

BRISTOL CITY COUNCIL

Place Scrutiny

11 February 2016

Report of: Service Director for Transport

Title: Consultation on Supported Bus Services

Ward: Citywide

Officer Presenting Report: Ed Plowden

Contact Telephone Number: x36568

RECOMMENDATION

Place Scrutiny Commission is asked to consider the report and provide its comments on the proposed consultation process.

Summary

The current supported bus service contracts are under contract until September 2017. As part of the review of the supported service network, we will be carrying out a consultation to seek people's views on what they would like our supported services to do.

The significant issues in the report are:

- Bus service operation in Bristol and the role of Bristol City Council in supplementing the commercial network
- The scale of the supported service network and the timescale for review and retender
- Bus network and accessibility information

Policy

1. Under the Joint Local Transport Plan 3, the West of England Authorities are creating attractive alternatives to the use of private cars, including through the phased development of a comprehensive, integrated public transport system embracing buses, coaches, rapid transit, rail, community transport, taxis, private hire cars and ferries. We aim to achieve a high quality transport system which is reliable, punctual and

with frequencies that respond to the varying demands of residents, businesses and others in different parts of the region.

2. This will support and enable Bristol to maintain/improve public transport access and connectivity to jobs, educational and health facilities, shops and other services. More specifically related to supported bus services, in the West of England we are committed to continue supporting non-commercial bus services within available budgets.

Consultation

3. **Internal**
Strategic City Transport

4. **External**
We regularly liaise with bus operators and this has enabled us to make savings to the supported services budget without loss of service as evidenced in Map 5
This report is about how we go about doing undertaking external consultation.

Context

Background:

5. Under the Transport Act 1985 bus services in England (outside London) were de-regulated and no longer under the control of local authorities. This led to the introduction of bus services operated by private bus companies, on a commercial basis. Local authorities are able to supplement the commercially provided network with services specified, contracted and financially supported by the authority, where it feels there is a need to do so. These are referred to 'supported bus services'.
6. The majority of bus services operating in Bristol operate on a commercial basis and the Council provides support to commercial operators for a number of supported bus services to complement the bus network. The Council is able to provide these services as they are deemed socially necessary and would otherwise not be provided by the commercial bus network.
7. When contracting a supported bus service we need to have 'regard to the interests of the public and persons providing public transport in the local area' (Transport Act 2000). In contracting services, the Council must therefore ensure that the service does not directly impact commercial operators business by taking passengers away from an otherwise commercial bus service, which could affect the viability of the

service.

8. The 2015/16 core budget for supported bus services (not including Park & Ride and additional funding from s.106 agreements) is £1.86m. The contracts expire in September 2017 and so summer 2016 is the time to start to review how the funding can be invested most effectively to meet current needs.

Bus network and access maps:

9. We have produced a number of maps to provide us with background information on access, deprivation and available public transport.

Maps 1 and 2 provide us with access (journey) times by public transport to employment centres and hospitals. It is useful to note these accessibility maps are based on data from 2009 – up to date maps could not be produced within the timescales for producing this report. Since this data was captured we have seen an increase in service frequency, reduction in journey times and access improvements along certain corridors, especially those that benefitted from Greater Bristol Bus Network investment 2008-12. The maps however still give a reasonably accurate picture.

Map 3 shows the areas of deprivation in the city, with the dark purple areas being the most deprived.

Map 4a provides us with the deprivation areas as a base layer with the bus services, which are operated on a commercial basis by private bus companies, for example First. Map 4b overlays the supported bus network, split into 2 categories: fully supported services and partly supported services and Map 4c incorporates both Commercial and Supported bus services.

Map 5 details routes which were previously supported and are now run on a commercial basis having had the support budget removed since 2011, for example evening journeys on service 8. This was part of the budget review but also demonstrates that in recent years more bus services have become commercially viable than in the past.

Map 6 provides us with the deprivation areas and the frequency of bus services in the city. This has been split to show all bus services and frequent bus services operating at least every 10 minutes. With these combined we can see that a large proportion of deprived areas have access to frequent bus services reducing or removing the need to invest in supporting services in these areas

Map 7 details the MetroBus routes: North Fringe to Hengrove Park,

Ashton Vale to Temple Meads and South Bristol Link, which serve many areas of deprivation in the city and will help to make job creation in those areas more attractive to potential employers.

Map 8 provides us with details of how people travel to work in the North Fringe. The upcoming North Fringe to Hengrove MetroBus route will provide a large number of these commuters with a fast, efficient bus service to/from work. It should also enable people without access to a car to consider working in this area.

Many of the supported services are on routes that are more orbital in nature or create links between communities that are not connected by arterial routes. This can help people avoid using two buses and often having to change in the City Centre. These services have proved the most difficult to commercialise.

S106 or Government grant funding have often been used to “pump-prime” services where the Council believes that a service is needed and could be commercially viable. In these cases we contract with an operator to test this business case to see if the route can be commercialised. This has not traditionally been undertaken using the support services budget.

Supported Services:

10. We provide a number of different types of supported bus services; fully supported services, where we pay for the full operation of the service for example orbital services; and partially supported services where we pay for certain journeys or extensions to services for example hourly evening journeys on service 2. This is detailed in map 4 between the dark (partially supported) and light (fully supported) green lines.
11. The Bristol Bus Strategy was adopted in 2003 and agreed value for money threshold for supporting bus services which is currently £4.13. Where the cost to the Council is above this threshold the continued viability of the service is called into question and other potential services are considered a higher priority. This is applied in the following order of priority:
 1. Park and Ride Services
 2. Community Transport
 3. Local Bus Services

Within the Local Bus Services the priority order for funding is: 1 Orbital Services, 2 Other Stand Alones Services, 3 Night Services, 4 journeys supplementing the commercial bus network.

Timescales:

- 12.** To ensure the seamless continuation of our supported bus services from September 2017, we are working to the following timescales:
 - Cabinet – June 2016
 - Consultation – June/July 2016
 - Review consultation responses – August 2016
 - Prepare documentation – September-October 2016
 - Tenders out to bidders – November/December 2016
 - Evaluation of tenders – December 2016/January 2017
 - Award Services – February/March 2017
 - Register supported bus services with Traffic Commissioner – July 2017
 - New timetables to go live - September 2017

Consultation:

- 13.** Consultation of supported bus services will be carried out via different methods to ensure that we collect a robust set of data from current and potential passengers.
 - The consultation will use the following methods:
 - On bus surveys
 - Online surveys, which mirror the paper surveys
 - Consultation Hub, which can elicit comments
 - Equalities Forum
 - Neighbourhood Partnerships: Due to the large number of Neighbourhood Partnerships we would like to target the areas which are poorly served by the commercial bus network, and provide the other Neighbourhood Partnerships with materials to distribute via their meetings, mailing lists, community notice boards, websites and social media accounts.
- 14.** Following previous consultation exercises with passengers we have found it beneficial to supply passengers with a facility to drop off completed survey forms on the bus, as well as providing a freepost address. The recently completed Park and Ride survey was placed online which enabled passengers to access the survey at any time. Response rates to consultations and surveys have increased by us introducing these additional facilities.
- 15.** We have a standard set of questions we ask passengers on the quality of the supported bus service, this can be found in Appendix A. We will also include questions on where people travel to/from and for non-users who respond what prevents them using public transport.
- 16.** Members of scrutiny may want to consider
 - 16.1.** Are the above methods of communicating with members of the public appropriate and sufficient or are there other or additional

avenues that we could explore?

16.2. Are there any questions that might usefully be included in the consultation?

Other Options Considered

17. The current contracts could be extended as they are for a further 2 years. However, given the passage of time since these contracts commenced, it is considered appropriate to review the supported network to determine whether the current network still represents the priority network for the Council's supported services budget.

Public Sector Equality Duties

An equalities impact assessment will be undertaken as part of the commissioning process and the survey will provide data for this by collecting equalities information

Legal and Resource Implications

Legal

None necessary for this report

Financial

None necessary for this report

Land

N/A

Personnel

None necessary for this report

Appendices:

Appendix A: Supported Bus Service Survey

Appendix B: Example of previous Ask Bristol Consultation on supported services

Appendix C: Maps 1 - 8

Background Papers:

None.

Appendix A:



Bus Survey

1. Which bus are you using today?

2. Date and time of travel?

3. Where are you travelling? From to

4. How often do you travel by bus in Bristol?

- 5 or more times a week
- 3 or 4 days a week
- Once or twice a week
- Once or twice a month
- Less than once a month

5. How do you rate this bus service overall?

- Very Poor
- Poor
- Satisfactory
- Good
- Very Good

6. How was your journey today?

- Very Poor
- Poor
- Satisfactory
- Good
- Very Good

7. Are there any reasons for the rating you have given your journey today?

.....

8. Purpose of your journey?

- Work
- School/College
- Shopping/Leisure
- Business
- Other

9. Do you have use of a car?

- Driver any time
- Driver sometimes
- Passenger any time
- Passenger sometimes
- No

10. Would you have made this journey if Bristol City Council had not provided the bus service?

- Yes – please specify how you would have travelled
 - Alternative bus service
 - Community Transport
 - Car
 - Cycle
 - Train
 - Walk
- No

11. Do you have any other comments on the service or how it could be improved?

.....

.....

.....

Equalities Monitoring Form - How would you describe yourself?

Age Under 18 18 - 65 Over 65 Prefer not to say

Gender Female Male Prefer not to say

Transgender Yes No Prefer not to say

Ethnicity White British background Other White background
 Black and minority ethnic background Prefer not to say

Religion / Belief Do you have a religion or belief? Yes No Prefer not to say

Disability Are you disabled? Yes No Prefer not to say

Sexual orientation

Are you: Lesbian, Gay or Bisexual Hetrosexual (straight) Prefer not to say

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

Equalities monitoring enables the Council to check that everyone in the city is accessing the services to which they are entitled 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. 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.

**Bristol City Council is carrying out a survey of use of this bus service.
We would be grateful if you could complete this short questionnaire.**

Please fold on the dotted lines, stick down and place your completed questionnaire in the box provided on the bus or post to the freepost address below.

If you would like this questionnaire in another language, braille, audio tape, large print, easy English, BSL, CD-ROM or plain text please contact Bristol City Council on 0117 922 2910.

If you have any further questions please email passenger.transport@bristol.gov.uk or telephone 0117 922 2910.

Fold here

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B066A Designed and printed on FSC Sustainably Sourced Materials by Bristol Design, Bristol City Council

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Freepost RTKJ-SGBZ-ULSH
Sustainable Transport (Brunel)
Bristol City Council
PO Box 3176
BS3 9FS

Appendix B: Example of previous Ask Bristol Consultation on supported services

APPENDIX C(3)

Let's talk about : Supported Transport Services



Improving public transport has been a high priority for the council for over a decade. With the Greater Bristol Bus network all the 10 major corridors into the city centre will be vastly improved by £70 million government and local investment, with more bus lanes and real time information radically improving the reliability, frequency and quality of services.

There is now an opportunity to reshape supported services over which the council has control. We need to look at how some services could work better with the emerging Greater Bristol Bus Network so that they achieve more for local communities with less impact on the council tax payer. Workable solutions for local transport are not just about buses. The council is delivering an integrated transport network which includes buses, local rail, the planned rapid transit schemes, door-to-door minibus services for elderly and disabled people, car clubs, cycling schemes and attractive walking routes.



Sharing information, seeking your opinion

Bristol's approach is to be open and prepared for challenge when seeking to change services. We share data and background information with our citizens and ask for your ideas about how public services could be provided in the future. We recognise these are important decisions, where citizens' views and ideas need to be listened to, and that we don't have all the answers. As part of a series of conversations to help shape local public services, we would like your views on Supported Transport Services.

The difference between commercial and supported services

Most of the bus services in Bristol are 'commercial services' run by private businesses for profit. The council has little influence over these services but works with 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 on route, timetable 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 day time services on main routes into the city run by First.



The council DOES NOT pay any money 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, weekends and bank holiday services.
- On routes which are deemed to be socially necessary or help connect commercially operated routes e.g. orbital services / shopper services
- Demand-responsive community transport (e.g. dial-a-ride / door-to-door) which help elderly and disabled people get around
- To invest in services with great potential such as the Severn Beach Line rail service and harbour ferry services
- To reduce congestion in the city centre by providing park and ride for out of town commuters and visitors.

These financially-supported services are known as **Supported Transport Services**. They currently cost £5.2 million a year (2010/11) They are:

- Park and Ride
- Orbital services including 500, 517/8 and 584/5/6/7 (around Kingswood/Parkway Station/Southmead Hospital & Shirehampton and other North and Central Bristol areas)
- Local shopper services including 503, 558/9 and 510/11 (Knowle, Bedminster and Brislington orbitals) and Easy Rider services.
- Commuter and cross harbour ferry services
- Community transport (including Dial a Ride, Group Hire and local community transport groups)
- Add-ons to commercial bus services (early morning, late evening, Sunday and Bank Holiday services)
- Support for Severn Beach Line rail service
- Night buses (which run from midnight on Fri and Sat nights)
- Yellow school bus to Henbury school

How much do we spend on Supported Transport Services?

In the last financial year, this funding has benefited over 4.7 million passengers per year. The split between the different forms of supported transport services is as follows:

Year	Cost
2008/9	£5.1 million
2009/10	£5.0 million
2010/11	£5.2 million

Service	Cost £
Park and Ride services (including site costs)	820,000
Orbital services	1,250,000
Shopper Services	190,000
Commuter Ferry Service	52,000
Cross harbour ferry service	36,000
Community transport	1,044,000
Add-ons to commercial services e.g. late night, early mornings, Sundays	1,400,000
Severn Beach Line rail service	420,000
Yellow Bus	37,000
Night buses	130,000
Total	5,380,000

NB: Breakdown of overall costs of supported transport services (Some cross boundary services receive contributions from adjacent authorities towards their costs and the Council also contributes to some services contracted by those authorities)

Cost per journey to the council

Although passengers on most of these services pay to use, it doesn't cover all the costs, so the council subsidises journeys as shown in the table:

The council wants some supported services to better fit modern needs. Some individual services have begun to fail because they don't fit their communities any more. In a few cases, supported services have become so underused that the council is contributing up to £10 per passenger journey and this is unacceptable.

Service	Average cost per passenger journey
Park and Ride services (including site costs)	55p
Orbital services	£1.62
Shopper Services	£2.27
Commuter Ferry Service	£3.80
Cross harbour ferry service	£0.27
Community transport	£2.81
Add-ons to commercial services e.g. late night, early mornings, Sundays	£0.90
Severn Beach Line rail service	£1.65
Yellow Bus	£3.17
Night buses	£1.67

All residents must have access to public transport. But we believe we can make the council's money work harder at providing the right solutions to meet a range of needs at the right price.

Tendering for a better deal and more competition

We have made a start by doing one big thing a lot better – changing how we buy our supported services from the bus companies that can provide them. The council wants to introduce more competition in the Bristol bus market, which has proved effective in other cities where operators can only attract more passengers by improving the quality of services and keeping fares down.

To encourage more competition, we are advertising all our supported services at once. We hope to encourage providers to agree to run large packages of services at competitive rates.

We have to be realistic and accept that the rising price of fuel and general inflation will increase the annual costs of these services. But our actions should lead to more competitive bids to offset this rise. The process is ongoing. We should be in a position to offer contracts to successful bidders in June 2011.

We expect to get a better deal for local people by getting more supported services running once more as commercial services. And we want to invest as much as we can in securing the right supported services in the right places. We currently support some lengthy bus routes that may discourage greater use because of the time the journeys take. Perhaps some residents would rather get two quick buses on a radial and direct route, rather than sit on one bus for over an hour.

Scope to change our approach?

The reductions in central government funding will be difficult. The council has to save around £1 million from the public transport budget in two years.

But in facing the issues this presents, the council and the community need to look for ways to make things more connected – better AND cheaper.



A combination of door-to-door services for people with mobility problems and conventional services (on circular routes and direct routes into town) are easier to access now we have online and mobile phone links to real bus times and bookings.

We can use other budgets to help more people access online services. We need to think about how we support vulnerable people to use new or unfamiliar services.

When car clubs are introduced across the city, more people – and groups of friends or neighbours – can use public transport for most journeys and access a car for the occasional shopping trip or day trip. They are a huge success in the areas where they already operate.

Growing passenger numbers

The council also firmly believes that some of the bus services it supports can be run commercially. The best way to use public money is encourage the growth of public transport. That's why we have invested heavily in improving bus routes and stops over the last few years. We are looking for bus operators who are also prepared to invest in marketing and growing passenger numbers on their services.

It also means the council looking again at underused services / routes and finding opportunities of working with operators and supporting transport services with the potential to grow.

The result is a much more pro-active relationship between the operator and the council, using the money to make the service more popular and growing the number of passengers. An excellent example of this is the recent success story with the Severn Beach Line.

Severn Beach success

Passenger journeys on the Severn Beach Line have increased by 80% over the last four years. This spectacular passenger growth is due to close partnership working – ensuring that public support is directly channelled into initiatives which encourage more people to use the service.

Councillor Gary Hopkins, Cabinet Member for Strategic Transport, Waste and Targeted Improvement, said: *“When we're talking about investment in public transport, this is the way to do it. Public money must work hard and get results. Extra trains and proper investment in safe and welcoming stations have transformed the Severn Beach Line into an attractive and cost effective travel choice for commuters, shoppers and school children. And there is more good news to come in the form of newer trains and larger carriages later this year.*

“We are confident that the route will remain sustainable. The Severn Beach Line success story is a shining example which should inform the way we continue to do business in the future.”

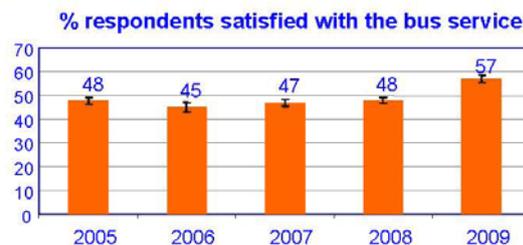
If you have any queries please phone 0117 9222936

Please put your comments on the attached form or respond online at

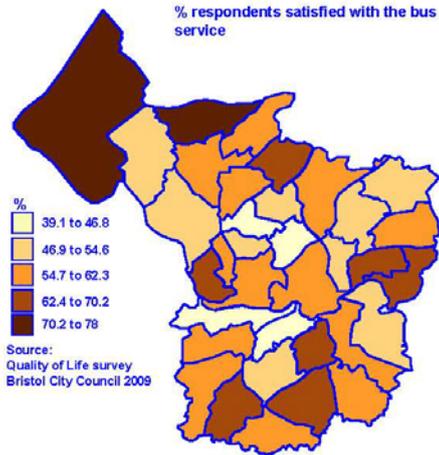
www.bristol.gov.uk/supportedtransport

Background information

The annual quality of life survey measures a number of transport related indicators. The sample size is large (5,700 in 2009) so it is possible to analyse to ward level and equalities groups. The following graphs show the results from this survey and reflects the feelings of people across the city about all transport services.



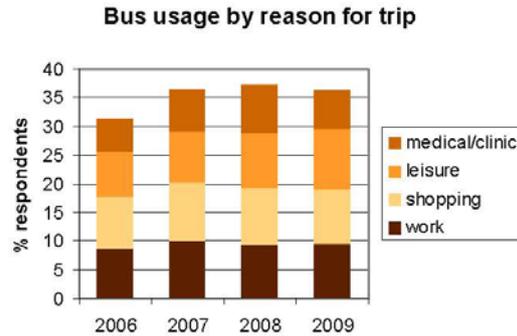
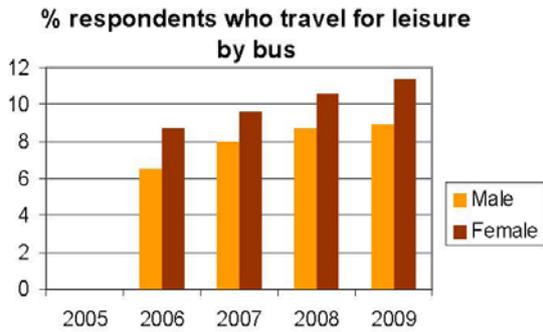
Generally satisfaction with the bus services has improved between 2005 and 2009 and now stands at 57% overall. In some wards satisfaction is improving (e.g. Avonmouth, Hartcliffe, Horfield, Henbury, St George East and West, Southmead, Lawrence Hill and Bishopsworth) whilst in Filwood it is falling.



Bus usage

Bus usage has remained steady, although use of buses for leisure trips has increased. A higher proportion is taken by women.

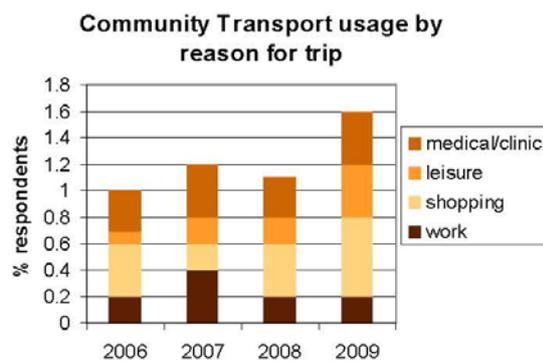
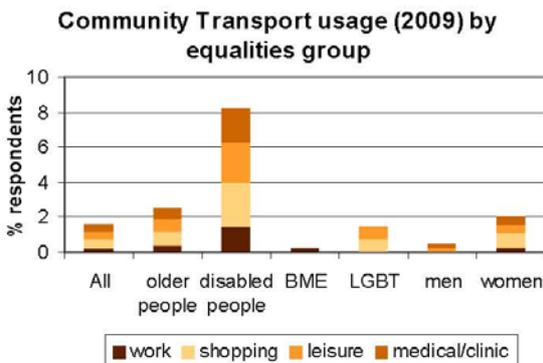
The responses from bus users (who responded to this survey) can be analysed by the different equalities groups (older people, disabled people, Black and minority ethnic groups (BME), lesbian, gay, bisexual and transgender (LGBT) and gender). The biggest group of users (for each trip type) is disabled people.



Community transport usage

This mode of transport has increased since 2006 and most trips, although still small in number are made for shopping.

When the proportion of Community Transport users is analysed by the different equalities, the biggest group of users (for each trip type) is disabled people, followed by older people. Very few BME people and men use this service.



SUPPORTED TRANSPORT SERVICES - CURRENT COSTS AND PASSENGER INFORMATION (at Dec 2010)

SERVICE	Summary of Route	Current Provider		Cost per annum	Annual Total Passengers	Cost per passenger journey	Notes
Park and Rides							
902 Portway Park and Ride	P&R bus and local service on route	Wessex Connect	net	£380,000.00	362,380	£1.04	Individual costs are based on 09/10 outturn (including concessionary fare and season ticket revenue and park and ride site costs) total ~£890K last financial year. ***total cost is taken from 10/11 budget of £819,060
903 Long Ashton Park and Ride	P&R service only	Wessex Connect	net	£400,000.00	453,520	£0.88	
904 Brislington Park and Ride	P&R service only	FIRST	net	£110,000.00	672,000	£0.16	
Park and Ride Sub total				£819,060.00	1,487,900	£0.55	
Orbitals							
517/518 Monday to Saturday (+ Evening and Sunday Service Contracts)	Emersons Green, Downend, Frenchay, UWE, Parkway and Southmead H to Shirehampton	Wessex Connect		£504,000.00	333,417	£1.51	Part supported by South Gloucestershire Council (~£150K) - see below
584 (Mon to Sat)	Kingswood, Fishponds, Southmead, Westbury to Sea Mills	Wessex Connect		£600,000.00	297,102	£2.02	584/587 part supported by SGC (~£4K) - see below
585 (Mon to Sat)	Sea Mills, Southmead, Lockleaze, Easton to Centre						
586 (Mon to Sat)	Zetland Road, Clifton, Horfield, Easton to Centre						
587 (Mon to Sat)	Hotwells, Clifton, Fishponds to Kingswood						
500	Baltic Wharf, Temple Meads, Broadmead, Centre, Harbourside loop service	Bugler Coaches		£129,600.00	129,600	£1.33	
Orbitals Sub total				£1,233,600.00	760,119	£1.62	
Shopper Services							
503	Totterdown, Windmill Hill Bedminster, Broadmead	Wessex Connect		£40,195.00	17,198	£2.34	
510	Bedminster Down, Bedminster, Hotwells	Wessex Connect		£27,000.00	9,559	£2.82	
511	Hengrove, Knowle, Bedminster	Wessex Connect		£41,376.00	33,943	£1.22	
558	Knowle, St Annes, Broomhill to Brislington Village	Wessex Connect		£27,000.00	18,431	£1.46	
559	Knowle, St Annes, Broomhill to Brislington Tesco						
920 Monday (accessible)	Various routes to key shopping locations based on a two bus fleet allowing a few hours to shop and then return	Bugler Coaches		£57,090.00	5,690	£10.02	Easy Rider Services under one Contract with semi-fixed routes allowing deviation depending on bookings (Demand responsive)
921 Tuesday (accessible)							
922 Wednesday							
923 Thursday							
924 Friday							
Shopper Services Sub total				£192,661.00	84,821	£2.27	
Yellow Bus							
Henbury School	Muller Road to Henbury School (term time only)	Bugler Coaches	net	£36,372.00	11,500	£3.17	Contract value is ~£45K with £8K income per year
Night Flyers							
Various Routes	8 routes on Fri & Sat nights (Midnight on)	Wessex Connect	net	£133,000.00	81,310	£1.64	Contract is £308,092 also related costs £66K for City Centre marshalls
Severn Beach Line Rail Service							
Additional Services (additional passengers over previous service quoted)	Severn Beach to Temple Meads	First Great Western		£418,000.00	252,000	£1.65	Provides additional services on top of existing franchise commercial service
Ferry Services							
Commuter Ferry	Centre to Hotwells now (was including Temple Meads)	No7 Boat Trips Ltd		£52,000.00	13,685	£3.80	Contract recently revised and little data as yet. Figures based on previous contract
Cross Harbour Ferry	Centre to SSGB			£36,100.00	133,091	£0.27	

SUPPORTED TRANSPORT SERVICES - CURRENT COSTS AND PASSENGER INFORMATION (at Dec 2010)

SERVICE	Summary of Route	Current Provider	Cost per annum	Annual Total Passengers	Cost per passenger journey	Notes
Community Transport		% of total income	Grants			Membership (info at 2009)
Bristol Dial-a-ride	Weekday door to door dial a ride service (across City)	84	£573,680.00	71,225	£8.05	14000 individuals
Bristol Community Transport	Group hire and minibus training (across City)	47	£196,550.00	220,840	£0.89	400 groups
Hartcliffe and Withywood Community Partnership	Semi fixed route and group hire - SW Bristol	68	£100,890.00	18,092	£5.58	54 groups, 478 individuals
Mede Sprint	Weekday door to door bookable service (2 vehs) in Knowle	68	£63,066.00	11,118	£5.67	n/a
Lawrence Weston Community Transport	Group hire and demand responsive (4 vehs) in NW Bristol	46	£40,200.00	24,711	£1.63	75 groups, 145 individuals
Bristol Shopmobility	Cabot Circus area provision of mobility equipment	91	£69,790.00	N/A	N/A	2,050 hires per annum

Community Transport Sub total ** **£1,044,176** **345,986** **£2.81** **Cost excluding Shopmobility = £974,386 used for average cost per passenger journey

Commercial Add-ons						
1 (Mon to Sat Evenings)	Broomhill, Amos Vale, Temple Meads, Centre, Whiteladies, Westbury, Henbury, Cribbs Causeway		£38,301.00	59,500	£0.64	
1 (Mon to Sat Mornings)			£6,017.00	33,370	£0.18	
1 (Sun & BH Day)			£25,657.00	32,020	£0.80	
4 (Mon to Sat Evenings)	Centre, Broadmead, Easton/St Pauls, Eastville, Stapleton, Broomhill-Frenchay-Bromley Heath, Fishponds-Oldbury Ct, Downend		£64,112.00	45,600	£1.41	
4 (Mon to Sat Mornings)			£11,184.00	12,160	£0.37	
5 (Mon to Sat Mornings)				17,790		
4 and 5 (Sun & BH day)			£45,648.00	35,830	£1.27	
5 (Mon to Sat Mornings)			£44,564.00	25,820	£1.73	
6 (Mon to Sat Evenings)	Centre, Broadmead, Lawrence Hill, Whitehall, Hillfields-Soundwell-Kingswood-Fianham-Longwell Green/Speedwell-Soundwell-Staple Hill		£72,322.00	37,790	£1.10	Some contracts part supported by SGC (-£100K) - See below
7 (Mon to Sat Evenings)				27,770		
6 (Mon to Sat Mornings)			£2,939.00	23,780	£0.11	
7 (Mon to Sat Mornings)				1,980		
6 & 7 (Sunday and BH)			£53,544.00	75,400	£0.71	

8 (Mon to Sat Evenings)	Temple Meads loops (via Broadmead, Centre, Clifton, Clifton Down, Cotham, Redland and the Zoo)	FIRST	£50,464.00	54,380	£0.48			
9 (Mon to Sat Evenings)				50,050				
8 (Mon to Sat Mornings)			£11,906.00	5,640	£0.78			
9 (Mon to Sat Mornings)				9,600				
8 (Bank Holidays)				12,570	£0.76			
9 (Bank Holidays)				13,750				
20 (Mon to Sat Evenings)			Hengrove Depot, Whitchurch, Hengrove Pk, Temple Meads, Centre, Kingsdown, Golden Hill and Westbury, Southmead		£59,462.00	41,640	£1.43	
20 (Mon to Sat Mornings)					£4,467.00	3,690	£1.21	
20 (Sunday and BH)					£63,554.00	39,540	£1.61	
24 (Mon to Sat Mornings)	Horfield, Lockleaze, Eastville, Easton/St Pauls, Broadmead, Centre, Bedminster, Ashton Vale	FIRST		7,100				
25 (Mon to Sat Mornings)				3,900	£0.88			
24 (Mon to Sat Evenings)				£98,856.00	57,200	£1.24		
25 (Mon to Sat Evenings)					22,400			
24 (Sunday and BH)				£97,700.00	77,230	£0.91		
25 (Sunday and BH)					30,470			
36 (Mon to Sat Evenings)	Centre, Broadmead, Lawrence Hill, St Annes, Bris, Knowle, Filwood Pk, Imperial Pk, Hartcliffe & Withywood		£63,241.00	33,130	£1.91			
36 (Sunday and BH)			£36,600.00	41,960	£0.87			
41 (Mon to Sat)	Avonmouth to Old Market (extra early morning services TO Avonmouth only)		£23,825.00	7,690	£3.10			
40 (Mon to Sat Evenings)	Cribbs Causeway via Shirehampton and Sea Mills to Old Market (40) and Centre, Broadmead, Lawrence Hill, St George, Kingswood, Warmley and Cadbury Heath (43)	FIRST		16,470	£0.72	Some contracts part supported by SGC (-£11K) - See below		
43 (Mon to Sat Evenings)				32,460				
40 (Bank Holidays)				£11,103.00	16,970		£0.30	
43 (Bank Holidays)					19,490			
40 (Sunday Evenings)				£16,762.00	5,610		£1.35	
43 (Sunday Evenings)					6,820			
48 (Mon to Sat Evenings)	Centre, Eastville, Fishponds, Downend/Staple Hill-Mangotsfield, Emerson's Green	FIRST		28,050	£0.49	Part supported by SGC (-£26K) - See below		
49 (Mon to Sat Evenings)				36,410				
48 (Bank Holidays)				£17,739.00	13,440		£0.60	
49 (Bank Holidays)					16,070			
48 (Sundays)				£26,990.00	3,310		£3.37	
49 (Sundays)					4,700			
51 (Mon to Sat Evenings)	Centre, Broadmead, Temple Meads, Totterdown, Knowle, Hengrove, Whitchurch	FIRST		32,990	£1.06			
51 (Mon to Sat Mornings)				£2,554.00	11,850	£0.22		
51 (Sunday and BH)				£38,439.00	32,450	£1.18		
54A (Mon to Sat Evenings)	Cribbs Causeway to Stockwood via Southmead and Charlton Rd, Centre, Temple Meads and Knowle	FIRST		54,650	£1.24			
54A (Mon to Sat Mornings)				£8,456.00	5,370	£1.57		
54A (Sun and BH)				£38,604.00	39,850	£0.97		

SUPPORTED TRANSPORT SERVICES - CURRENT COSTS AND PASSENGER INFORMATION (at Dec 2010)

SERVICE	Summary of Route	Current Provider	Cost per annum	Annual Total Passengers	Cost per passenger journey	Notes
57 (Mon to Fri Mornings)	Broadmead to Stockwood via Brnsington	FIRST	£2,219.00	6,130	£0.36	
75 (Mon to Sat Evenings)	Cribbs Causeway to Hengrove Depot via Centre		£37,850.00	65,835	£0.57	Part supported by SGC (-£11K) - see below
75 (Bank Holidays)			£10,274.00	34,990	£0.29	
76 (Mon to Sat Evenings)	Henbury to Hengrove Depot via Centre		£37,392.00	54,370	£0.69	
76 (Bank Holidays)						
90 (Mon to Sat Evenings)			£7,986.00	28,635	£0.28	
90 (Mon to Sat Mornings)			£43,574.00	27,440	£1.59	
90 (late evenings on Sunday and BH)			£10,172.00	4,010	£2.54	
			£26,818.00	25,000	£1.07	
	Add Ons Sub total			£1,411,077.00	1,564,120	£0.90
	Total Sums		£5,376,046.00	4,734,532	£1.87	
	less income from other authorities joint support of services contracted by BCC		£300,000.00			Percentage generally based on the length of journey within that authority
	Less income on some services from concessionary fares		£60,000.00			Some services are managed such that BCC receives the ticket income?
	plus payments to support other services contracted by adjacent authorities		£110,000.00			Similar basis of percentage length of journey within BCC boundary
	Various other small items		£60,000.00			
	Approximate overall budget 10/11		£5,200,000.00			

Let's talk about Supported Transport Services

Your comments

1. In Supported Transport Services, we need to save at least £600,000 in 2010/12 alone. Please indicate which category your comment relates to.

- How can we do more for less?
- How routes could be changed to increase passengers and grow the services?
- Opportunities for improving how we do things
- Who should receive these services?
- Are there services which no longer serve the community and can be cut. For instance, where two similar routes serve the same community?

2. What is your postcode?

3. Please state your comment here.

Please turn over

Equalities monitoring enables the Council to check that everyone in the city is accessing the services to which they are entitled 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. 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.

How would you describe yourself?

Age

Under 18 18 – 65 65+ Prefer not to say

Gender

Female Male Prefer not to say

Transgender

Yes No

Ethnicity

White British background Other White background
Black and minority ethnic background Prefer not to say

Religion / Belief

Do you have a religion or belief?

Yes No Prefer not to say

Disability

Are you disabled? Yes No Prefer not to say

Sexual orientation

Are you lesbian, gay or bisexual heterosexual (straight) Prefer not to say

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

Please detach this questionnaire and return to:-

Supported Transport (CH/U15)

Bristol City Council

FREEPOST (SWB535)

BRISTOL

BS1 5BR

Or complete online at www.bristol.gov.uk/supportedtransport

If you require this form in any other format please phone 0117 9222936

Figure 7.4: Access to and main employment centres in the West of England

- Access time under 20 mins
- Access time under 40 mins

★ Employment Centre

LSOA which fall within the bottom 5 percent of the nationally calculated index of multiple deprivation

% of a) all households, b) households without access to a major employment centre by public transport

- a) Households
- i) 30.8% are within 20 minutes
 - ii) 72.7% are within 40 minutes

- b) Households without access to a car
- i) 39.3% are within 20 minutes
 - ii) 83.7% are within 40 minutes

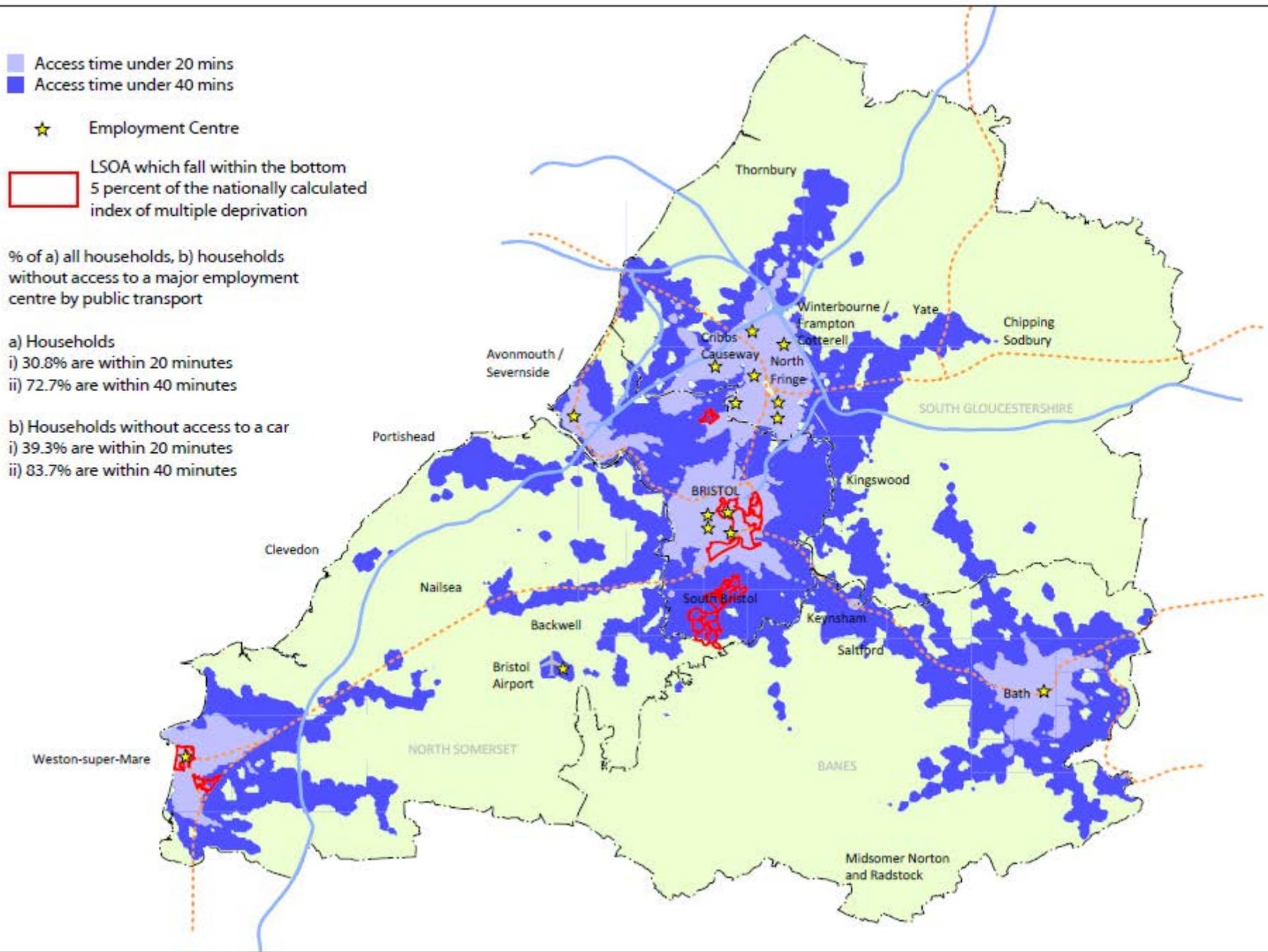
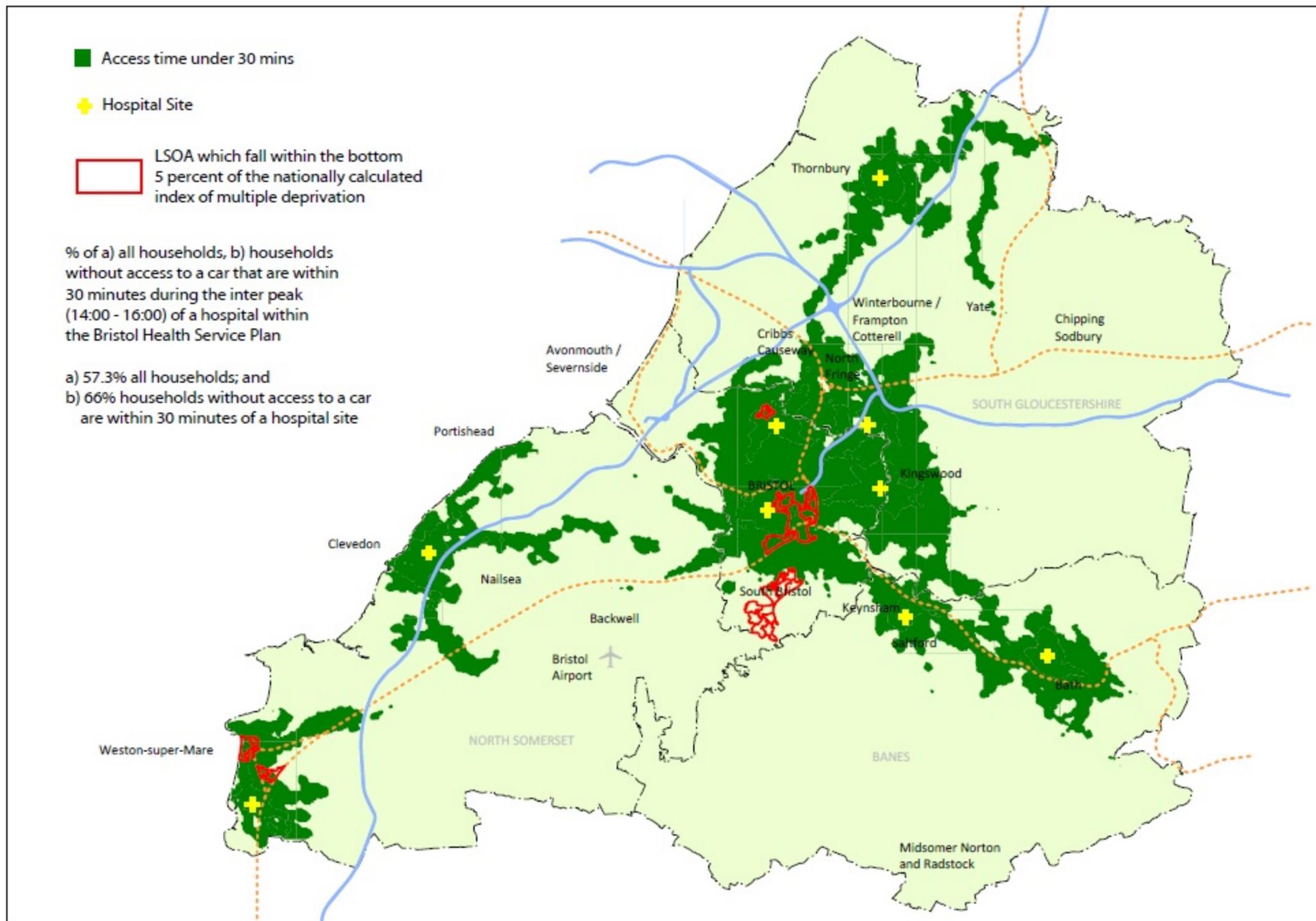


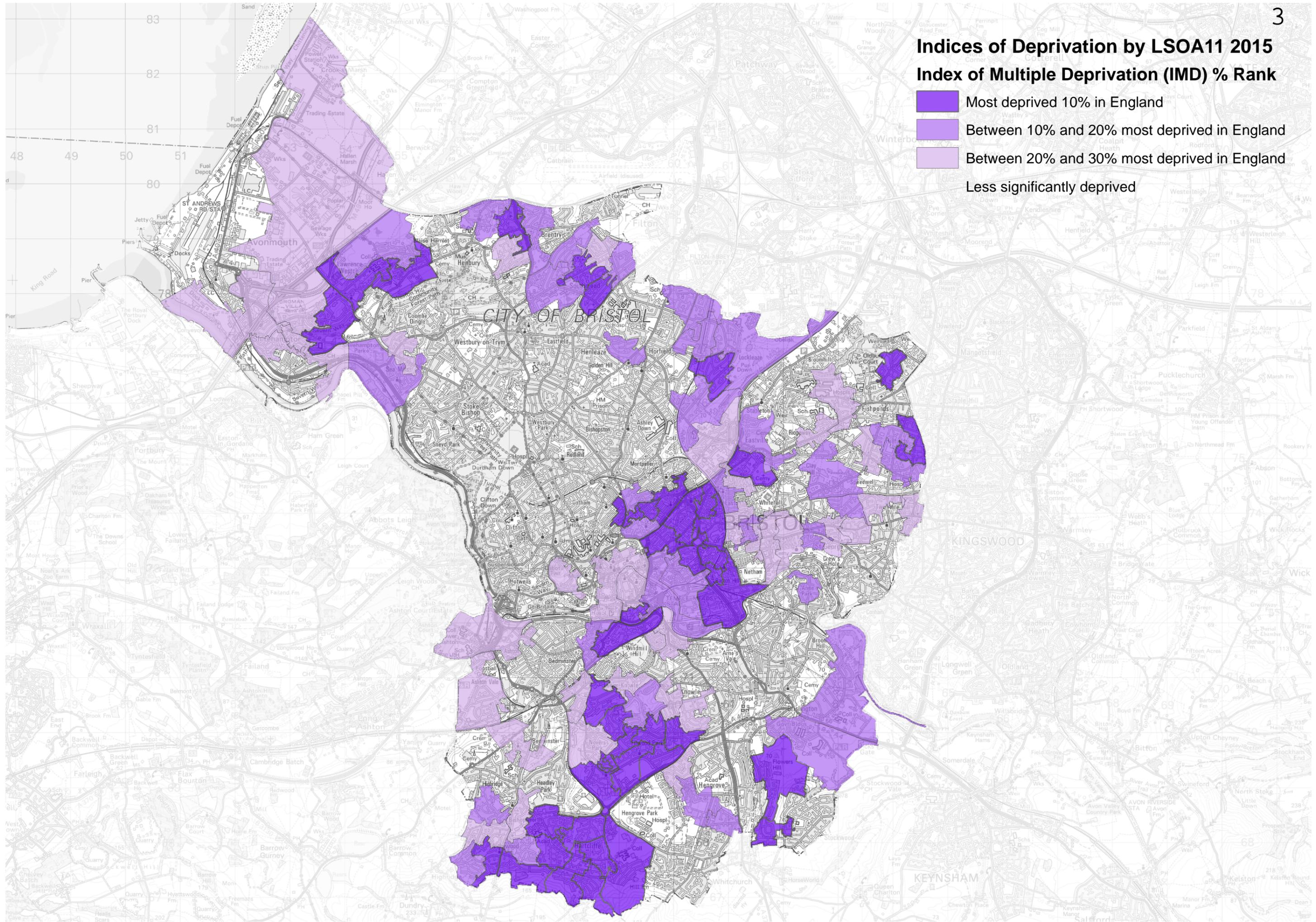
Figure 7.3: Access to healthcare in Bristol, Bath and Weston-super-Mare



Indices of Deprivation by LSOA11 2015

Index of Multiple Deprivation (IMD) % Rank

-  Most deprived 10% in England
-  Between 10% and 20% most deprived in England
-  Between 20% and 30% most deprived in England
-  Less significantly deprived



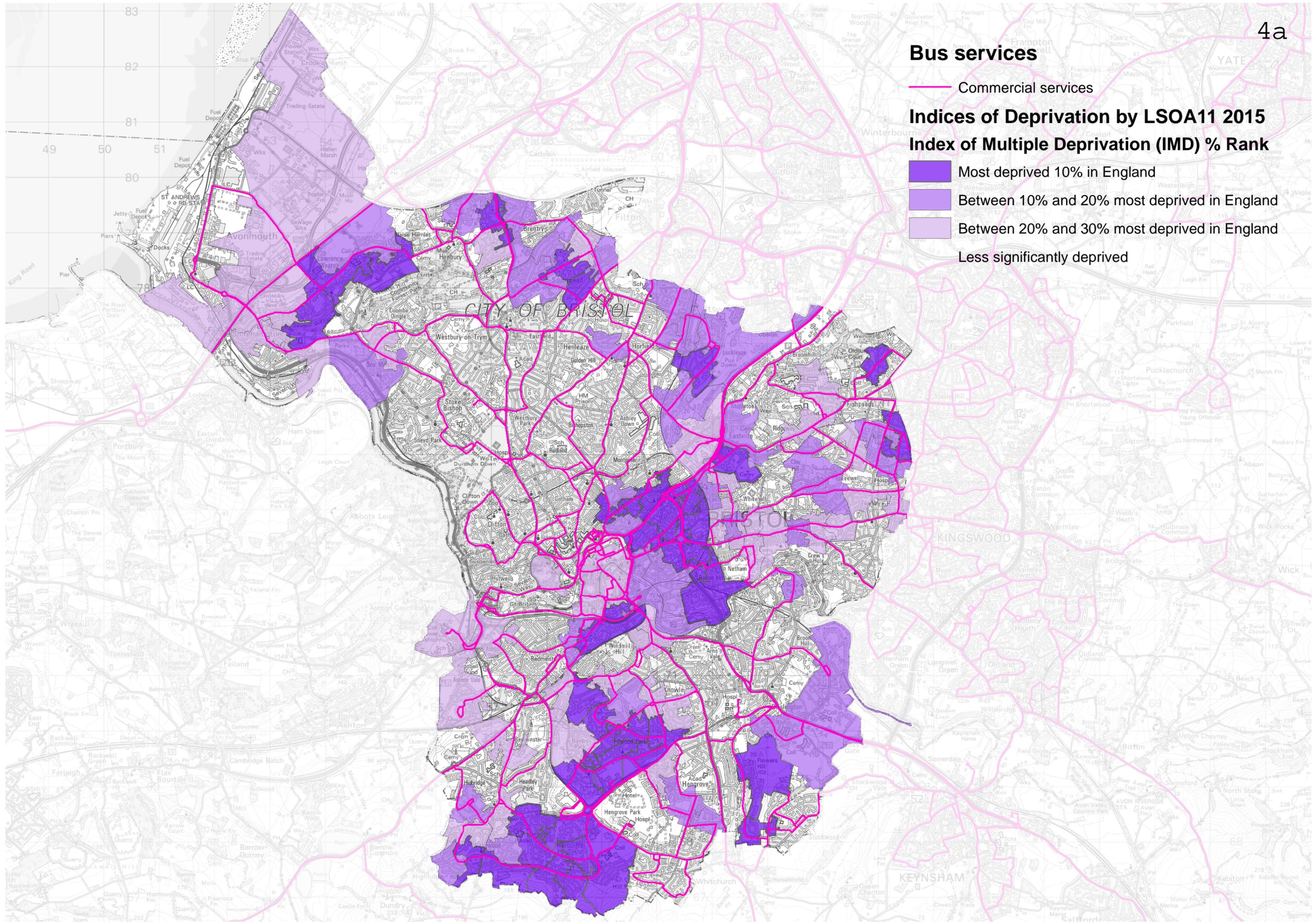
Bus services

— Commercial services

Indices of Deprivation by LSOA11 2015

Index of Multiple Deprivation (IMD) % Rank

- Most deprived 10% in England
- Between 10% and 20% most deprived in England
- Between 20% and 30% most deprived in England
- Less significantly deprived



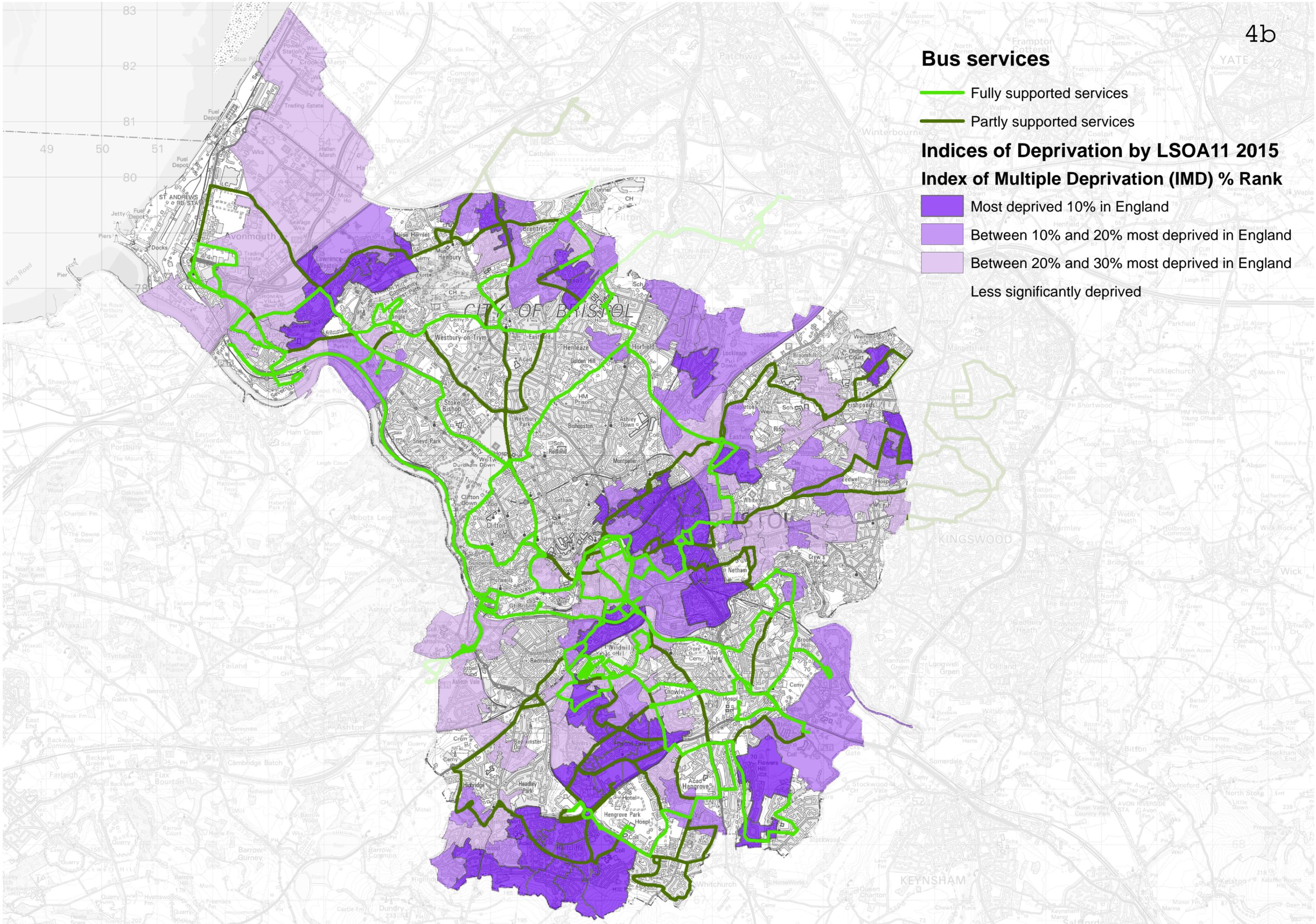
Bus services

- Fully supported services
- Partly supported services

Indices of Deprivation by LSOA11 2015

Index of Multiple Deprivation (IMD) % Rank

- Most deprived 10% in England
- Between 10% and 20% most deprived in England
- Between 20% and 30% most deprived in England
- Less significantly deprived



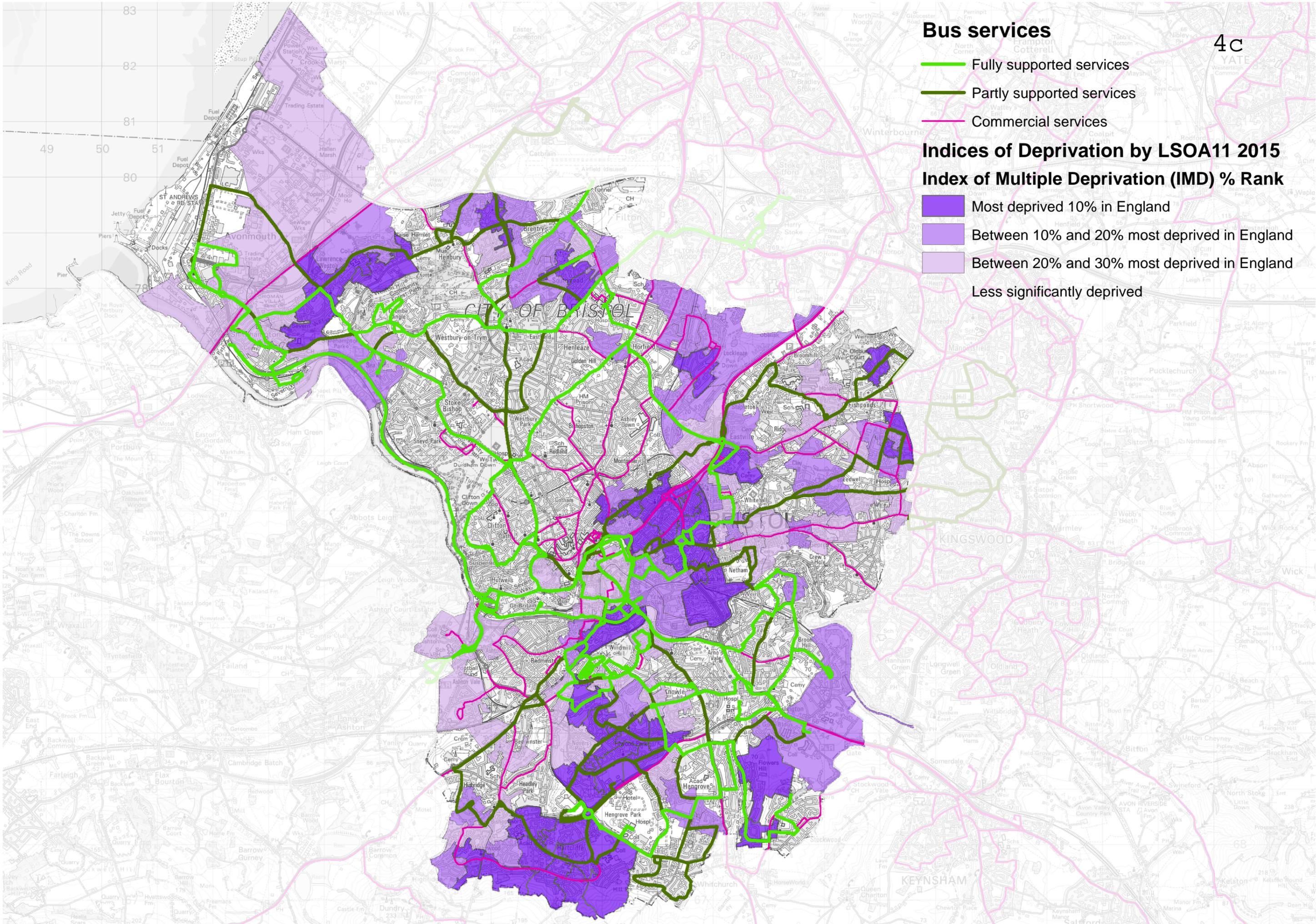
Bus services

-  Fully supported services
-  Partly supported services
-  Commercial services

Indices of Deprivation by LSOA11 2015

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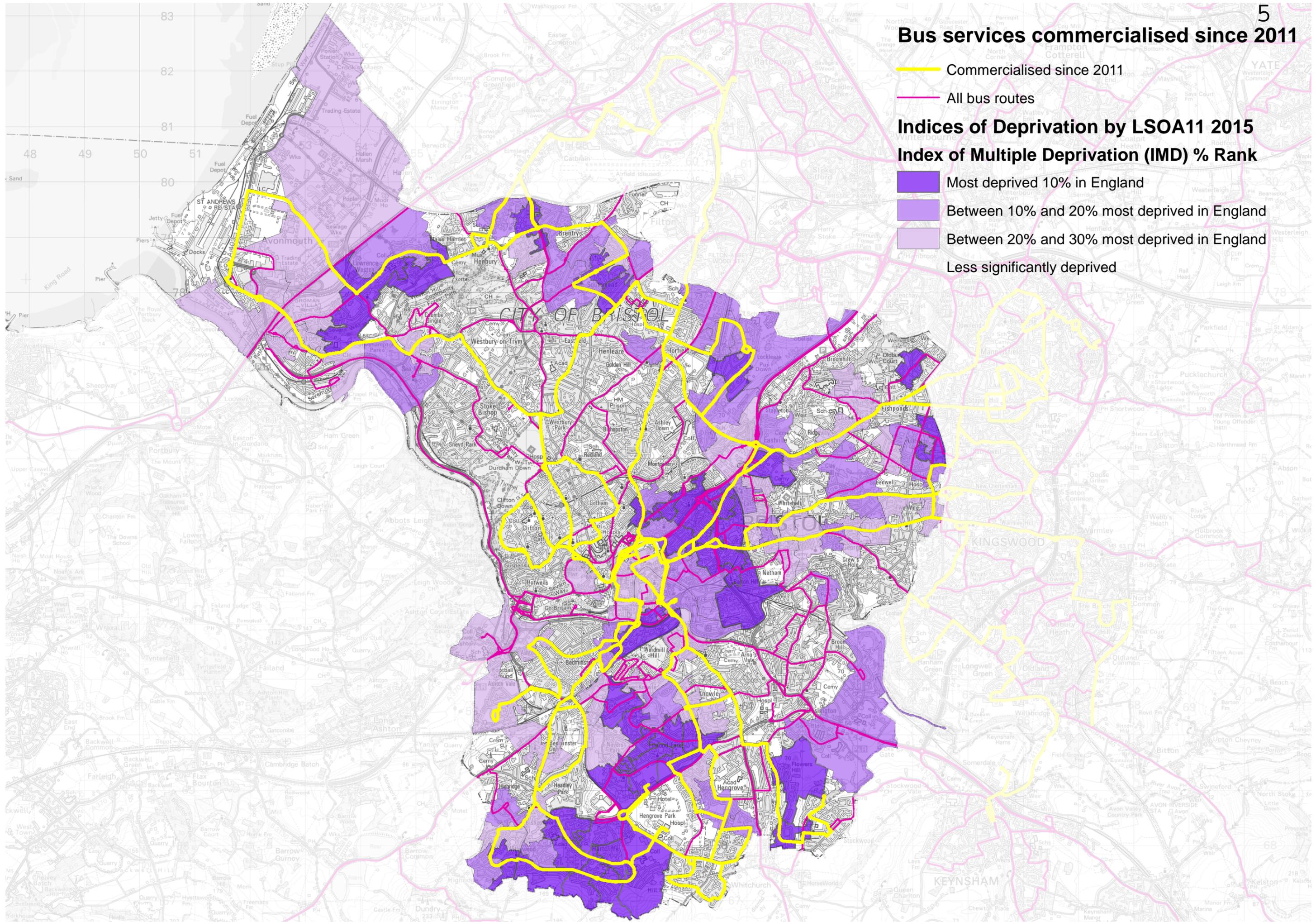
Bus services commercialised since 2011

- Commercialised since 2011
- All bus routes

Indices of Deprivation by LSOA11 2015

Index of Multiple Deprivation (IMD) % Rank

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- Between 10% and 20% most deprived in England
- Between 20% and 30% most deprived in England
- Less significantly deprived



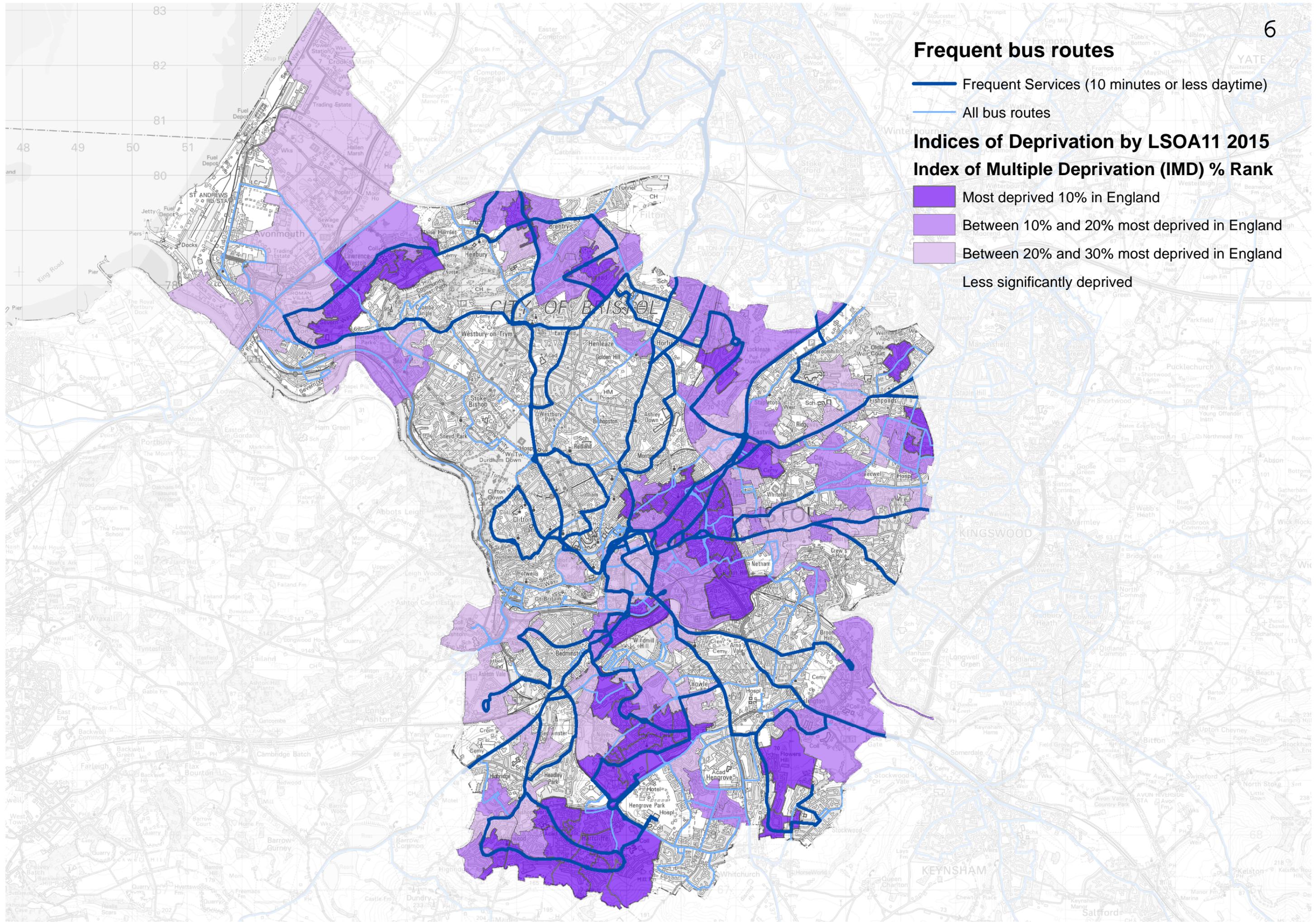
Frequent bus routes

-  Frequent Services (10 minutes or less daytime)
-  All bus routes

Indices of Deprivation by LSOA11 2015

Index of Multiple Deprivation (IMD) % Rank

-  Most deprived 10% in England
-  Between 10% and 20% most deprived in England
-  Between 20% and 30% most deprived in England
-  Less significantly deprived



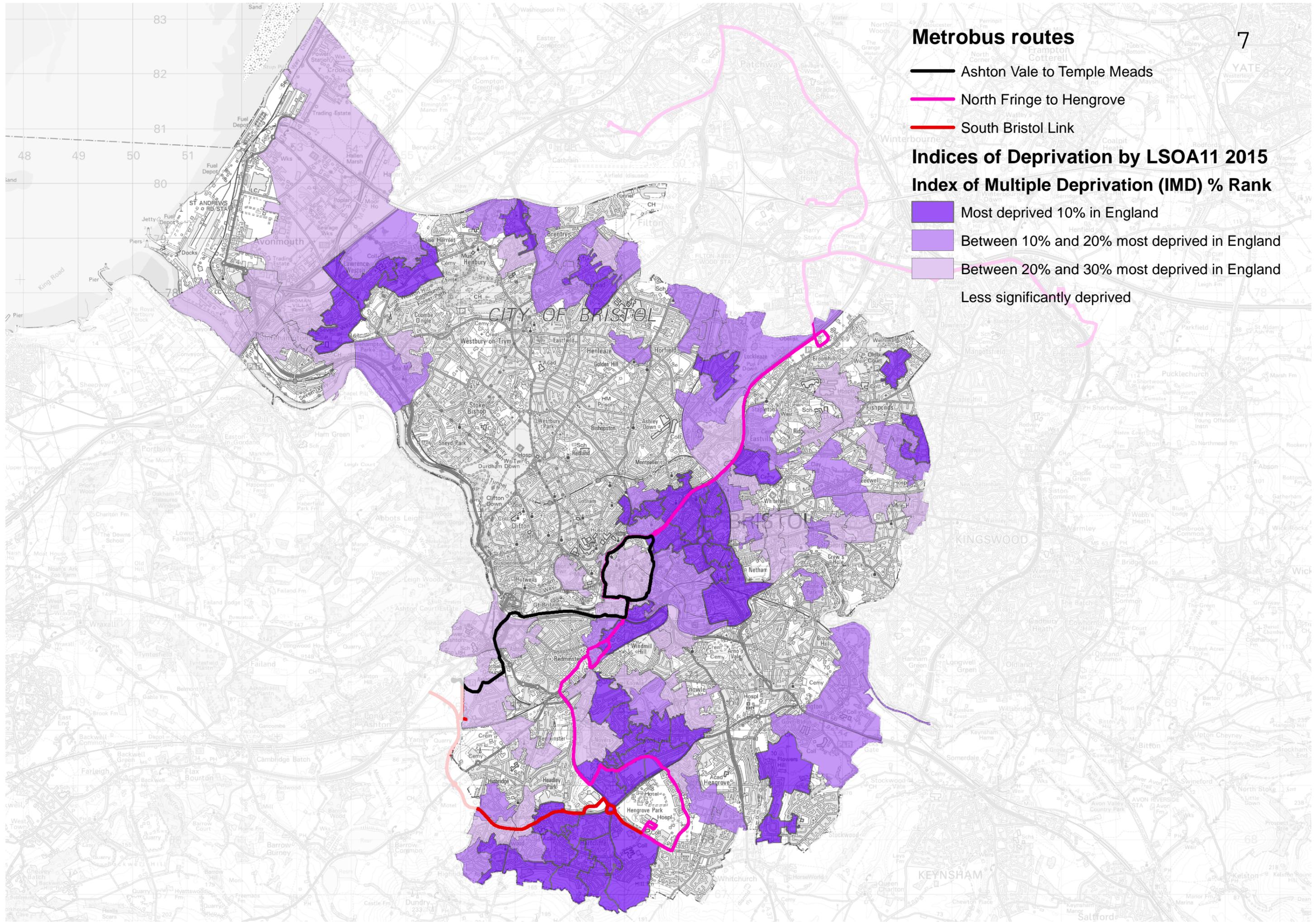
Metrobus routes

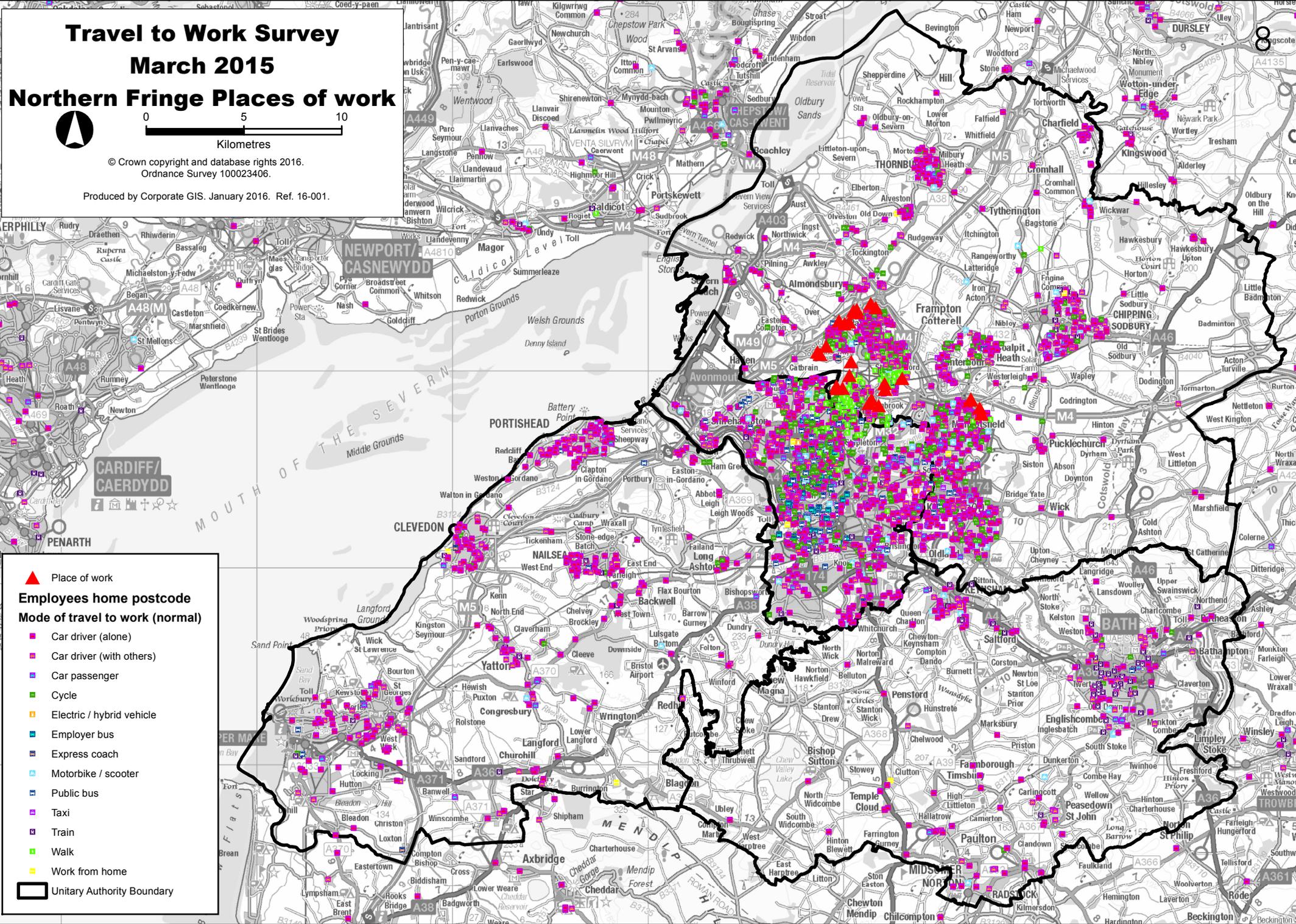
- Ashton Vale to Temple Meads
- North Fringe to Hengrove
- South Bristol Link

Indices of Deprivation by LSOA11 2015

Index of Multiple Deprivation (IMD) % Rank

- Most deprived 10% in England
- Between 10% and 20% most deprived in England
- Between 20% and 30% most deprived in England
- Less significantly deprived

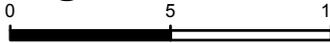




Travel to Work Survey

March 2015

Northern Fringe Places of work



Kilometres

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Ordnance Survey 100023406.

Produced by Corporate GIS. January 2016. Ref. 16-001.

- ▲ Place of work
- Employees home postcode**
- Mode of travel to work (normal)**
- Car driver (alone)
- Car driver (with others)
- Car passenger
- Cycle
- Electric / hybrid vehicle
- Employer bus
- Express coach
- Motorbike / scooter
- Public bus
- Taxi
- Train
- Walk
- Work from home
- Unitary Authority Boundary