route development plan where comments are welcomed and concerns are communicated. He suggested everyone present use that as alternative means of passing on information and asking questions. In the meantime Dennistoun Community Council will follow up on all issues raised at the meeting together with those already solicited online and feed back as soon as information becomes available. We will also arrange another public meeting with Paul Martin MSP and it's hoped First Bus will be present this time.

Response from First Bus: We are delighted that Stephen Birrell brought to the attention of those attending the meeting the fact that our Route Development Planning process invites comments and suggestions on our service provision. In this connection, all comments made are welcome and we would encourage as many of our customers as possible to take advantage of this opportunity to influence our thinking and the decisions that are eventually taken about our services.

First Bus also addressed several other issues solicited from comments on the Dennistoun Online Forum in the week before the meeting. Below is an abbreviated version of these comments and responses from First Bus omitting matters covered in the notes from the public meeting

1. Buses very overcrowded in the morning going into the city. - Buses could leave logjammed M8 at Riddrie in the morning and arrive in the city via the Parade/Duke street easing overcrowding.

Response from First Bus: I can confirm that surveys are currently underway in the area and that if our findings show that any capacity issues require to be addressed, we will take the necessary corrective action. I can also advise you that we have no plans at present to re-route our services from the M8 at Riddrie to follow an alternative route to the city

2. Between 2 to 4pm long waits and buses often full by the time they reach Dennistoun.

Response from First Bus: The surveys referred to in the previous response will inform any scheduling changes that we might make or any measures to address capacity issues

3. Why do bus drivers often sit at stops for five minutes?

Response from First Bus: All journey times are designed to ensure the reliability of the service in the event of any delays experienced on the route. Depending on traffic conditions, drivers may find themselves operating behind schedule but under no circumstances are they permitted to operate ahead of schedule. Therefore in favourable traffic conditions drivers may have to wait at a bus stop along the route until such times as they are back operating in accordance with the advertised timetable.

4. Buses drive past with space visible. People are bunched at the front.

Response from First Bus: All of our drivers must ensure that they are aware of the accommodation that is available on their bus so that they can accurately assess the number of passengers who can still board up to the stipulated capacity for the vehicle. You might note that, in recent times, we issued a staff notice reminding our drivers - and our on-street inspectors - that they must encourage standees to move as far into the bus as possible so that a proper assessment of passenger loadings can be made at all times. If any resident in your community council area observes a bus passing a bus stop when there is clearly

accommodation for more passengers on the vehicle, it would be greatly appreciated if specific details of the incident could be forwarded to our customer services' team so that a full investigation might be carried out.

5. Why can't Glasgow operate a bus transfer system like any other major city?

Response from First Bus: I can confirm that we have a range of multi journey tickets that allow customers to transfer from service to service within the zone(s) and within the timeframe for which the ticket is valid. It is only our single journey ticket which does not allow customers to continue or complete their journey on another service.

6. Why can't buses give change or credit notes?

Response from First Bus: I can confirm that we have been operating an 'exact fare, no change given' policy for over 30 years and the vast majority of our customers are aware that all of our buses have sealed vaults into which cash payments for fares are deposited. At no time during the transaction do our drivers handle customers' money and I can also confirm that drivers do not have a supply of change to give to those passengers who have inserted more money in the vault than is necessary.

These procedures were adopted to ensure that fare transactions are conducted as swiftly as possible, thereby ensuring that journeys are not unnecessarily delayed, and for security reasons.

7. Plenty of comparisons with the decent service run by the publicly owned Lothian buses.

Response from First Bus: I note that no details have been provided about the comments you have received in regard to the service provided by Lothian Buses. If specific information relating to this matter were to be made available I would be happy to provide a response.

8. Buses of one number driving past the stop if another bus is there, assuming people only want to go into town. Eg a 42 at the stop, so the 38 carries on.

Response from First Bus: All of our drivers know that they must serve every designated stop on a route where there may be intending passengers waiting to board. Our drivers are also fully aware of the potential consequences if they pass a stop on the basis that a bus operating on a different service is already stopped there. As with Point No 8 above, it would be greatly appreciated if specific details of any such incidents that arise were to be forwarded to our customer services' team so that a full investigation might be carried out.

9. Journeys that were once carried out by a single bus are now split between two routes, requiring a change of bus. Suspicion that this has been instituted to make people pay two fares.

Response from First Bus: I can confirm that no services in the Dennistoun area have been split in two. That said, service 41 was withdrawn between the city centre and Sauchiehall Street due to low passenger loadings. As stated previously, only customers who purchase a single journey ticket would be required to pay a further fare to travel on a second bus in order to reach their destination.

10. No direct service from many areas of the city (including Dennistoun) to BBC and STV premises in Govan, despite promises made in public meetings before the moves.

Response from First Bus: We do not operate any services to the Pacific Quay area as we do not consider that there is sufficient customer demand to merit a service being provided on a commercial basis. I note your reference to promises made in this regard at public meetings and I would gladly address this aspect of the matter if you would provide further information about the public meetings at which such promises were made. On the basis of the information currently available, we do not recognise the reference to the position that we are said to have adopted in regard to the BBC and STV offices.