Commercial

Service Change FAQ – Sunday 29 March 2020

Trams to Newhaven

Q. Why are buses diverted via Easter Road on journeys towards Leith?

A. Leith Walk will be closed to all northbound traffic to facilitate tram works. Extra time has been allowed for this diversion in our timetables.

Q. How long will buses be diverted for?

A. The road works on Leith Walk associated with the Trams to Newhaven project are scheduled to last for 18 months.

Q. Why are there no bus stops between Leopold Place and Brunswick Road on the diversion?

A. This is to reduce the additional time required by buses on diversion. Diverted buses would not normally stop at these stops and stops are provided on Easter Road only as a proxy for closed stops on Leith Walk.

Q. Why are buses on diversion not stopping on Duke Street?

A. This is to ensure that all traffic on the diversion route can continue to move and keep any additional journey time to a minimum.

Q. Why is service 10 not diverted via Easter Road towards Leith?

A. This is to try and mitigate the impact of additional traffic on Easter Road and provide options for customers to the north of Leith Walk.

Q. Why are the bus stops at Brunton Place and Montgomery Street closed?

A. This is to ensure that all traffic on the diversion route can continue to move and keep any additional journey time to a minimum.

Lothian Buses

Q. Why has service 6 been withdrawn?

A. Service 6 has never covered its operating costs. We have already assessed all options to try and continue its operation however these losses are no longer sustainable.

Q. Why has service 12 been curtailed in the city centre?

A. Past experience tells us that passenger numbers will reduce during Leith Walk tram works, so services and frequencies have been altered to take account of this. This will also help to reduce the additional traffic diverted on Easter Road, where service 1 has been extended to Seafield to maintain links to the City Centre.

Q. Why has service X12 to RBS Gogarburn been replaced by Lothian Country services X17/X18?

A. Services X17/X18 will offer an improved timetable for customers with more journeys provided at peak times to and from RBS. X17/X18 journeys will provide improved connections with buses running from the City Centre and on bank holidays. Ridacard and contactless continue to be available on all journeys between the City Centre and RBS Gogarburn.

Q. Why is service 19 only running to Craigentinny at peak times?

A. This is to reduce the impact of traffic congestion at Wakefield Avenue and King's Road junction which cause significant delays. Running a one-way loop via Craigentinny Avenue, Portobello Road and Wakefield Avenue will significantly improve reliability at peak times. Buses will continue to serve Wakefield Avenue but on the other side of the road.

Q. Why has service 34 been re-routed via Regent Road?

A. Traffic will increase on London Road as a result of the Leith Walk diversion. We have re-routed service 34 to account for this and provide a more direct and faster route for customers in Abbeyhill and Lochend. Service 19 will continue to provide links from London Road to Lochend, service 1 will continue to provide links from London Road to Fountainbridge and service 4 and 44 continue to provide links from London Road to Slateford.

Q. Why have East Lothian services (East Coast Buses and X26/X44) been removed from stop PK on Princes Street?

A. We are committed to trying to improve the flow of buses in the city centre. By removing some of the services from stop PK this will improve the flow of traffic on this block, reducing congestion and delays for hundreds of thousands of bus passengers using Princes Street every day. The alternative stop at Waverley Steps (PN) is located only 250m away. NightHawk services will continue to observe stop PK.

Q. Why do services 104 & X7 now run to West End and not Melville Street?

A. This is in advance of public realm works associated with the CCWEL cycle project on Melville Street. It will also improve links to the central business district south of Shandwick Place for customers.

Night Buses

Q. Why has the N7 been withdrawn?

A. Service N7 has been largely replaced by service N14 (Ferry Road – Leith Walk – RIE) or N11 (Kaimes – RIE). Service N37 continues to provide links between North Bridge and Kaimes. New service N49 will provide additional Leith Walk – Bridges links at weekends.

Q. Why has the N34 been withdrawn?

A. Passenger numbers on service N34 were very weak and we have tried to replace what were the strongest sections/elements of the service. Service N25 continues to run every 30 minutes every day between the City Centre and Riccarton (Heriot-Watt University). Service N30 continues to run every day providing links for the Longstone area. New journeys on service N35 will provide links between the City Centre – Fountainbridge and Riccarton at busy times and service N44 continues to operate one journey on weekdays and a full service at weekends.

Lothian Country

Q. Why will service X17 no longer serve Stoneyburn and Fauldhouse?

A. Unfortunately customer numbers on this section of route are not substantial enough for this part of our network to continue to be viable.

Q. Why is service 287 withdrawn?

A. Service 287 has been largely replaced by the extension of service 275, actually improving links across the county for existing customers of both services.

Q. Why is service 275 terminating at the Gyle Centre instead of Edinburgh Park for most of the day?

A. Service 275 will continue to serve Edinburgh Park at peak times when customer demand is greatest. Outside these busy times customer demand is significantly lower at Edinburgh Park.

Q. Why have additional stops been added to the X17/X18/X38 on the Corstorphine corridor?

A. These services will help provide much need additional capacity to existing city services at the busiest bus stops. Services X17/X18 also serve as a replacement for journeys currently being made on service X12 which is withdrawn.