

Davidson's Mains & Silverknowes Association

www.dmsa.org.uk



COMPLAINTS ABOUT THE NUMBER 41/47BUS SERVICE CHANGE

Following the shock changes to the 41/47 bus service in April which resulted in Davidson's Mains and Cramond having no direct bus service to the City Centre for the first time in living memory, the Association (and Cramond and Barnton CC) made a deputation to the Council Transport and Environment Committee at which we made a strong complaint and described all the difficulties for local residents.

At that meeting the Convenor of the T&E Committee gave an undertaking to seek an explanation and justification for the change from Lothian Buses on our behalf. It has to be said that to date no satisfactory response has been received and we are continuing to pursue this matter with the Convenor. In our most optimistic moments we had hoped that the route might be changed for the winter timetable, but that has not transpired.

One positive outcome from the T&E committee is that Lothian Buses have agreed to speak with local Councillors before route changes are made in future. Presumably they have entered into this arrangement in good faith, even if it is no more than a commitment to having discussions, but it does at least mean that our Councillors will have the opportunity to represent local views in advance of any future changes.

Against this background we want to ensure that the question of a direct service from Davidson's Mains and Cramond is given proper consideration prior to any route changes next spring. In order to make maximum impact it is very important that Lothian Buses continue to receive complaints from people who are affected by the change of route and want a direct service to the centre of the town to be reinstated. If you have any ongoing concerns, problems or difficulties with the new service please take the time to let Lothian Buses know directly.

Complaints should preferably be made on line to Lothian Buses at www.lothianbuses.com then following the links through Customer Support.

Or email them by using their general mailbox at mail@lothianbuses.co.uk

Alternatively complaints can be made in writing to:

Customer Services Manager, Lothian Buses PLC, 55 Annandale Street, Edinburgh, EH7 4AZ.

Councillors have requested that they are informed of any complaints made to Lothian Buses so that they are aware of the level of dissatisfaction in the area. Their contact details are:

Councillor Kevin Lang	cllr.kevin.lang@edinburgh.gov.uk	529 4572
Councillor Louise Young	cllr.louise.young@edinburgh.gov.uk	529 4572
Councillor Norman Work	cllr.norman.work@edinburgh.gov.uk	529 3272
Councillor Lewis Younie	cllr.lewis.younie@edinburgh.gov.uk	529 4572

Letters can be sent to them at City of Edinburgh Council, City Chambers, High Street, Edinburgh EH1 1YJ

You can also contact the DMSA at charlotte@dmain.co.uk

PLEASE ASK AS MANY PEOPLE AS YOU CAN TO MAKE A COMPLAINT AS NUMBERS MATTER