

**Dedridge Community Council**

**Dedridge**

**Public transport  
consultation**

**November 2018**

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# Background to the consultation

## Dedridge Community Council

Dedridge Community Council is a voluntary organisation set up by statute by West Lothian Council and run by local residents to act on behalf of its area. As the most local tier of elected representation, Community Councils play an important role in local democracy.

Dedridge Community Council is comprised of people who care about their community and want to make it a better place to live.

*'As well as representing the community to the local authority, Community Councils facilitate a wide range of activities which promote the well-being of their communities. They bring local people together to help make things happen, and many Community Councils protect and promote the Identity of their community. They advise, petition, influence and advocate numerous causes and cases of concern on behalf of local communities. Here are some examples of their work from across the country:*

- Carry out projects to enhance their community for all types of citizens – elderly, single mothers, minority groups, youths etc.
- Issue community newsletters
- Conduct local surveys
- Campaign on local issues
- Organise community events (such as local galas)

*Community Councils are the strongest means of becoming involved with your local area. It will give you a good understand of the workings of local government and what is going on locally and nationally. All local authorities in Scotland encourage citizens to become a member of their Community Council.'*

**Source: <http://www.communitycouncils.scot/what-is-a-community-council.html>**

## Why Dedridge Community Council have undertaken the consultation

This public transport consultation has been undertaken in response to the recent public meeting that was held on 30th August 2018 and hosted by Dedridge Community Council. This meeting was held in response to the changes to public bus services by First Bus and the new introductory services of Lothian Country buses that serve the Dedridge public transport commuters. Over 140 affected and interested commuters attended, along with representatives from WLC transport, First Bus Group and Lothian Country Buses.

This consultation focuses on commuter's experiences of the recent changes to the service, good, bad and ideas for change in advance of the follow up meeting to be held on 22nd November at Crofthead. This consultation is being undertaken by Dedridge Community Council and supported by Dedridge Regeneration group.

# Dedridge community profile

## OUR COMMUNITY

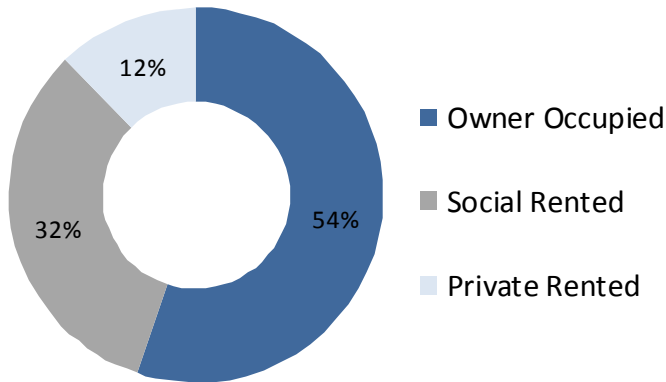
**6,805**

Estimated population of Dedridge.<sup>5</sup>



## Community assets and strengths

- Lanthorn Community Education Centre
- Crofthead Farm Community Education Centre
- Ponds and woodlands
- The Centre
- James Young High School
- Being very central
- Commuting links
- Baptist Church



There are 2,860 dwellings in Dedridge.<sup>5</sup>

## Life expectancy



**75yrs** Dedridge  
**77.9yrs** West Lothian



**77yrs** Dedridge  
**80.5yrs** West Lothian<sup>2</sup>

## OUR COMMUNITY CHALLENGES



**6.3%** are unemployed compared to the West Lothian average of **5%**<sup>4</sup>



**22%** are prescribed drugs for depression compared to the West Lothian average of **18%**<sup>3</sup>



**16.9%** are income deprived compared to the West Lothian **12%**<sup>4</sup>



**497** is the crime rate this is higher than West Lothians **287**<sup>4</sup>



**1 out of the 7** Neighbourhoods in Dedridge are within the **20%** most deprived in Scotland.<sup>4</sup>



**28.3%** is the percentage of women smoking during pregnancy compared to the West Lothian **19.4%**<sup>2</sup>

# How the survey was conducted

Although not scientific this survey gives an overview of Dedridge public transport commuters views on the recent changes to First Bus and the introduction of Lothian County buses and the impact this has made on users lives.

## Period and promotion of consultation

The consultation has ran from 1st to 31st October and was promoted once through the Dedridge Regeneration Group and twice online through West Lothian Council Facebook pages

## Questions asked

The survey asked what commuters of Dedridge think of the current changes and new services to the public bus services in particular ;

- What they like, and why?
- What they don't like, and why?
- And ideas to make it better

## Age ranges and demographics

Within the survey we asked for a demographic breakdown, by age range, ethnicity, gender, housing, employment, disability, postcode and mode of transport to get a more detailed understanding of commuters needs and requirements.

## Why Dedridge Community Council have undertaken the consultation

This is of interest to Dedridge Community Council and Dedridge Regeneration Group. From the profile of the area we can see that 16.9% are income deprived compared to 12% West Lothian average and from the Dedridge Regeneration community consultation findings we see that Dedridge is valued by the community for its accessibility for commuting to Edinburgh and around West Lothian. Further consideration is also given to those that have disabilities and or care for someone with disabilities, have daily childcare commuting on top of daily employment, education or training commuting.

## What is SIMD?

The Scottish Index of Multiple Deprivation (SIMD) identifies small area concentrations of multiple deprivation across all of Scotland in a consistent way. It allows effective targeting of policies and funding where the aim is to wholly or partly tackle or take account of area concentrations of multiple deprivation.

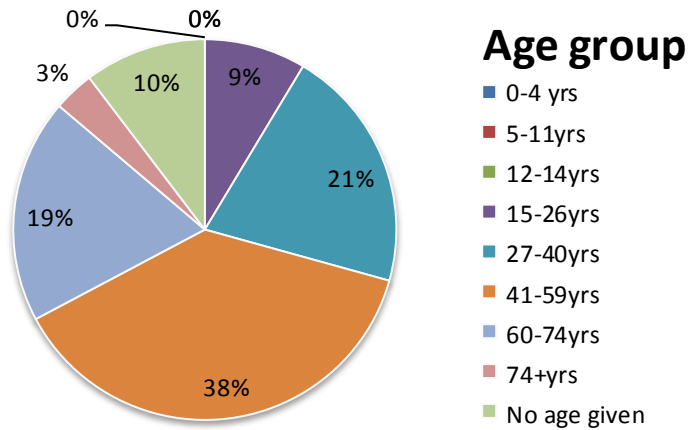
SIMD ranks small areas (called data zones) from most deprived (ranked 1) to least deprived (ranked 6,976). People using SIMD will often focus on the data zones below a certain rank, for example, the 5%, 10%, 15% or 20% most deprived data zones in Scotland. by postcode and quickly find results for the overall SIMD or individual domains that make up the SIMD (income, employment, health, education, housing, access, and crime)

Dedridge has one neighbourhood within the bottom 20% of the SIMD rankings and 28% of the survey respondents were from this neighbourhood.

SIMD provides a wealth of information to help improve the understanding about the outcomes and circumstances of people living in the most deprived areas in Scotland.

Source: <https://www.gov.scot/Topics/Statistics/>

# Who took part



These statistics were gathered through the on line survey and illustrate those who took part in the consultation.

**58** completed on-line responses

## Transport



**64%**  
Car Owner



**78%**  
Of those that answered  
Use Public Transport

**38%**  
Have a Disability

**28%**  
Use regular  
hospital or specialist services

**14%**  
Use childcare

**92%**

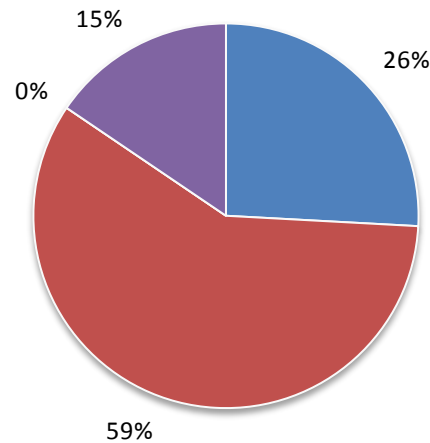
## Scottish/British

Polish/Eastern European= 2%  
White other = 2%, none of the above=2%  
None of the options = 2%

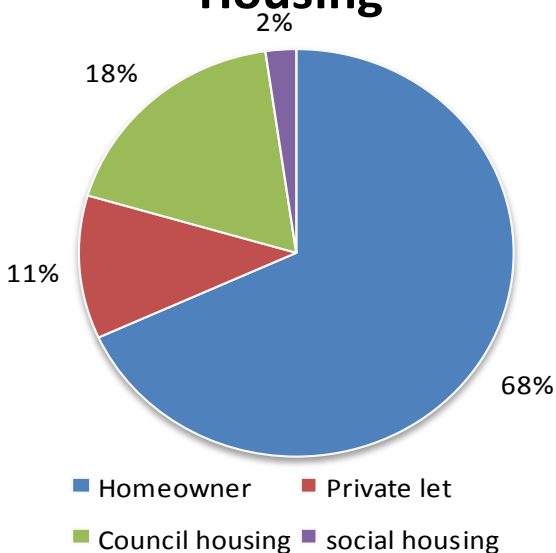
**5%**  
Looking for work

**40%**  
Are employed

**3%**  
Are in education  
or training



## Housing



**74%** of people provided their postcode:  
of these **28%** live in an area that is  
within the SIMD WLC most deprived 20%

**12%**  
Access benefit or  
financial support

**2%**  
Have used  
foodbanks

# Key findings themes

These themes had the most comments about them. These themes highlight what Dedridge public transport user's like, dislike about the bus changes and new services. and their ideas to make it better

## What we like

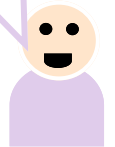


**Lothian buses**- friendly, clean, run on time, single ticket through to the city, trams etc, quicker journeys, can be cheaper than First Bus

**General** -Improved connection for Dedridge East, more reliable buses, good for shift work, quicker journeys into Edinburgh

**Confusion** numbers of buses, where they go, where to get information on routes and times, no online access

## What we don't like



**Dedridge West** Commuting links, cost, longer commutes, connections, no 7 day service, having to walk to the other end, health centre & St Johns buses

**General** Commuting links, additional cost, longer difficult commutes, routes, no 7 day service, times of buses, shift work, safety fears, restricted mobility, having to rely on taxis

## Our ideas

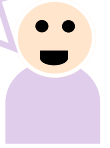


**Dedridge West** re route buses through, extend the 27 circular route to Mid Calder and train stations, Morrison's and Sainsbury's

**General** Commuting links, timetables in hard copies, more routes to St Johns, prices, through tickets for longer linking journeys, shift work connections, Broxburn, Fauldhouse, West Calder, Camps, Ridacard option

# Collated findings

## What we like

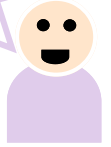


- **Lothian Country:** I like the nice clean buses, friendly drivers, they run to time, routes cover where required for most links, I like that Lothian Country have taken over some of the services, offering competition x 6
- the Lothian buses seems to run a good service but the buses from First have never truly been "reliable", they have always been running late (if at all) and the routes were fine until the change, now they are far too limited and the links are appalling and seem to just milk more fare money out of passengers due to the multiple bus connections now needed (first only)
- Lothian Country provide an alternative to an unreliable service previously operated by First Bus. Time will be needed to see if this service can adhere to the timetable better than the First Bus provider but this alternative can only be a positive thing to fill the gaps in the timetable when buses previously just never appeared. Also the fact that a single ticket can be used for buses in West Lothian and the Edinburgh Buses and trams is a great improvement
- I like the new Lothian county route from Dedridge to centre of Edinburgh. I have found this to be quicker than the old first bus journey. Also like the ticket that I can also use on the Lothian buses in Edinburgh. Possibly a little more expensive but I think its worth for a quicker journey and convince of 1 ticket
- I like the Lothian country service the time table and price
- Lothian Country have the Lothian West Day Ticket that lets you use the Lothian buses as well. The drivers are friendly and helpful. I have found using Lothian Country a very positive experience, at times they can be a little late but at least they turn up. First now have a seven day service running to Edinburgh Airport
- **FIRST:** I don't like the new services
- The new First routes offer a much improved connection for Dedridge East. The service into Edinburgh is much quicker on the 23 compared to the old 28. It is just a short walk over to Mid Calder to catch the X23 too. The service improvements have also much improved reliability. The buses are much busier as a result.
- The buses are more regular which is good for me as my work shifts alter a lot, affecting my commute
- Routes
- not suitable for people who work in the Dedridge area having to walk from area to another
- Prices ok but routes still have to change
- Like? Nothing. You have removed the route that I relied upon
- not got enough information to work this out yet. But drivers friendly, buses comfortable enough!
- The buses keep to their timetable as they are no longer negotiating Edinburgh traffic



# Collated findings

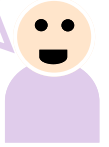
## What we like continued



- Frequency of bus link Dedridge to the centre
- More buses going into St John's for work purposes which is great and more frequent
- Better buses
- more choice
- makes it easier to get to and from the Centre and Edinburgh, New routes from centre have been mostly timely x 2
- Having travelled by Lothian Country into Edinburgh on there new services, I found the drivers very polite, buses very clean and comfortable and on time. Will use Lothian from now on
- I like the Lothian country buses prices for if you are travelling a slightly longer journey. It makes a difference that a single from my mum's house to mine is more than 50p cheaper than first bus.
- I like the introduction of Lothian Country buses routes to Edinburgh, and the ability to have a through-ticket within & beyond the city
- For my personal requirements there is nothing to like about the changes. X 6
- The only time I use the current bus service for Dedridge now is to get to the Centre to go to Edinburgh
- That busses are more regular and reliable in the mornings when they are most needed.
- Reintroduce service at Dedridge West

# Collated findings

## What we don't like

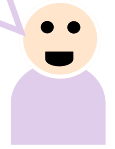


- Lothian buses can be a bit pricey for a single
- the prices of the buses are a bit steep... £1.70 on the Lothian Buses is acceptable considering they are for the WHOLE zone in the new system, however the First Buses prices are the same as they were yet the routes have more than halved!! I don't believe this is acceptable as we are paying the same as we did for a much shorter route provided
- I pay more and week days I am late on weekend I am up to 30mins late for work
- I pay for a first bus from Fauldhouse to then get off at Whitburn and then pay to get a Lothian bus to Broxburn
- First Bus: the 27 is an absolute shambles, only serves one direction. I have to take 2 buses to get to Edinburgh- which charges an arm and a leg to get there, only reliable because they run round empty but not a useful service.
- New services are less frequent. Buses are too expensive. No travel pass option for country buses either
- Only one service operating in West Dedridge, no direct links to anywhere other than St John's. The only service is unreliable. Travel costs have increased with having to pay for additional buses for the same journey which previously was achieved by one bus.
- don't serve Morrison and B7Q or Dedridge West which is not great, now have to walk to get bus to Edinburgh which is not good as I'm not able to walk far x 2
- I have lost my access to Edinburgh, where I spend most of my time. I do not like that the 27 bus which used to stop at the end of my street now does not go into Edinburgh. It is now more expensive and time consuming for me to get into the city.
- The new routes for the 23/x23 and 24/25 mean that I need to walk around 1.3km to get my bus from Livingston centre from Adamrae. I think cutting out the bus routes to Edinburgh is ridiculous, as there are so many people in East Dedridge who now have a more difficult commute. The change adds another 20 minutes onto commute at the morning, and I now need to leave my house just after 6:10am to get the 6:39 bus to start work at 8am. The main problem for me is that especially during the winter, I have to make the walk to the centre in darkness, which as a female travelling on my own, makes me extremely nervous. Not to mention, when the weather is bad, i.e. snowing or icy, it makes the walk dangerous. I feel like the decision to cut the route did not take anyone living in East Dedridge into consideration, and it definitely makes commuting more of an issue for me.
- The number 27 is no longer running through Dedridge west meaning I have to walk to Livingston centre or over to Dedridge east adding more time to my journey when having to drop kids off at school etc.
- Have all busses with different numbers. Not 2 routes going to different places with the same number

# Collated findings

## What we don't like

continued



- now reduced services and one hour and first bus and Lothian run minutes a part
- Not any cheaper
- The removal of a service to the west of Dedridge, this does not directly affect me but will have an impact on residents in this area and will require two buses if attempting to get to Edinburgh.
- The routes are ridiculous- if I want to collect/ take my daughter to nursery at Glenvue I can't- as I would have to get a bus to the centre and get off and get another bus which is silly.
- Less buses that accept contactless, fares have gone up. Reliant on the buses for child-care pick ups and now have to factor in time to go to a cash machine and shop for change.
- Tendency to use single decker's on 23/X23 despite its growing popularity. First need to get better at bus allocation
- Service was fine until the changes were made service no 800 was ideal for my work place
- routes still have to change
- No thought went into servicing Dedridge West on bus service - hope they get act together to change X27 to include Dedridge west to and from Edinburgh
- No buses from Dedridge west mean I need to walk to Cedric rise to get a bus to Edinburgh. This is ok in the warmer months but as I have M.S. and struggle to walk on icy/ snowy ground walking to get the bus probably won't be possible. Unless all the streets are adequately gritted. I no longer use the bus between Norman rise and St John's as I've found the first bus 27 to be unreliable and taking approx. 45 to get home is to long. I now either get a taxi or walk to/from the centre. Again walking in the winter months will be unlikely.
- You took the 27 off the part of the route I used regularly. I do not like that I see the 27 driving past Aldi ( the old route) at least once a week? If i am unwell i cant get a bus to Dr. Or visit elderly family members. That I tried to board a 27 this week and the driver told me I couldn't go to Crofthead as it was a 26. It was a 27.
- Price of courses and first buses drivers are so rude so unpleasant that's is a shame for first company!!the new service Lothian country are great service never late drivers are so nice
- There is no direct link to / from Edinburgh from Dedridge West - need to walk either to centre or Dedridge east which is not ideal anytime let alone late night or with the nights getting darker earlier
- Lots of confusion, trying to work everything out, not enough information anywhere and can't pass on reliable information to friends who don't have access to online information, dint know the new numbers or where they go x 2
- Not as frequent

# Collated findings

## What we don't like

continued



- I totally dislike the new routes. before the change, it took 15 minutes to travel from work to house, (and vice versa). it now takes 45 minutes traveling time.
- when traveling form work (especially at night) the bus service is always 15 minutes late and I miss my connection at the centre so have to wait for next bus. Sundays are worse where the bus only runs every hour and have to wait a further hour for connection.
- The change to route 27, where it ignores a long established route by First Bus to include from Edinburgh to Dedridge and the South of Livingston. Now there is no service to the South of Livingston traveling from Edinburgh. A daily route for some. The 27/28 route now just services shoppers from Edinburgh to Livingston centre, hardly a local service.
- I am now struggling to pick up my granddaughter from nursery. Since there is no direct bus service from Dedridge West to Edinburgh, I can no longer get a bus from near my street to the nursery at East Calder to collect her. I have to walk down to the Centre, or to the bus stop opposite Kenilworth Rise. I am certainly not going to pay four lots of bus fares to travel there and back. It is the same if I am going to Edinburgh to visit family or friends. No direct bus to Edinburgh, so a hike to the Centre or Kenilworth Rise. Fine in the summer months, but I am dreading the dark winter nights and also now that the weather is becoming cold and wet, it is a thought to walk as it takes me a good 20 minutes each way. The other issue is the fact that the buses are not going into St John's Hospital, it is a very long walk for people on crutches, or who have mobility issues. Wheelchair users will be at a disadvantage too. Again, the bus stops at Alderstone Road are isolated, especially now the darker evenings are upon us. I also question the following, have the bus stops had a road safety check to see if they can take the volume of people perhaps coming from the hospital? Will the route from the bus stops on the Alderstone Road to the hospital be gritted and treated with the same priority as the turning circle within St Johns would be? These are all issues needing addressed before the winter gets here properly
- No direct bus from Dedridge to Edinburgh
- It's silly that both the Lothian Edinburgh buses do not serve the far end of Dedridge leaving them with no Edinburgh bus service at all. Teenagers and younger adults then have to get off and walk the streets to get home and in the dark nights approaching isn't acceptable. At least one of the services x27 or x28 could be going along that way the same way the old first bus service went. Also Lothian buses charge a higher fare for the same journey as the first bus does
- too many changed, hospital routes should be a priority route for all towns
- Price's going up, poor standard of care, lateness, cancelled buses.
- very difficult to find bus/times & very expensive for families to use - cheaper to use taxis in most cases or run a car - especially on town journeys!!!
- puts me off using public transport - pricing structure needs looked at - £1.45 to go 3/4 stops - disgraceful

# Collated findings

## What we don't like

continued

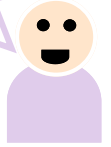


- I do not like the re-routing of the services. Some might be appropriate but I do not have any evidence of that but the service I used most of the time has disappeared. The whole of the south-west part of Livingston at Adambrae / Dedridge has been cut off from having a direct route into Edinburgh with no direct link to our capital city. I now need to catch 2 buses instead of one which has resulted in additional cost and additional travelling time. There has also been an increase in the cost of the fares
- No direct bus to Edinburgh from Dedridge West x 2
- There are no buses running through Dedridge West to Edinburgh or returning to Dedridge west. This means that I personally have to walk to the Centre at a very early and return late from the Centre. No consideration is given to people who start work at 6am in Edinburgh travelling via Dedridge West. The prices are absolutely disgusting compared to Edinburgh Transport.
- I don't like them at all. I live in Templar Rise and I work in Mid Calder. I have not used the services at all since they were changed. Now I'm a 45 year old man that will walk if need to. But more importantly we have a lot of old people in the community rely on the bus and at their stage of life don't need the burden of everything changing so drastically. For the worse I may add. In my case I used the bus to travel to my work. I find it so hard to believe there isn't a bus that runs through the whole of Dedridge to Edinburgh. Would it be so hard to extend the route to the whole of Dedridge. I don't think so..
- The only time I use the bus is to go to Edinburgh and I can no longer do that from Dedridge West.? I don't care about links when they have taken away a direct route. My son is a wheelchair user and travel is not always as hop on and off. I used to be able to catch the bus 2 minutes from my house now I need to walk to the centre. My daughter lives in Adam brae and now has to walk to the centre every morning while it's still dark and soon to be cold wet and windy, snowy etc where before she could just walk 5 minutes to Crofthead. It's not fair! She has no time to wait for connecting buses because if they are late she will miss her bus and be late for work! I'm concerned about her walking alone in the dark
- I don't know the route numbers
- I don't know the times of buses
- There doesn't seem to be a direct bus from Dedridge West to Edinburgh which is very inconvenient
- First bus number 27 around Dedridge West not reliable always running late, drivers rude and buses never clean. Time Lothian Country came round Dedridge West.
- Not any good if you live in Adambrae
- No buses run to Edinburgh from Adambrae
- New routes don't help me
- We feel let down key services on our routes were reduced meaning St. John's was cut out of the route. That's where our health centre is.
- The cut to our service does not appear to have been in any way based on local need
- terrible have to go to different stops
- i do not like the changes as trying to get a bus into Edinburgh or Kirknewton not acceptable

# Collated findings

## What we don't like

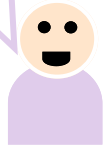
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- No direct service between Dedridge West & Edinburgh. I'm required to walk some distance from my home to where I can access a city-bound bus, or catch the First bus No.27 and change buses at The Centre. This causes longer travelling time
- Although I do not pay for the bus the fact I have to get 2 buses is a nightmare
- Most of my journeys on the bus are to West Calder as the direct service from Dedridge West has been discontinued it is not user friendly by having to go to the Centre to get a bus to West Calder also the return journey is not good as going to the Centre late at night is not advisable if you are travelling alone. This is resulting in senior citizens getting off the bus at West Calder to phone a taxi to complete their journey to Dedridge West. The direct service to Edinburgh has been discontinued surely at least one service can be routed to cover Dedridge West
- As an elderly member of the community with limited mobility I previously used the direct Edinburgh bus (27) to go to Edinburgh on a weekly basis to visit family and friends. I would be assisted to the bus stop knowing that someone would meet me at the other end. Now I have to take the bus to the centre and get off that and on another bus to go to Edinburgh. It has impacted me as I have reduced my weekly visits to family as I can't always manage the getting off and then on another the bus at the centre to get to Edinburgh.
- I have to use taxis to get to the Centre as I have difficulty walking. I have been trying to get lifts from friends to get to the Doctor. I haven't been able to visit my sister in Bathgate. The impact is the expense I have had taking taxis when I have my bus pass.
- Services to Loganlea being cut to 2 an hour when it's a 2 min detour for your busses and the ones that do come up sit for 15 mins then run late
- The routes now mean that I need to walk an extra 15 minutes every morning to get to work. I am a teacher and I need to be in work before 8am to get my classroom set up for the day and I also have a large number of jotters to carry to and from work most days - I am a 5'3 female who has recently had a baby and so I am unable to manage this walk every day with these items. I used to be able to get a bus from right outside my street that took no more than 15 minutes to get to my work - now it will take over 30 minutes due to the additional walking time and the longer bus journey. Not to mention the fact that I will need to walk further in the dark now when returning home from work. The first buses are often late or sometimes just don't show up at all
- That there are no card machines to pay with on the Lothian busses and they also don't do return tickets. This makes travel to and from college more expensive.
- I don't like anything about the change at all I have family in Dedridge and now i can't get a buss to Dedridge anymore think this is a let down also have family in Blackburn and not a buss from west Calder goes there either anymore !!!
- Impacts on me a lot no routes from west Calder to Dedridge

# Collated findings

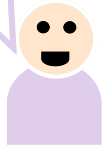
Ideas!



- X27 to serve Dedridge West, Morrison's, B&Q zones to be reconsidered especially to Blackridge
- 27 might as well be scrapped because it doesn't do anyone any use
- Shuttle bus from Fauldhouse to Edinburgh or Broxburn for workers that start at 6am and a 12pm one also x
- Bring back the 27 service to Edinburgh!
- I would like to see the route change to have the x23/23 run through east Dedridge again, past croft head and Nigel rise, as this makes commuting a lot easier for hundreds of people, including myself
- Add an option for the West Lothian country buses to their Ridacard
- Bus routes currently take too long to get anywhere as they go round all the areas. Used to be express buses but these are gone now. Shouldn't take 2 hours to get from Livingston to Edinburgh.
- Prices are good
- Same as before different route numbers
- shorter routes should mean cheaper ticket prices and First is losing the respect of the community. the Lothian buses however are a breath of fresh air and i hope they continue to improve with more buses instead of the 1 hour wait between services
- The bus that runs through Livingston centre could pass by Dedridge West and would only incur an extra 5 or so minutes
- Provide service in Dedridge West
- Increase the route of the Edinburgh services to serve all of Dedridge. Reduce pricing to compensate for the additional buses required to take all journeys. Improve performance to ensure buses all services are reliable. This is even more important now given we depend on one service to connect with another now.
- Need run though the whole of Dedridge. Change times so go not run within 5 mins of each other
- Better prices matched to the Edinburgh routes
- Serve the areas that need serving and stop making people get 2 buses to get to some destinations
- Ludicrously expensive tickets to Edinburgh on Lothian. Poor linking of services on first. Horsborough are fab but infrequent. Why can't we have contactless on all buses?
- Extend the new 27 circular service to Mid Calder and Uphall Station providing much needed direct links to the other bus services for Dedridge West and to the train station at Uphall Station
- Revert back to original routes
- First buses need to be cheaper and there needs to be more reliable links to places such as West Calder, Armadale, Broxburn, Whitburn etc
- card machines and return tickets would be great
- Get the bus service from West Calder threw Dedridge back also the Blackburn bus from West Calder

# Collated findings

Ideas!



- No thought went into servicing Dedridge west on bus service - hope they get act together to change X27 to include Dedridge west to and from Edinburgh
- Please bring one of the Lothian county buses to Dedridge West! If that served between Edinburgh, Dedridge west (Norman rise) and St John that would be very helpful to me Buses to Edinburgh servicing the whole of Dedridge not just the east side x 16
- I do find the price for a short journey quite expensive.
- No really just more buses
- There is a huge assumption that everyone has access to electronic information. I can't get from place to place now and don't know who to ask because it all seems automated.
- Having access to an actual timetable and not trying to negotiate an app that is very confusing. These could be accessed on council website
- more buses and at regular times 7 days per week
- Have the buses going into St Johns Hospital turning circle as before. Get rid of the First 27 Town Centre service which seems to consist of empty buses driving around the town centre, which cannot be cost effective. Put the service back to what it was. Reinstate the direct service to Edinburgh from Dedridge West. If First insist on keeping the bus service as it is, they need to look at how they are going to give the people of Dedridge West a proper bus service and they also need to look at the pricing. Asking people to pay two bus fares going to Edinburgh and two returning is unreasonable. You also need to put the bus routes in places where people actually live. Why are they running bus routes down obscure roads with no bus stops? They cannot make any money if the buses run down isolated roads with no stops. They should also look at running single decker buses in the evenings/night if the service is less busy.
- First bus needs to improve reliability. Many buses still not turning up
- Yes put a service along the far end of Dedridge and round by Morrison's and Sainsbury's then it will still be able to get to the centre and go it's usual journey from there. People are being encouraged not to drive and use buses but the bus had to provide the service to get them home for this to be done
- Give us a decent price & more people will get bus. Look at Edinburgh, its so cheaper for a day ticket there than in West Lothian. Rip off
- pricing structure & ease of "finding" buses needs looking at
- The old number 27 route into Edinburgh needs to be re-established X 2
- Bringing routes back through Dedridge West and more frequently, later with a more direct route ie: via Mid Calder, East Calder and Camps. With all the buses at present all areas could be covered more efficiently.
- My only idea is to replace the no. 27 back onto the original route!
- Prices reduced of routes aren't being cut busses not turning up
- I was at the Crofthead meeting and I asked if the service 26 could be rerouted to cover Dedridge West in both directions this to me is a relatively minor alteration to the bus schedule. A service direct to Edinburgh could be rerouted to cover Dedridge West could be introduced at say half hourly intervals again this would be a minor alteration to a bus schedule.



# Useful links and information

- ⇒ **Guidance on changes to Bus Service Registration in Scotland**  
<https://www.transport.gov.scot/media/9862/bus-service-registration-guidance.pdf>
- ⇒ **A national Statistics publication for Scotland Transport and Travel September 2017**  
<https://www.transport.gov.scot/media/39692/sct09170037961.pdf>
- ⇒ **Bus Service Registration Procedures Developing Best Practice Guidance 2016**  
<https://www.transport.gov.scot/media/35767/bus-registration-guidance-best-practice.pdf>
- ⇒ **Transport Scotland Bus policy guidance**  
<https://www.transport.gov.scot/public-transport/buses/bus-policy-and-guidance/#45542>
- ⇒ **Bus Times** (*gives additional estimated times between designated stops*)  
<https://bustimes.org/localities/dedridge>
- ⇒ **First Bus timetables**  
<https://www.firstgroup.com/south-east-and-central-scotland/plan-journey/timetables/>  
or by calling First Group on 01324 602 200.
- ⇒ **Lothian Country timetables**  
<https://lothiancountry.co.uk/>
- ⇒ **Travel line Scotland**  
<https://www.travelinescotland.com/lts/#/travellInfo> or call 0871 200 22 33.

## Public Transport Timetables and Information

The council is responsible for co-ordinating public transport services across West Lothian, although individual services are provided by private operators (ScotRail, First Edinburgh, etc).

## Where can I get Public Transport Information?

Public Transport Information is available from the Council's Information Service (CIS) offices and bus and train operators. Printed timetables for some council contract services are also available.

Alternatively follow the links to Traveline Scotland for further information.

Traveline Scotland is Scotland's national public transport information service and provide impartial timetable and journey planning information for all of Scotland. This includes buses, trains, coaches, subway, ferries and Scottish internal flights.