

# Cabinet

7<sup>th</sup> March 2017



**Report Title:** Supported Bus Service Review

**Ward:** City Wide

**Strategic Director:** Barra Mac Ruairi

**Report Author:** Nicola Phillips, Principal Transport Officer

**Contact telephone no.** 22582  
**& email address** Nicola.phillips@bristol.gov.uk

**Purpose of the report:**

To award the supported bus service contracts.

**Recommendation for the Mayor's approval:**

To award the supported bus service contracts in Appendix 1 in accordance with the parameters agreed in the medium term financial plan subject to ratification with West of England Combined Authority Board in line with Paragraphs 16 and 17



## **The proposal:**

1. The majority of bus Services in Bristol are provided on a commercial basis by private bus companies. Bristol City Council provides support to a number of bus services in the city that supplement the commercial network with services that it considers to be socially necessary. These are fully supported services where the council pays for the full operation of the service; or partially supported services where the Council pays for certain journeys or extensions to the route. We refer to these services as supported services.

2. Further to paragraph 14 below, First Bus are now planning to run their “add on” evening and weekend services without the need for subsidy thanks to the increasing bus market which has resulted in achieving over £400,000 of savings from the budget with no loss of routes. Bristol is one of the minority of Councils that have seen an increase in the bus market over the last 5 years (along with the three neighbouring authorities in the West of England), and is now in the top ten for bus journeys per head of population for the first time.

3. Many of the supported services are orbital in nature or create links between communities that are not connected by arterial routes. As above, these routes are deemed as being socially necessary and without Council support, they would not otherwise be provided. The Council is given powers to procure socially necessary services under the Transport Act 1985 (and as amended).

4. Bristol City Council currently provides support to a number of bus services throughout the city, a list of these services can be found on pages 2/3 of Appendix 2.

5. The current contracts for the supported service are due to expire on 2<sup>nd</sup> September 2017. In advance of the contract end, these services were reviewed to establish whether they are still fit for purpose. As part of the review process we carried out a consultation exercise. The consultation ran from 22 August until 30 September and sought views from existing users of our supported services and the public’s view on unmet access needs and opportunities for new connections. A copy of the consultation document can be found in Appendix 2.

6. The consultation document was available to complete in both paper format and online. Paper copies were available on the specific buses providing the supported services, through passenger engagement on bus, in libraries, through neighbourhood partnerships and equality groups. We received a total of 1304 responses to the consultation, compared with 200 responses when this exercise was last carried out in 2011.

7. Following on from our consultation the Council has carried out a Corporate Strategy Consultation from 13/10/2016 until 5/1/2017, which includes a proposal to reduce the Supported Bus Service budget by 50% over the next 2 years.

8. The consultation report is attached at Appendix 6. 73% of respondents were users of supported bus services. The response rate varied between services, with the highest response rates from service users on services 77, 505 and 506. Due to the budgetary restrictions we are currently facing we asked residents how they would make their journey if the service was no longer provided, the top responses were: I would not be able to travel 23.47%, I would use an alternative bus service 19.25% and I would use my car 17.59%.

9. We asked residents a variety of questions on the service they use and a full breakdown of the results for each service can be found in Appendix 7.

10. Following the consultation exercise and assessment of responses, we commenced the tendering process to re-tender a package of services. The services tendered were: 5 Evenings, 5 Sundays, 6 Evenings, 7 Evenings, 18 Evenings, 18 Sundays, 18A Saturdays, 24 Evenings, 36 Evenings, 36 Sundays, 50 Evenings, 77, 90 Evenings, 505, 506, 508, 511, 512, 513, 514 and 515. For each of these services multiple timetable options were tendered, for example; 505 half hourly daytime service, hourly daytime service, half hourly evenings until circa 2300, hourly evenings until circa 2300, half hourly evenings until circa 2100, hourly evenings until circa 2100, hourly Sunday service. This will ensure that there will be the flexibility to fit the available budget and to ensure the council receives the best value for money on each of the contracts.

11. We have received bids from 4 operators to run our supported bus services. We have reviewed the bids and applied our considerations and priorities for making decisions on what services to award; these are (in no particular order):

- Bus Strategy guide on good value for money
- Bus Strategy priorities on services to support,
- Where there is no other commercial provision;
- Feedback from consultation;
- Value for money on tender returns
- Potential for commercialisation.

12. As part of the consultation we asked residents 'If this service was no longer provided, how would you have made this journey?'. To ensure there is no loss of connection between communities we have concentrated on maintaining routes which if withdrawn would leave communities without a bus service. However, this may require a reduction in frequency to ensure that no service is completely removed. A full equalities assessment has been carried out on each individual service, the results of the assessments can be found in Appendix 7.

13. As part of the consultation we also asked residents for suggestions for new services in the city, a word cloud showing the suggestions are in Appendix 6. Due to the current savings requirement from the Supported Bus Service budget, we are proposing no new supported bus routes.

14. As part of the Corporate Strategy there is a targeted saving requirement from Supported Bus Service budget of £900k over the next 2 years. We are proposing to make the agreed savings through the below:

- First bus has advised us that they will be operating the following journeys on a commercial basis; these services operate in the main on a commercial basis. They have advised us that there may be some scheduling changes to the services, however these are not planned to be significant. Services 1 (5 Monday to Saturday evening journeys), 2 (5 Monday to Saturday evening journeys), 5 (3 Monday to Friday and 1 Saturday morning journeys, 11 Monday to Saturday evening journeys, All Sunday journeys), 6 (5 Monday to Saturday evening journeys), 7 (6 Monday to Saturday evening journeys), 24 (5 Monday to Saturday evening journeys), 36 (7 Monday to Saturday evening journeys, All Sunday journeys), 50 (5 Monday to Saturday evening journeys) and 90 (7 Monday to Saturday evening journeys). This provides the Council with circa £400k of the targeted savings requirement and we are not therefore proposing to award any contracts relating to these as there will be commercial provision.
- Amendment to frequency of daytime journeys on service 505. Removal of the 11 additional short working journeys between Long Ashton Park and Ride and Blackboy Hill which operate during

peak times. The service will operate a half hourly frequency between Long Ashton Park and Ride and Southmead Hospital during the daytime.

- Amendment to frequency of evening journeys on service 505. The service will see a reduction in evening journeys from every 30 minutes to every hour.
- Amendment to route of service 506. Due to the upcoming introduction of MetroBus route Ashton Vale to Temple Meads (AVTM) it is proposed that the service 506 will no longer operate to the Create Centre and will now terminate in Broadmead. Passengers using the service between the Create Centre and Temple Meads/Broadmead will have access to AVTM which is proposed to operate every 10 minutes, providing passengers with an improved service frequency over the current half hourly service provided. However AVTM will not go into Gasferry Road and will therefore serve the SS GB from Cumberland Road. Any passengers wishing to continue their journey past Broadmead will need to change onto the 506 at Broadmead.
- Withdraw funding for the Severn Beach Line Rail Replacement service. This service currently operates 9 journeys between Avonmouth and Severn Beach on a Saturday, to link in with rail journeys which do not continue onto Severn Beach. Any passengers wishing to continue onto Severn Beach will have to use a train service which operates the full route every 2 hours on a Saturday. This service is lightly used and costs us £10 per passenger journey, which is not good value for money at more than double the threshold.
- Given the Council's financial position our ability to respond to future commercial changes will be severely constrained.

A full list of bus services that we are proposing to award can be found in Appendix 1. A map showing these services can be found at <http://arcg.is/2kAD3W9>. Services continuing to operate with no changes can be seen in blue, Services continuing to operate with changes can be seen in purple and services/sections of route no longer served can be seen in red.

15. Using the 2011 census journey to work data we were able to identify any trip patterns which have a lower than expected amount of journeys to work by bus. This data can identify where there is a lack of public transport provision; however there may be other reasons for the low levels of journeys to work by bus such as good rail or cycle links. We have identified the top 20 trip patterns with the lowest percentage of journeys to work by bus this can be seen in appendix 3. The majority of these trip patterns were journeys made to/from the North Fringe within the South Gloucestershire area, with only 2 trip patterns being identified within the Bristol City Council boundary; Ashton Gate/Southville to Temple Meads and Clifton Wood/Hotwells to Temple Meads.

16. This review has been conducted with a focus on Bristol. This has been conducted in consultation with neighbouring authorities, which will be further enhanced and developed at a strategic level by the forming of the Mayoral Combined Authority.

17. The power to support bus services is being conferred as a joint power both for the councils and the West of England Combined Authority (WECA). This means that from the establishment of WECA, this power can be used with approval from WECA and the constituent councils. Therefore any decisions about service level or budget post WECA cannot be taken in isolation by the councils. It is proposed that the budgets remain local in 2017/18 and that the 3 councils continue to provide services in line with current aspirations. The award of supported services will need endorsement by the WECA Board following Bristol City Council Cabinet approval.

## Consultation and scrutiny input:

- a. Internal consultation:



1	Not procuring any supported bus services. The contracts would expire resulting in a loss of services around the city and the connections and accessibility that they provide.	High	High	Agree to let contracts. Existing contracts can be extended for an additional 2 years.	Low	Low	Contract Manager
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### Public sector equality duties:

An Equalities Impact Assessment has been carried out for the supported bus services and can be found in Appendix 4.

### Eco impact assessment

The significant impacts of this proposal are...

- The operation of supported buses will result in the emission of climate changing gases, consumption of fossil fuels and air pollution.
- Supported bus services provide an alternative to private car use

The proposals include the following measures to mitigate the impacts...

- Vehicles used on the services will be at a minimum Euro 4 emission standard,
- As part of the quality specification we will give bidders additional points for reducing their environmental impact and fuel consumption.
- Bidders will be asked to quote for Euro 6-compliant buses

The net effects of the proposals are

- The net effect of supported buses depends on the number of buses operating (in comparison with current arrangements), the level of patronage, and alternative methods of transport passengers would take if the service was not available.
- The change in environmental impact from current arrangements is unknown.

### Resource and legal implications:

#### Finance

#### a. Financial (revenue) implications:

The 16/17 revenue budget for the supported bus services (i.e. bus subsidies) is circa £2.3m, of which £0.45m is funded by the Bus Service Operator Grant (BSOG). It has been confirmed by the Department for Transport (DfT) that this grant allocation will remain unchanged for the financial year 17/18.

As a part of the corporate strategy and the budget consultation, a saving proposal has been put forward against the supported bus services contracts. Saving scheme RS06 under the budget consultation paper proposes to achieve 50% savings (£0.9m) on the general fund element of the supported bus service budget (£1.8m) over the next 2 years. As the contracts will be awarded around September 2017, £0.45m saving is expected in 17/18 and the full year effect of the savings will be realised in 18/19.

There is a risk associated with the DfT BSOG allocation beyond 17/18 which may result in funding pressures in the future and would require mitigation actions.

A further significant assumption is that, at present, the funding for joint powers around bus subsidies will not flow to the West of England Combined Authority (WECA) and will subject to further discussion and agreement between the authorities on how such joint powers will be exercised going forwards.

**Advice given by** Tian Ze Hao/ Finance Business Partner  
**Date** 15/02/2017

**b. Financial (capital) implications:**

N/A

**Advice given by** Tian Ze Hao / Finance Business Partner  
**Date** 15/02/17

**Comments from the Corporate Capital Programme Board:**

N/A

**c. Legal implications:**

The contracts should be procured in accordance with EU law and the council's internal procurement rules. The procurement documentation will need to make clear that the Council will not necessarily take up the opportunity to award contracts on all routes for which it is seeking bids.

**Advice given by** Eric Andrews, Solicitor  
**Date** 19 December 2016

**d. Land / property implications:**

This matter has no bearing on Corporate Property as it is a contract award matter relating to the Council's Transport provision, and as such we have no comment.

**Advice given by** Steve Matthews, Project Leader Assets  
**Date** 06/01/2017

**e. Human resources implications:**

The proposals do not affect the council's workforce. However, if a new provider is appointed, staff working for the existing provider will transfer to the new provider in accordance with the TUPE regulations. The obligation to manage the transfer rests with the respective employers.

**Advice given by** Mark Williams, People Business Partner  
**Date** 06/01/2017

**Appendices:**

- Appendix 1 – Service Details**
- Appendix 2 – Supported Bus Service Consultation Survey**
- Appendix 3 – Journey to work trip patterns**
- Appendix 4 – Eco Impact Assessment**
- Appendix 5 – Equality Impact Assessment**
- Appendix 6 – Consultation Report**
- Appendix 7 – Supported Service Info Sheets**

**Access to information (background papers):**

## Appendix 1 – Service Details

Services to be Commercialised – Services shown in Blue on the map.

Service	Level of Service to be Commercialised
Service 1	5 Monday to Saturday evening journeys
Service 2	5 Monday to Saturday evening journeys
Service 5	3 Monday to Friday and 1 Saturday morning journeys, 11 Monday to Saturday evening journeys, All Sunday journeys.
Service 6	5 Monday to Saturday evening journeys



<b>Service 7</b>	<b>6 Monday to Saturday evening journeys</b>
<b>Service 24</b>	<b>5 Monday to Saturday evening journeys</b>
<b>Service 36</b>	<b>7 Monday to Saturday evening journeys, All Sunday journeys</b>
<b>Service 50</b>	<b>5 Monday to Saturday evening journeys</b>
<b>Service 90</b>	<b>7 Monday to Saturday evening journeys</b>

**Services Proposed to Support with no changes – Services shown in Blue on the map.**

<b>Service</b>	<b>Level of Service to be Awarded</b>	<b>Feedback from Consultation.</b>
<b>Service 52</b>	<b>12 Journeys, no change to current provision.</b>	<b>Passengers have access to no alternative bus service.</b>
<b>Service 77</b>	<b>25 Journeys, no change to current provision.</b>	<b>Passengers have access to no alternative bus service.</b>
<b>Service 508</b>	<b>Hourly service, no change to current provision.</b>	<b>Passengers on sections of the route have access to no alternative bus service. 68% of passengers who use this service are over 50 years old and 25% class themselves as disabled.</b>
<b>Service 511</b>	<b>12 Journeys, no change to current provision.</b>	<b>Passengers have access to no alternative bus service. 81% of passengers who use this service are over 50 years old and 35% class themselves as disabled.</b>
<b>Service 512</b>	<b>8 Journeys, no change to current provision.</b>	<b>Passengers have access to no alternative bus service. 95% of passengers who use this service are over 50 years old and 44% class themselves as disabled.</b>
<b>Service 513</b>	<b>11 Journeys, no change to current provision.</b>	<b>Passengers have access to no alternative bus service. 95% of passengers who use this service are over 50 years old and 43% class themselves as disabled.</b>
<b>Service 514</b>	<b>11 Journeys, no change to current provision.</b>	<b>Passengers have access to no alternative bus service. 93% of passengers who use this service are over 50 years old and 41% class themselves as disabled.</b>
<b>Service 515</b>	<b>Hourly service, no change to current provision.</b>	<b>Passengers on sections of the route have access to no alternative bus service. 66% of passengers who use this service are over 50 years old and 39% class themselves as disabled.</b>

**Services Proposed to Support with Changes – Services shown in Purple/Red on the map.**

<b>Service</b>	<b>Level of Service to be Awarded</b>	<b>Feedback from Consultation</b>
<b>Service 505</b>	<b>Half Hourly service from Long Ashton Park and Ride to Southmead Hospital. Frequency reduction during peak hours, the current short working journeys to/from Blackboy Hill will no longer operate. Evening journeys will now operate on an hourly basis.</b>	<b>The majority of passengers use this service for Hospital/Medical appointments. So the proposed changes will have no impact on these passengers.</b>
<b>Service 506</b>	<b>Half Hourly service from Southmead Hospital to Broadmead. Route change to service,</b>	<b>The stretch of the service being withdrawn will be served instead by</b>

	<b>service 506 will no longer continue past Broadmead to the Create Centre.</b>	<b>Metrobus</b>
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**Services Support Withdrawn – Services shown in Red on the map.**

<b>Service</b>	
<b>Severn Beach Line Rail Replacement</b>	<b>Service withdrawn as cost is over £10 per passenger journey</b>

## Appendix 2 – Supported Bus Service Consultation Survey

# Public Consultation on Supported Bus Services



## Introduction

Improving Public Transport has been a high priority for the council for over a decade, and continues to be as part of our corporate plan 2014-2017. We have had many major transport schemes over the years including the Greater Bristol Bus Network and the current MetroBus project.

This survey will form part of the council's review and assessment of supported bus services (excluding Park and Ride). We are seeking your views on our supported bus services, how they can be improved and what they will look like in the future, within the current financial climate.

The council has worked hard to make savings over the past 5 years including saving £1.5million from the supported bus services budget, which was achieved with a relatively small loss of access as many of the services were taken on commercially. Due to the continued tightening in national funding we remain vigilant that further savings maybe required from the supported services budget, and if so that we would have to prioritise our spending in this area. Should any savings be required the council will need to determine how to effect savings by reducing the number of services it supports. This assessment will be based on feedback from this consultation, the impact on the network, tender prices and value for money.

**Please note this could result in cuts to your local supported bus service** so it is important that you make your views heard so they can form part of the review.

## Bus Services Operating in Bristol

Most of the bus services operating in Bristol are 'commercial services' run by private businesses for profit. The council has little influence over these services. However we work with the bus companies to improve journeys through improved bus priority, bus stops, electronic real-time information and publicity. On commercial services, the council has no direct control of the route, timetables or fares. The council **does** improve the infrastructure – such as bus stops and bus lanes. And it **can** help with technology such as smartcards. Examples of commercial services are the daytime services on main routes into the city run by First.

The council **does not** pay anything towards keeping these services running except reimbursing bus companies for free travel by concessionary fare card-holders, which is a government requirement.

The council financially supports some transport services for the following reasons:

At times when commercial operators claim services or parts of services are unprofitable such as: routes with low passenger numbers, early morning services, late evening services and Sundays.

On routes which are deemed to be socially necessary or help connect commercially operated routes e.g. orbital services/shopper services. These financially supported services are known as Supported Bus Services. They currently cost £2,074,953 a year (2015/16) they are:

- Orbital services including 505/6 (around Southmead Hospital, Easton and other Bristol areas).
- Local shopper services including 511/2/3/4 (Knowle, Bedminster and Brislington orbitals)
- Add-ons to commercial bus services (early morning, late evening and Sunday services)

Please see Appendix A for further information on the supported bus services cost and passenger information.

## 1. Are you answering this survey as:

- ☐ A Bristol resident who uses subsidised bus services
- ☐ A Bristol resident who does not use subsidised bus services
- ☐ Someone who works for a company providing subsidised bus services
- ☐ Someone who works for Bristol City Council
- ☐ Other (please specify):.....

## 2. Please state which, if any of the below subsidised local bus services you have used in the last 12 months?

- ☐ **1** – Broomhill to Cribbs Causeway, Monday to Saturday: 21:15, 22:15 and 23:15 departures from Broomhill
- ☐ **1** – Cribbs Causeway to Broomhill, Monday to Saturday: 21:55 and 22:55 departures from Cribbs Causeway
- ☐ **2** – Stockwood to Cribbs Causeway, Monday to Saturday: 21:23, 22:23 and 23:23 departures from Stockwood
- ☐ **2** – Cribbs Causeway to Stockwood, Monday to Saturday: 22:06 and 23:06 departures from Cribbs Causeway
- ☐ **5** – Broadmead to Downend, Monday to Friday: 06:20, 06:50, 07:10 departures from Broadmead. Saturday: 06:30 departure from Broadmead.
- ☐ **5** – Broadmead to Downend, Monday to Friday: 20:25, 20:50, 21:20, 21:50, 22:20, 22:50 and 23:20 departures from Broadmead. Saturday: 20:20, 20:50, 21:20, 21:50, 22:20, 22:50 and 23:20 departures from Broadmead.
- ☐ **5** – Broadmead to Downend - Sunday: 09:00, 09:30, 09:50, 10:20, 10:50, 11:20, 11:50, 12:20, 12:50, 13:20, 13:50, 14:20, 14:50, 15:20, 15:50, 16:20, 16:50, 17:20, 17:50, 18:20, 18:50, 19:20.
- ☐ **5** – Downend to Broadmead, Monday to Saturday: 21:05, 21:35, 22:05 and 22:35.
- ☐ **5** – Downend to Broadmead, Sunday: 09:00, 09:50, 10:20, 10:50, 11:20, 11:50, 12:20, 12:50, 13:20, 13:50, 14:20, 14:50, 15:20, 15:50, 16:20, 16:50, 17:20, 17:50, 18:20, 18:50
- ☐ **6** – The Centre to Kingswood, Monday to Saturday: 21:25, 22:25 and 23:25 departures from the Centre
- ☐ **6** – Kingswood to The Centre, Monday to Saturday: 21:09 and 22:09 departures from Kingswood
- ☐ **7** – The Centre to Staple Hill, Monday to Saturday: 20:40, 21:40, 22:40 and 23:10 departures from the Centre
- ☐ **7** – Staple Hill to The Centre, Monday to Saturday: 21:57 and 22:27
- ☐ **24** – Ashton Vale to Southmead, Monday to Saturday: 20:38, 21:38 and 22:38
- ☐ **24** – Southmead to Ashton Vale, Monday to Saturday: 21:40 and 22:40
- ☐ **36** – The Centre to Hengrove Park, Monday to Saturday: 20:20, 20:50, 21:20, 22:20 and 23:30
- ☐ **36** – Hengrove Park to The Centre, Monday to Saturday: 21:10 and 22:20



- ☐ **36** – The Centre to Hengrove Park, Sunday: All journeys
- ☐ **36** – Hengrove Park to The Centre, Sunday: All journeys
- ☐ **50** – The Centre to Hengrove Park, Monday to Saturday: 22:40 and 23:40
- ☐ **50** – Hengrove Park to The Centre, Monday to Saturday: 20:25, 21:25 and 22:25
- ☐ **51** – The Centre to Hengrove Park, Monday to Saturday: 21:10, 22:10 and 23:10
- ☐ **51** – Hengrove Park to The Centre, Monday to Saturday: 20:55, 21:55 and 22:55
- ☐ **77** – The Centre to Thornbury, Monday to Saturday: All journeys
- ☐ **90** – Broadmead to Hengrove Depot, Monday to Saturday Evenings
- ☐ **505** – Long Ashton Park and Ride to Southmead Hospital, Monday to Sunday: All journeys
- ☐ **506** – Create Centre to Southmead Hospital, Monday to Saturday: All journeys
- ☐ **508** – Sea Mills to Southmead, Monday to Saturday: All journeys
- ☐ **511** – Hengrove to Bedminster, Monday to Saturday: All journeys
- ☐ **512** – Totterdown and Windmill Hill to Bedminster, Monday to Saturday: All journeys
- ☐ **513** – Knowle to Brislington, Tuesday and Thursday: All journeys
- ☐ **514** – Knowle to Brislington Tesco, Monday, Wednesday and Friday: All journeys
- ☐ **515** – Stockwood to Imperial Park, Monday to Saturday: All journeys

### 3. How often you use these bus services?

- ☐ Daily
- ☐ Once or twice a week
- ☐ 3 or 4 times a week
- ☐ Once or twice a month
- ☐ Once or twice a year
- ☐ Never used

### 4. What times of the day do you use these bus services?

- ☐ Before 09:00
- ☐ 09:00 – 16:00
- ☐ 16:01 – 19:00
- ☐ After 19:00

### 5. Where do you travel to and from?

Start: .....

Finish: .....

### 6. What is the purpose of your journey?

- ☐ Work
- ☐ School/College
- ☐ Shopping/Leisure
- ☐ Business
- ☐ Hospital/Medical appointments
- ☐ Leisure
- ☐ Entertainment
- ☐ Socialising
- ☐ Visiting friends/Relatives
- ☐ Other (please specify): .....







## Equalities Form

Bristol City Council is committed to making equal opportunities a reality in the provision of all of our services. We need to know who our customers are to check that everyone in the city is accessing the services they are entitled to and that no-one is discriminated against unlawfully. Information provided will be treated confidentially and in accordance with the Data Protection Act 1998 and only used to ensure that everyone is treated fairly.

Every year, each service gathers information about its customers to check whether the service is reaching all communities and takes action if necessary. Data on uptake of council services by equalities communities is published on our website at [www.bristol.gov.uk/equality](http://www.bristol.gov.uk/equality)

All questions are voluntary and it will not make any difference to the service you receive if you do not answer them. However, by answering the questions you will help us to ensure that our services are fair and accessible to all.

### 1. How would you describe your ethnic origin? (Please tick)

#### White

- |  |   |
|--|---|
| <input type="checkbox"/> English/Welsh/Scottish/<br>Northern Irish/British | <input type="checkbox"/> Gypsy (including English, Scottish and<br>Roma Gypsy) or Irish Traveller |
| <input type="checkbox"/> Irish   | <input type="checkbox"/> Any other White background<br>(please describe)                          |
| <input type="checkbox"/> Eastern European                                  | .....   |

#### Mixed / multiple ethnic groups

- |   |  |
|---|--|
| <input type="checkbox"/> White and Black Caribbean            | <input type="checkbox"/> Any other Mixed/multiple ethnic<br>background (please describe) |
| <input type="checkbox"/> White and Black African (non Somali) | .....  |
| <input type="checkbox"/> White and Asian                      |  |

#### Asian / Asian British

- |                                      |  |
|--------------------------------------|--|
| <input type="checkbox"/> Indian      | <input type="checkbox"/> Caribbean                                       |
| <input type="checkbox"/> Pakistani   | <input type="checkbox"/> Any other Asian background<br>(please describe) |
| <input type="checkbox"/> Bangladeshi | .....  |
| <input type="checkbox"/> Chinese     |  |

#### Black / African / Caribbean / Black British

- |   |  |
|---|--|
| <input type="checkbox"/> African (non Somali) | <input type="checkbox"/> Any other Black / African / Caribbean<br>background (please describe) |
| <input type="checkbox"/> Somali               | .....  |

**Other ethnic groups**

- ☐ Arab  
☐ Iranian  
☐ Iraqi  
☐ Kurdish

- ☐ Turkish  
☐ Any other ethnic group  
(please describe)

.....

- ☐ Prefer not to say

**2. What is your gender?**

- ☐ Female  
☐ Male

- ☐ Prefer not to say

**3. Are you transgender?**

(Is your gender identity different from the gender you were assigned at birth?)

- ☐ Yes  
☐ No

- ☐ Prefer not to say

**4. What is your age group?**

- ☐ 15 or under  
☐ 16 to 24  
☐ 25 to 49  
☐ 50 to 64

- ☐ 65 to 74  
☐ 75 and over  
☐ Prefer not to say

**5. Do you consider yourself to be a disabled person?**

- ☐ Yes  
☐ No

- ☐ Prefer not to say

**5b It helps us to know whether we are reaching all disabled people, please can you tick the relevant impairment (disability) group below and you are welcome to tick more than one box if appropriate.**

- ☐ Physical impairment  
☐ Visual impairment  
☐ Hearing impairment  
☐ Deaf BSL user  
☐ Learning difficulties

- ☐ Specific learning difficulties like dyslexia  
☐ Mental and emotional distress  
☐ A health condition e.g hiv, multiple sclerosis, cancer  
☐ Prefer not to say

**6. Please say how you would you usually describe your sexual orientation?**

- |                                |   |
|--------------------------------|---|
| <input type="radio"/> Lesbian  | <input type="radio"/> Heterosexual (straight) |
| <input type="radio"/> Gay      | <input type="radio"/> Prefer not to say       |
| <input type="radio"/> Bisexual |   |

**7. What is your religion?** (Each category includes all denominations and sects)

- |                                   |   |
|-----------------------------------|---|
| <input type="radio"/> No religion | <input type="radio"/> Muslim  |
| <input type="radio"/> Christian   | <input type="radio"/> Sikh  |
| <input type="radio"/> Buddhist    | <input type="radio"/> Any other religion or belief<br>(please describe) |
| <input type="radio"/> Hindu       | .....   |
| <input type="radio"/> Jewish      | <input type="radio"/> Prefer not to say                                 |

**8. I do not wish to provide any of the information requested on this form**

- ☐ (Please tick)

**Appendix A - Supported Bus Services Cost and Passenger Information (based on 15/16 figures)**

Service	Summary of Route	Current Provider	Cost Per annum	Annual Total Passengers	Cost per passenger Journey	Notes
Commercial Add On's						
1	Broomhill, The Centre, Westbury on Trym, Cribbs Causeway	First	£22,674	40932	£0.55	
2	Stockwood, Knowle, The Centre, Henleaze, Cribbs Causeway	First	£24,520	45434	£0.54	
5	Oldbury Court, Stapleton, St Pauls, The Centre	First	£7,167	29851	£0.24	
5	Oldbury Court, Stapleton, St Pauls, The Centre	First	£37,162	23833	£1.56	
5	Oldbury Court, Stapleton, St Pauls, The Centre	First	£27,340	31090	£0.88	
6	Kingswood, Hillfields, Whitehall, The Centre	First	£31,469	22716	£1.39	South Gloucestershire Council provide support towards these journeys
7	Staple Hill, Soundwell, Speedwell, Whitehall, The Centre	First	£30,002	27439	£1.09	South Gloucestershire Council provide support towards these journeys
24	Ashton Vale, Bedminster, The Centre, Eastville, Lockleaze, Southmead Hospital	First	£55,289	43156	£1.28	
36	Hengrove Park, Knowle, Brislington, St Annes, The Centre	First	£57,546	28433	£2.02	
36	Hengrove Park, Knowle, Brislington, St Annes, The Centre	First	£26,029	25026	£1.04	
50	Hengrove Park, Whitchurch, Knowle, The Centre	First	£13,395	12502	£1.07	
51	Hengrove Park, Whitchurch, Hengrove, Totterdown, The Centre	First	£24,470	25487	£0.96	
77	The Centre, Bishopston, Westbury on Trym, Southmead, Bristol Parkway, Almondsbury, Thornbury	First	£62,861	248693	£0.25	South Gloucestershire Council and Section 106 funding provide support towards this service.
90	Hengrove Depot, Knowle, Bedminster, The Centre	First	£44,470	28125	£1.58	

Orbital Services						
505	Long Ashton Park and Ride, Clifton, Bristol Zoo, Redland, Horfield, Southmead Hospital	Wessex Connect	£527,451	162206	£3.25	Section106 funding provides support towards this service.
506	Create Centre, Temple Meads, Broadmead, Lawrence Hill, Easton, Eastville, Southmead Hospital	Wessex Connect	£357,451	89366	£4.00	
508	Sea Mills, Coombe Dingle, Westbury on Trym, Southmead	Wessex Connect	£83,748	21093	£3.97	
Shopper Services						
511	Hengrove, Knowle, Bedminster	Wessex Connect	£57,016	25976	£2.19	
512	Bedminster, Windmill Hill, Totterdown	Wessex Connect	£77,558	18616	£4.17	
513/514	Knowle, Arnos Vale, St Annes, Brislington, Brislington Tesco (514)	Wessex Connect	£41,084	15088	£2.72	
515	Stockwood, Whitchurch, Hengrove Park, Imperial Park	Abus	£108,226	36499	£2.97	



You can send your completed forms back by **30 September 2016** via our Freepost address below:

**Freepost RTKJ-SGBZ-ULSH  
Sustainable Transport –  
Bus Consultation (City Hall)  
Bristol City Council  
PO Box 3176  
BS3 9FS**

Documents available in other formats:

If you would like this information in another language, Braille, audio tape, large print, easy English, BSL video or CD rom or plain text please contact: **Sustainable Transport**

### Appendix 3 – Journey to work trip patterns

<b>Journeys with Low Bus Use</b>	<b>TotalTrips</b>	<b>BusTrips</b>	<b>%Bus</b>
Bradley Stoke (Central) to UWE Frenchay/Abbey Wood	669	38	6%
Emerson's Green to UWE Frenchay/Abbey Wood	628	13	2%
Bradley Stoke (East) to UWE Frenchay/Abbey Wood	619	18	3%
Filton to UWE Frenchay/Abbey Wood	531	19	4%
Ashton Gate/Southville to Temple Meads	455	19	4%
Patchway/Aztec West to UWE Frenchay/Abbey Wood	331	17	5%
Clifton Wood/Hotwells to Temple Meads	324	14	4%
Frampton Cotterell to UWE Frenchay/Abbey Wood	287	6	2%
Downend (North) to UWE Frenchay/Abbey Wood	270	8	3%
Mangotsfield (South) to UWE Frenchay/Abbey Wood	260	11	4%
Staple Hill to UWE Frenchay/Abbey Wood	241	14	6%
Warmley to UWE Frenchay/Abbey Wood	231	2	1%
Longwell Green/Oldland to UWE Frenchay/Abbey Wood	223	4	2%
Westbury Park to UWE Frenchay/Abbey Wood	211	11	5%
Stockwell Hill to UWE Frenchay/Abbey Wood	207	10	5%
Cadbury Heath to UWE Frenchay/Abbey Wood	198	3	2%
Yate (South) to UWE Frenchay/Abbey Wood	191	3	2%
Bradley Stoke (Central) to Filton	182	0	0%
Mayfield Park to UWE Frenchay/Abbey Wood	177	8	5%

### Appendix 4 – Eco Impact Assessment

**Report author: Nicola Phillips**

## Summary of proposals:

**Will the proposal impact on...**

### Emission of Climate Changing Gases?

















Bristol's resilience to the effects of climate change?

Consumption of non-renewable resources?









Production, recycling or disposal of waste

The appearance of the city?



--

<p>Pollution to land, water, or air?</p>
--









Wildlife and habitats?

**Consulted with: Steve Ransom, Energy Service**

**Summary of impacts and Mitigation - to go into the main Cabinet/ Council Report**

The significant impacts of this proposal are...

- The operation of supported buses will result in the emission of climate changing gases, consumption of fossil fuels and air pollution.
- Supported bus services provide an alternative to private car use

The proposals include the following measures to mitigate the impacts...

- Vehicles used on the services will be at a minimum Euro 4 emission standard,
- As part of the quality specification we will give bidders additional points for reducing their environmental impact and fuel consumption.
- Bidders will be asked to quote for Euro 6-compliant buses

The net effects of the proposals are

- The net effect of supported buses depends on the number of buses operating (in comparison with current arrangements), the level of patronage, and alternative

methods of transport passengers would take if the service was not available.

- The change in environmental impact from current arrangements is unknown.

**Checklist completed by:**

Name:

Dept.:

Extension:

Date:

Verified by  
Environmental Performance Team



## Appendix 5 – Equality Impact Assessment

### Bristol City Council Equality Impact Assessment Form

(Please refer to the Equality Impact Assessment guidance when completing this form)

Name of proposal	Supported Bus Service Review
Directorate and Service Area	Sustainable Transport, Place
Name of Lead Officer	Nicola Phillips

#### Step 1: What is the proposal?

Please explain your proposal in Plain English, avoiding acronyms and jargon. This section should explain how the proposal will impact service users, staff and/or the wider community.

1.1 What is the proposal?

We are looking to review and re-tender our supported bus services. We currently provide support 18 bus services across the city, either fully or partially. These services complement the commercial bus network and would not be provided if the council did not support them. The bus network in Bristol is de-regulated meaning any private bus operator can run a bus service on the route which they choose. This then leaves sections of the city without a bus service. As a council we are able to provide socially necessary bus services which complement the commercial bus network. These services are classed as supported services. Many of the supported services are orbital in nature or create links between communities that are not connected by arterial routes.

The re-tender of the supported services may impact service users and staff due to change in supplier.

If we decide not to award an existing service this may impact service users, due to no longer having access to the service.

As part of the Corporate Strategy there is a targeted saving requirement from Supported Bus Service budget of £900k over the next 2 years. We have tried to focus on maintaining routes to ensure there is no loss of connection between communities, this may result in a reduction in frequency to ensure that no service is completely removed.

## **Step 2: What information do we have?**

Decisions must be evidence-based, and involve people with protected characteristics that could be affected. Please use this section to demonstrate understanding of who could be affected by the proposal.

### **2.1 What data or evidence is there which tells us who is, or could be affected?**

We have carried out a consultation exercise with passengers from 22 August until 30 September 2016, which has provided us with details on who is travelling and if they have any protected characteristics. We had 1304 responses to the consultation. The survey has identified the following statistics:

The results have shown us that 58% of the respondents were female and 31% were male. This is not a true representation of the population of Bristol which is split 50.02% Male to 49.98% Female (ONS 2015), this shows us that more females use bus services than males.

24% of passengers on supported bus services defined themselves as disabled, with 17% preferring not to say or not providing a response. This figure is comparatively higher than the Bristol average of 16.7% of the population living with a long-term health problem (2011 Census).

The majority of residents completing the consultation were in the age ranges of 24 to 49 and 50 to 64. This is similar to the population of the city, where the highest age range is 25 to 49, with the remaining age ranges being represented in similar proportions (ONS 2015).

The majority of respondents 82.95% to the consultation were of a white background. This figure is very similar to the 2011 Census which shows us that 84% of the population were of a white background, and 16% were of a BME background. The consultation results tell us that 4.45% of respondents were of a BME background, which does not represent the true ethnic breakdown of the Bristol population. However we had 12.59% of respondents who did not provide us with their ethnic origin which might explain the difference in figures.

The largest number of respondents to the consultation we're either Christian or had no religion. The 2011 Census data shows us that the split of respondents to the consultation were representative of the population of Bristol.

The results have shown us that the largest number of respondents class themselves as heterosexual, with only 6% of respondents stating they were lesbian, gay or bisexual. This figure is in line with the Government's estimates that 5–7% of the population are lesbian, gay or bisexual.

## 2.2 Who is missing? Are there any gaps in the data?

We do not have any data on Marital status, pregnancy and maternity. The data on sexual orientation is likely to be affected by non disclosure.

## 2.3 How have we involved, or will we involve, communities and groups that could be affected?

As part of the consultation process we contacted all of the equality groups in the city and provided them with details of the consultation and how to complete it. Paper copies of the consultation were provided to any groups which requested them.

The consultation specifically asked how the traveller would make the journey

if the bus service ended. 455 people said they would not be able to make alternative arrangements.

### Step 3: Who might the proposal impact?

Analysis of impacts on people with protected characteristics must be rigorous. Please demonstrate your analysis of any impacts in this section, referring to all of the equalities groups as defined in the Equality Act 2010.

#### 3.1 Does the proposal have any potentially adverse impacts on people with protected characteristics?

The supported bus services enable people who don't have their own transport to travel across the city so this is those with the lowest incomes or cannot drive due to age or disability.

As part of the consultation carried out we asked residents how they would make their journey if the service was no longer provided. 455 respondents told us they would no longer be able to travel. Looking in detail at these respondents we are able to establish that we might be affecting: White People 86%, Females 62%, residents over 65 35%, Heterosexual's 64%, residents with no Religion 38% or Christian's 34% and people with Disabilities 35%, of these residents the majority of people have a physical disability 42%.

1.2 million journeys are made on these services per year. 1304 people responded to the survey. We can extrapolate that therefore that a concerning number of people will be affected by a reduction or cessation of some of these services and some of these will have protected characteristics.

Disability – The consultation found that supported bus services are underused by disabled people, this may be due to them having a local commercial service to use or them not being able to use the bus.

Age – The consultation showed us that the under 15 group underuse supported bus services, this is likely to be due to them travelling with parents/guardians. 32% of the respondents were 65 or over, which might mean they have limited mobility or no other means of transport.

Gender Reassignment – no effect/no data

Marriage and Civil Partnership – no effect

Pregnancy and Maternity – no effect

Race – The consultation has shown us that supported bus services are underused by BME residents, this is likely due to the areas in which our supported bus services operate.

Religion or belief – This may affect any passengers using the evening journeys, who do not feel safe using alternative means of transport.

Sex – This may affect any passengers using the evening journeys, who do not feel safe using alternative means of transport.

Sexual Orientation – This may affect any passengers using the evening journeys, who do not feel safe using alternative means of transport.

### 3.2 Can these impacts be mitigated or justified? If so, how?

Some services are under used due to the barriers of travelling on the bus. This impact can be mitigated by making sure that the vehicles used on the service are low floor and abide by the Public Service Vehicle Regulations 2000 to allow more disabled people to use them.

If the reduction in service is implemented we can mitigate the impact because we can identify which buses are used frequently and by those with protected characteristics so these services could be continued.

### 3.3 Does the proposal create any benefits for people with protected characteristics?

The continuation of the services enables less well off people to travel to areas not served by the commercial bus service. This could decrease isolation for a group of people although it is hard with the current data to determine the size of this group.

All buses used on supported bus services are low floor vehicle and are accessible for wheelchair users and also has allocated spaces for elderly and disable passengers. Parents with buggies can also use the wheelchair accessible spaces.

The buses must be cleaned and maintained at all times whilst in operation of the contract. Including deductions if vehicles are not cleaned.

### 3.4 Can they be maximised? If so, how?

The services could be promoted better to increase passenger usage.



**Step 4: So what?**

The Equality Impact Assessment must be able to influence the proposal and decision. This section asks how your understanding of impacts on people with protected characteristics has influenced your proposal, and how the findings of your Equality Impact Assessment can be measured going forward.

4.1 How has the equality impact assessment informed or changed the proposal?

The equalities impact assessment will be used as part of our supported service award criteria.

With the outcome of the budget consultation being to reduce the supported bus service budget by £900k, we were able to use the service the data gathered to inform us of which services have the greatest positive impact on those with protected characteristics and guide the remodelling of the service. When reviewing the service provision we have tried to focus on maintaining routes to ensure there is no loss of connection between communities, this may result in a reduction in frequency to ensure that no service is completely removed.

4.2 What actions have been identified going forward?

It has introduced equalities monitoring into service surveys.

We recognise some under usage by younger and BME people and will take measures to advertise more widely.

4.3 How will the impact of your proposal and actions be measured moving forward?

We will do surveys with equalities monitoring at least once every 2 years on those services that continue to exist.

Service Director Sign-Off: Peter Mann	Equalities Officer Sign Off: Wanda Knight
Date: 04/01/2017	Date: 04/01/2017

## **Appendix 6 – Consultation Report**

### **Supported Bus Service Review 2016/17 Consultation Report**

#### **Aim of the consultation:**

The consultation sought views from existing users and the public's view on unmet access needs and opportunities for new connections.

The consultation ran from 22 August until 30 September.

#### **How was the consultation conducted:**

The Council used various methods to ensure that residents knew that the consultation was taking place. The channels used were:

Press Release

Paper copies on bus

Passenger engagement on bus

Online

Paper copies at Libraries

Through the Neighbourhood Partnerships

Emails to Equality Groups

Hospitals

Social Media

A listing on the Council's Consultation Hub

We asked residents to respond to the consultation by either completing a paper copy of the survey or online.

We had a total of 1,304 responses, these were broken down into:

Online 575

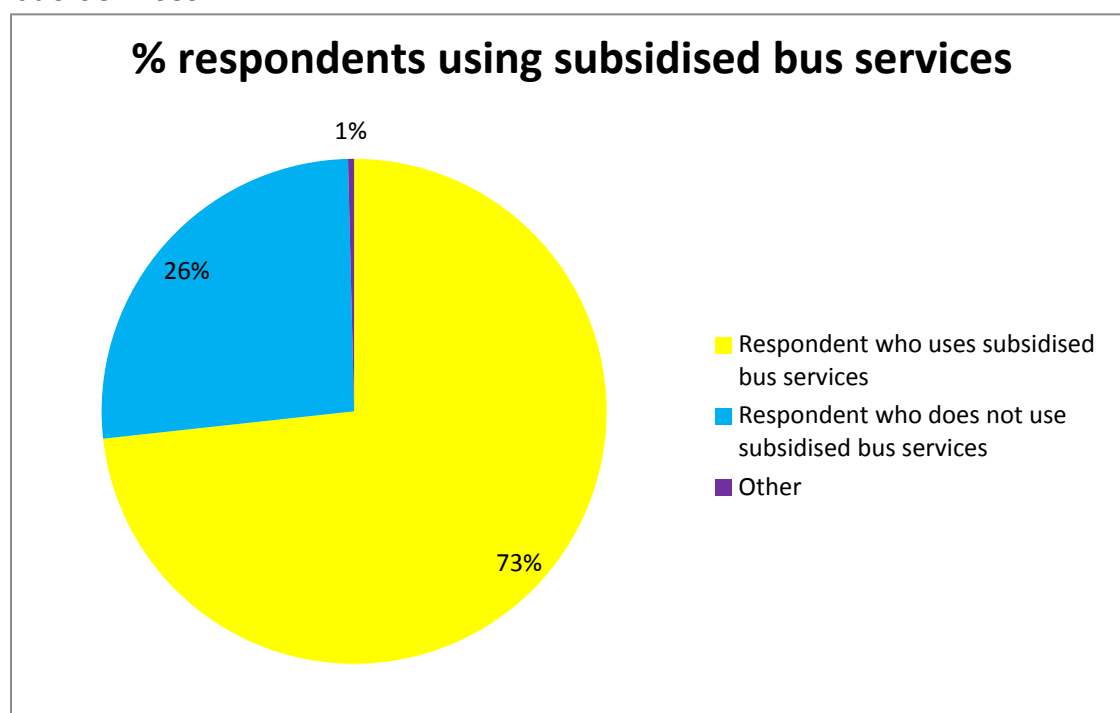
Paper 727

Neighbourhood Partnership 1

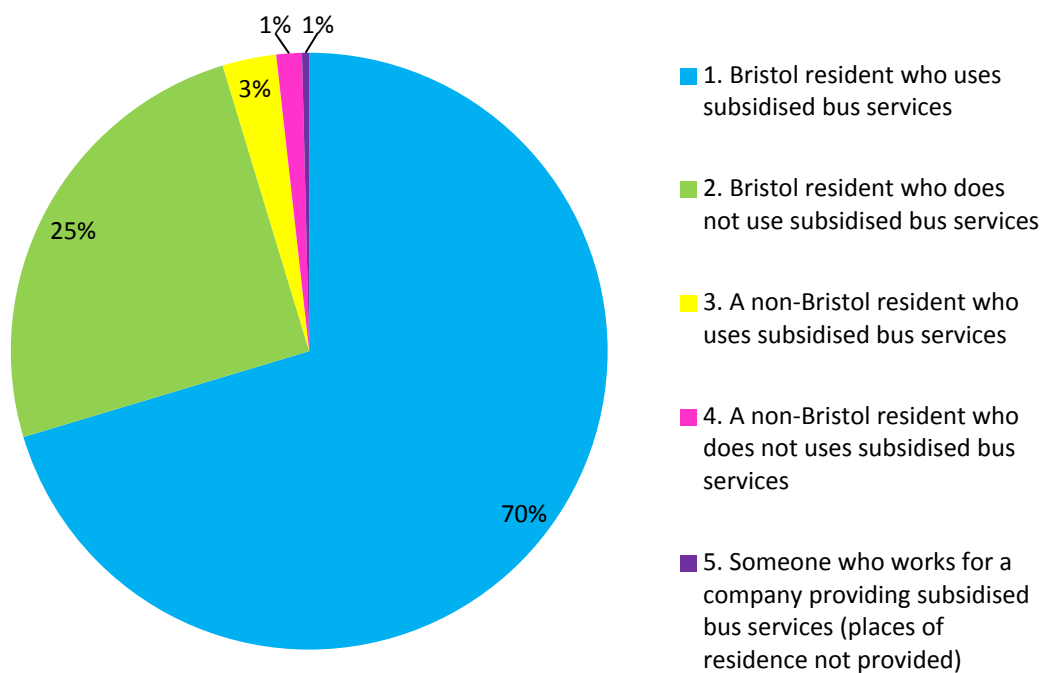
Town Council 1

### Consultation Results:

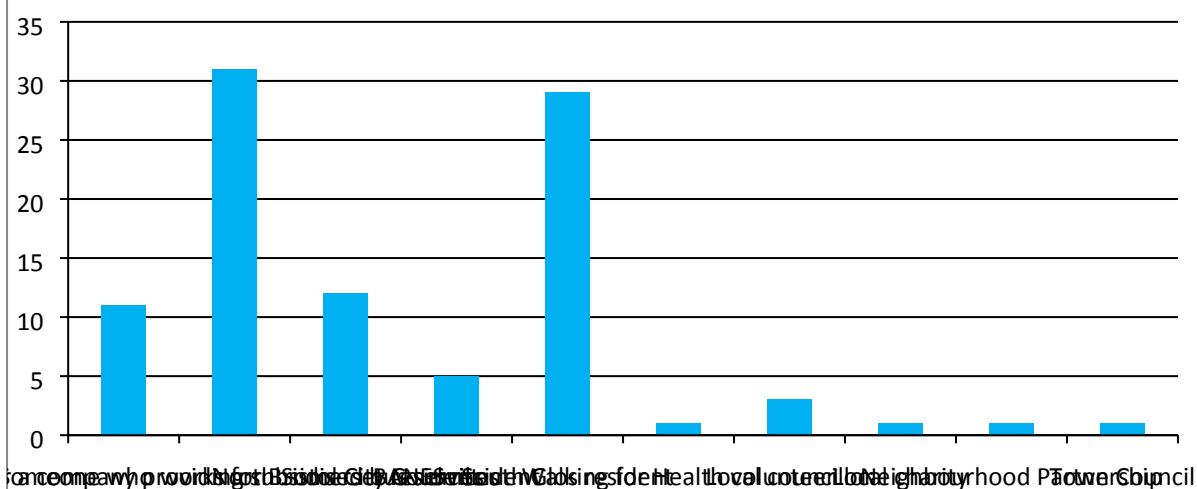
As part of the consultation we asked residents if they were users of supported bus services or not, to ensure that we were capturing the views of all residents and not just existing users. The results show us that 27% of respondents are not users of supported bus services.

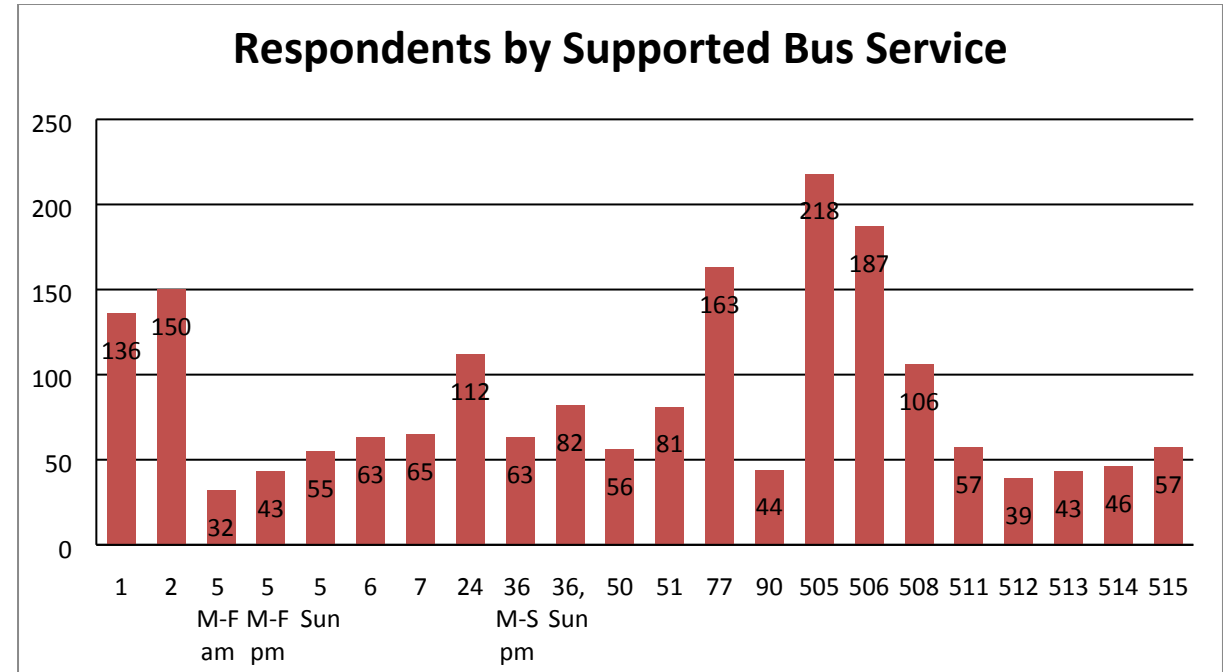


## Respondents by category (%)



## Respondents: Other (by type)

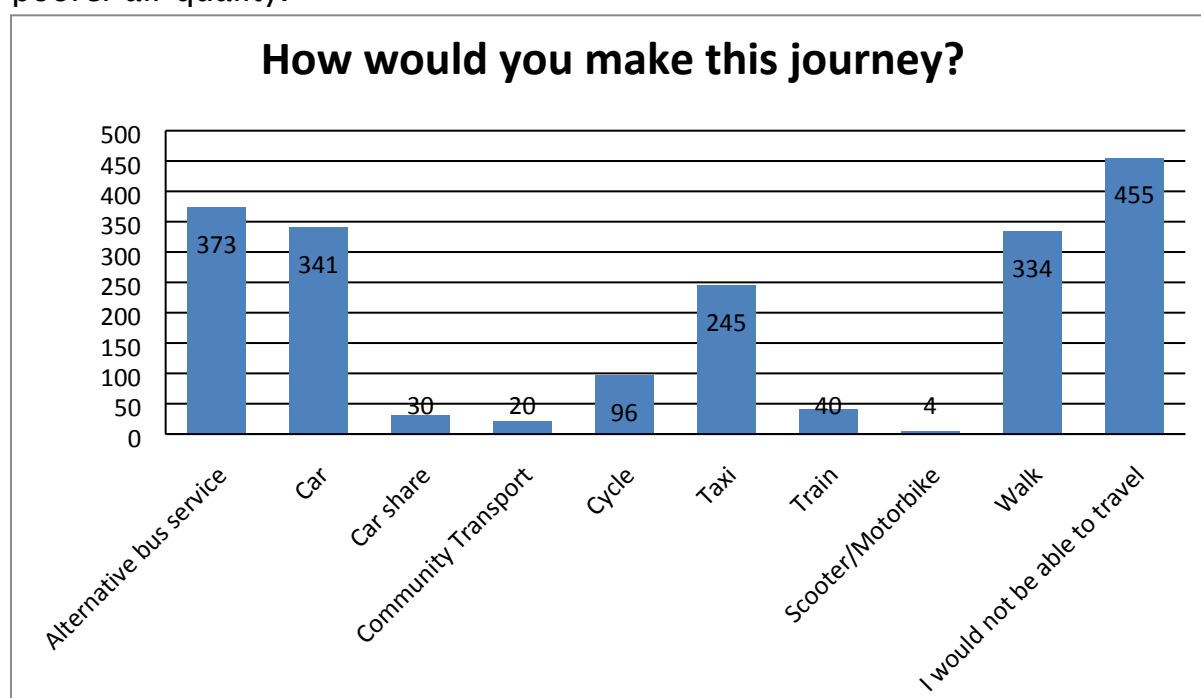




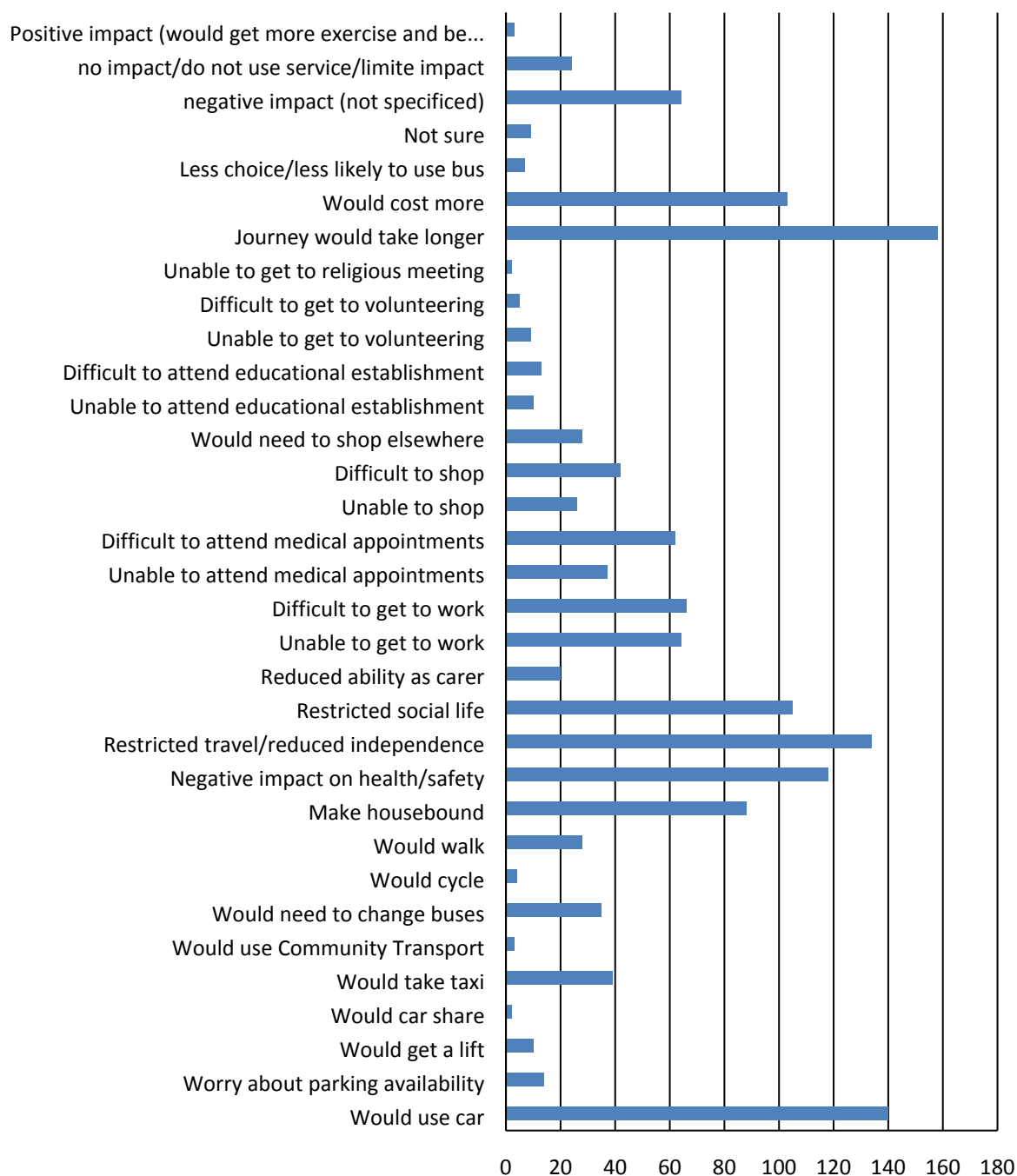
As part of the consultation we asked residents for their suggestions for new bus services in the City. We received 264 route suggestions of these 214 suggestions were new routes. The below word cloud shows the route suggestions made by residents.

We can establish from the above Word Cloud that Bedminster to Temple Meads, Kingswood to Temple Meads, St George to Temple Meads, Ashton to Temple Meads and Ashton to Lockleaze via St Werburghs are the highest requested routes from residents in the city.

Due to the current budgetary restrictions which we are facing residents were asked questions on how they would have made their journey if it was no longer provided and what impact this would have on them. The below charts show us that 455 residents would no longer be able to travel, 373 residents have access to an alternative bus service, 341 would use their car and 334 could walk to complete their journey. The impacts on residents vary with the highest impacts on residents being, increased costs, longer journey time, restricted social life, restricted travel/reduced independence, poorer health/vulnerability and would use their cars more resulting in more congestion and poorer air quality.

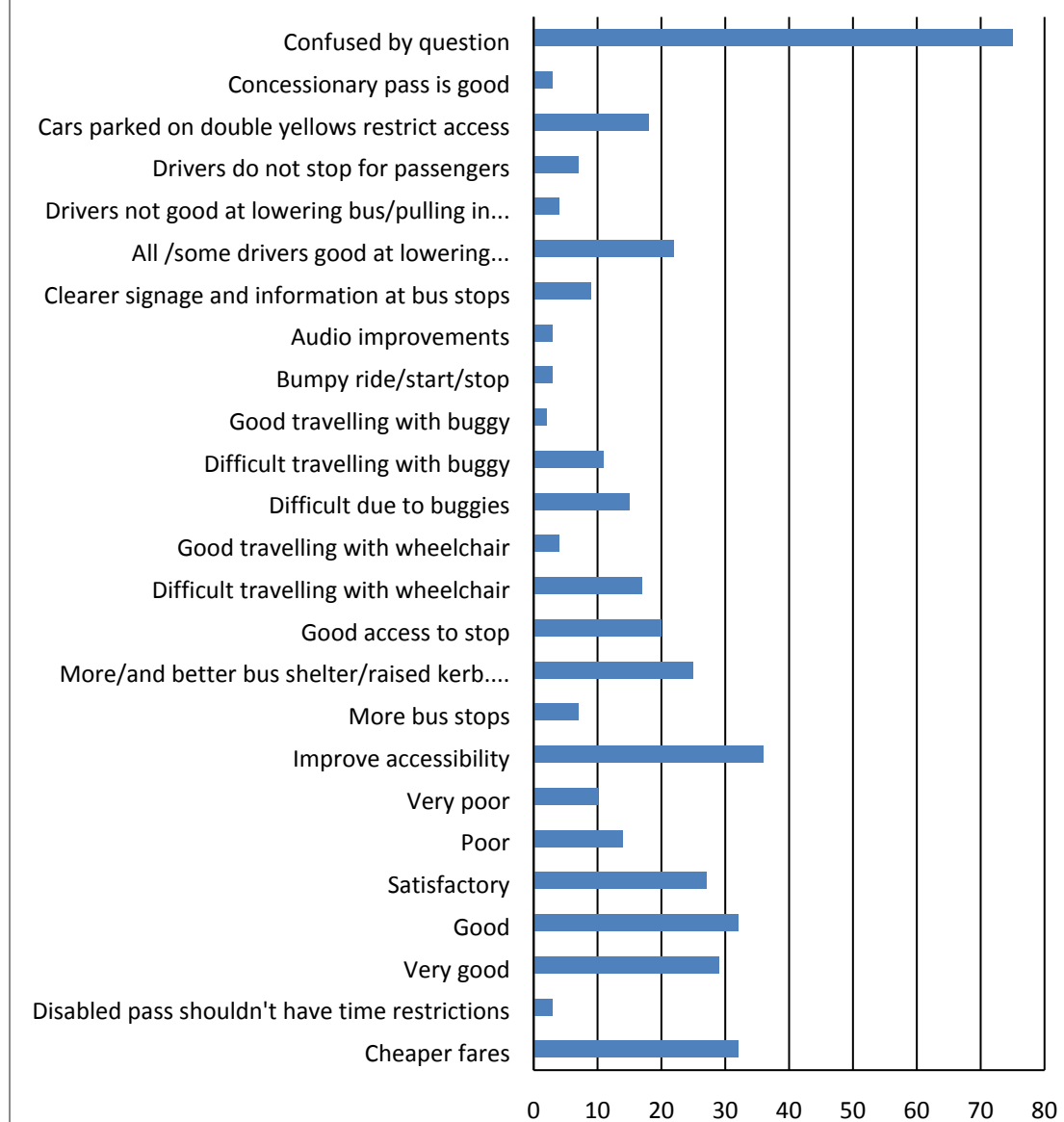


## Impact on users if the services were no longer provided



In order to establish people's views on access to Transport, we asked residents to provide us with their experiences. The results have shown us that a large number of residents were confused by the question, this is helpful information and we will look at how to amend the question for the future. There was a split on the majority of responses with users stating that access was satisfactory/good/very good, whereas others stated they would like more bus shelters/raised kerbs installed at bus stops, improved accessibility and cheaper fares.

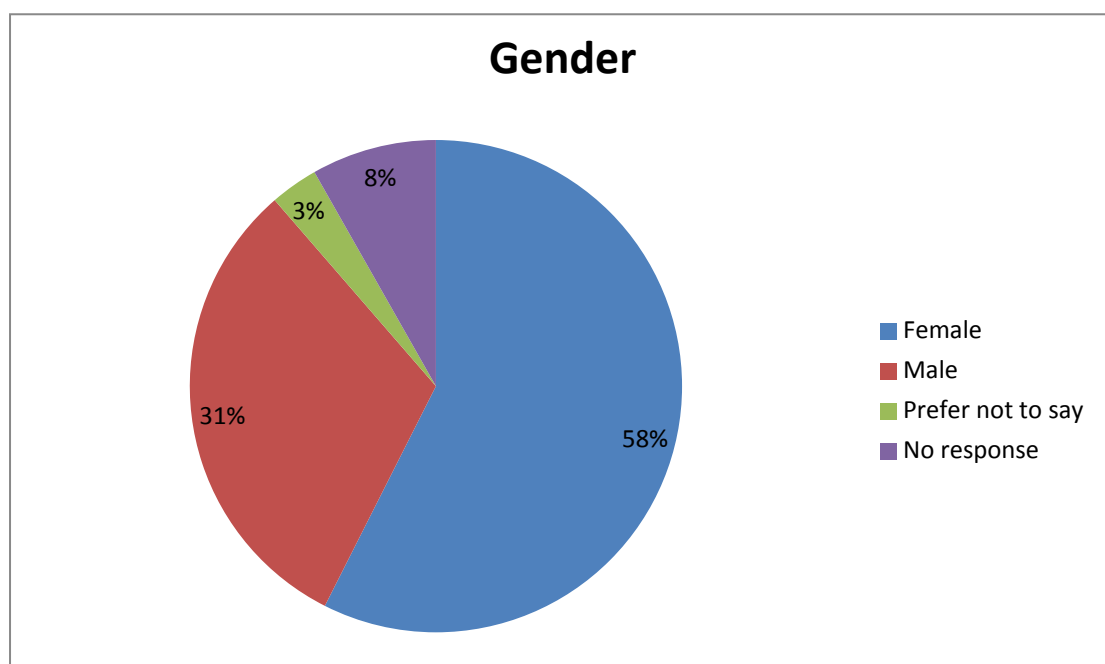
## Experience on Access to Transport



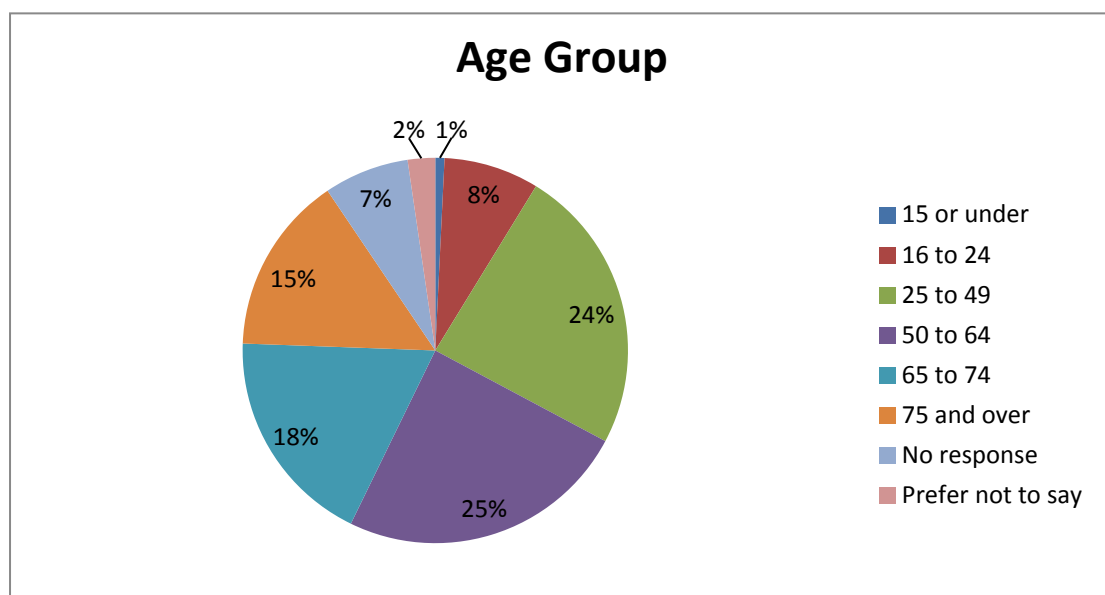
### Equalities Results:

Where respondents to the consultation provided equalities information, we were able to gather the following information.

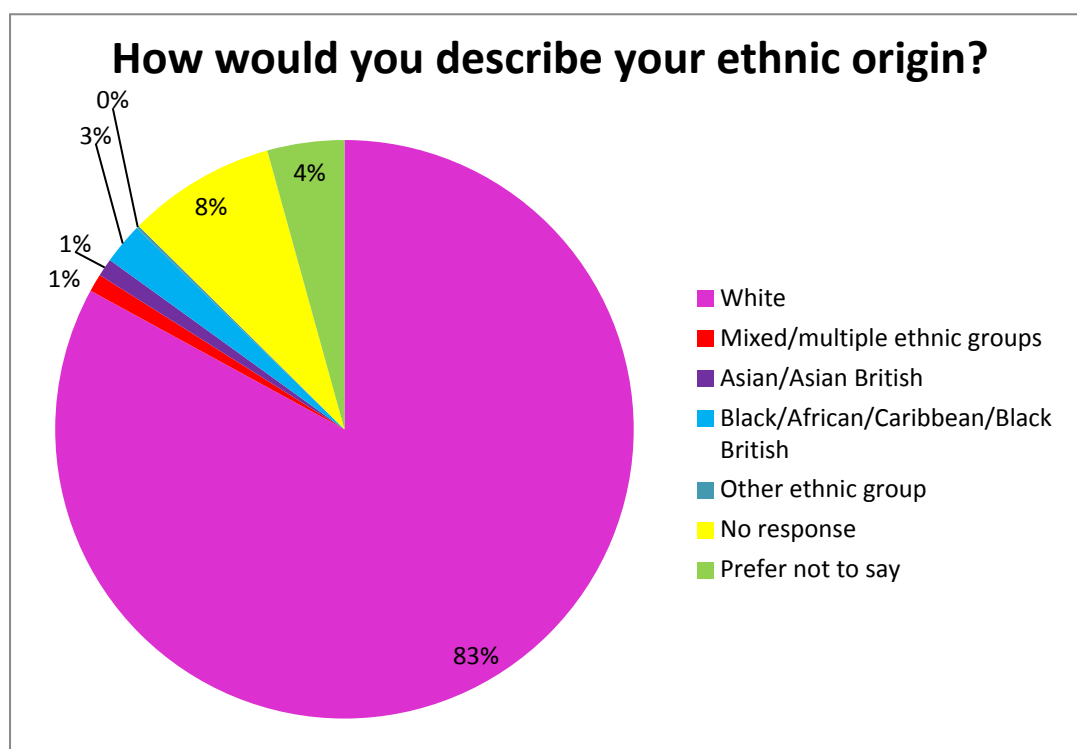




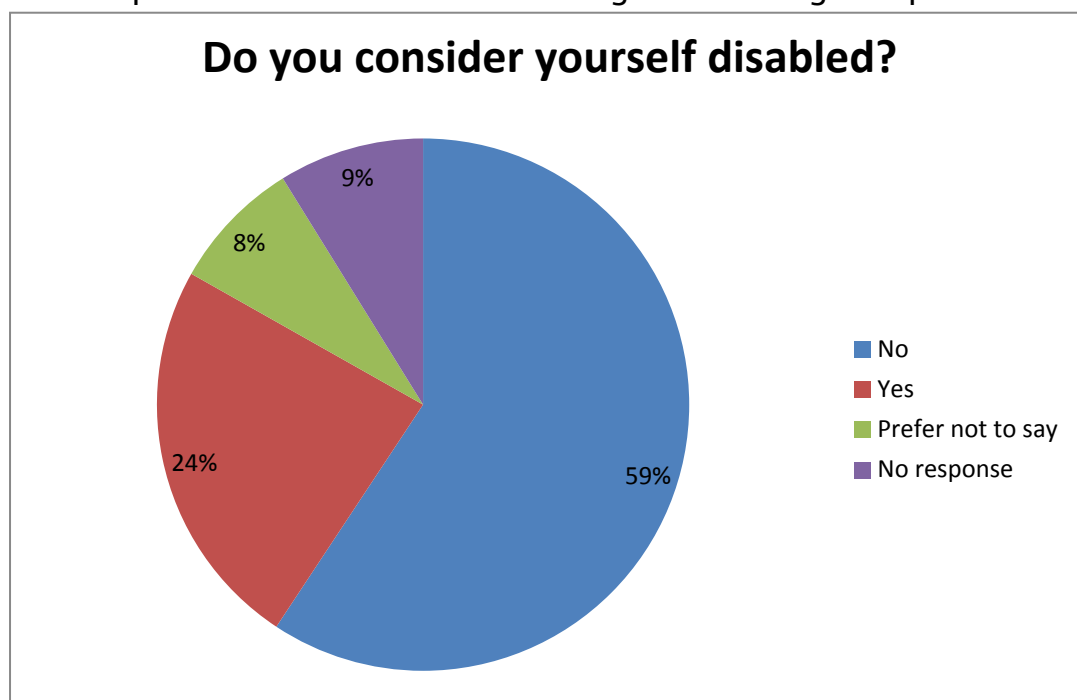
The results have shown us that 58% of the respondents were female and 31% were male. This is not a true representation of the population of Bristol which is split 50.02% Male to 49.98% Female (ONS 2015), this shows us that more females use bus services than males.



The majority of residents completing the consultation were in the age ranges of 24 to 49 and 50 to 64. This is similar to the population of the city, where the highest age range is 25 to 49, with the remaining age ranges being represented in similar proportions (ONS 2015).

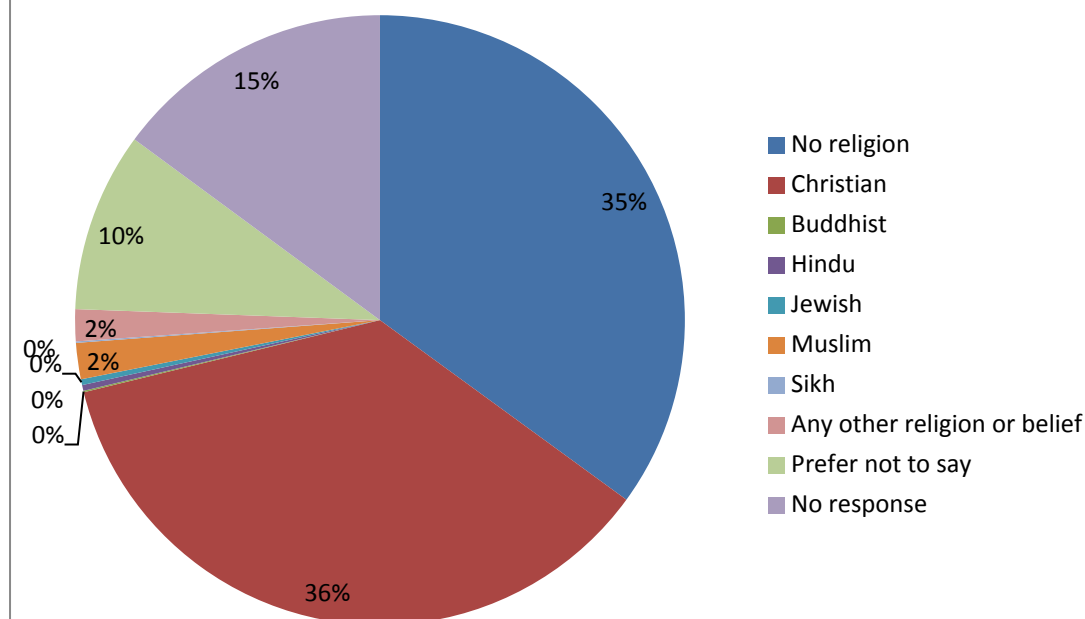


The majority of respondents to the consultation were of a white background. This figure is very similar to the 2011 Census which shows us that 84% of the population were of a white background, and 16% were of a BME background. The consultation results tell us that 4.45% of respondents were of a BME background, which does not represent the true ethnic breakdown of the Bristol population. However we had 12.59% of respondents who did not provide us with their ethnic origin which might explain the difference in figures.



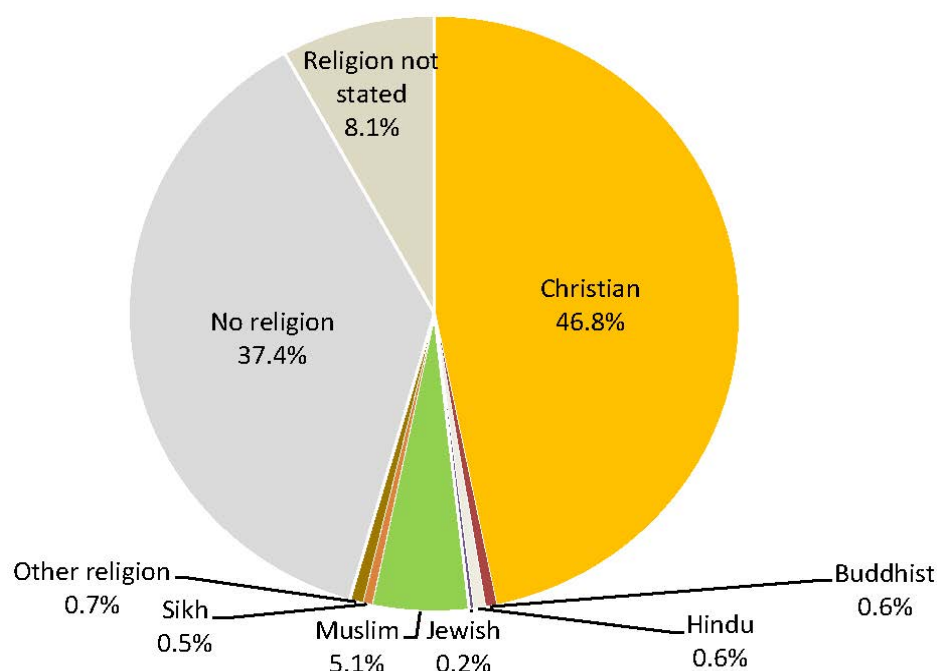
The consultation results show us that 59% of the respondents are not disabled with 24% informing us that they are disabled. This figure is comparatively higher than the Bristol average of 16.7% of the population living with a long-term health problem (2011 Census).

## Religion of respondents



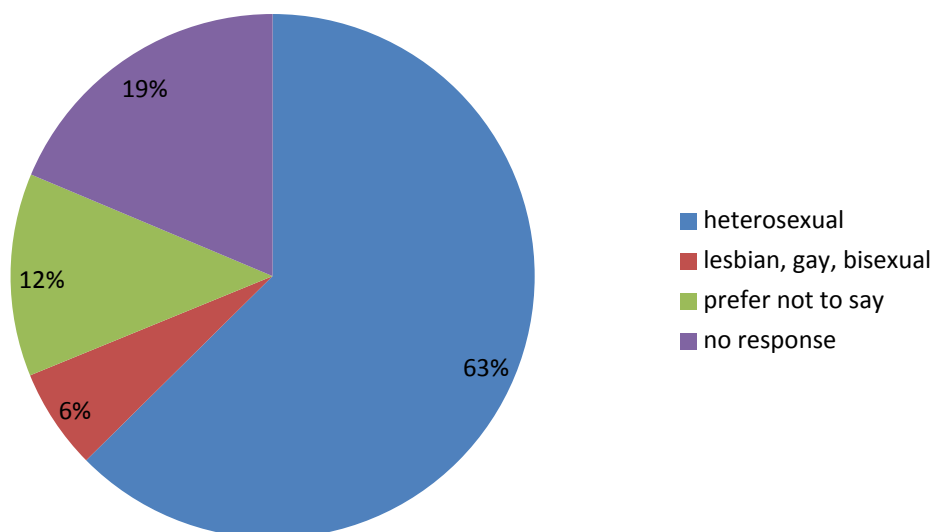
## Bristol Population by Religion

Source: 2011 Census Office for National Statistics © Crown Copyright 2013 [from Nomis]



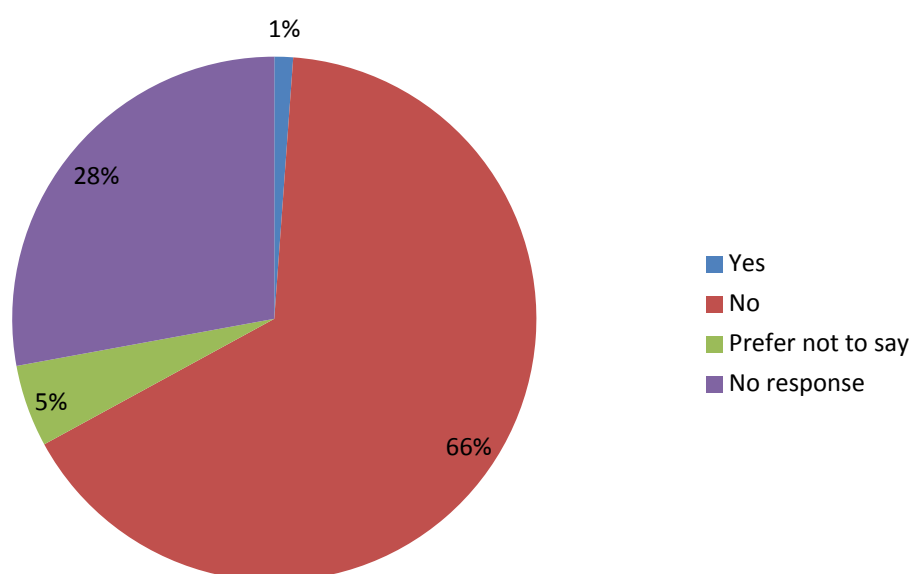
The largest number of respondents to the consultation we're either Christian or had no religion. The 2011 Census data shows us that the split of respondents to the consultation were representative of the population of Bristol.

### Sexual Orientation



The results have shown us that the largest number of respondents class themselves as heterosexual, with only 6% of respondents stating they were lesbian, gay or bisexual. This figure is in line with the Government's estimates that 5–7% of the population are lesbian, gay or bisexual.

### Are you Transgender?



The majority of respondents to the consultation were not transgender at 66%, with 1% of the respondents stating that they were transgender. This is above the UK average where the Gender Identity Research and Education Society estimate that 0.025% of the UK population is transgender.

## **Appendix 7 – Supported Services Info Sheet**

### **Service 77**

#### **Contracted service details:**

Daily service between Southmead and the Centre  
Current Council contracts provide:

All journeys

Note: Service 520 was re-numbered to service 77 in August 2015.

### **Cost Per Passenger Journey (CPPJ)**

£1.14 (2015/2016)

### **Total Passenger Numbers:**

54,839 (2015/2016)

### **Contract Cost:**

£68,476

### **Wards Served:**

Westbury-on-Trym and Henleaze, Southmead, Horfield, Bishopston & Ashley Down, Redland, Ashley, Cotham, Central

### **Alternative Bus Routes:**

Service 1 – Westbury on Trym to Centre

Service 2 – Centre to Southmead

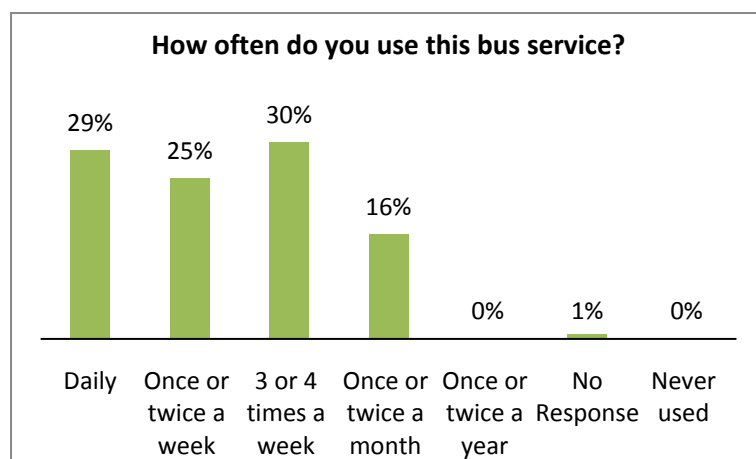
Service 9 – Redland to centre

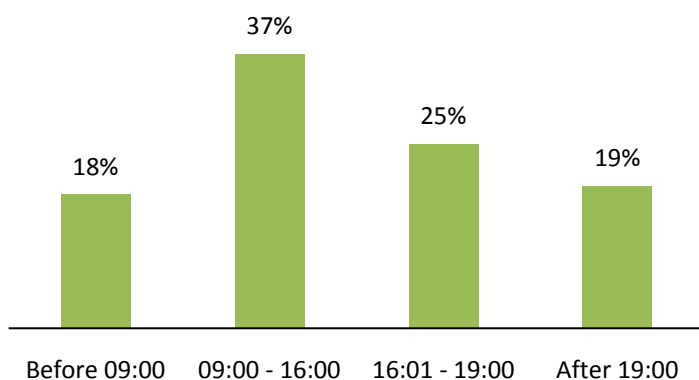
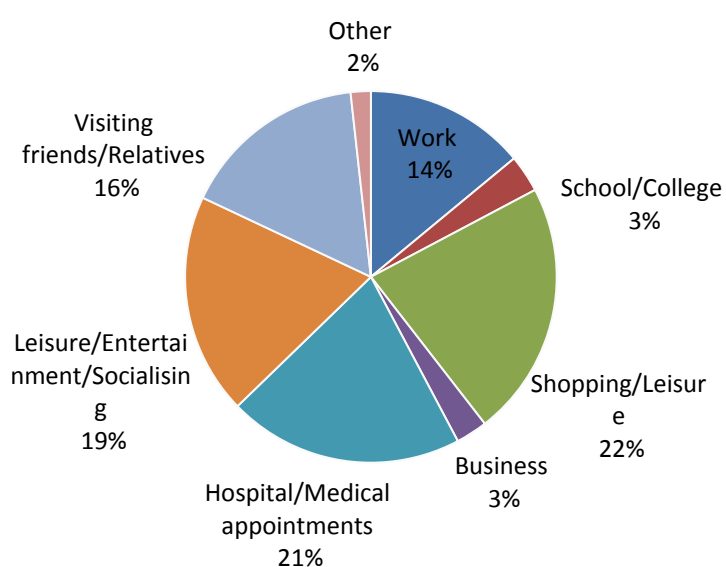
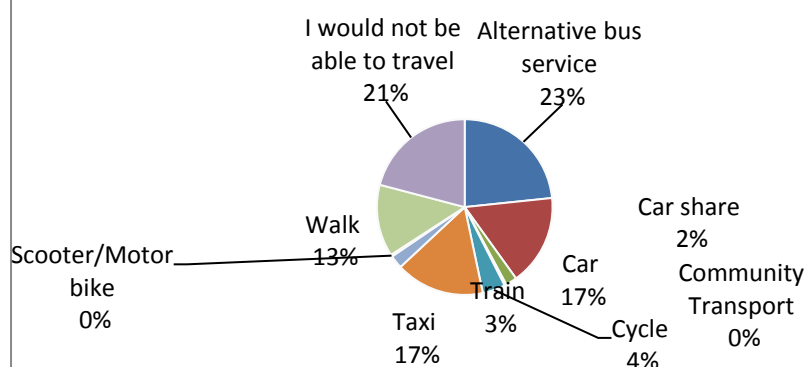
Service 76 – Southmead to Centre

Service 505 – Southmead to Bishopston

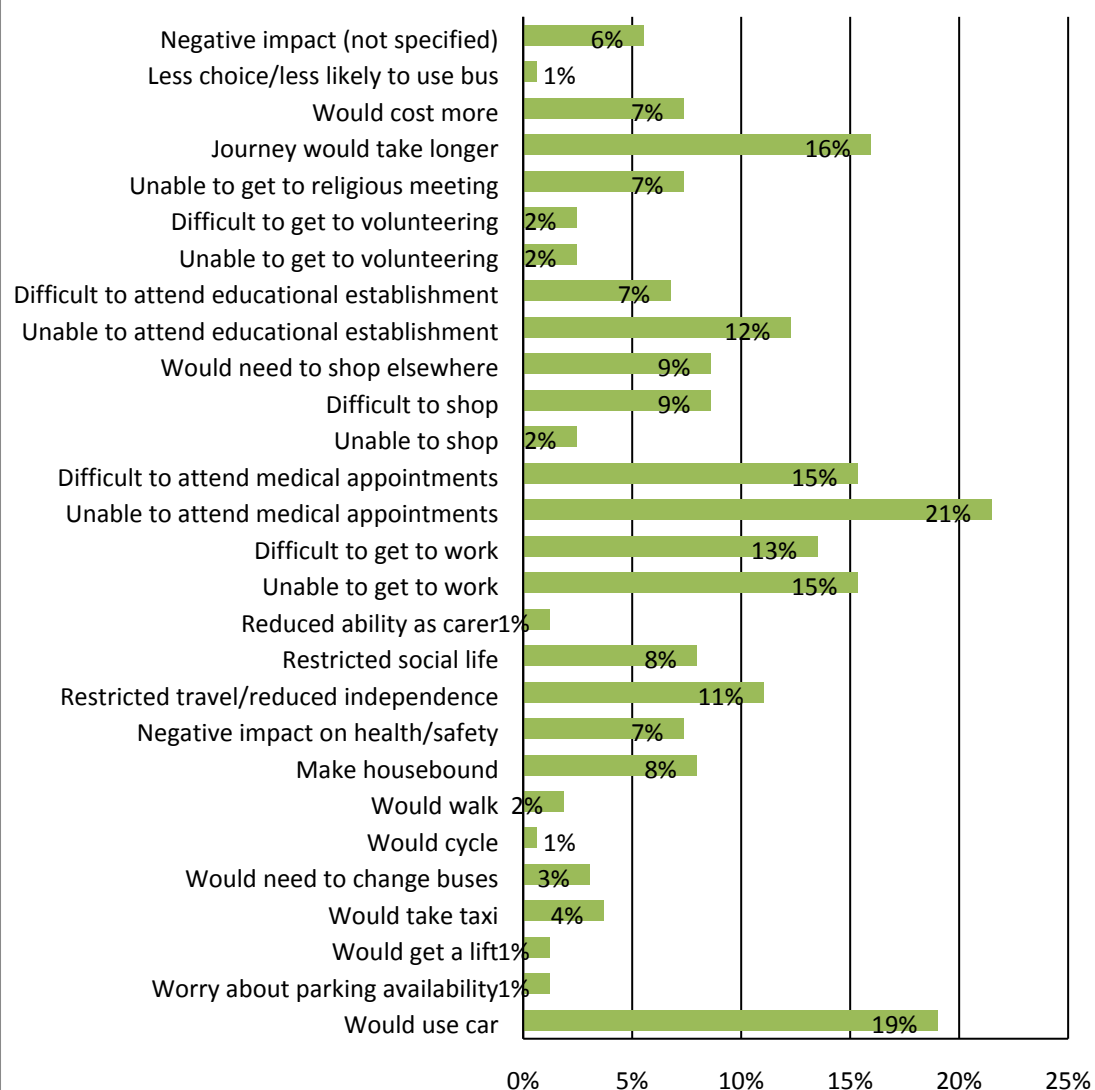
### **Survey Results**

Information from Summer 2016 Passenger Consultation

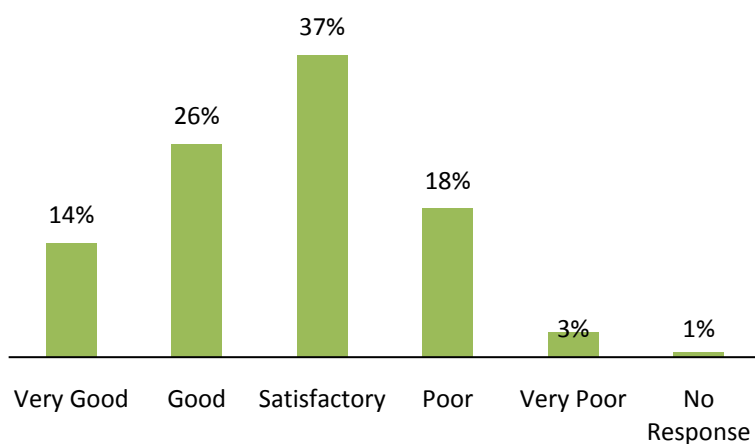


**What times of day do you use this service?****What is the purpose of your journey?****If this service were no longer provided, how would you make this journey?**

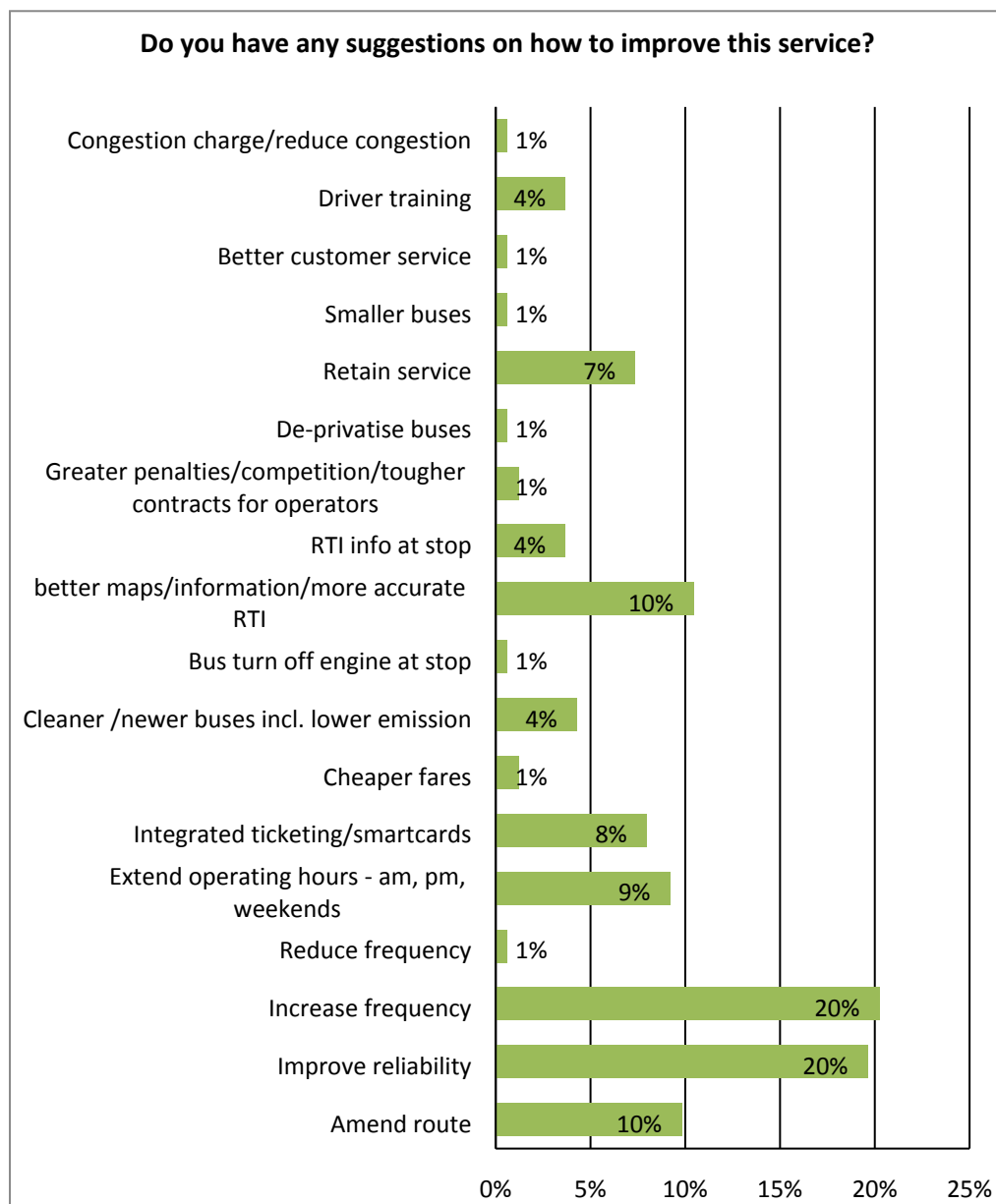
### If this service were no longer provided what impact would this have on you?



### How would you rate the current service provided?



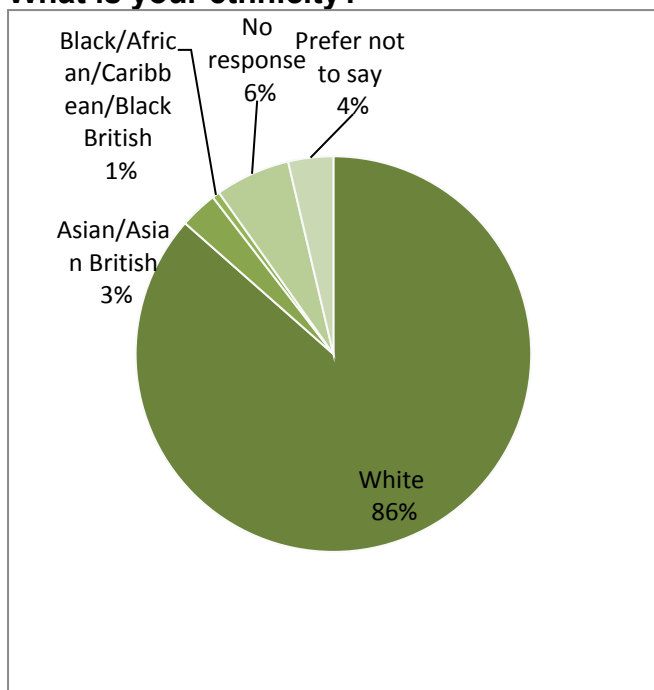




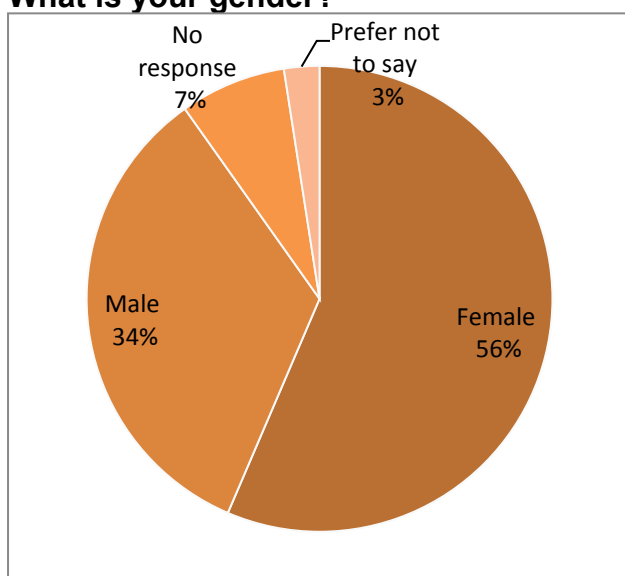
Suggestions for “amend route” include:

- City Road> Ashley Hill> Ashley Down Road> Gloucester Road (Horfield)
- Broadmead> Cranbrook Road> Bishop Road> Westbury on Trym> Kellaway Avenue> Southmead Hospital
- The Downs>Henleaze>Gloucester Road
- Continue route to Abbey Wood
- Top of Cranbrook road, Coldharbour Road and top of Redland Road
- Continue route to Abbey Wood and Parkway
- Re-route via UWE, MOD and Filton Abbey Wood
- Re-route via Parkway and Filton Abbey Wood
- Re-route via Parkway or UWE. Enter via Dorian road entrance and exit on the Monks Park Avenue exit to continue to Parkway.
- Continue road to Filton Abbey Wood
- An express service between Bristol and Thornbury
- A motorway service from Thornbury

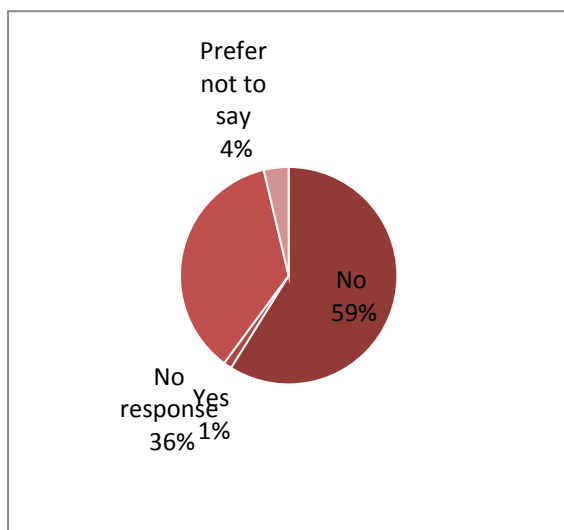
### What is your ethnicity?



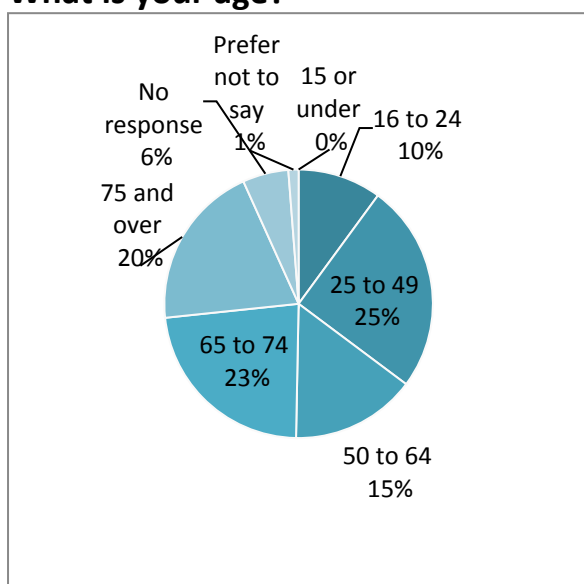
### What is your gender?



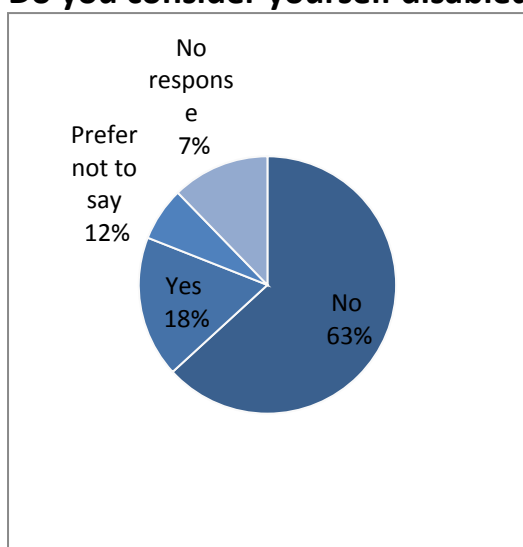
### Are you transgender?



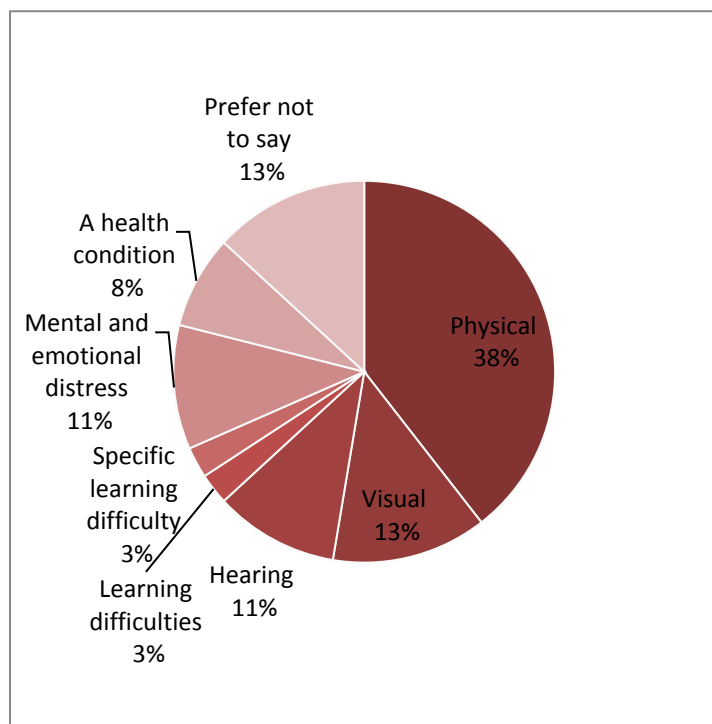
### What is your age?



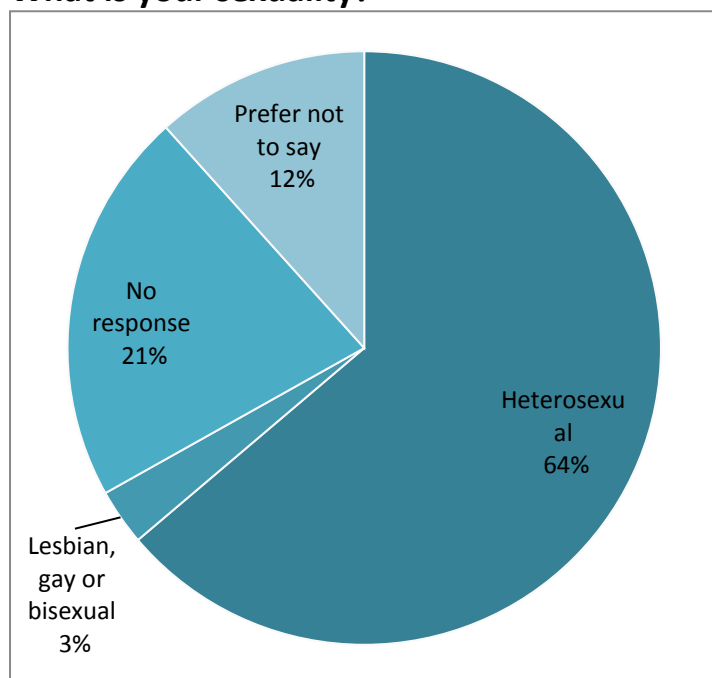
### Do you consider yourself disabled?



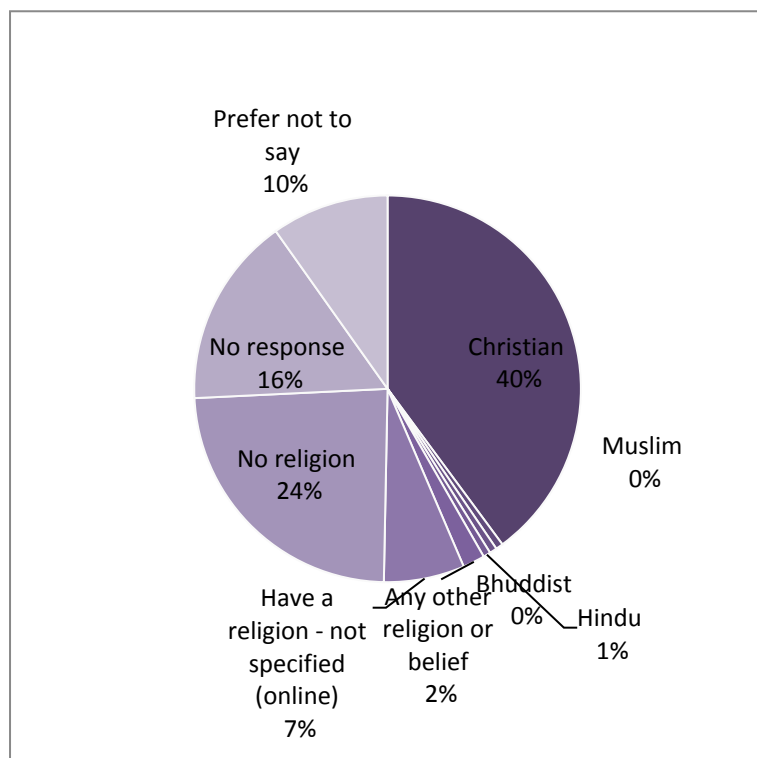
### If so, what is your impairment?



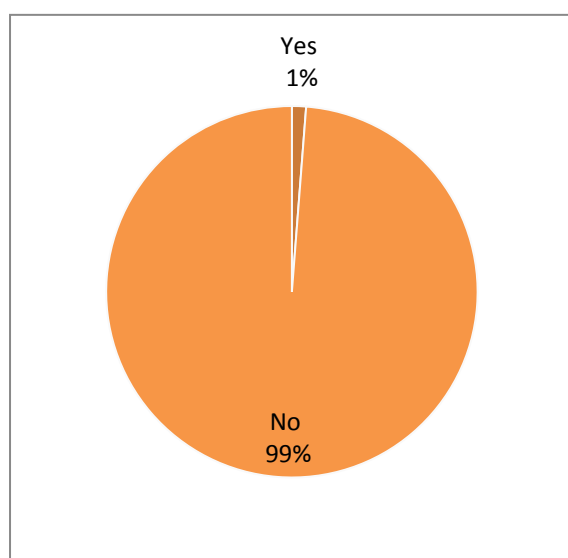
### What is your sexuality?



### What is your religion?



### I do not wish to provide any information on this form



**Contracted service details:**

Daily service between Long Ashton Park & Ride to Southmead Hospital

Current contracts provide:

All Journeys

**Cost Per Passenger Journey**

**2015/2016**

£3.22

**2014/2015**

£4.59

**2013/2014**

£4.04

**2012/2013**

£4.43

**Total Passenger Numbers:**

162,206 (2015/2016)

113,770 (2014/2015)

46,454 (2013/2014)

42,364 (2012/2013)

29,252 (2011/2012)

**Contract Cost**

£527,820\* This includes some capital funding.

**Wards Served:**

Bedminster, Southville, Hotwells & Harbourside, Clifton, Central, Clifton Down, Cotham, Redland, Westbury-on-Trym & Henleaze, Bishopston & Ashley Down, Horfield

**Alternative Bus Routes:**

Service 2 - Centre to Southmead

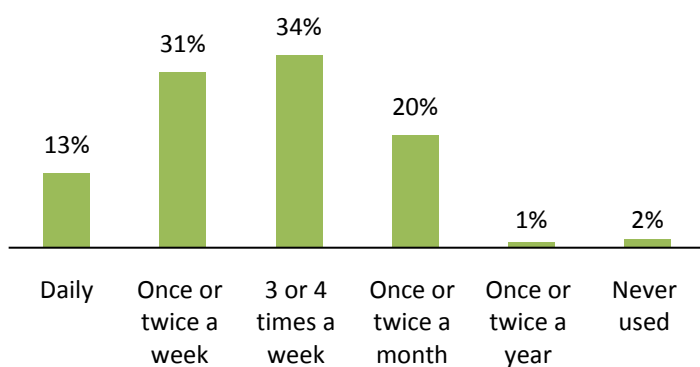
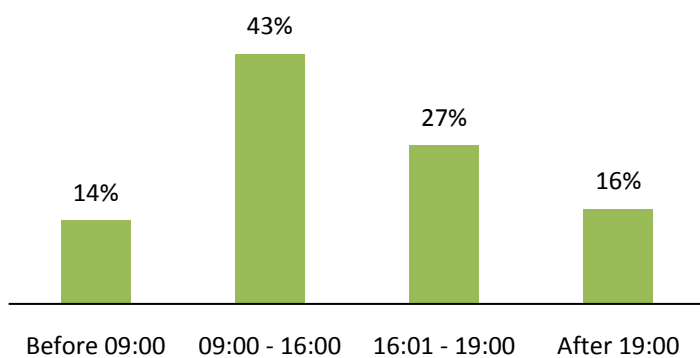
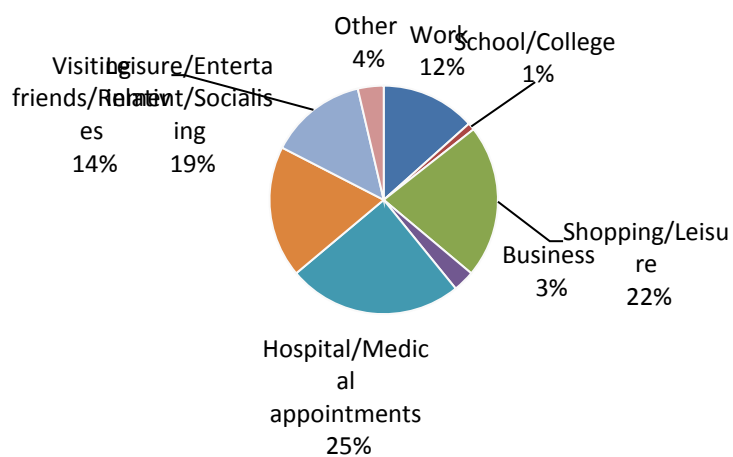
Service 3/4 - Centre to the Downs

Service 8/9 – Centre to Clifton Village/The Downs

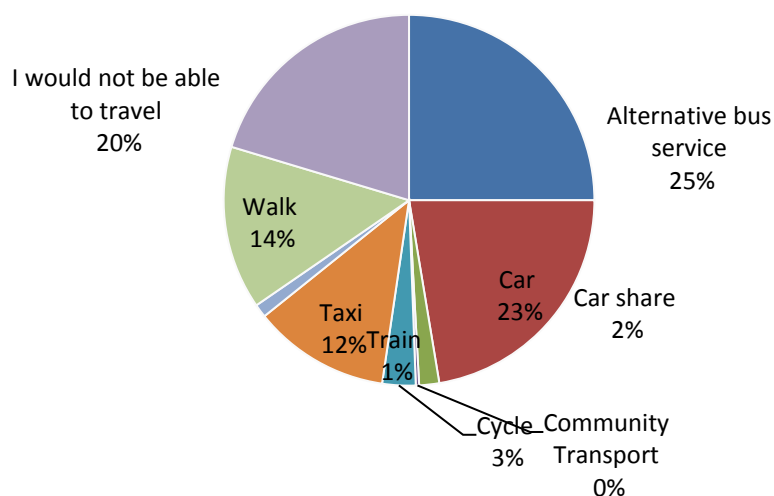
Service 77 – Centre to Southmead

**Survey Results**

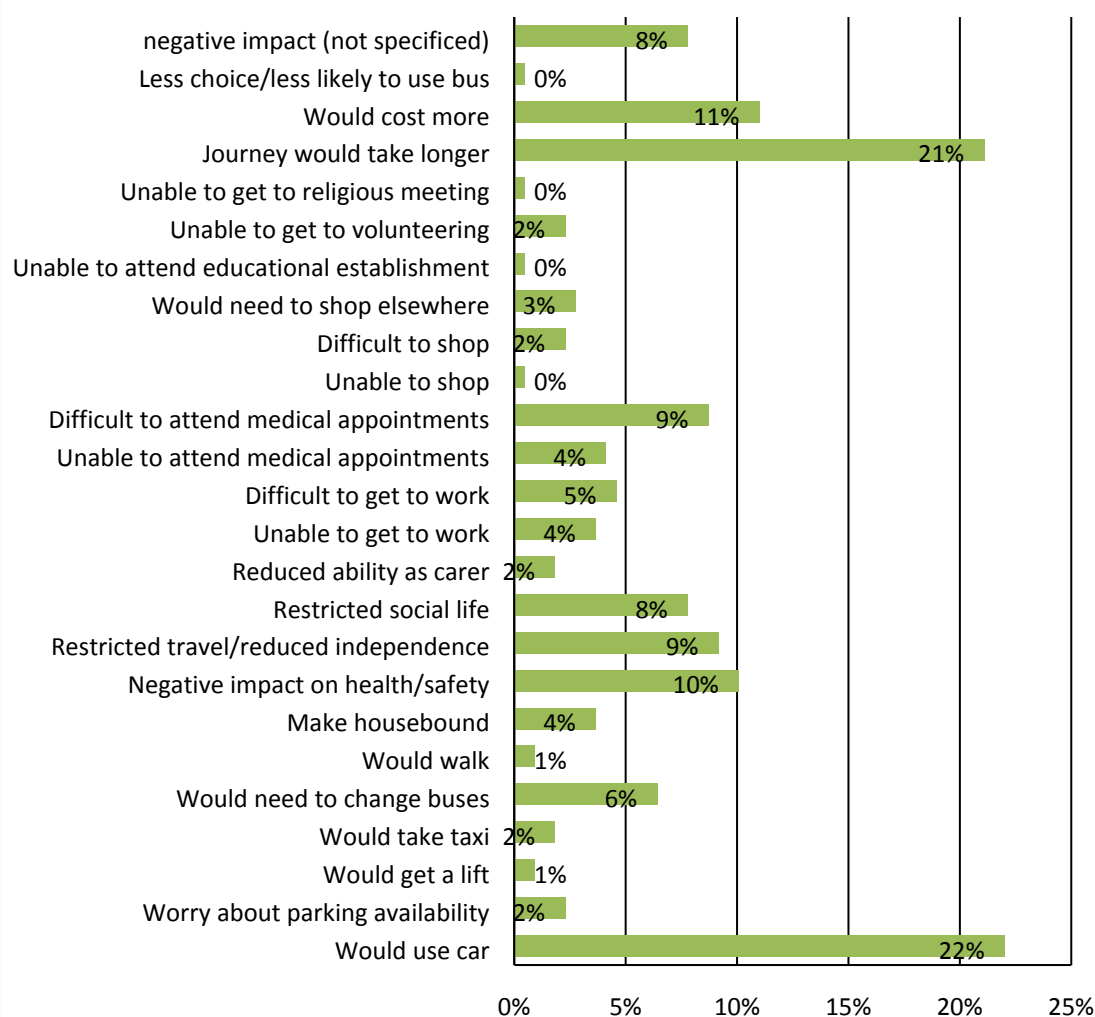
Information from Summer 2016 Passenger Consultation

**How often do you use this bus service?****What times of day do you use this service?****What is the purpose of your journey?**

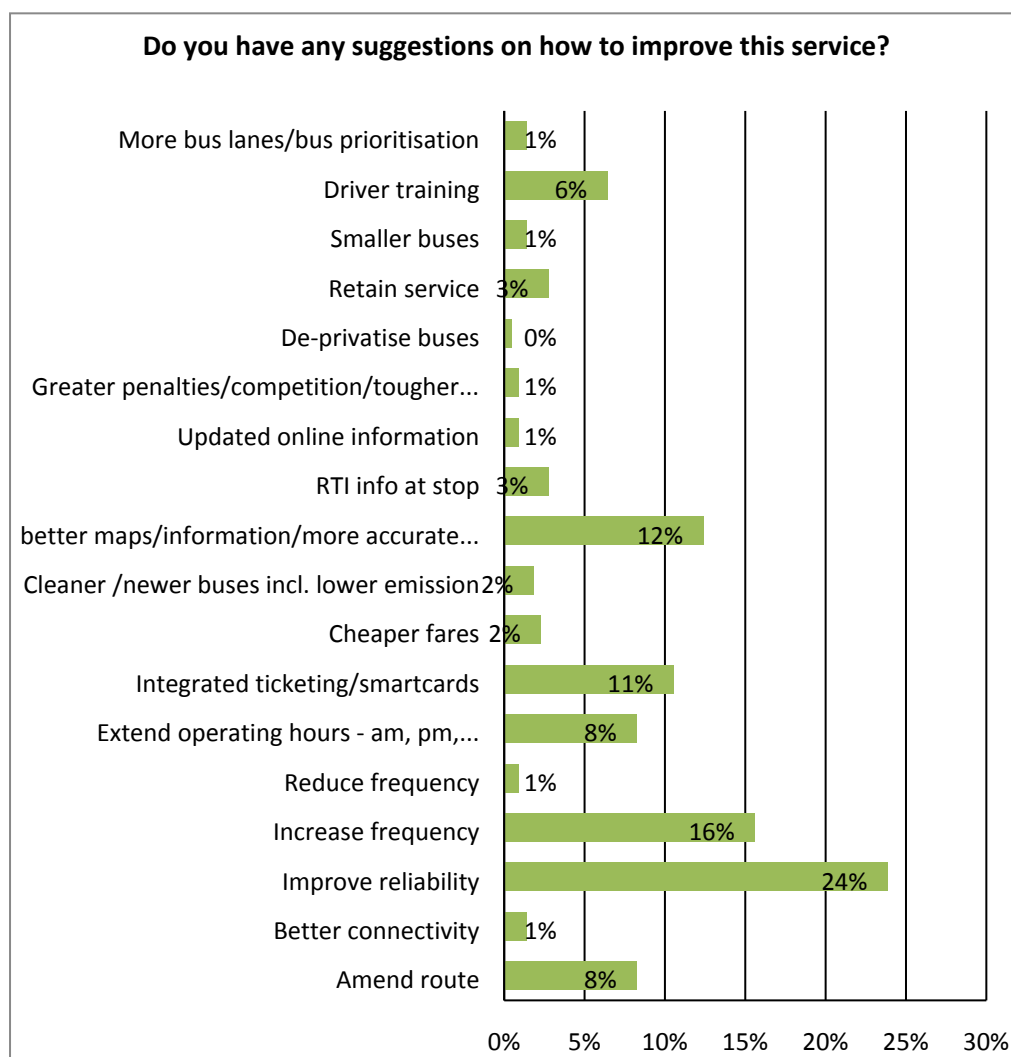
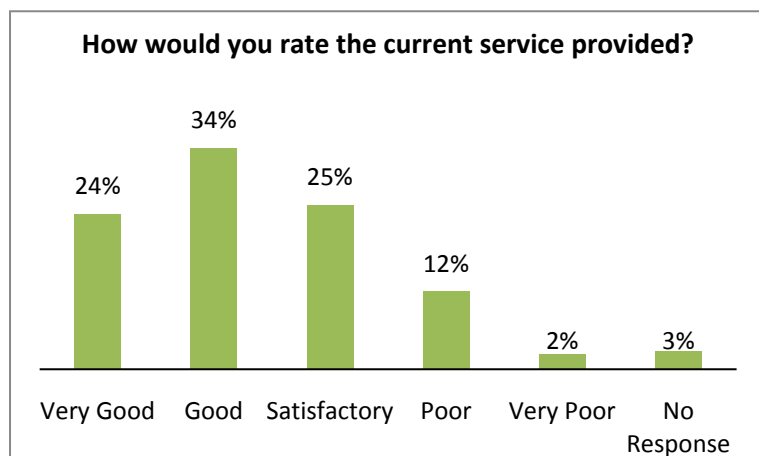
### If this service were no longer provided, how would you make this journey?



### If this service were no longer provided what impact would this have on you?



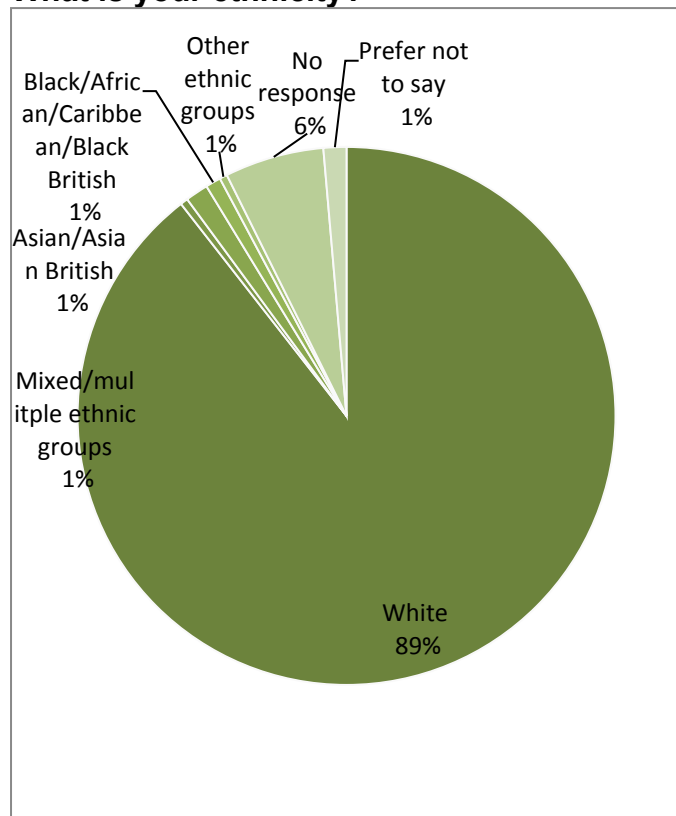




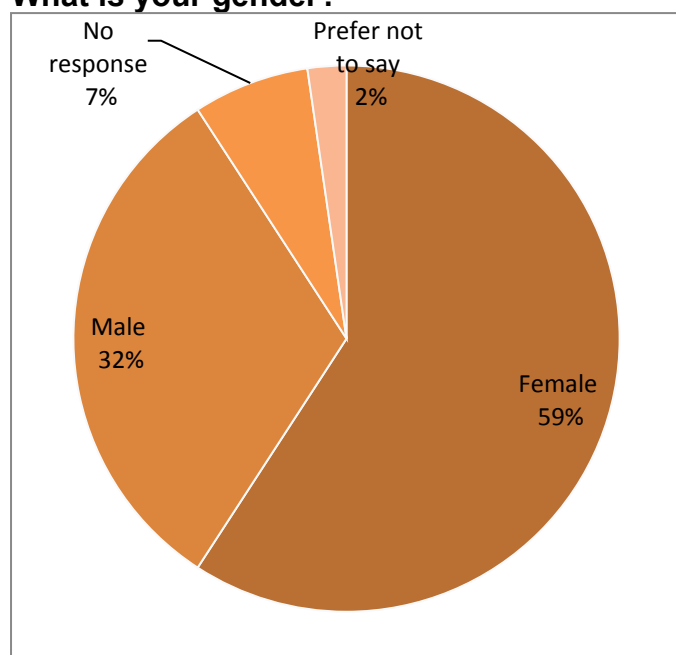
Suggestions for “amend route” include:

- Re-route the 505 to restore the link between Clifton and Redland
- Re-route via Whiteladies Road
- Re-route via Clifton, Redland, Cotham and Bristol Zoo
- Re-route via Clifton Down station and shopping centre
- Re-route to create a Clifton/Redland link
- Re-route via Clifton Village and Clifton Down Shopping Centre

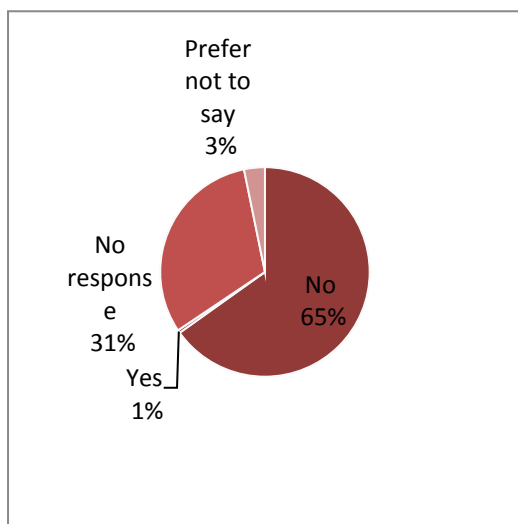
### What is your ethnicity?



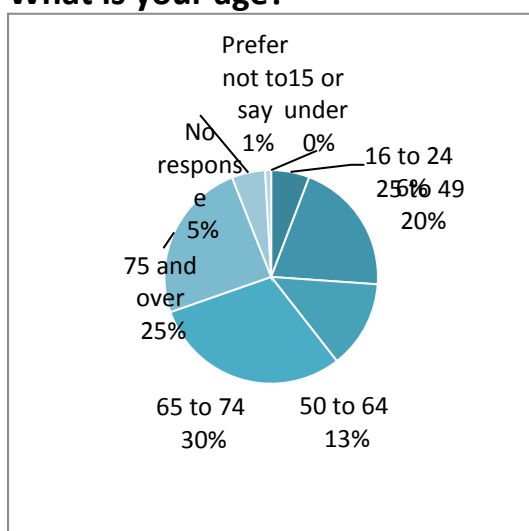
### What is your gender?



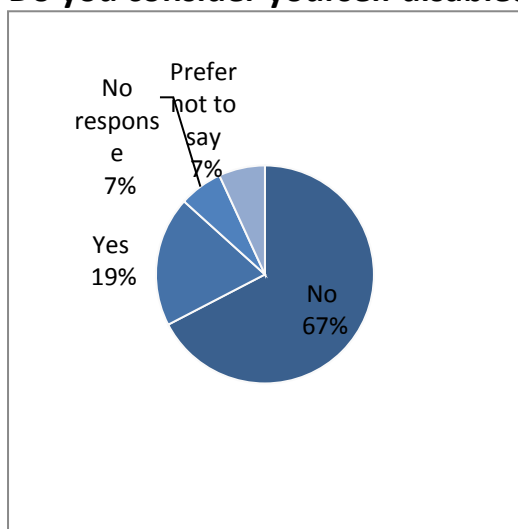
### Are you transgender?



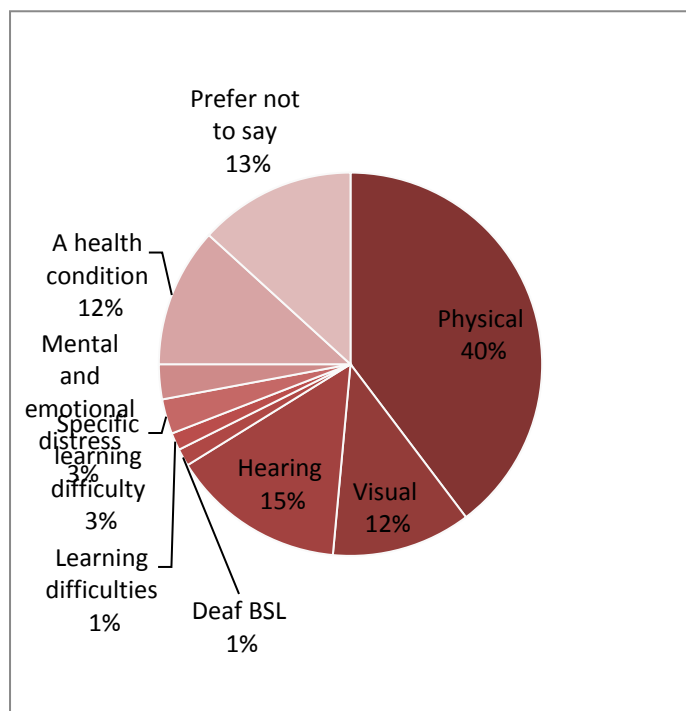
### What is your age?



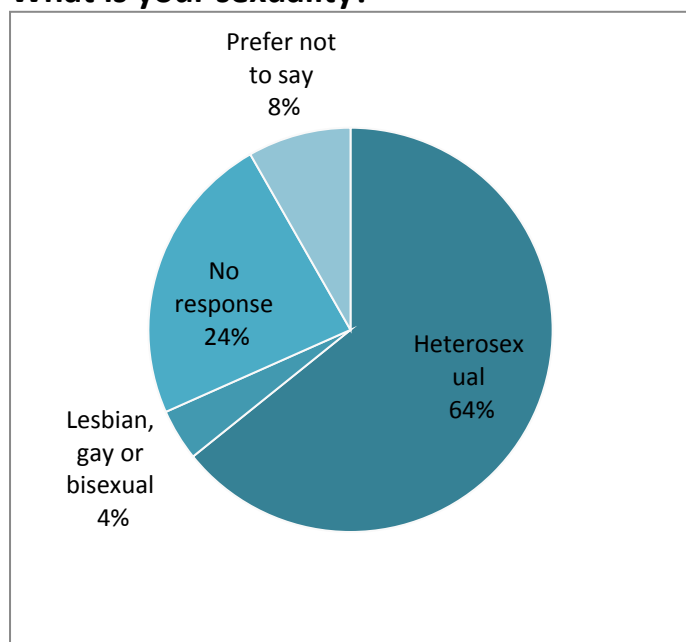
### Do you consider yourself disabled?



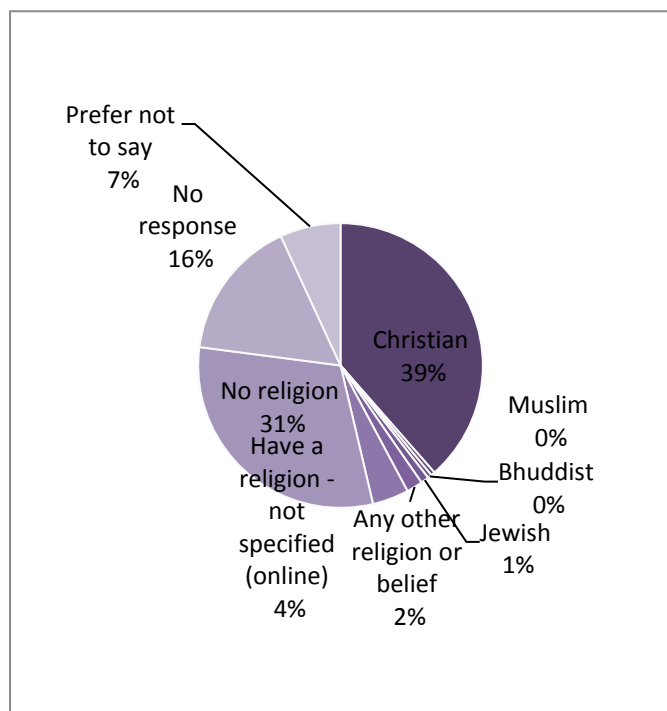
### If so, what is your impairment?



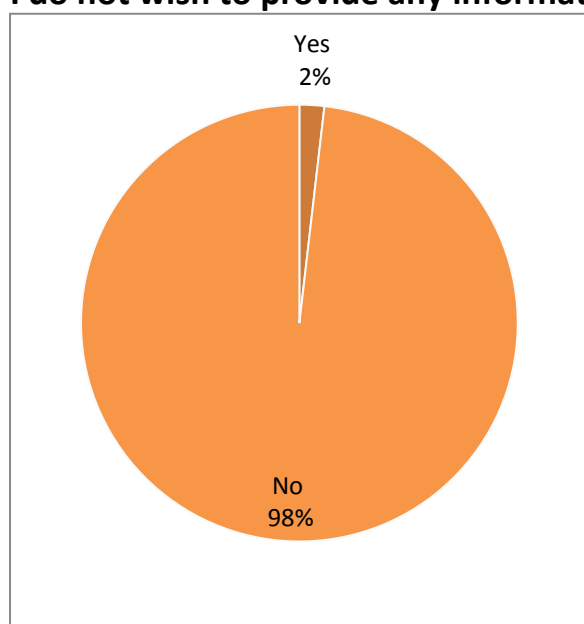
### What is your sexuality?



### What is your religion?



### **I do not wish to provide any information on this form**



**Contracted service details:**

Daily service between Create Centre to Southmead Hospital

Current contracts provide:

All Journeys

**Cost Per Passenger Journey****2015/2016**

£3.95

**2014/2015**

£4.06

**2013/2014**

£3.42

**2012/2013**

£2.96

**2011/2012**

£4.54

**Total Passenger Numbers**

89,366 (2015/2016)

87,004 (2014/2015)

79,349 (2013/2014)

91,703 (2012/2013)

58,383 (2011/2012)

**Contract Cost**

£357,701

**Wards Served:**

Hotwells & Harbourside, Central, Lawrence Hill, Easton, Eastville, Lockleaze, Bishopston & Ashley Down, Horfield

**Alternative Bus Routes**

Service 2 – Centre to Southmead Hospital

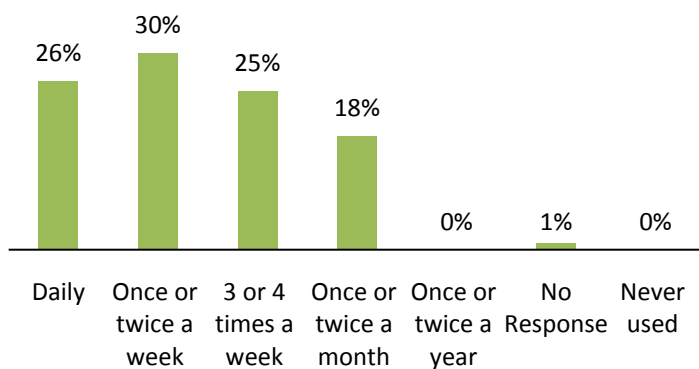
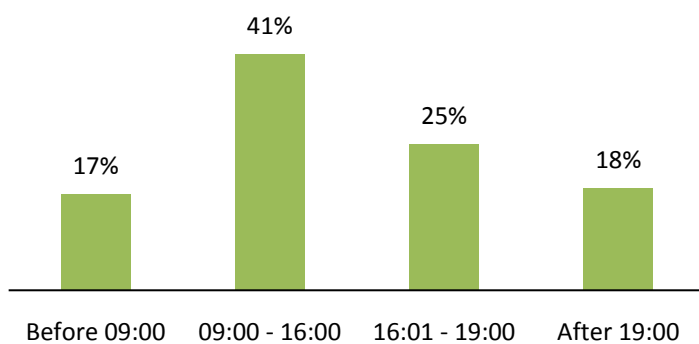
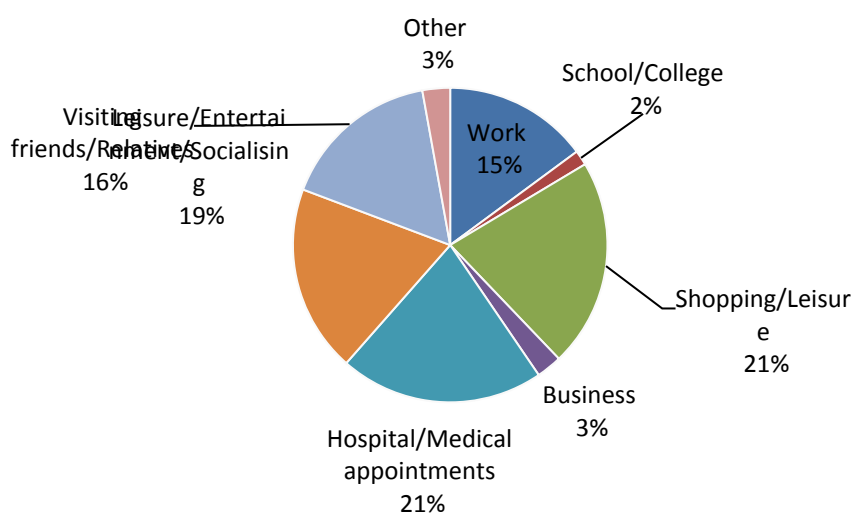
Service 24 – Southmead Hospital to Eastville

Service 71 – Horfield to Hotwells

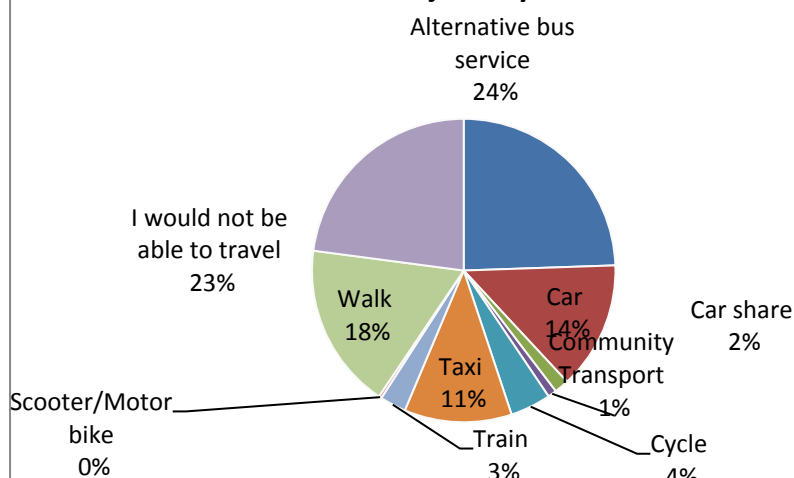
Service 77 – Centre to Southmead Hospital

**Survey Results**

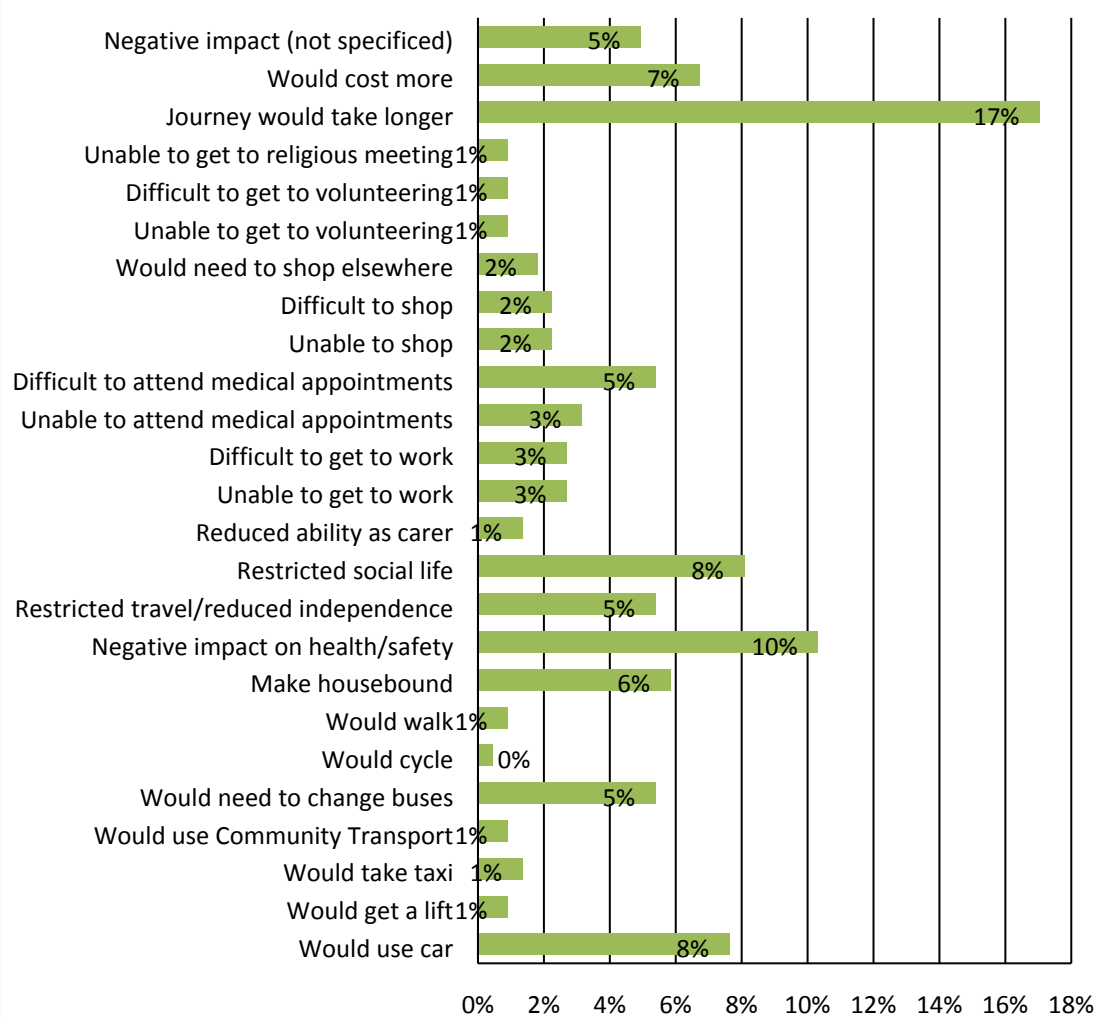
Information from Summer 2016 Passenger Consultation

**How often do you use this service?****What time of day do you use this service?****What is the purpose of your journey?**

### If this service were no longer provided, how would you make this journey?



### If this service were no longer provided what impact would this have on you?

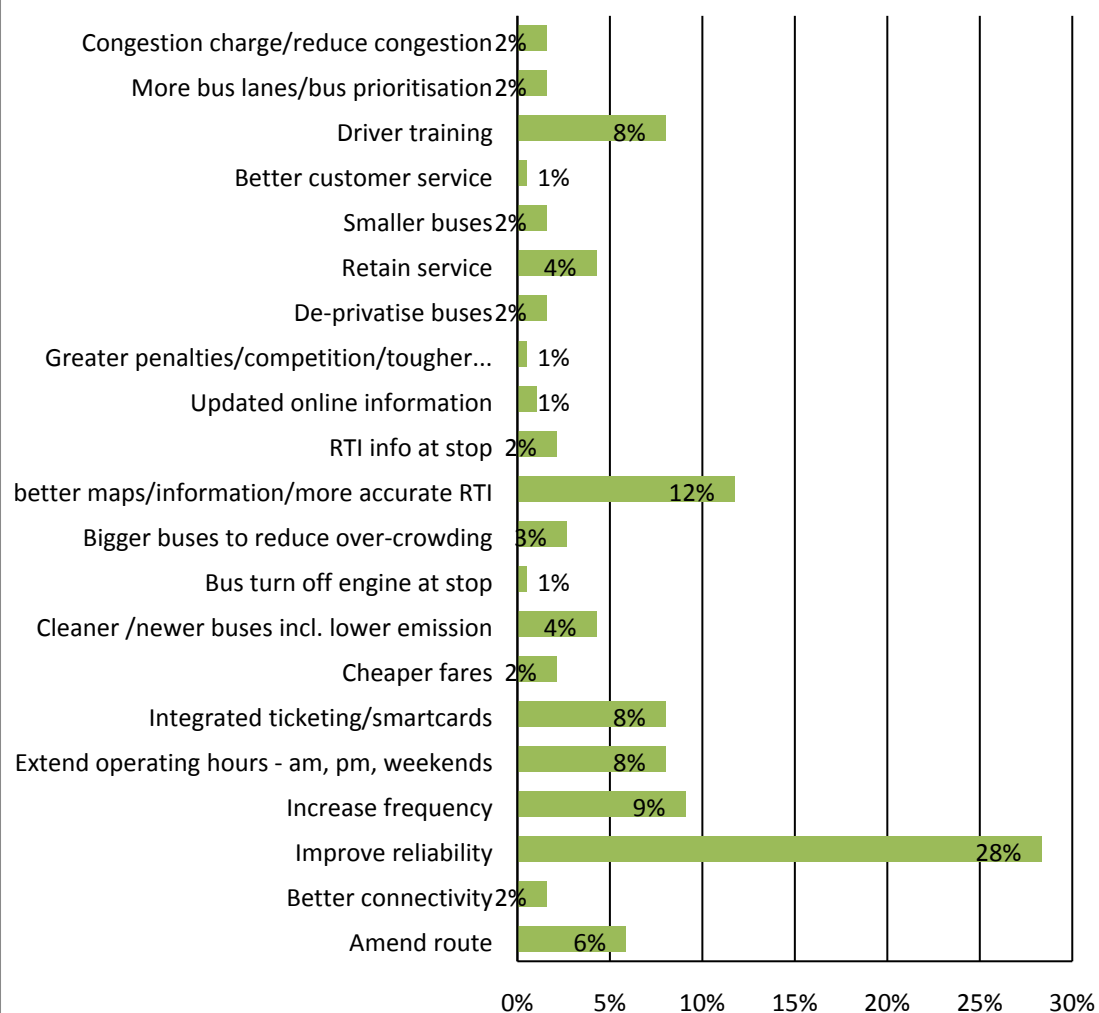




### How would you rate the current service provided?



### Do you have any suggestions on how to improve this service?

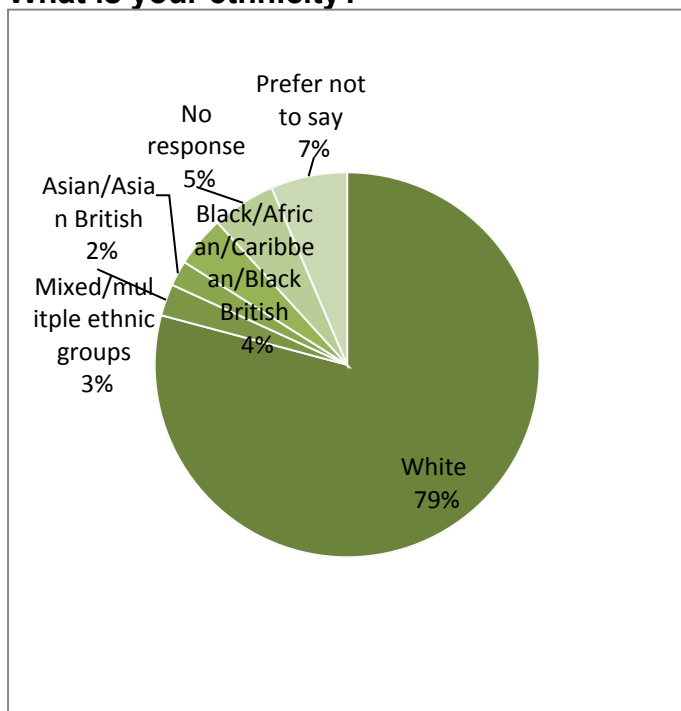


#### Suggestions for “amend route” include:

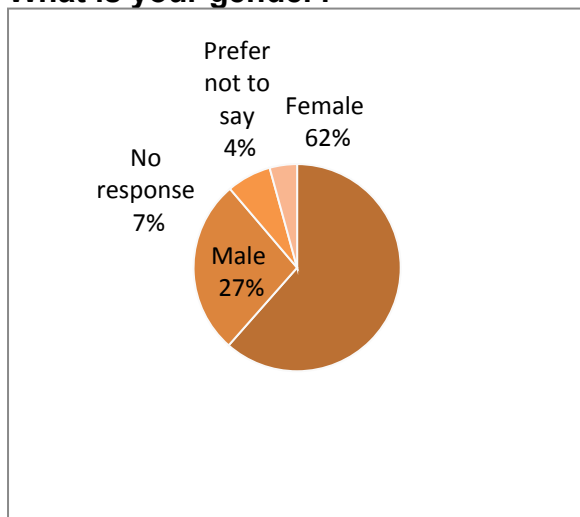
- Divert along City Road, Ashley Hill and Ashley Down road to Gloucester Road in Horfield
- Extend to Staple Hill
- Extend to UWE
- Extend to Frenchay
- Extend between Kingswood and Temple Meads
- Re-route via Clifton Zoo, Clifton Village and Westbury Village
- Extend to Filton College

- Split route into two shorter routes: Town to Southmead and Town to Create Centre
- Extend to Westbury Village

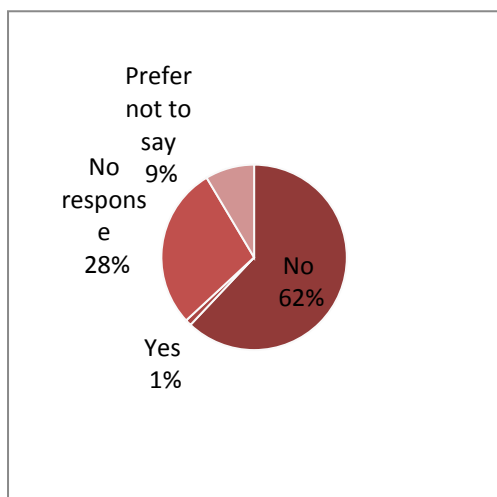
### What is your ethnicity?



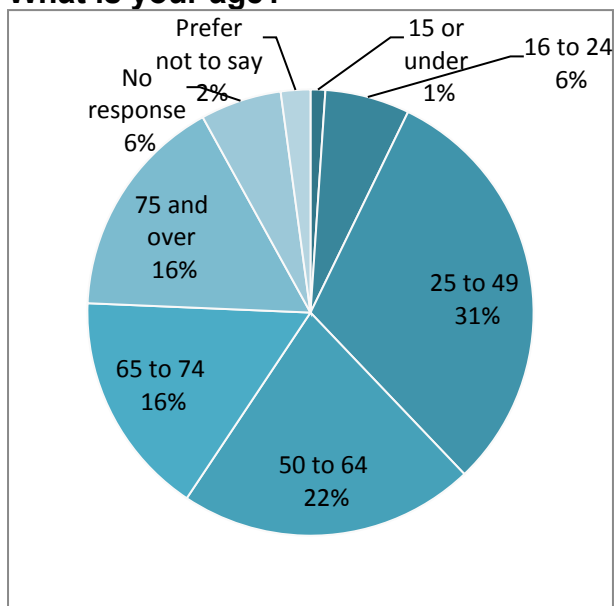
### What is your gender?



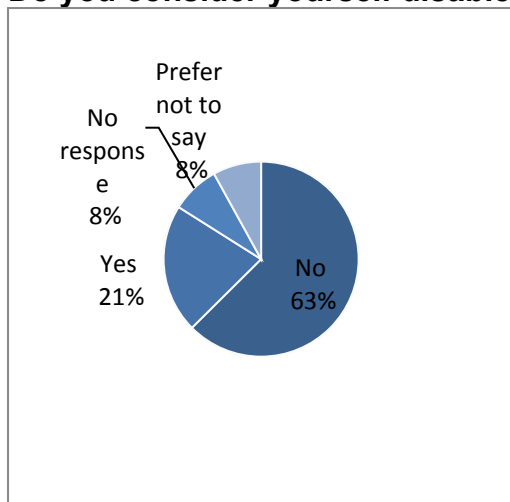
### Are you transgender?

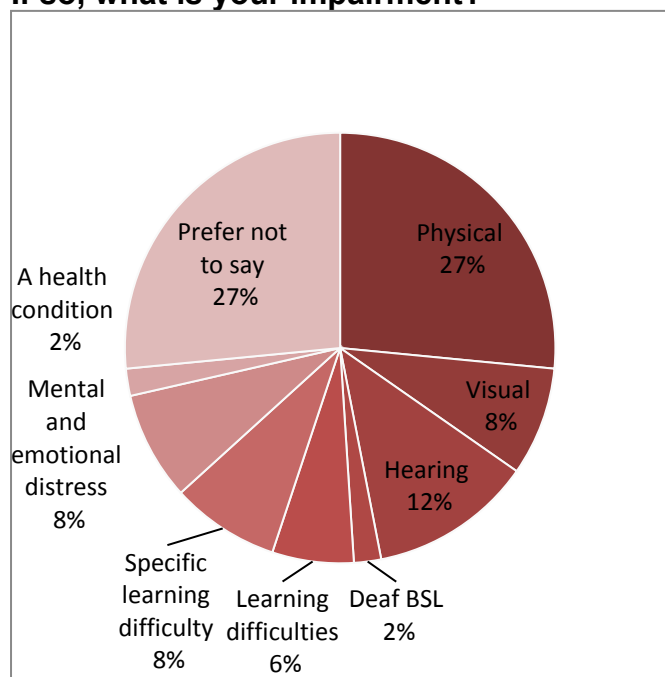
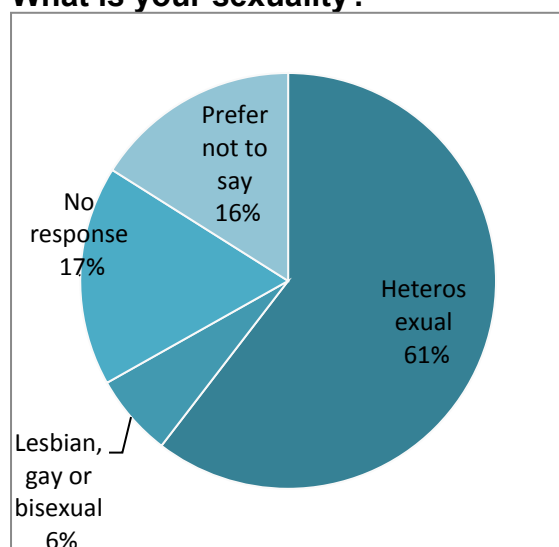


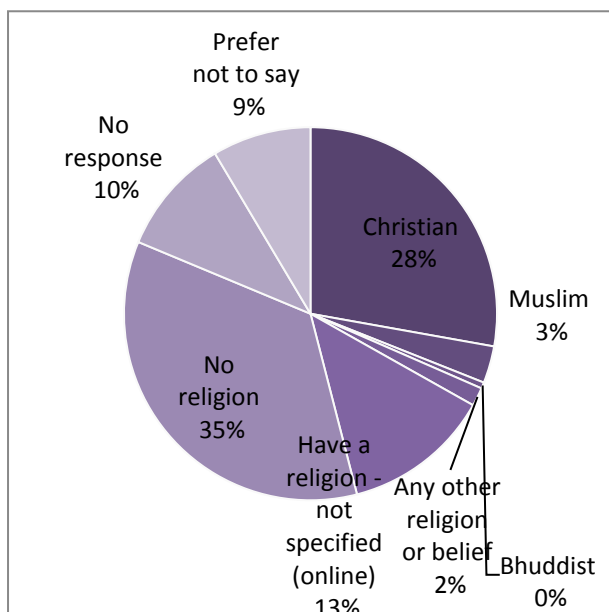
### What is your age?



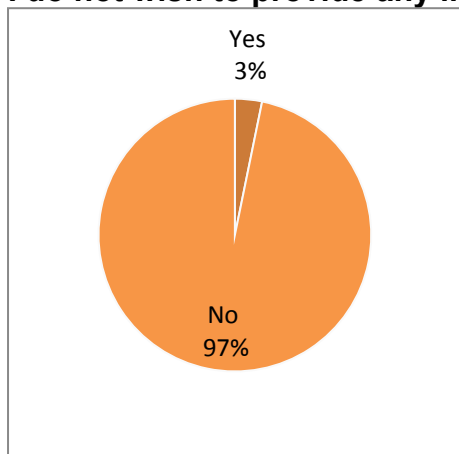
### Do you consider yourself disabled?



**If so, what is your impairment?****What is your sexuality?****What is your religion?**



### **I do not wish to provide any information on this form**



### **Service 508**

#### **Contracted service details:**

Daily service between Shirehampton and Southmead

Current contracts provide:

All Journeys

## Cost Per Passenger Journey

### 2015/2016

£3.92

### 2014/2015

£3.73

### 2013/2014

£3.27

### 2012/2013

£3.09

### 2011/2012

£6.17

## Total Passenger Numbers:

21,093 (2015/2016)

22,167 (2014/2015)

24,168 (2013/2014)

25,538 (2012/2013)

12,491 (2011/2012)

## Contract Cost

£193,534

## Wards Served:

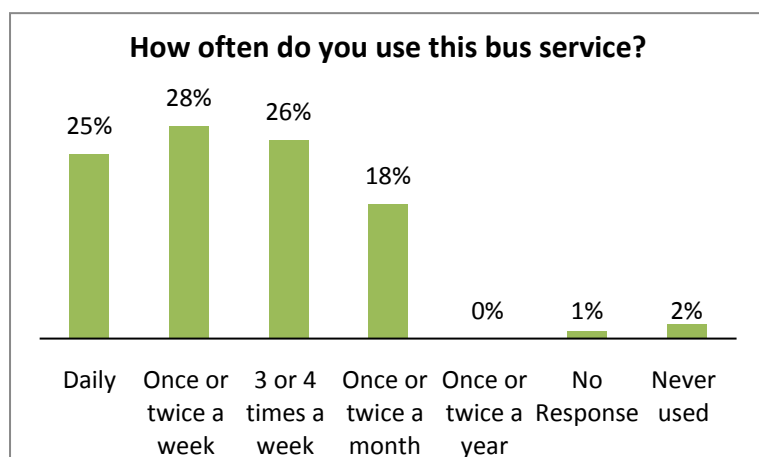
Stoke Bishop, Avonmouth & Lawrence Weston, Westbury-on-Trym & Henleaze, Southmead, Henbury & Brentry,

## Alternative Bus Routes:

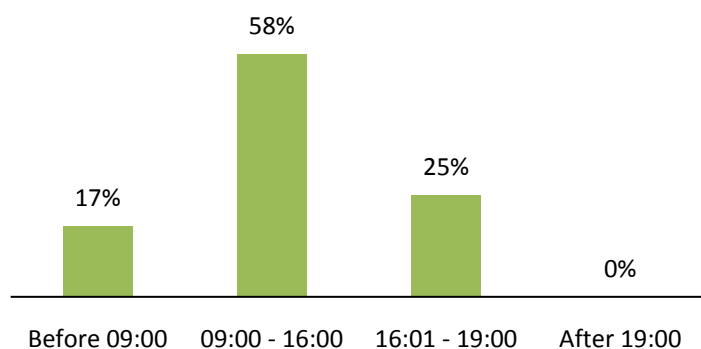
Service 18 – Southmead to Westbury-on-Trym/Coombe Dingle

## Survey Results

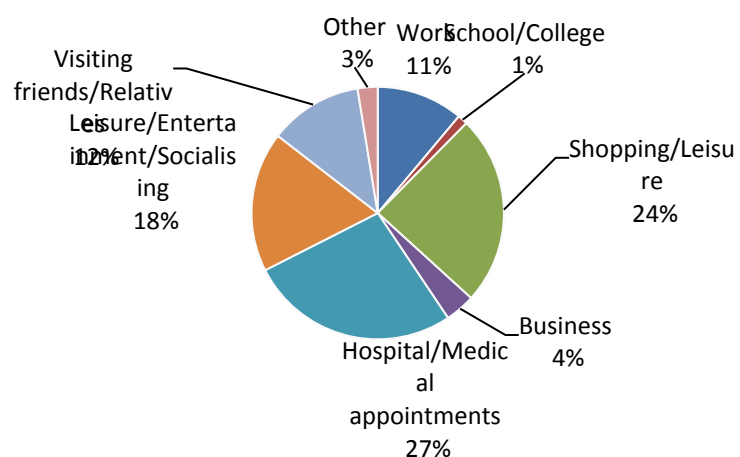
Information from Summer 2016 Passenger Consultation



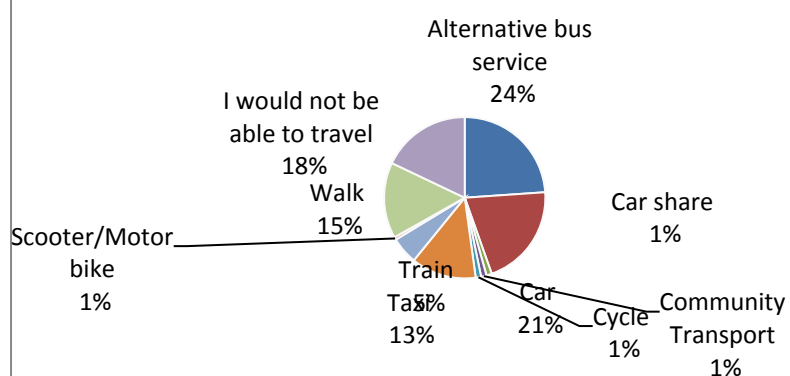
### What times of day do you use this service?



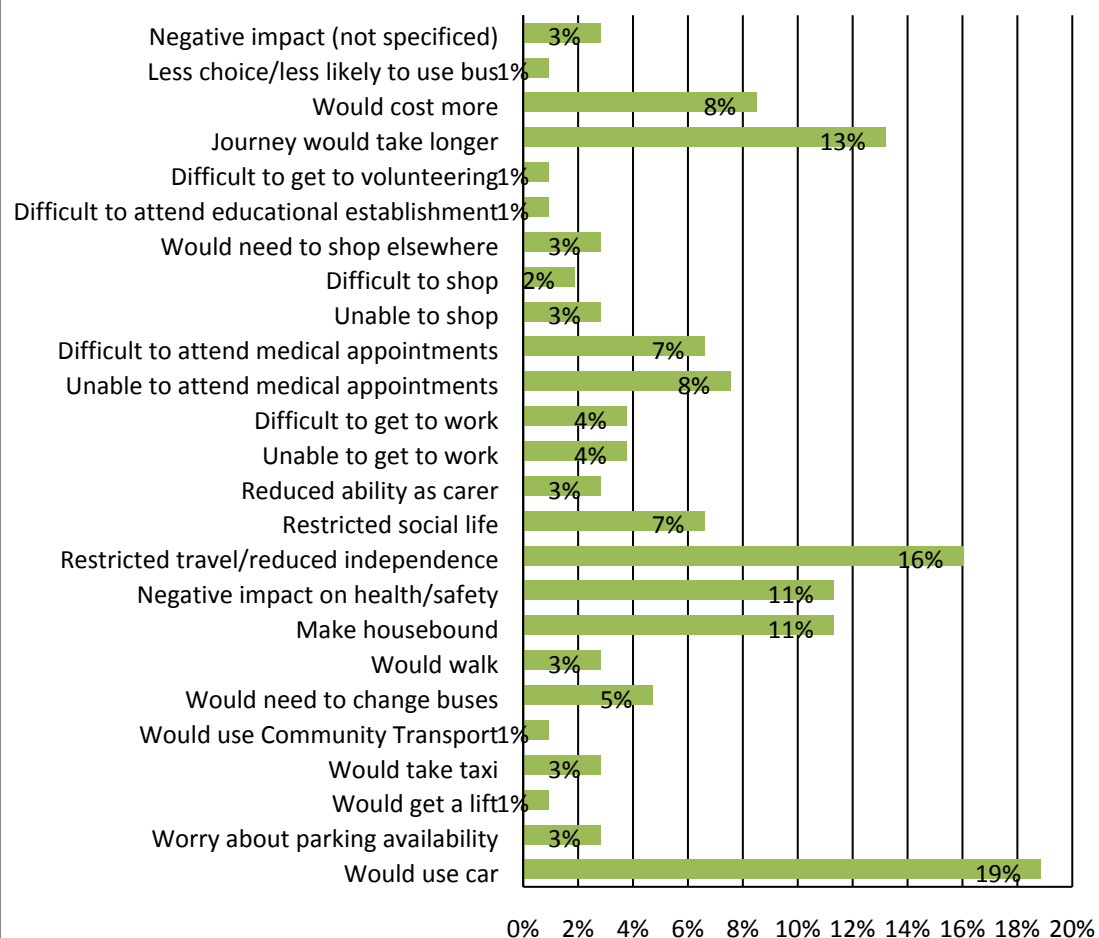
### What is the purpose of your journey?



### If this service were no longer provided, how would you make this journey?



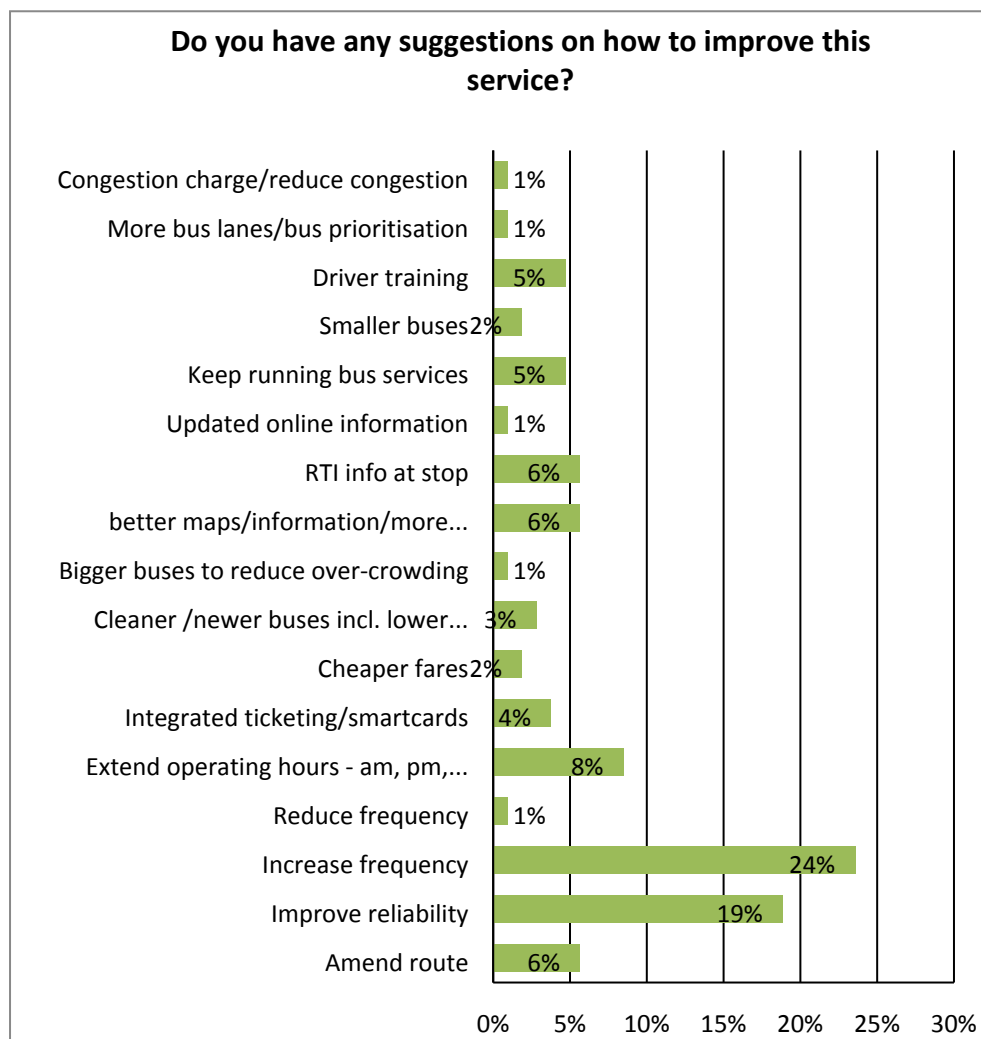
## If this service were no longer provided what impact would this have on you?



## How would you rate the current service provided?



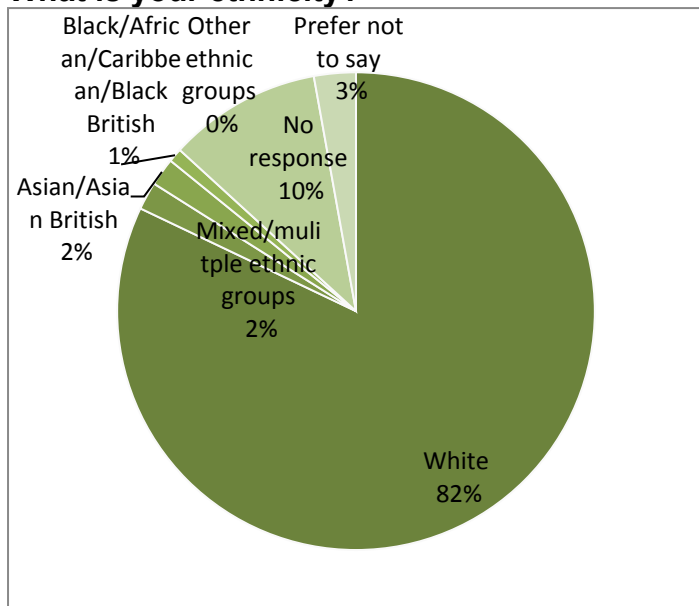




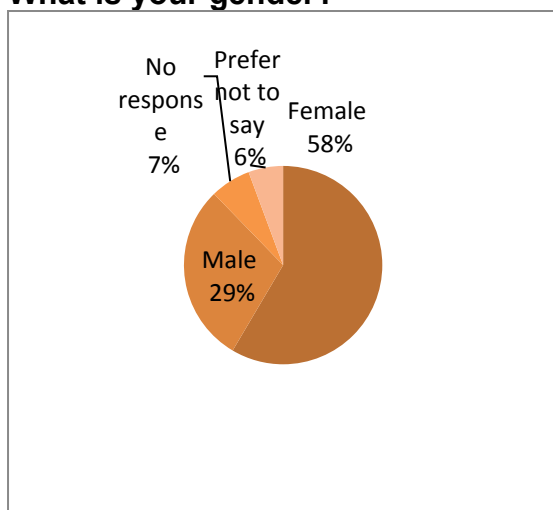
Suggestions for “amend route” include:

- Better access to the Oncology Centre in Westbury on Trym

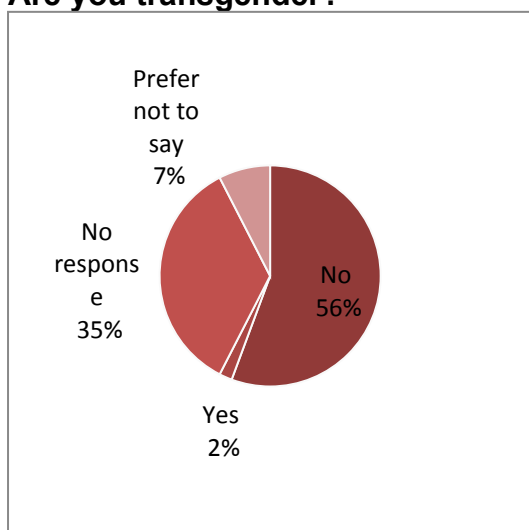
### What is your ethnicity?



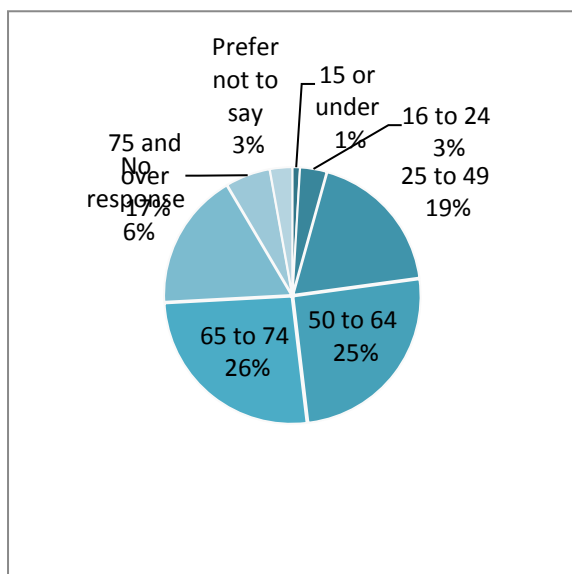
### What is your gender?



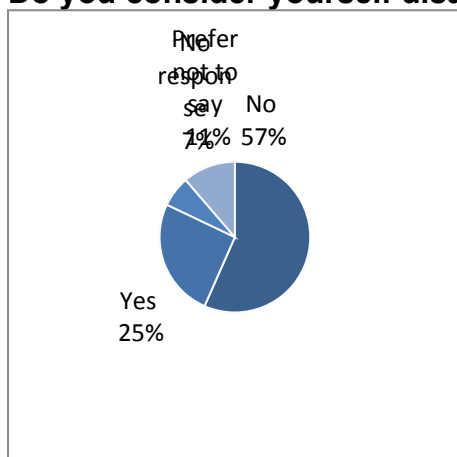
### Are you transgender?



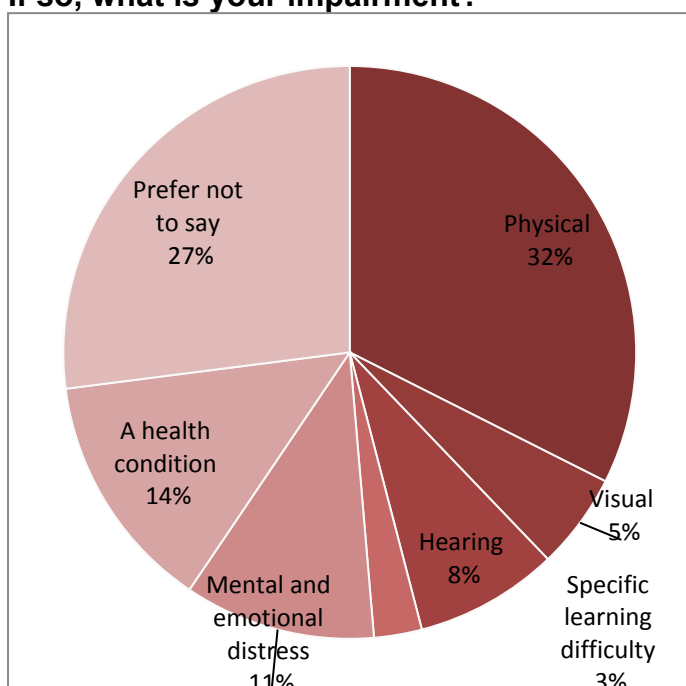
### What is your age?



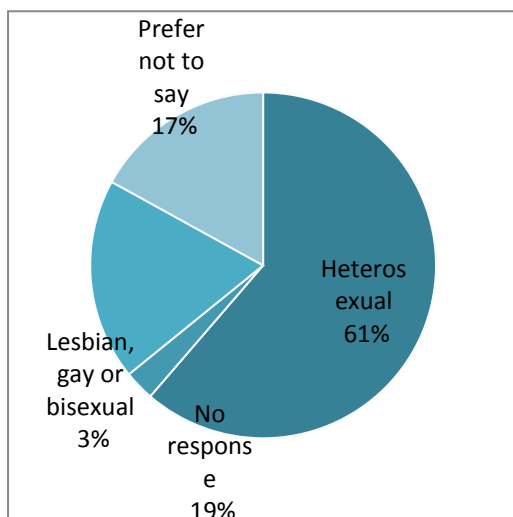
### Do you consider yourself disabled?



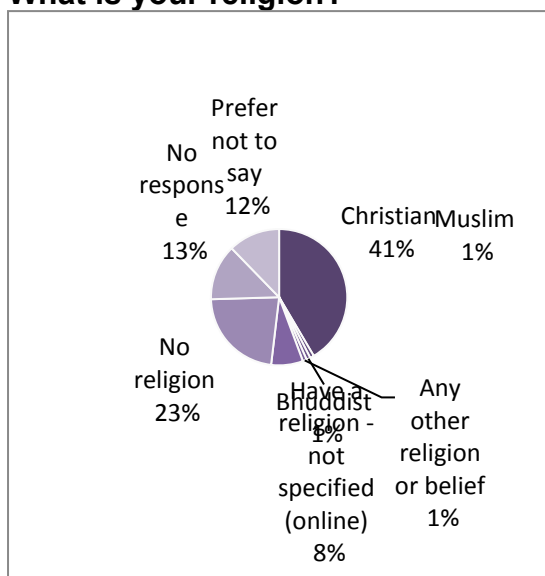
### If so, what is your impairment?



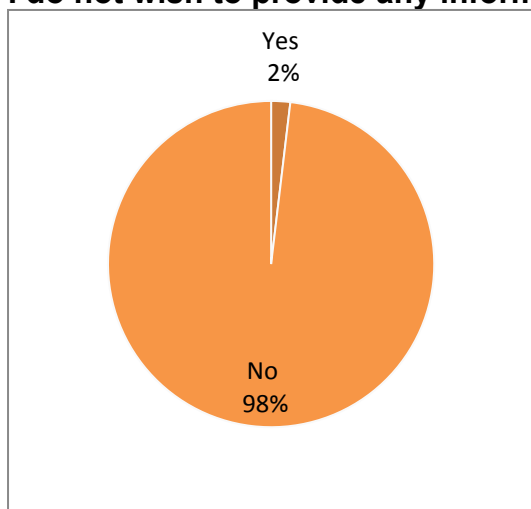
### What is your sexuality?



### What is your religion?



### I do not wish to provide any information on this form



**Contracted service details:**

Daily service between Hengrove and Bedminster

Current contracts provide:

All Journeys

**Cost Per Passenger Journey**

**2015/2016**

£2.17

**2014/2015**

£1.94

**2013/2014**

£1.49

**2012/2013**

£1.56

**2011/2012**

£1.75

**2010/2011**

£1.13

**Total Passenger Numbers:**

25,976 (2015/2016)

29, 098 (2014/2015)

36, 025 (2013/2014)

34,509 (2012/2013)

29, 360 (2011/2012)

28,228 (2010/2011)

**Contract Cost**

£57,055

**Wards Served:**

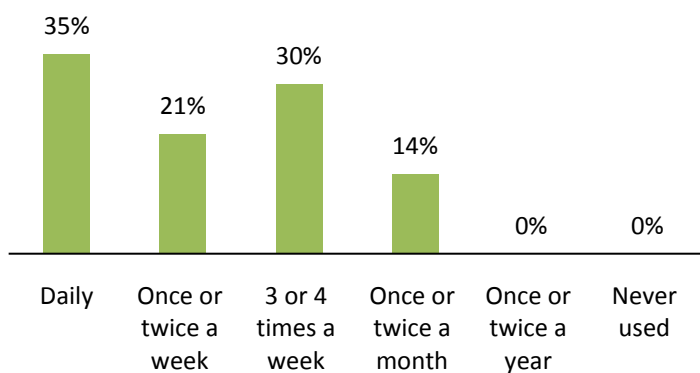
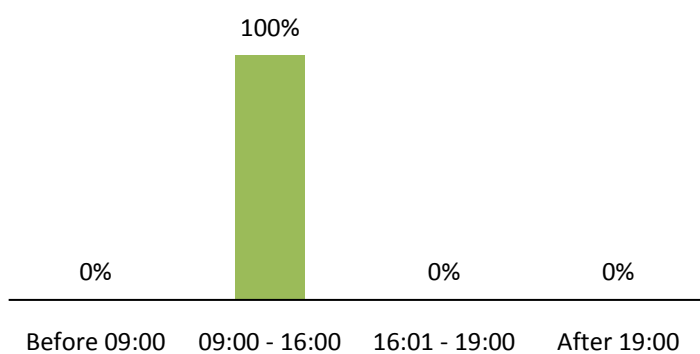
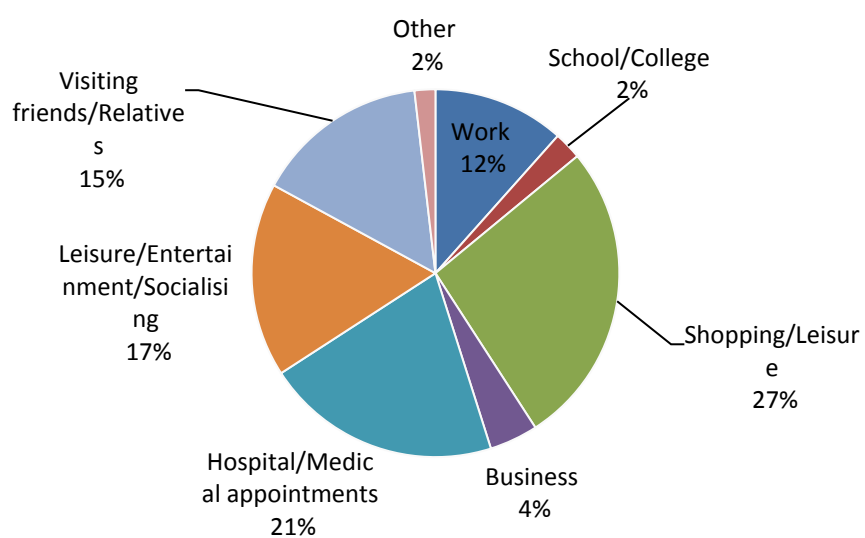
Stockwood, Knowle, Windmill Hill, Filwood, Hengrove & Whitchurch Park

**Alternative Bus Routes:**

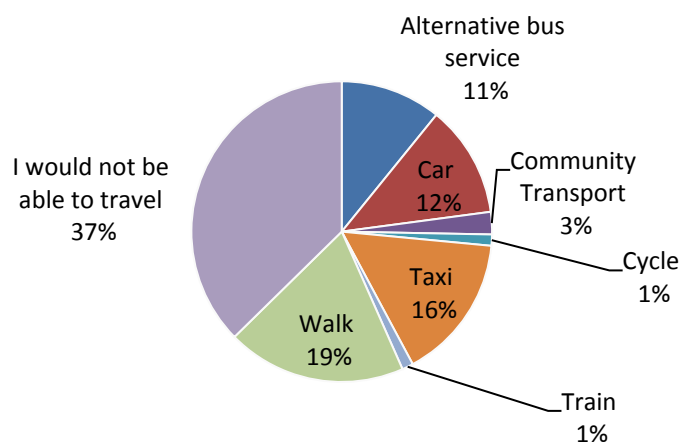
No alternative services

**Survey Results**

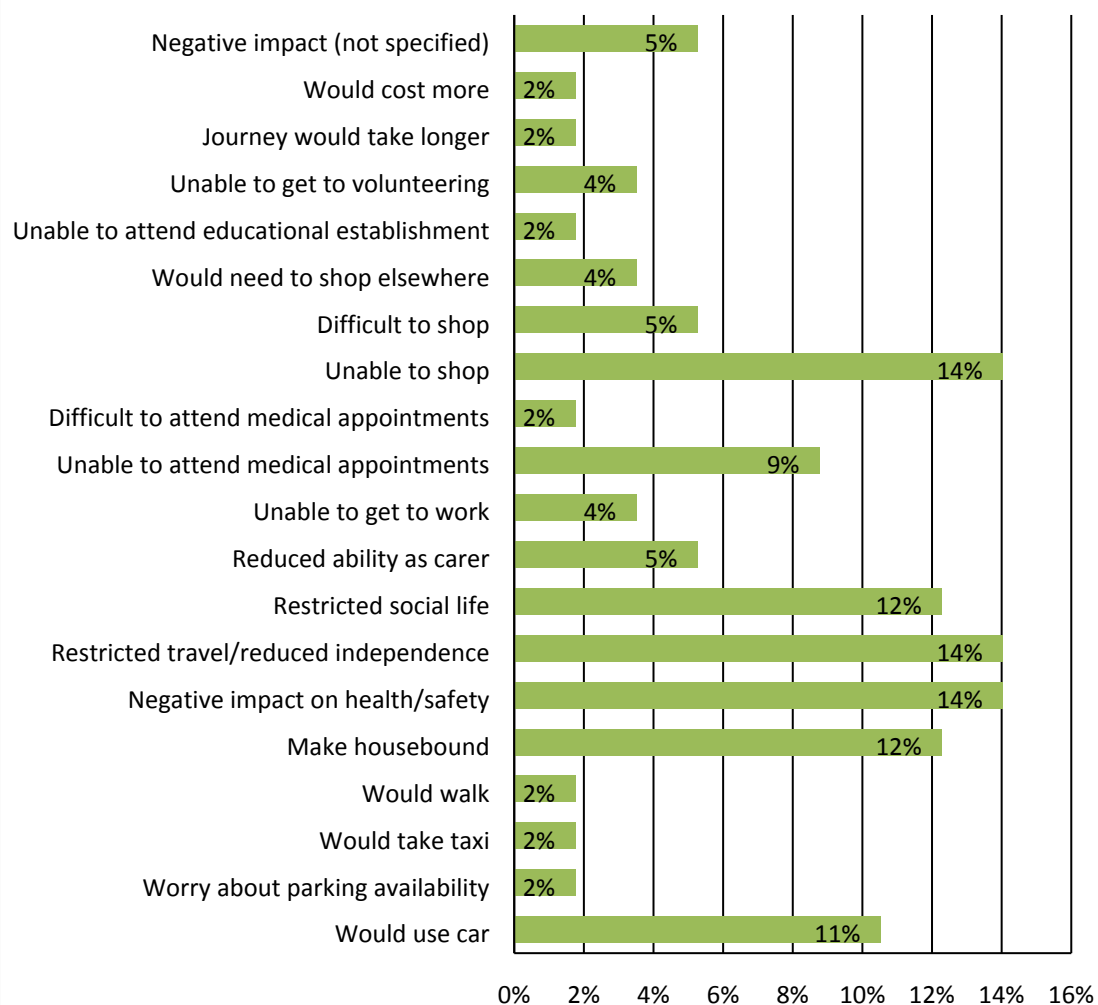
Information from Summer 2016 Passenger Consultation

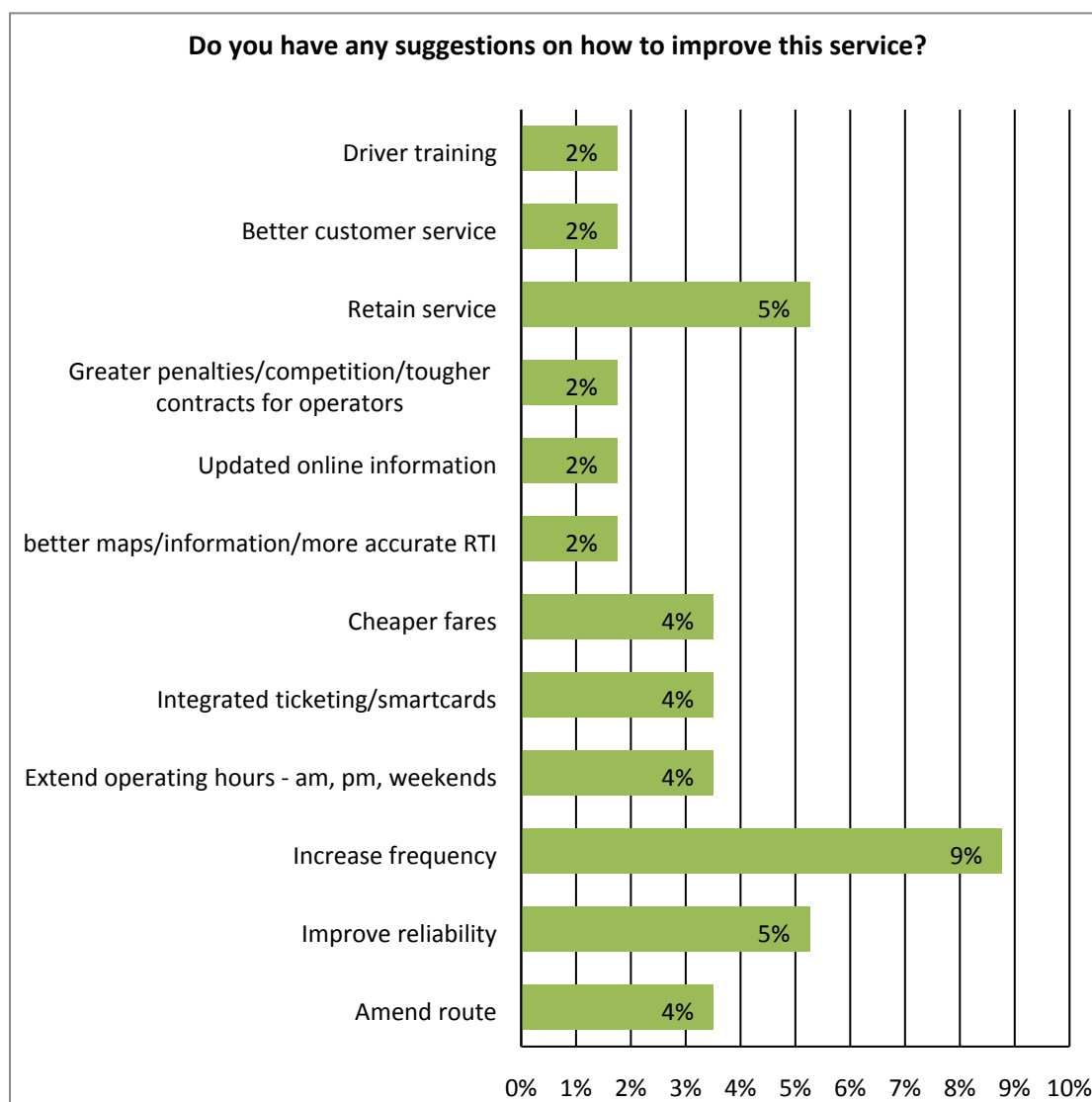
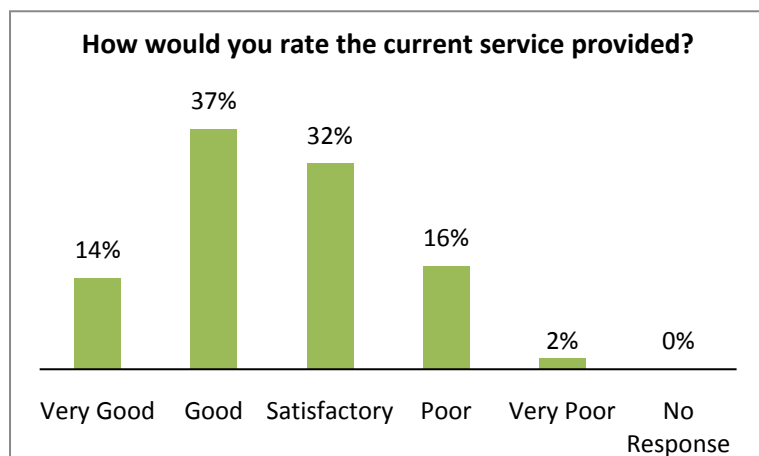
**How often do you use this bus service?****What times of day do you use this service?****What is the purpose of your journey?**

**If this service were no longer provided, how would you make this journey?**



**If this service were no longer provided what impact would this have on you?**



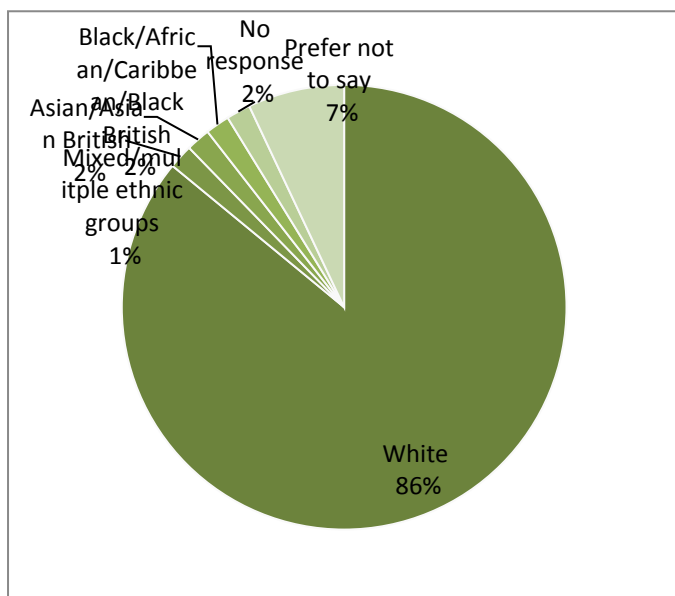


Suggestions for “amend route” include:

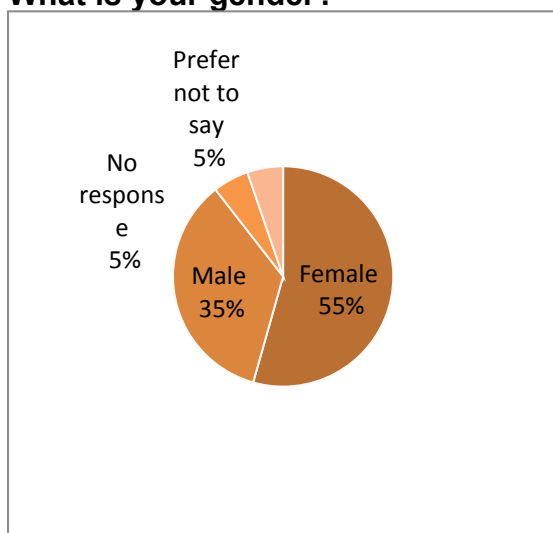
- Run both outgoing and incoming service via Dalby Avenue

**What is your ethnicity?**

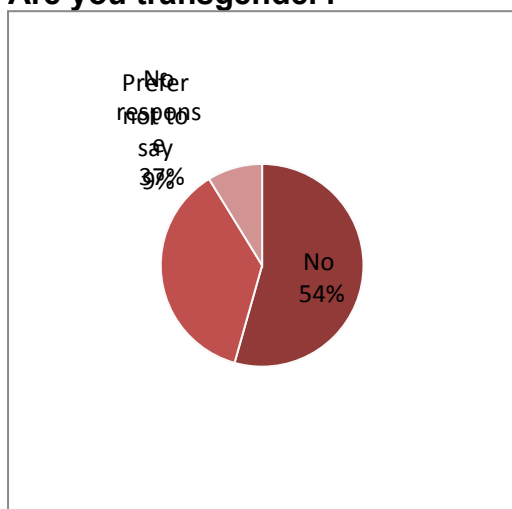




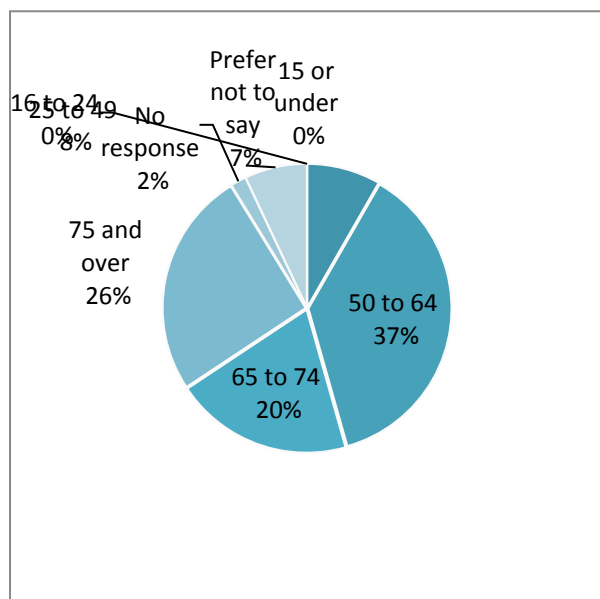
### What is your gender?



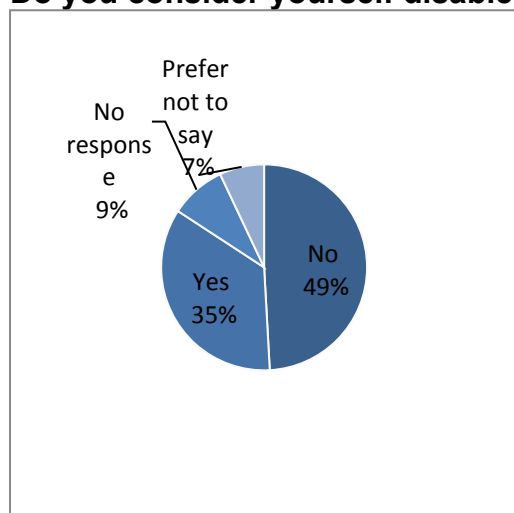
### Are you transgender?



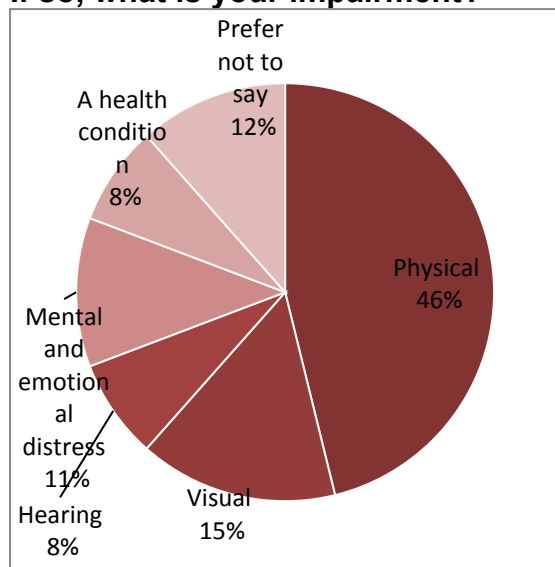
### What is your age?



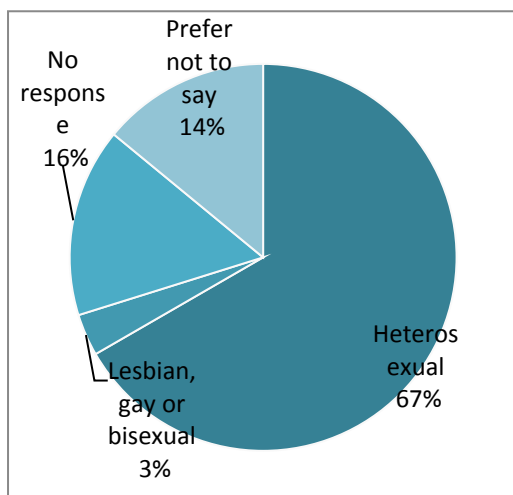
### Do you consider yourself disabled?



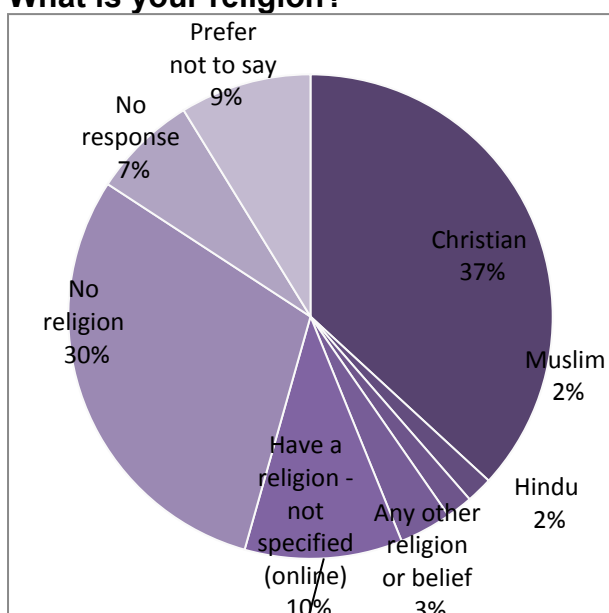
### If so, what is your impairment?



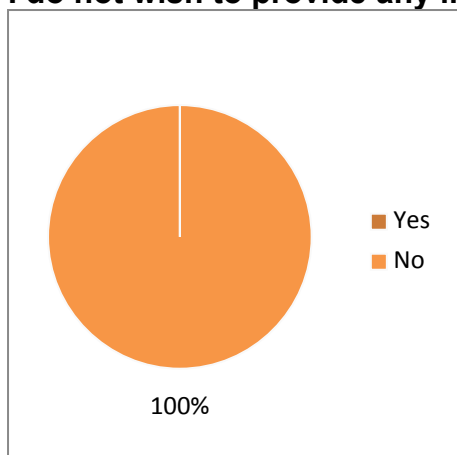
### What is your sexuality?



### What is your religion?



### I do not wish to provide any information on this form



**Contracted service details:**

Daily service between Totterdown/Windmill Hill and Bedminster

Current contracts provide:

All Journeys

**Cost Per Passenger Journey****2015/2016**

£4.11

**2014/2015**

£4.36

**2013/2014**

£4.30

**2012/2013**

£4.10

**Total Passenger Numbers:**

18,616 (2015/2016)

17,561 (2014/2015)

17021 (2013/2014)

17844 (2012/2013)

**Contract Cost**

£77,612

**Wards Served:**

Windmill Hill, Southville, Central

**Alternative Bus Routes:**

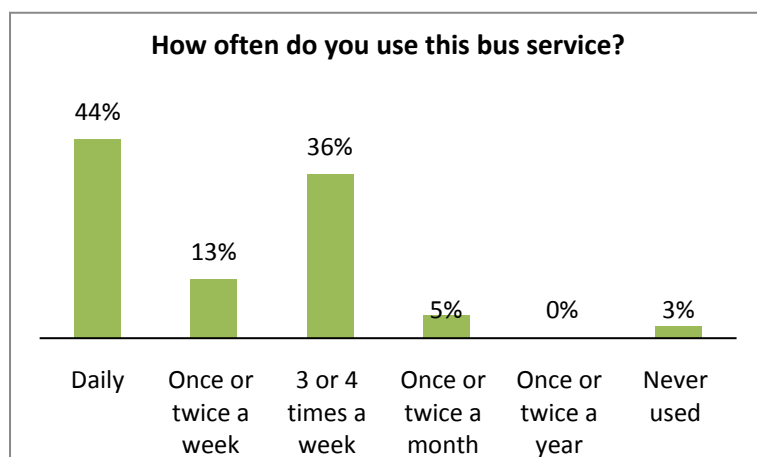
Service 2 – The Horsefair to Totterdown

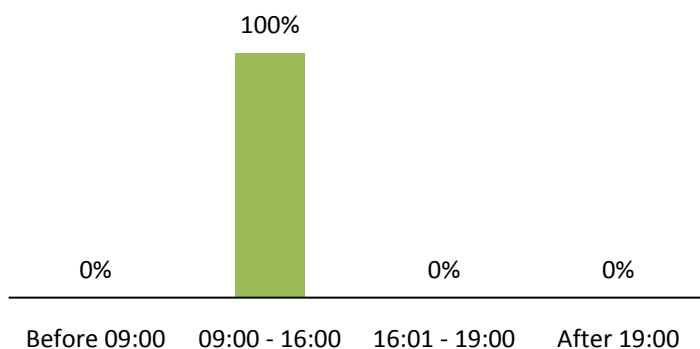
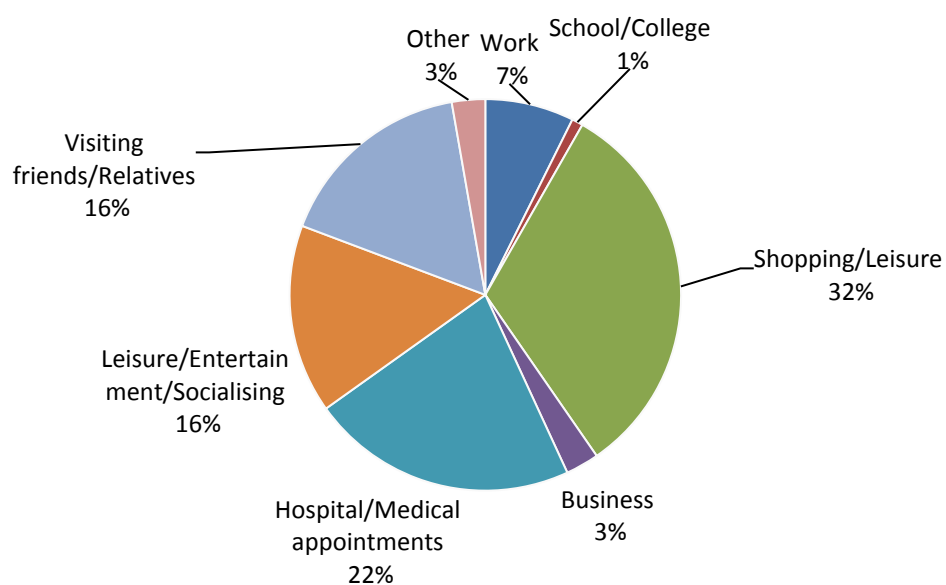
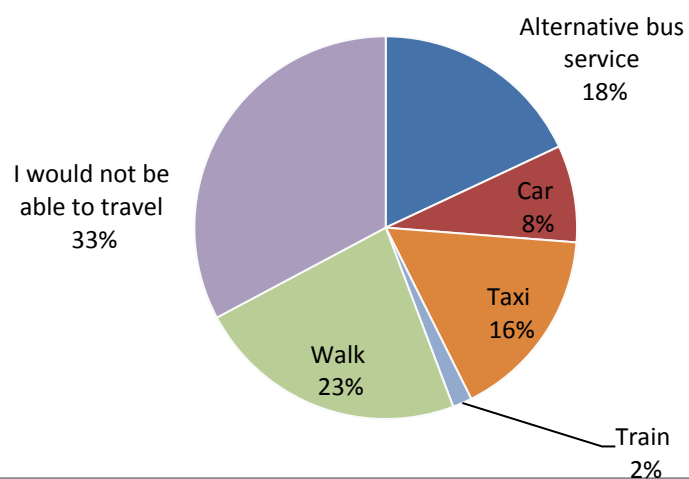
Service 50 – The Horsefair to St John's Lane

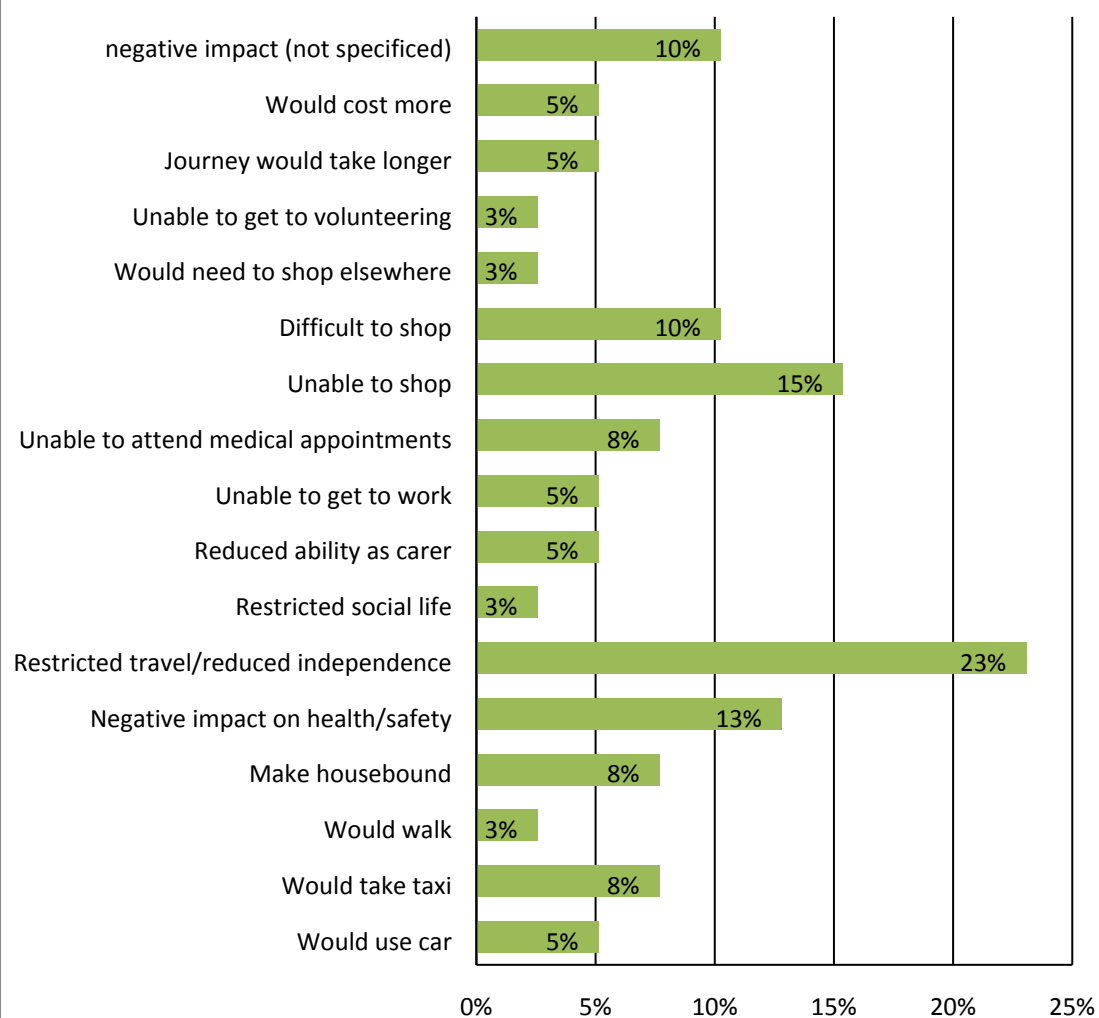
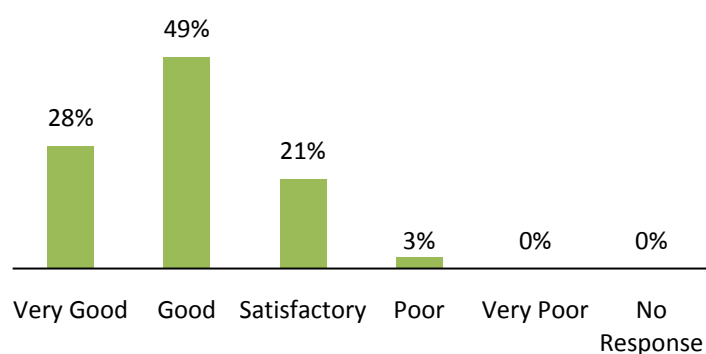
Service 90 – The Horsefair to Redcliff Hill/Bedminster Parade/St John's Lane

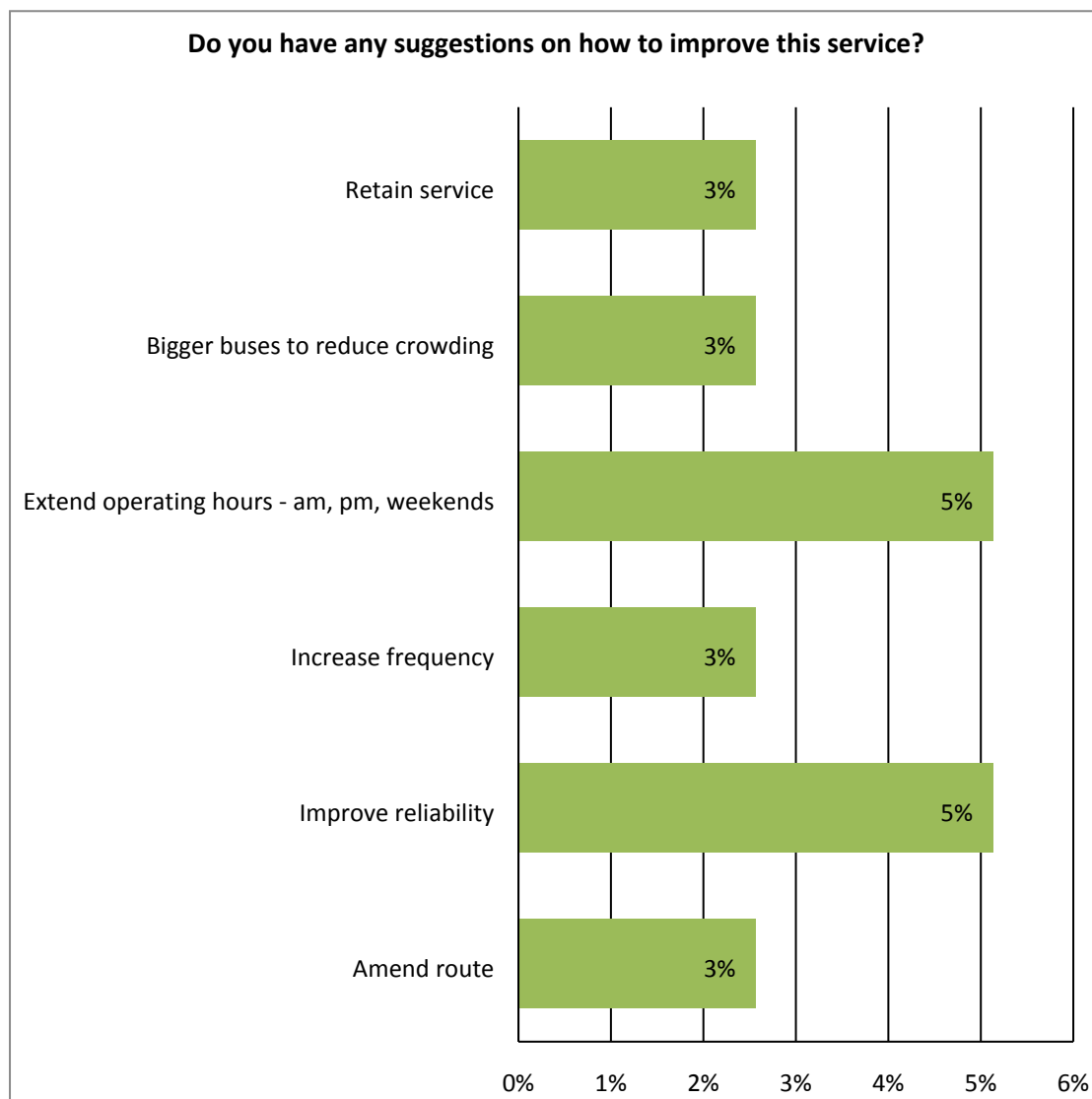
**Survey Results**

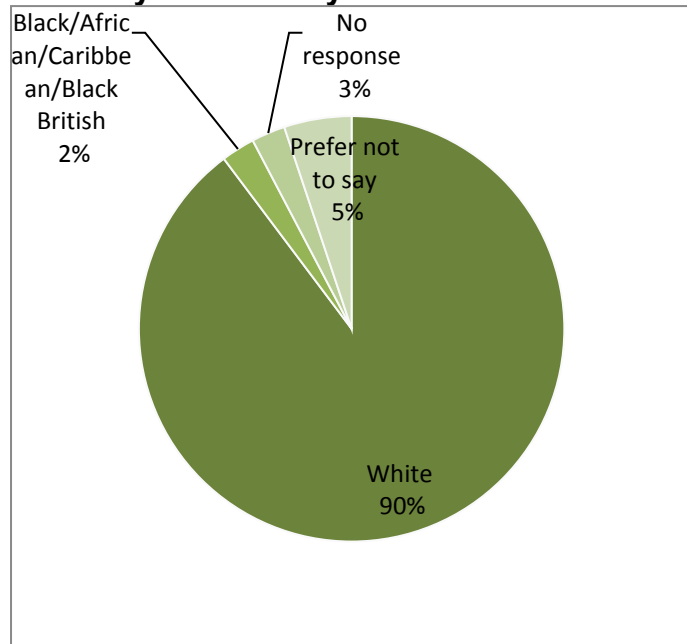
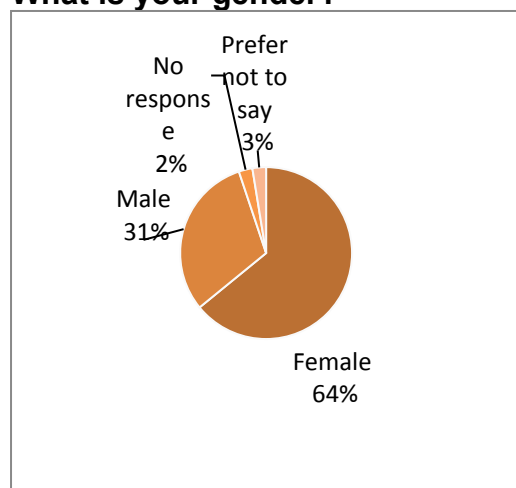
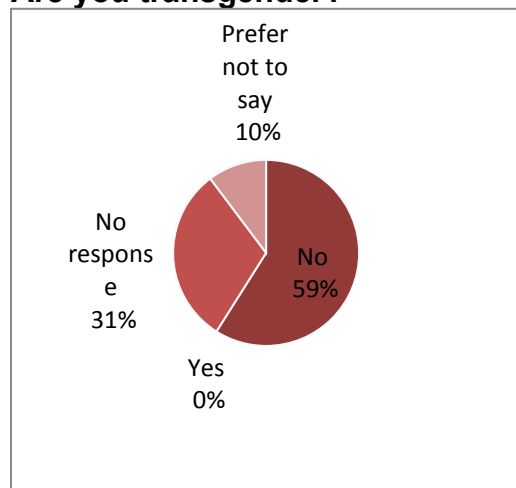
Information from Summer 2016 Passenger Consultation



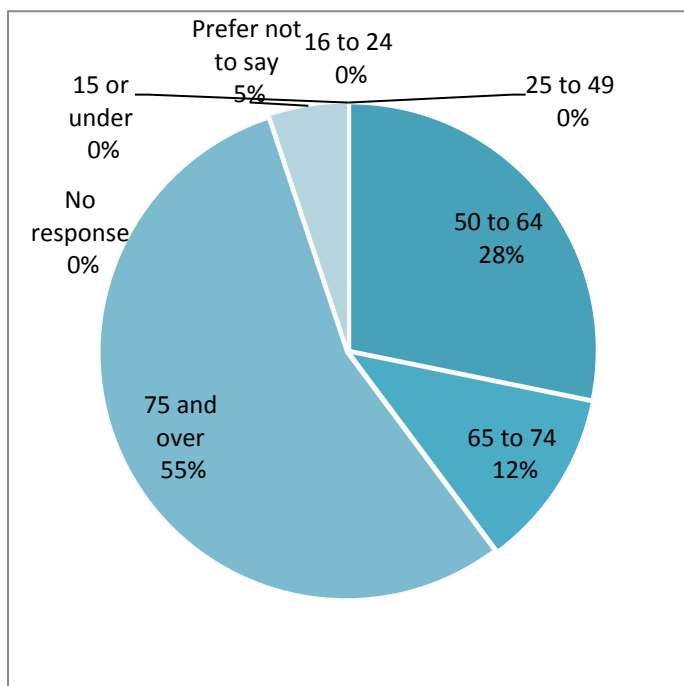
**What times of day do you use this service?****What is the purpose of your journey?****If this service were no longer provided, how would you make this journey?**

**If this service were no longer provided what impact would this have on you?****How would you rate the current service provided?**

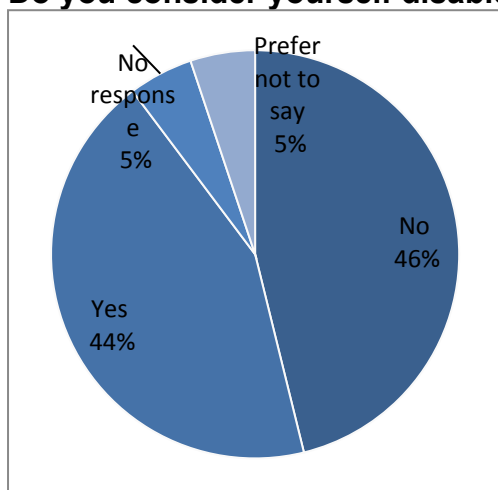


**What is your ethnicity?****What is your gender?****Are you transgender?****What is your age?**

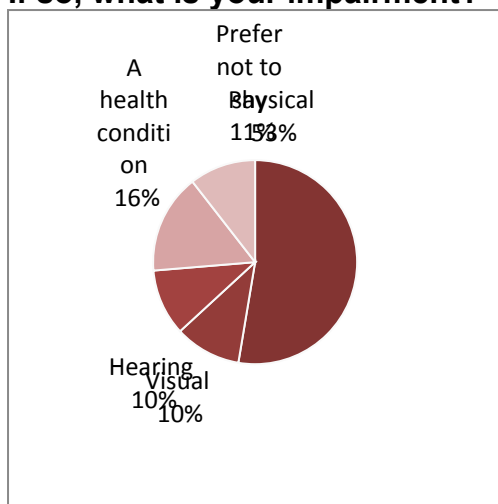




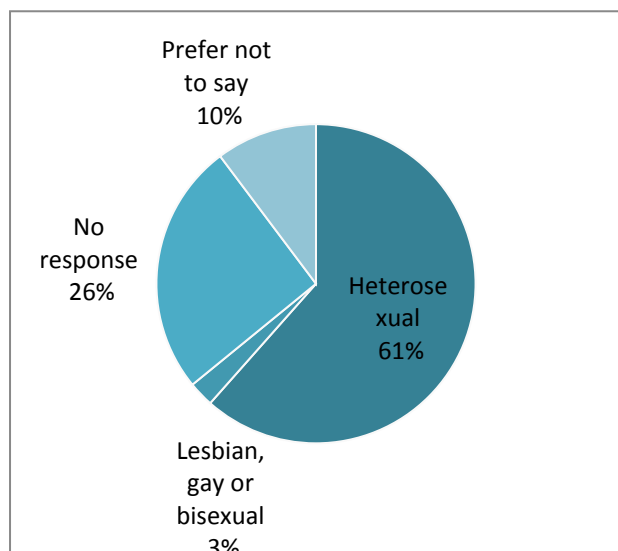
### Do you consider yourself disabled?



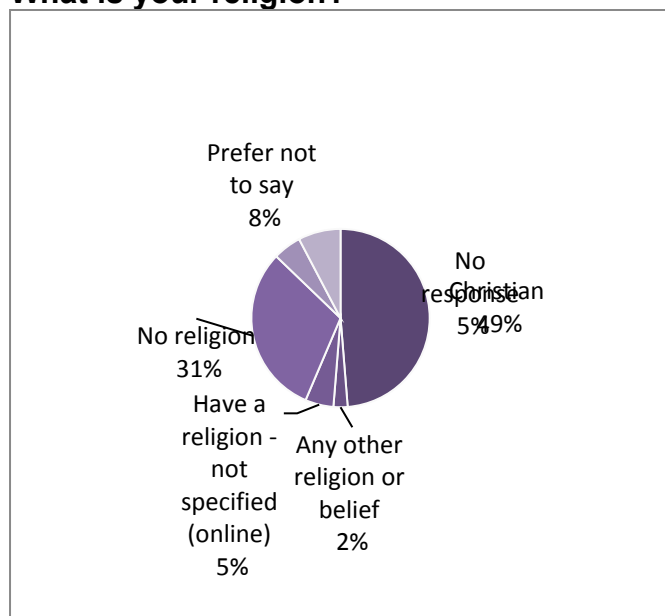
### If so, what is your impairment?



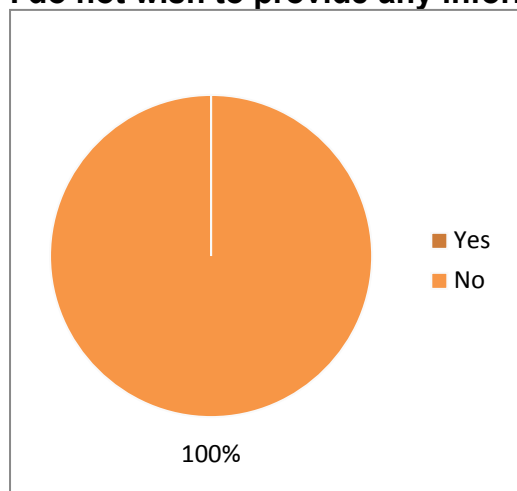
### What is your sexuality?



### What is your religion?



### I do not wish to provide any information on this form



### Service 513

#### Contracted service details:

Daily service between Knowle and Brislington  
 Current contracts provide:  
 All Journeys

### **Cost Per Passenger Journey\***

**2015/2015**

£2.69

**2014/2015**

£2.03

**2013/2014**

£2.17

**2012/2013**

£1.69

### **Total Passenger Numbers**

5,736 (2015/2016)

7,152 (2014/2015)

6,119 (2013/2014)

8,028 (2012/2013)

### **Contract Cost\***

£41,113

\*These figures are combined with those for Service 514

### **Wards Served**

Brislington East, Brislington West, Knowle

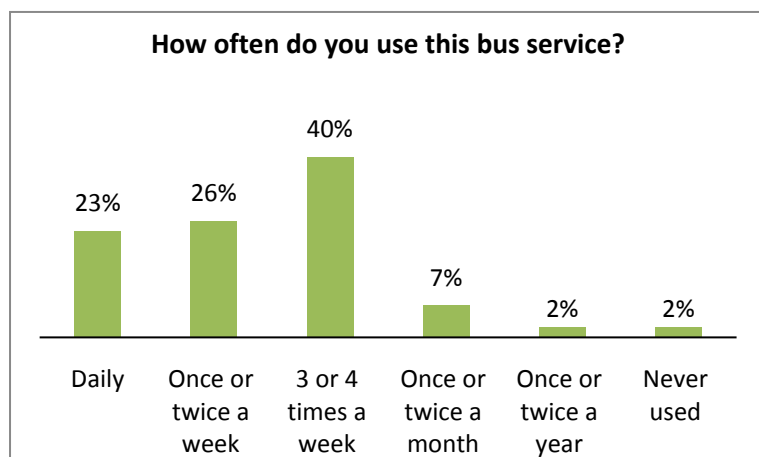
### **Alternative Bus Routes**

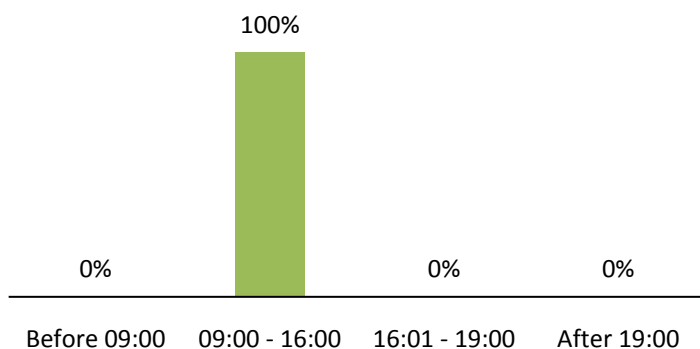
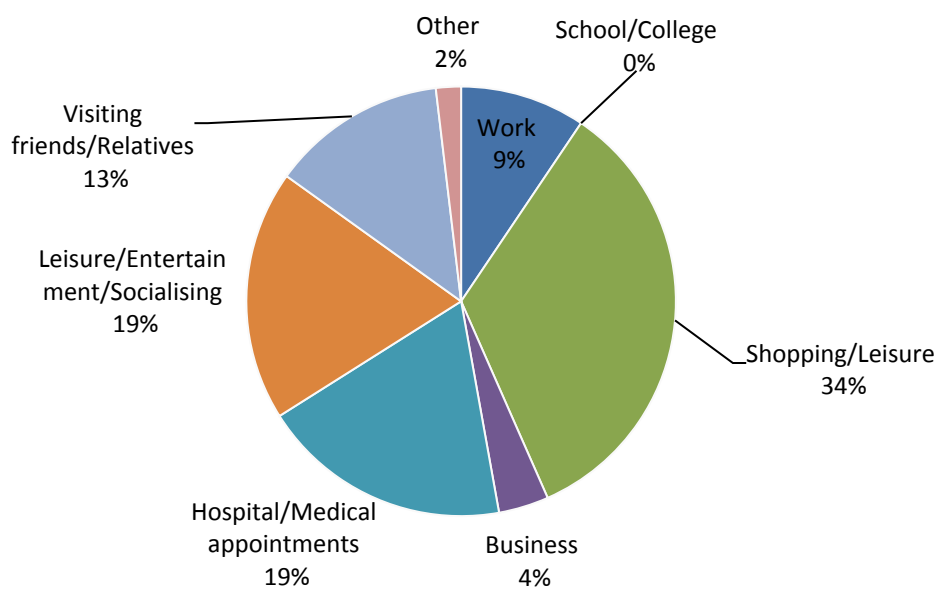
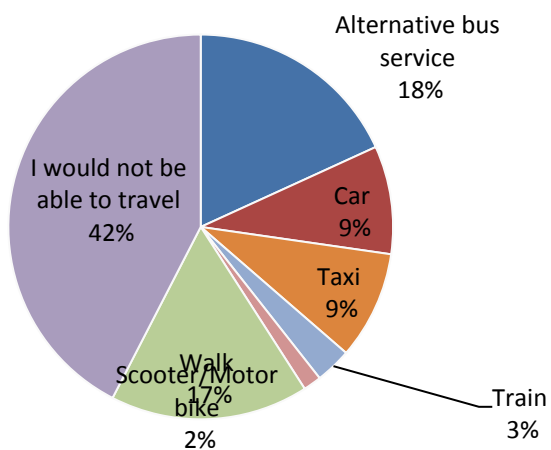
Service 36 – Brislington Square/St Anne's to Broadwalk Shops

Service 514 – Knowle to Brislington

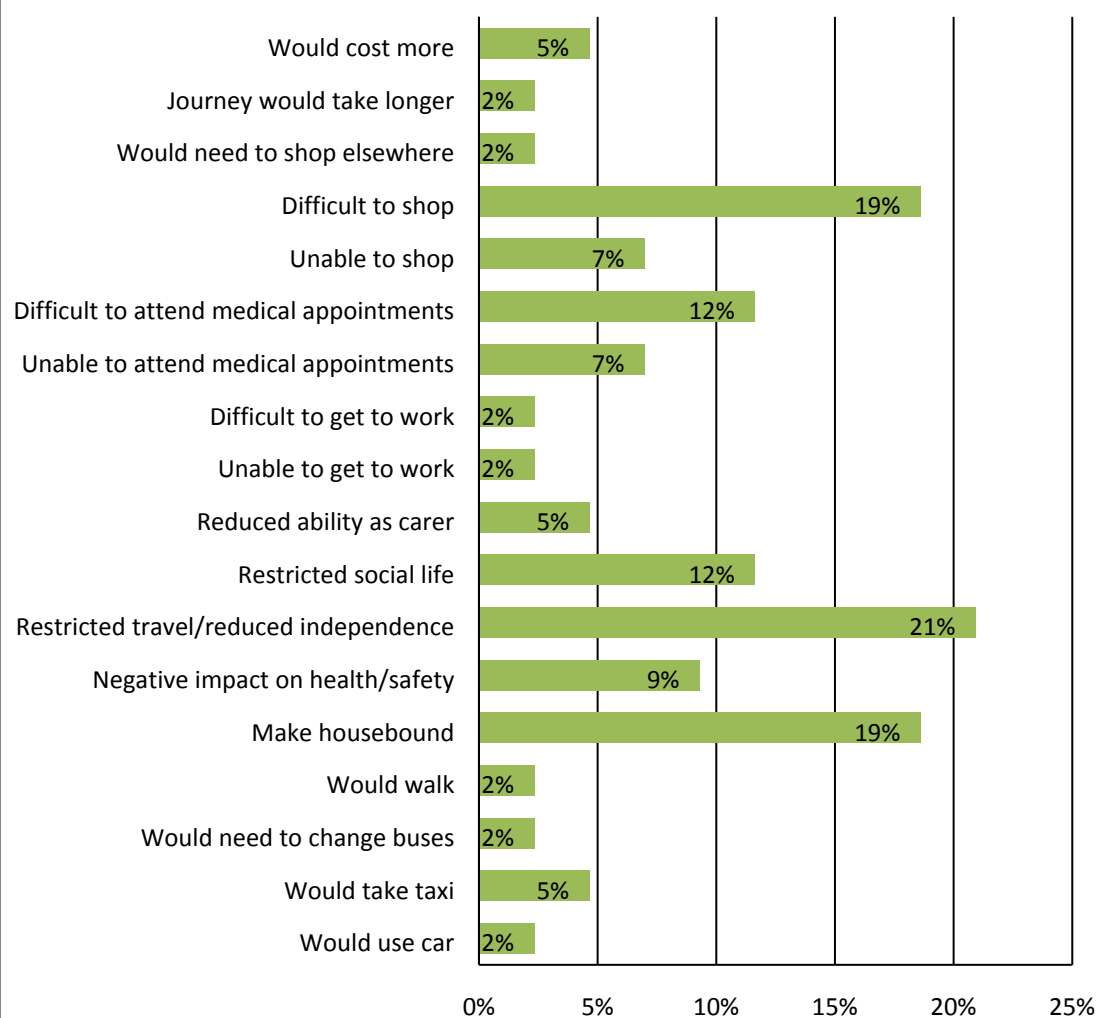
### **Survey Results**

Information from Summer 2016 Passenger Consultation



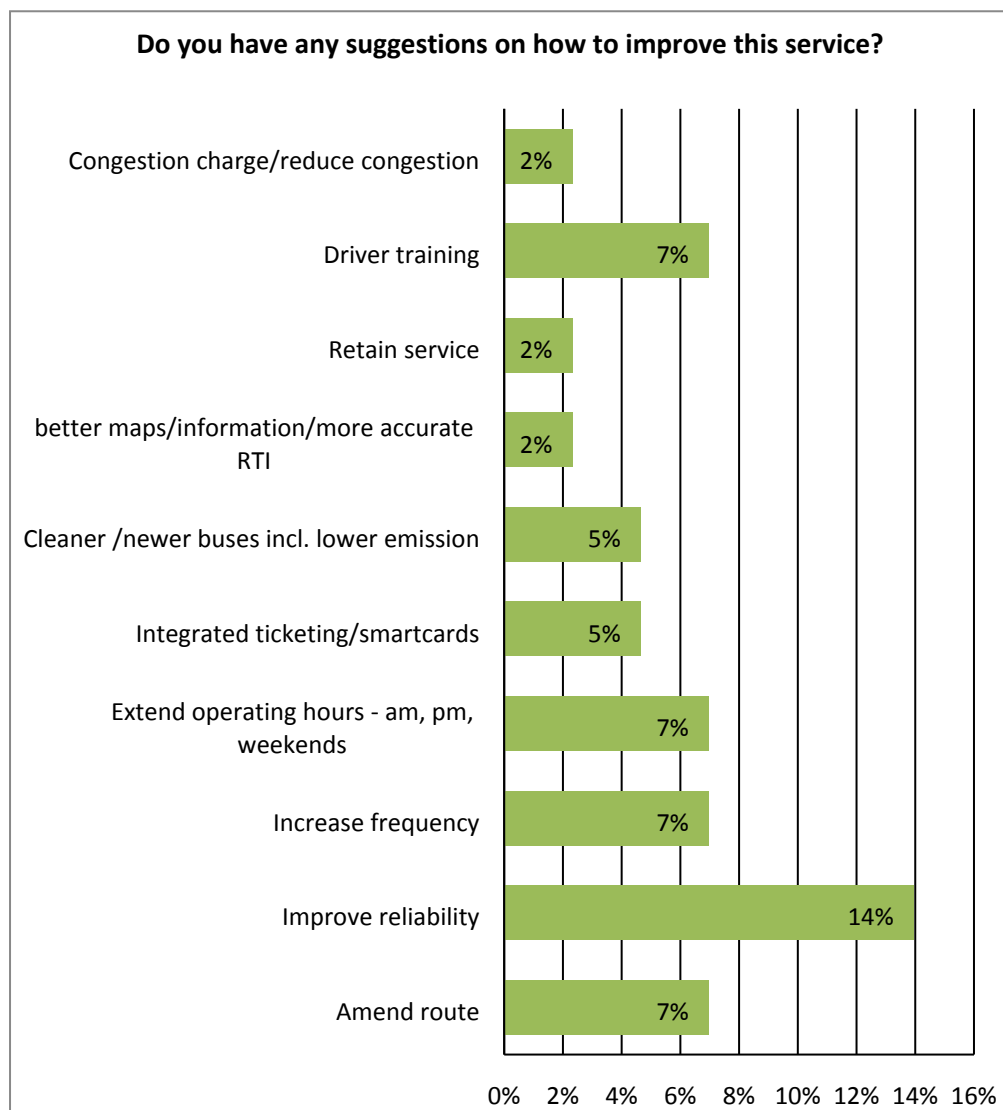
**What times of day do you use this service?****What is the purpose of your journey?****If this service were no longer provided, how would you make this journey?**

### If this service were no longer provided what impact would this have on you?



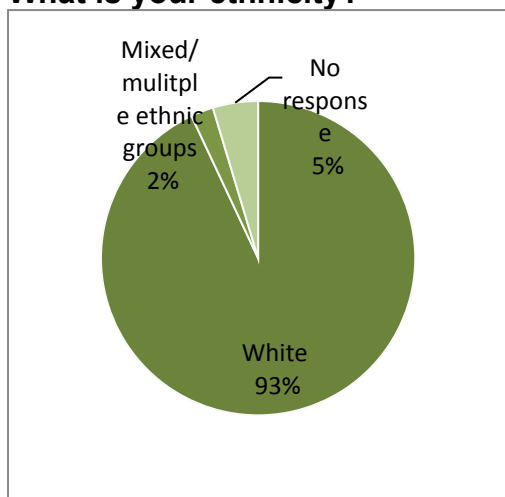
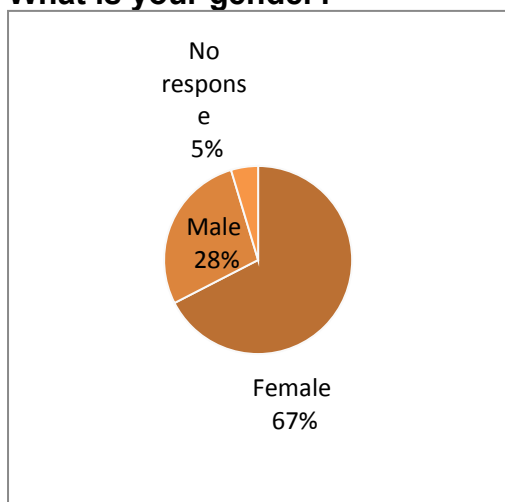
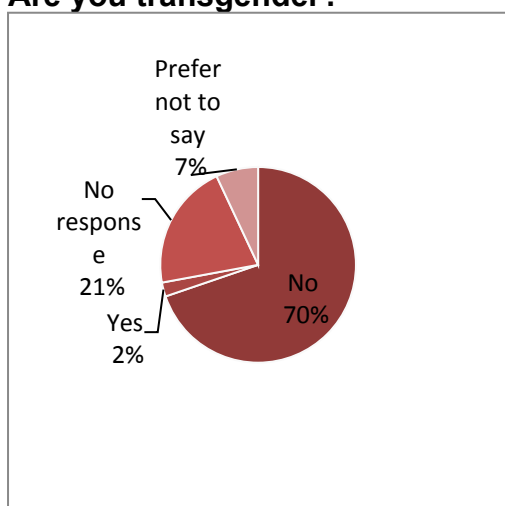
### How would you rate the current service provided?

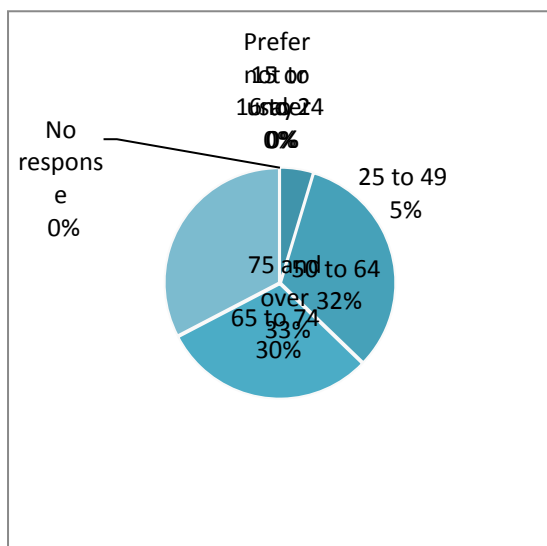




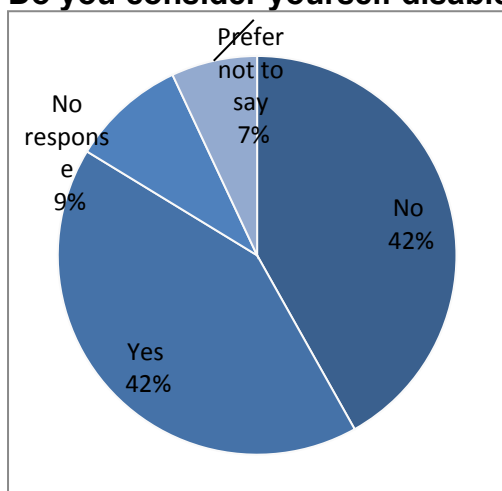
Suggestions for “amend route” include:

- Amend route to avoid Salisbury road which is dangerous due to car parking
- Make the 513 the same as the 514 so that all buses go to Tesco

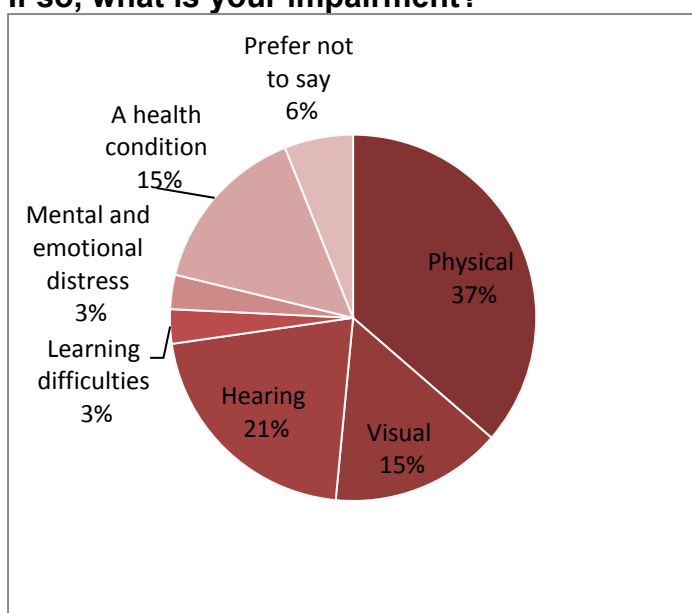
**What is your ethnicity?****What is your gender?****Are you transgender?****What is your age?**



### Do you consider yourself disabled?

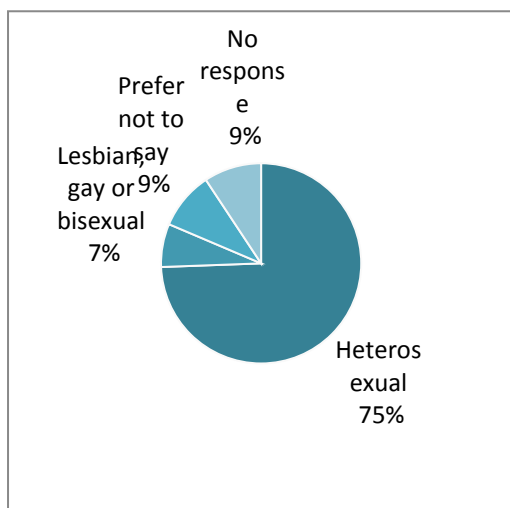


### If so, what is your impairment?

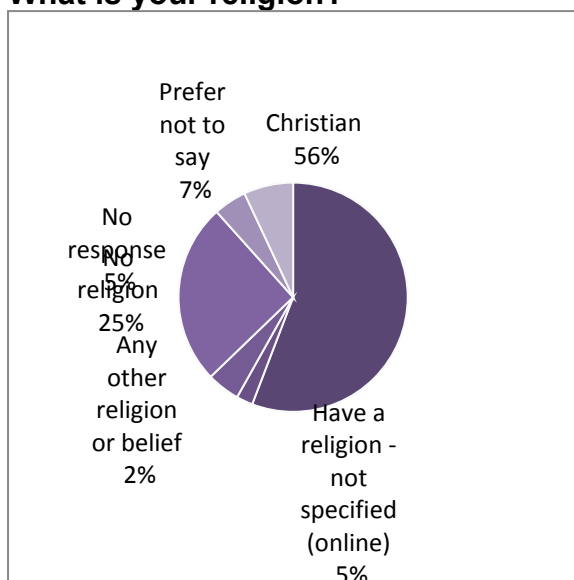


### What is your sexuality?

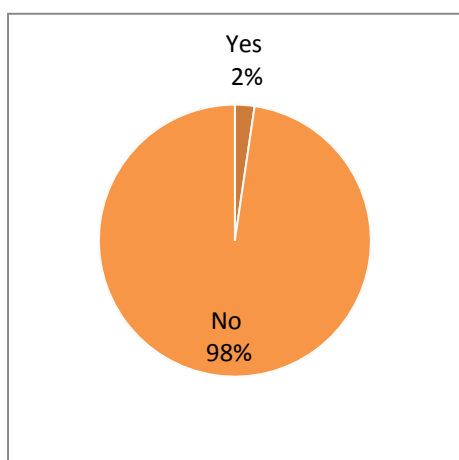




### What is your religion?



### I do not wish to provide any information on this form



**Contracted service details:**

Daily service between Knowle and Brislington Tesco

Current contracts provide:

All Journeys

**Cost Per Passenger Journey\*****2015/2016**

£2.69

**2014/2015**

£2.03

**2013/2014**

£2.17

**2012/2013**

£1.69

**Total Passenger Numbers**

9,352 (2015/2016)

12,841 (2014/2015)

11,777 (2013/2014)

14,922 (2012/2013)

**Contract Cost\***

£41,113

\*These figures are combined with those for Service 513

**Wards Served**

Brislington West, Brislington East, Knowle

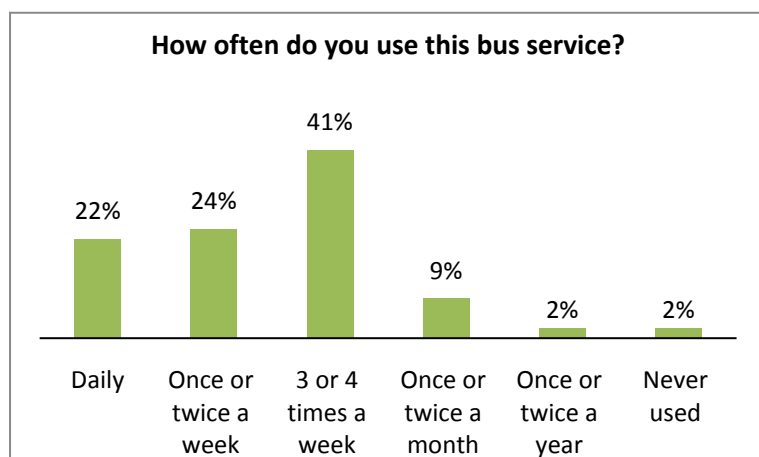
**Alternative Bus Routes**

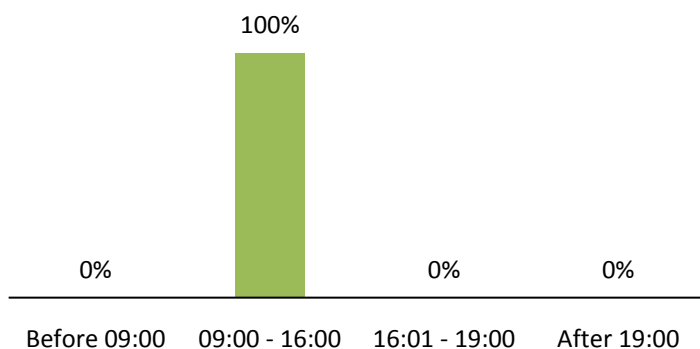
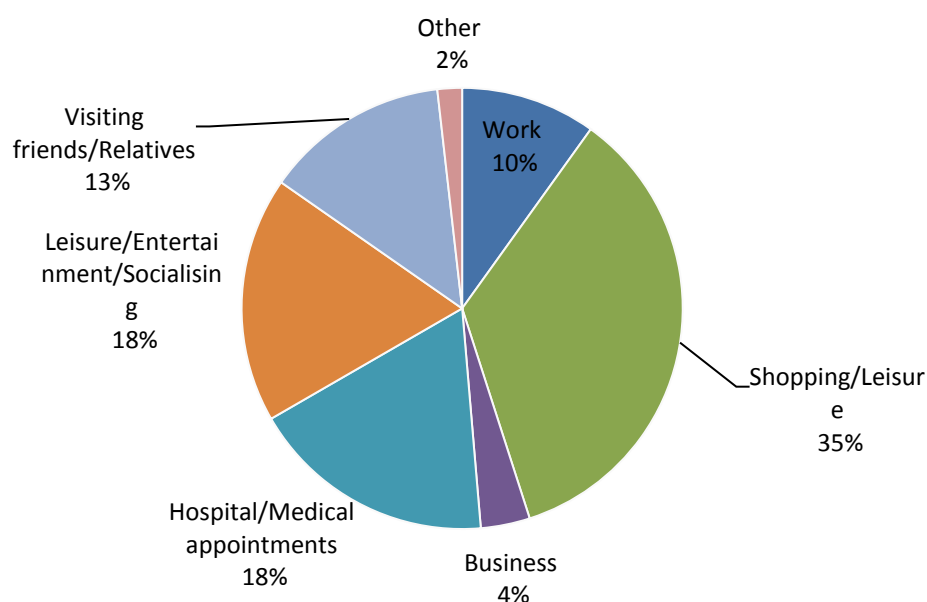
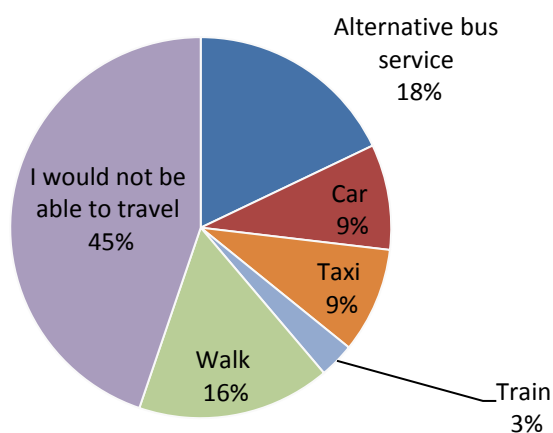
Service 36 – Brislington Square/St Anne's to Broadwalk Shops

Service 513 – Knowle to Brislington

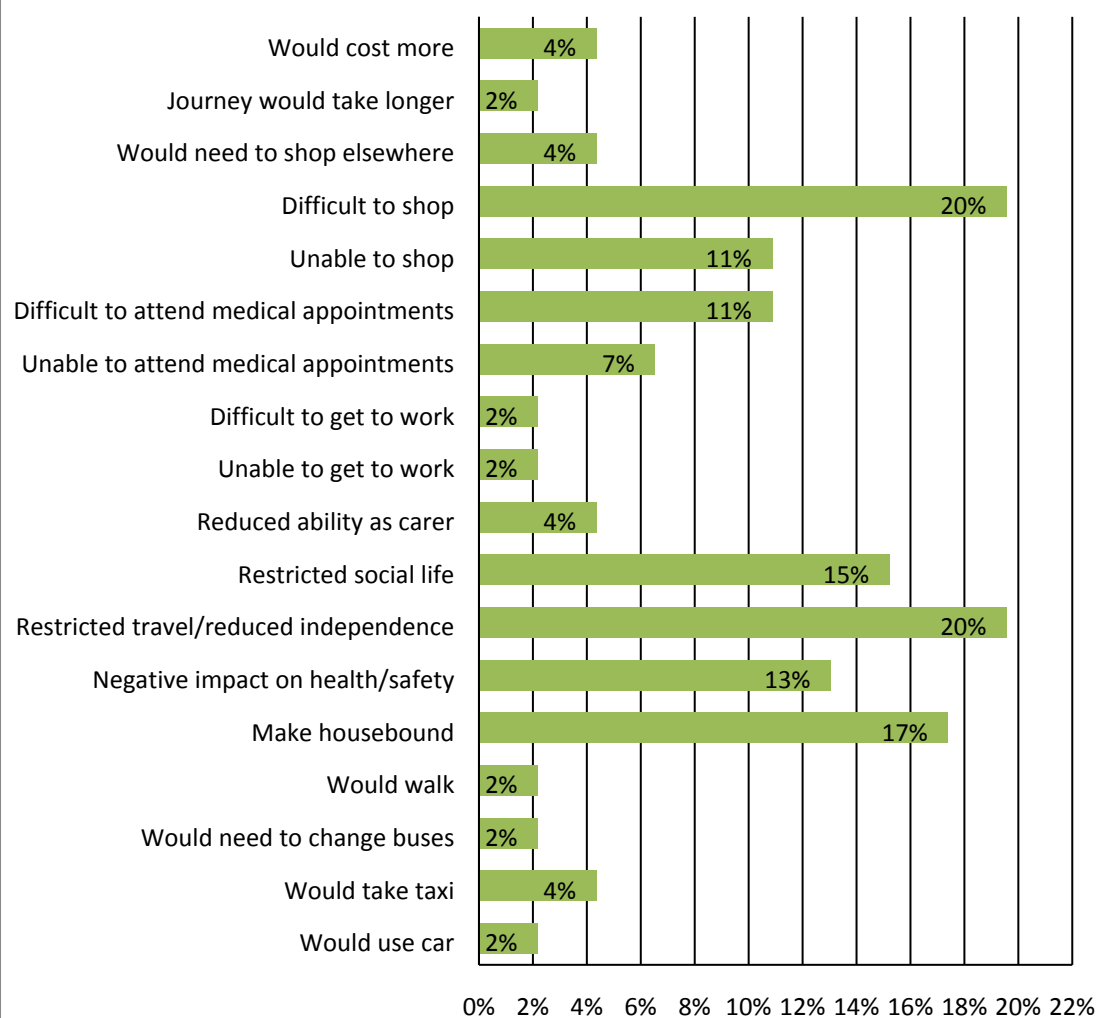
**Survey Results**

Information from Summer 2016 Passenger Consultation



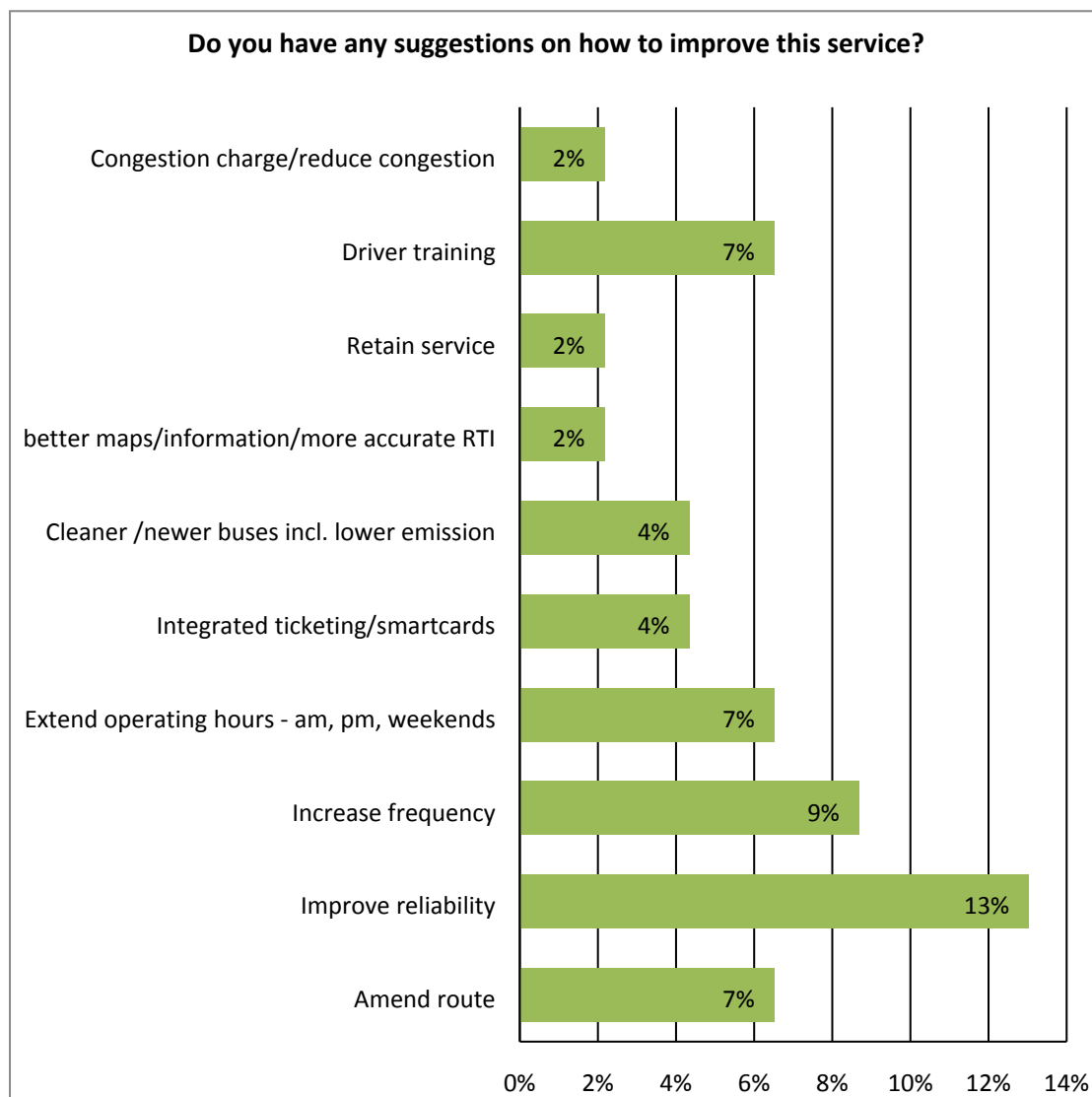
**What times of day do you use this service?****What is the purpose of your journey?****If this service were no longer provided, how would you make this journey?**

### If this service were no longer provided what impact would this have on you?



### How would you rate the current service provided?

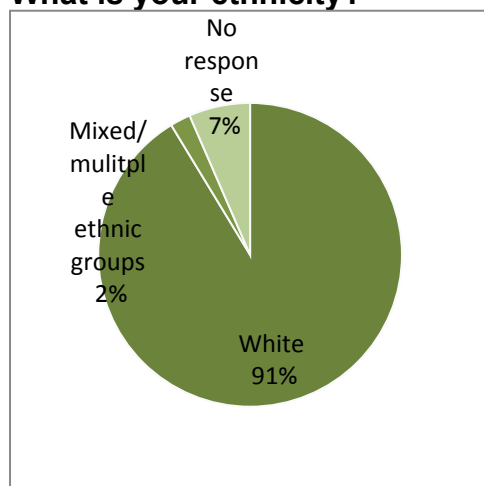




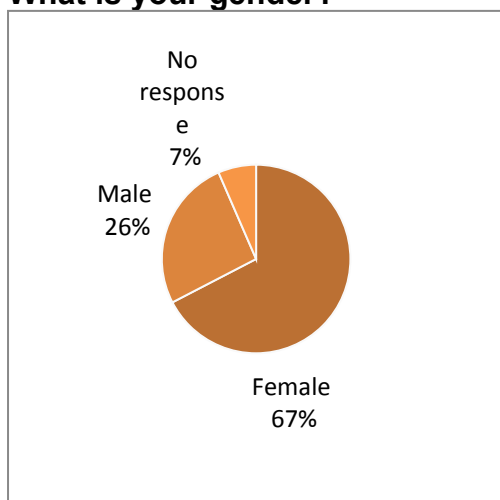
Suggestions for “amend route” include:

- Amend route to avoid Salisbury road which is dangerous due to car parking
- Make the 513 the same as the 514 so that all buses go to Tesco

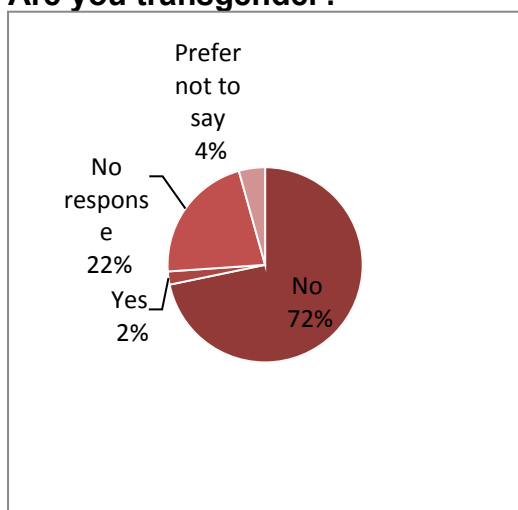
### What is your ethnicity?



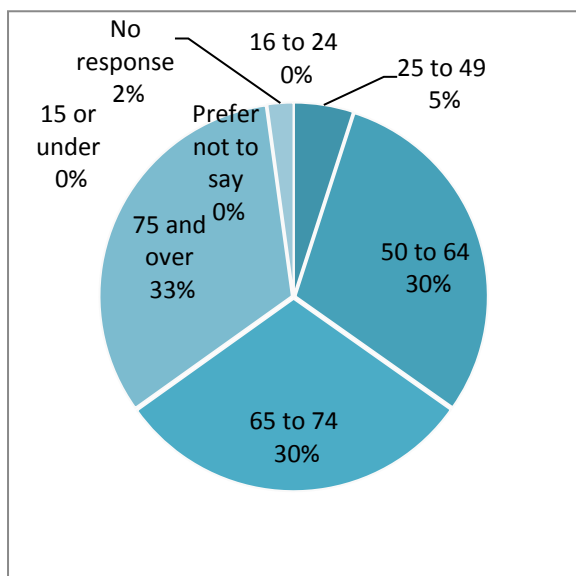
### What is your gender?



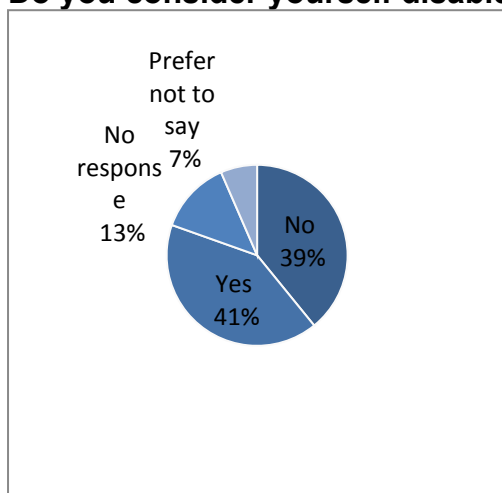
### Are you transgender?



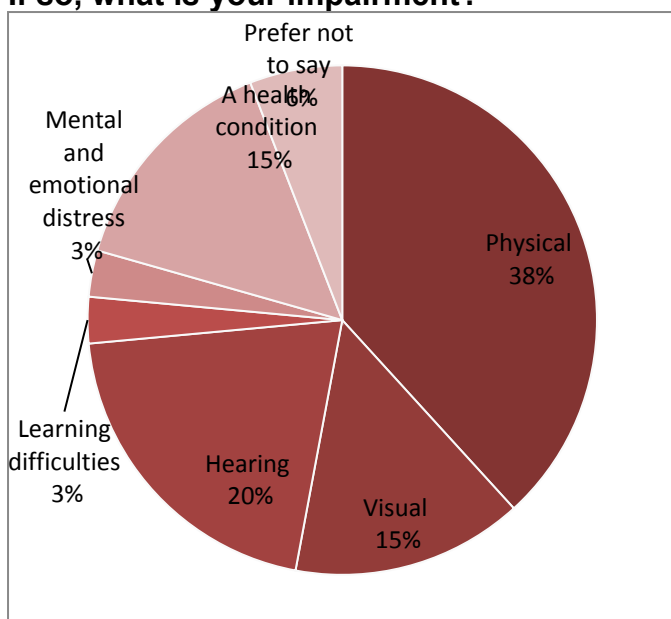
### What is your age?



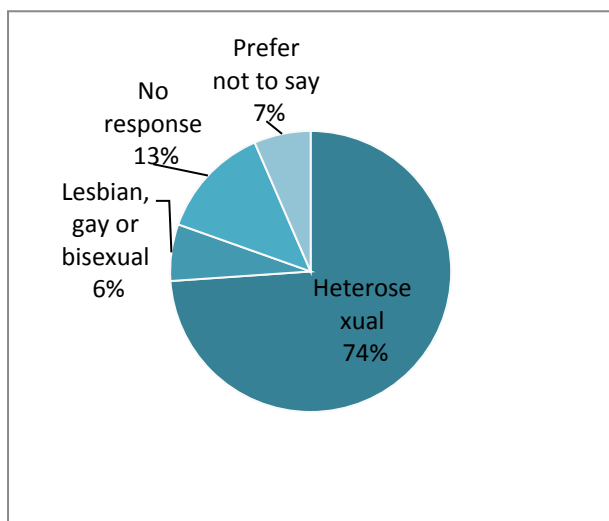
### Do you consider yourself disabled?



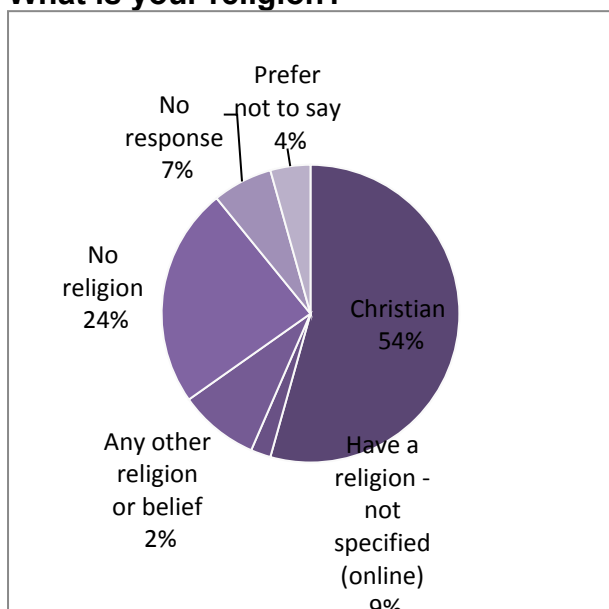
### If so, what is your impairment?



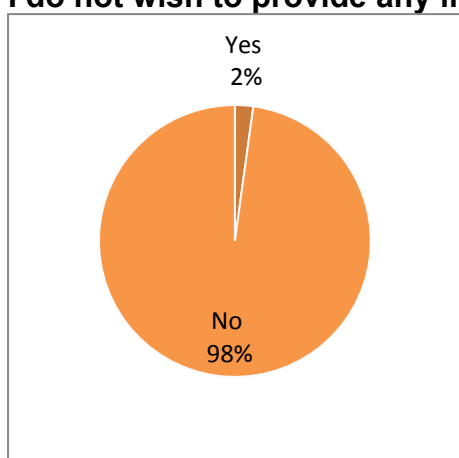
### What is your sexuality?



### What is your religion?



### I do not wish to provide any information on this form





**Contracted service details:**

Daily service between Stockwood and Imperial Park (Hartcliffe)

Current contracts provide:

All Journeys

**Cost Per Passenger Journey****2015/2016**

£2.85

**2014/2015**

£2.91

**2013/2014**

£3.18

**2012/2013**

£5.36

**Total Passenger Numbers**

36,499 (2015/2016)

35,768 (2014/2015)

31,213 (2013/2014)

12,388 (2012/2013)

**Contract Cost**

£106,450

**Wards Served**

Stockwood, Hengrove & Whitchurch Park

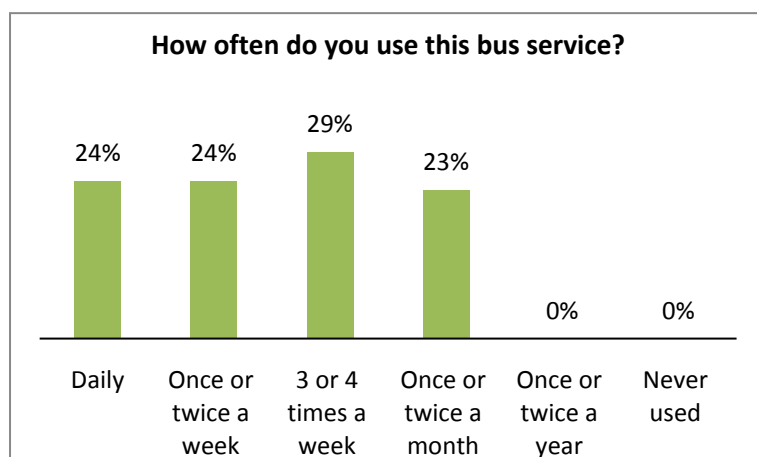
**Alternative Bus Routes**

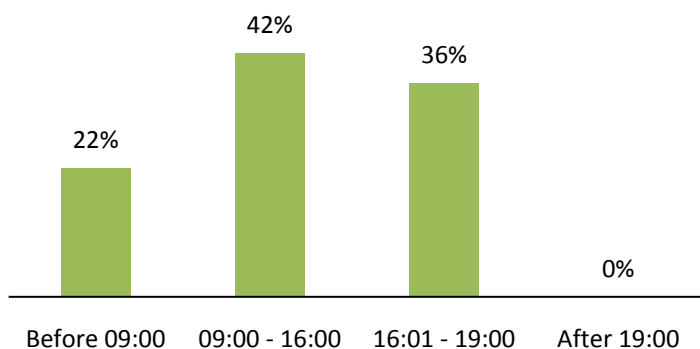
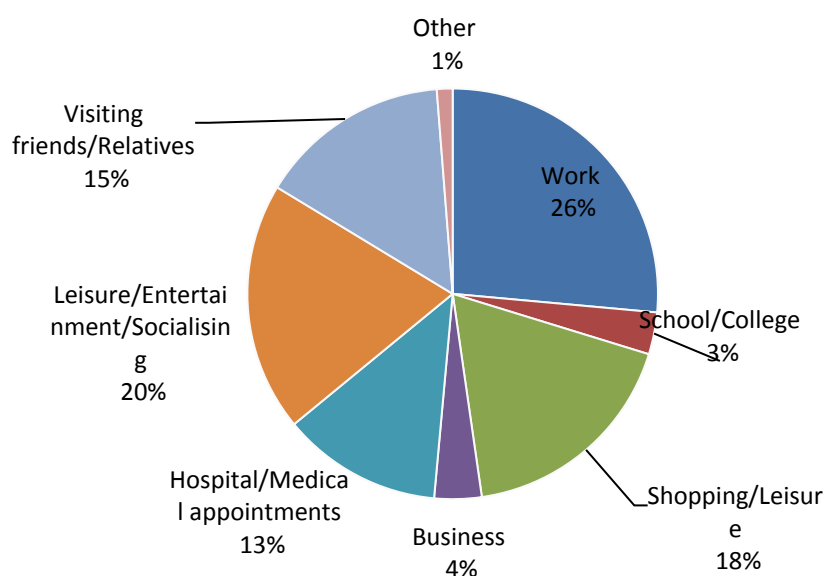
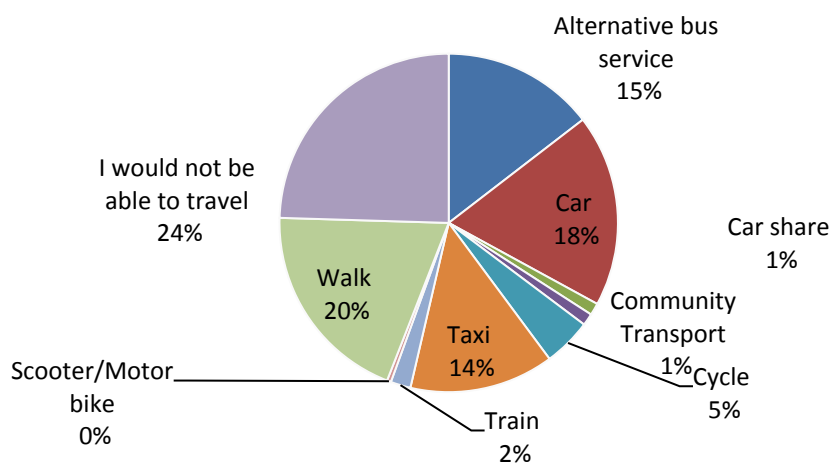
Service 2 - Brislington to Stockwood

Service 36 - Hengrove to Brislington

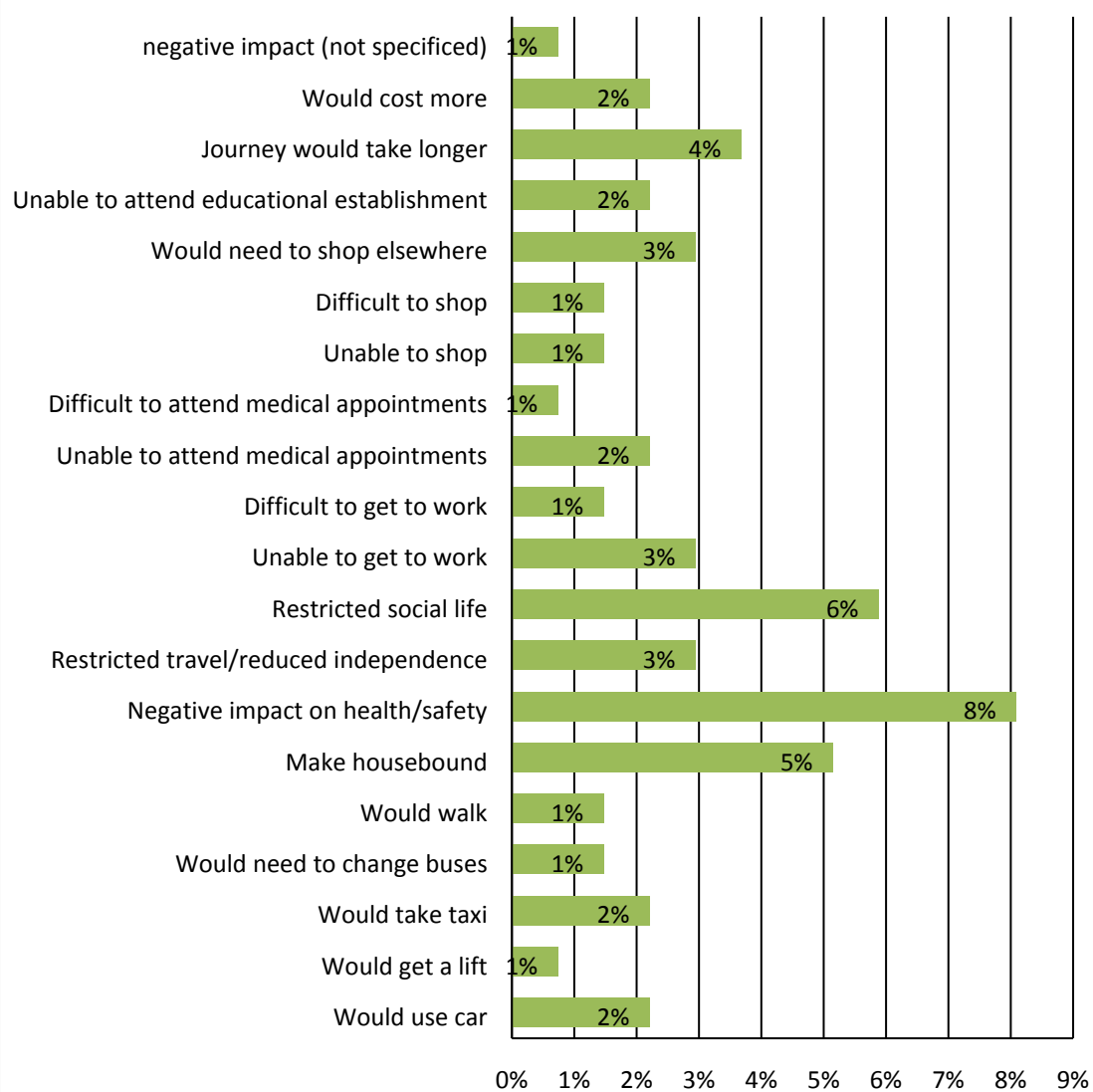
**Survey Results**

Information from Summer 2016 Passenger Consultation

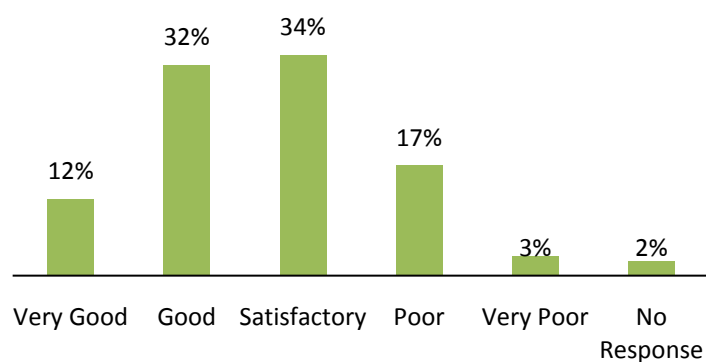


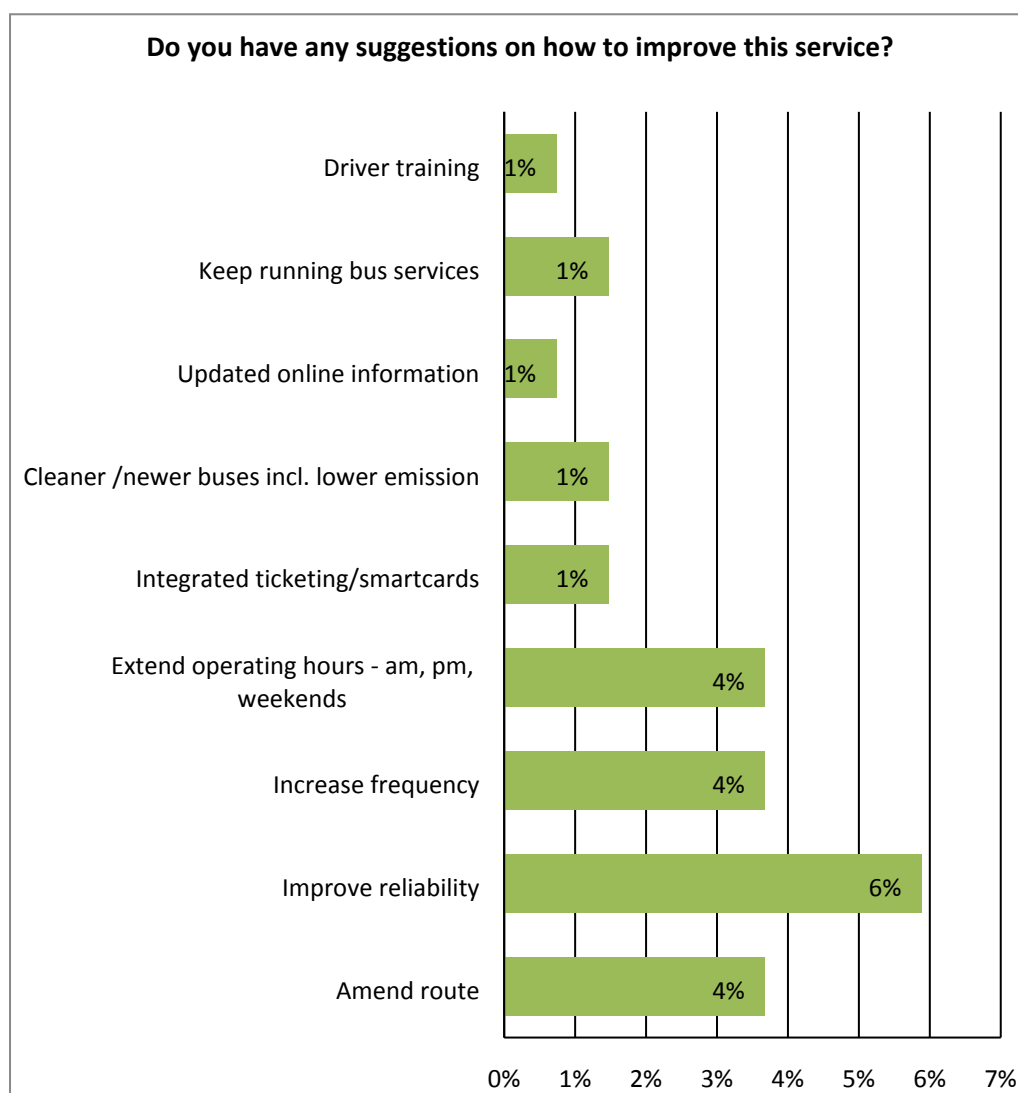
**What times of day do you use this service?****What is the purpose of your journey?****If this service were no longer provided, how would you make this journey?**

### If this service were no longer provided what impact would this have on you?



### How would you rate the current service provided?

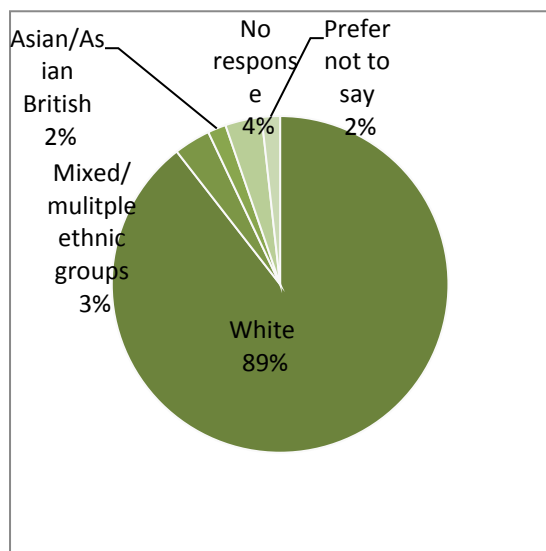




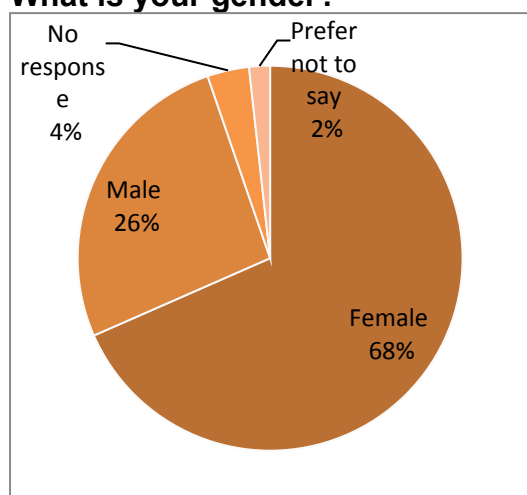
Suggestions for “amend route” include:

- Extend service to Whitchurch, Keynsham and Longwell Green

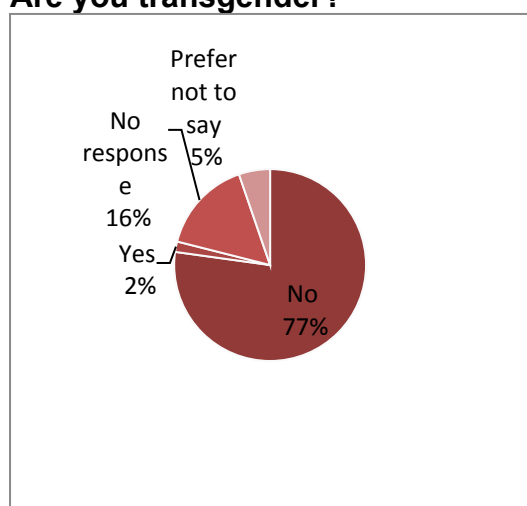
**What is your ethnicity?**



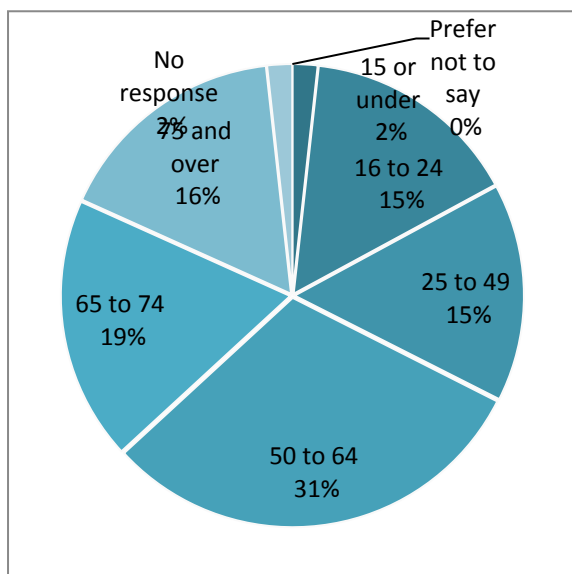
### What is your gender?



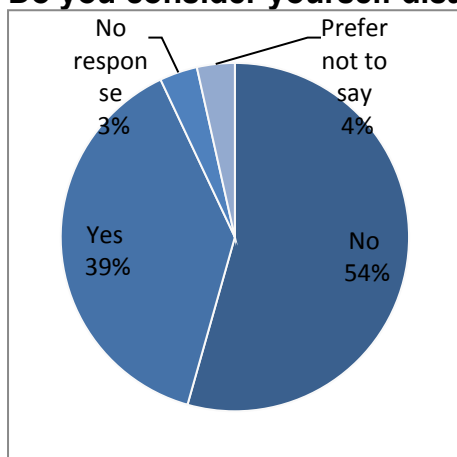
### Are you transgender?



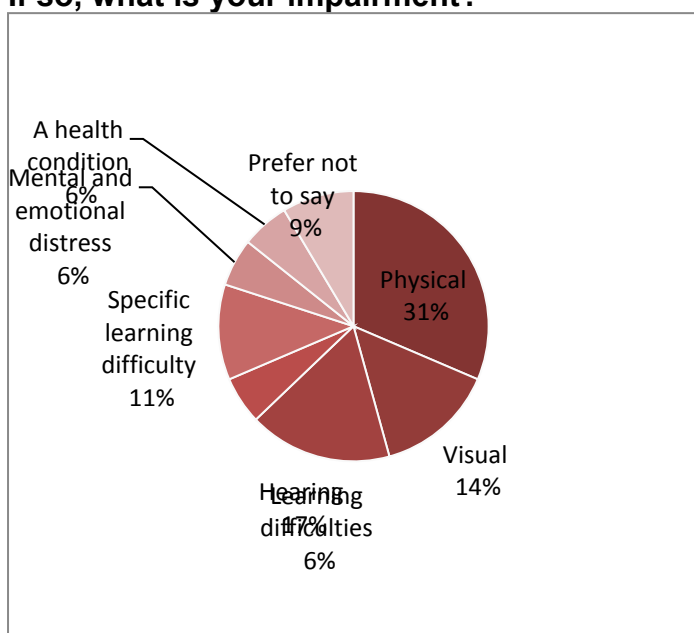
### What is your age?



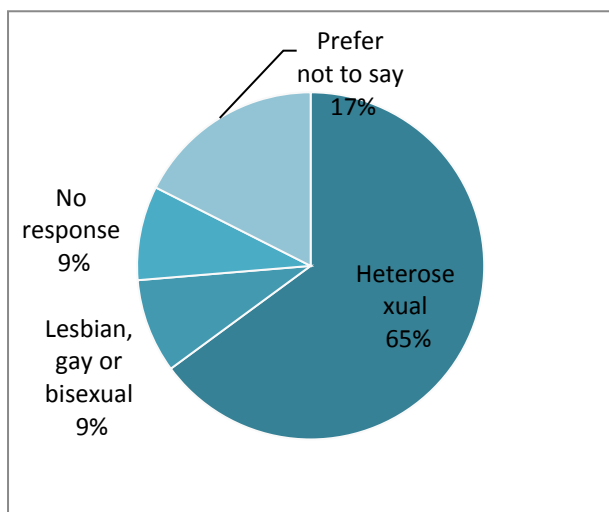
### Do you consider yourself disabled?



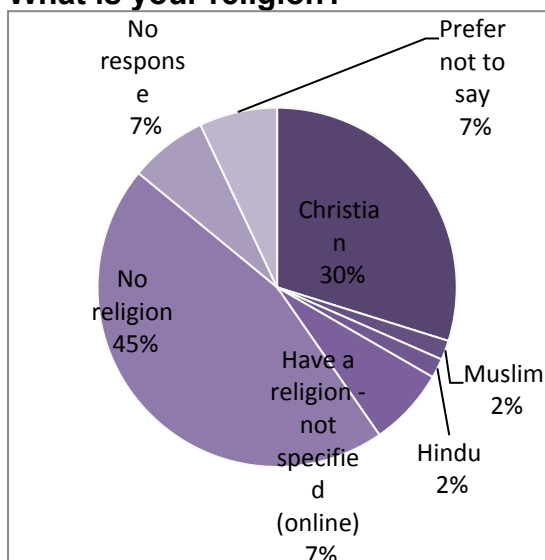
### If so, what is your impairment?



### What is your sexuality?



### What is your religion?



### I do not wish to provide any information on this form

