

- Q: What are the scheduling procedures for the UniLink?
  - A: **McGills run the UniLink buses alongside the University term time, and so schedule to match this. Therefore, ULs are ran every 8 minutes during term peak time, and every 20 minutes during semester breaks and evenings.**
- Q: How are delays and cancellations communicated?
  - A: **Updates should come through the live tracker on the McGills app. Cancellations are also communicated through the app.**
- Q: What are McGills doing with the feedback provided to them?
  - A: **McGills have a feedback team that work 7 days a week, managing phones, emails and social media. If you send them feedback, you should expect a reply within 5 working days. When they receive a complaint, they discuss it with their operations team at the depot and then further investigate.**
- Q: Are there benchmarks to track improvements in terms of reliability, accessibility and overall satisfaction?
  - A: **McGills use the percentage of usage to track how their service is working. They cited a 35% increase in usage compared to last year. They also work with Bus Users Scotland, who do punctuality surveys. They also plan to release customer surveys soon.**
- Q: Do you think usage is a reliable way to understand satisfaction, when McGills buses are the main buses that operate to and from the University. Especially when we've had a significant increase in student numbers. Therefore, would you not say that the usage is more related to increased numbers of students and less on satisfaction?
  - A: **People do have the choice to not take the bus, as they can walk, cycle or drive for example. McGills feel that the increase is so significant that they don't think it's just due to increasing numbers of students.**
- Q: Are there plans for cultural sensitivity and diversity training for drivers?
  - A: **McGills would like to invite some drivers to spend the day at the University and create team sessions with students, where students can tell them what works and what doesn't, experiences they've had with buses, etc. They plan to film these sessions to then show to other team members.**
- Q: How do roadworks get communicated by the council to McGills?
  - A: **McGills are informed of roadworks at a similar time as the public are told, and have no say in planning. They measure the impact of roadworks and the delay they'll cause, and then will adjust, e.g. adding another bus onto the route.**
- Q: Is there any communication between Scotrail & McGills to try and match the train arrivals to buses?
  - A: **McGills try to adjust their bus times to suit train arrivals and departures, but they do not have any communication with Scotrail.**

- Q: Why do the ULs run well at the start of semester, then gradually get worse throughout the semester
  - **A: For the Autumn semester, this can generally be attributed to a general increase in traffic due to bad weather, so less people are walking and cycling. At the start of semester, they also plan for more students and so are more prepared for high numbers.**
- Q: Can the cultural sensitivity training given to staff be reviewed?
  - **A: McGills answered that when their drivers first start, they are given 6-8 weeks of training before they start driving. This includes customer service training.**
- Q: I've submitted 8 complaints and only heard back about one. Why?
  - **A: McGill's now have a significantly bigger team working on feedback. The representative said that he would investigate why they didn't get a response.**
- Q: Why did the rules change around mobility scooters?
  - **A: McGills stated that their rule used to be that it fits, then it could get on the bus. Their vehicle manufacturers have now changed their rules, so legally the bus is not capable of carrying another vehicle like a mobility scooter. So wheelchairs are accepted, but their problem with mobility scooters is that they vary in shapes and sizes. The batteries in mobility scooters are also a health and safety risk.**
- Q: Why are UL buses taken off our route and used elsewhere
  - **A: If a bus on a less frequent route breaks down, then sometimes a UL branded bus is used because there are no other buses available. McGills would like to better communicate these instances with customers.**
- Q: Is it possible to have a live bus tracker at the campus bus stop?
  - **A: McGills dont own the bus stops, typically the council does, or in this case the University do. This is something the University is looking at bringing in.**
- Q: Is there a way to streamline the payment process on the bus?
  - **A: McGills recommend that customers use the app, as it is a lot quicker and easier to use than paying on the bus.**
- Q: Can the app layout change so that once students click on the UniLink section, the Unilink tickets are at the top of the page rather than the Stirling & Clacks tickets
  - **A: Yes, this is something that McGills have agreed to look at.**
- Q: Sometimes there are people at the town bus stop who allow customers to buy their tickets before they get on the bus to streamline the process. Why are they only sometimes there?
  - **A: McGills use these ticket handlers during the times they predict will be busier, for example Welcome Week.**