



PASSENGER FOCUS BOARD BRISTOL

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Let's begin with our biggest challenge: not fares.....



Average journey takes 31% longer due to traffic

BRITAIN'S MOST GRIDLOCKED CITY

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BRISTOL is the most congested city in Britain, research has revealed.

A study found that the average journey time in Bristol is 31 per cent longer than it would be on a clear run – worse even than in London, where trips take 27.5 per cent longer.

The 2012 Congestion Index, published by sat-nav manufacturer TomTom, also found that a Bristol peak time journey typically took 56 per cent longer in the morning and 64 per cent longer in the evening than in 'free flow' conditions.

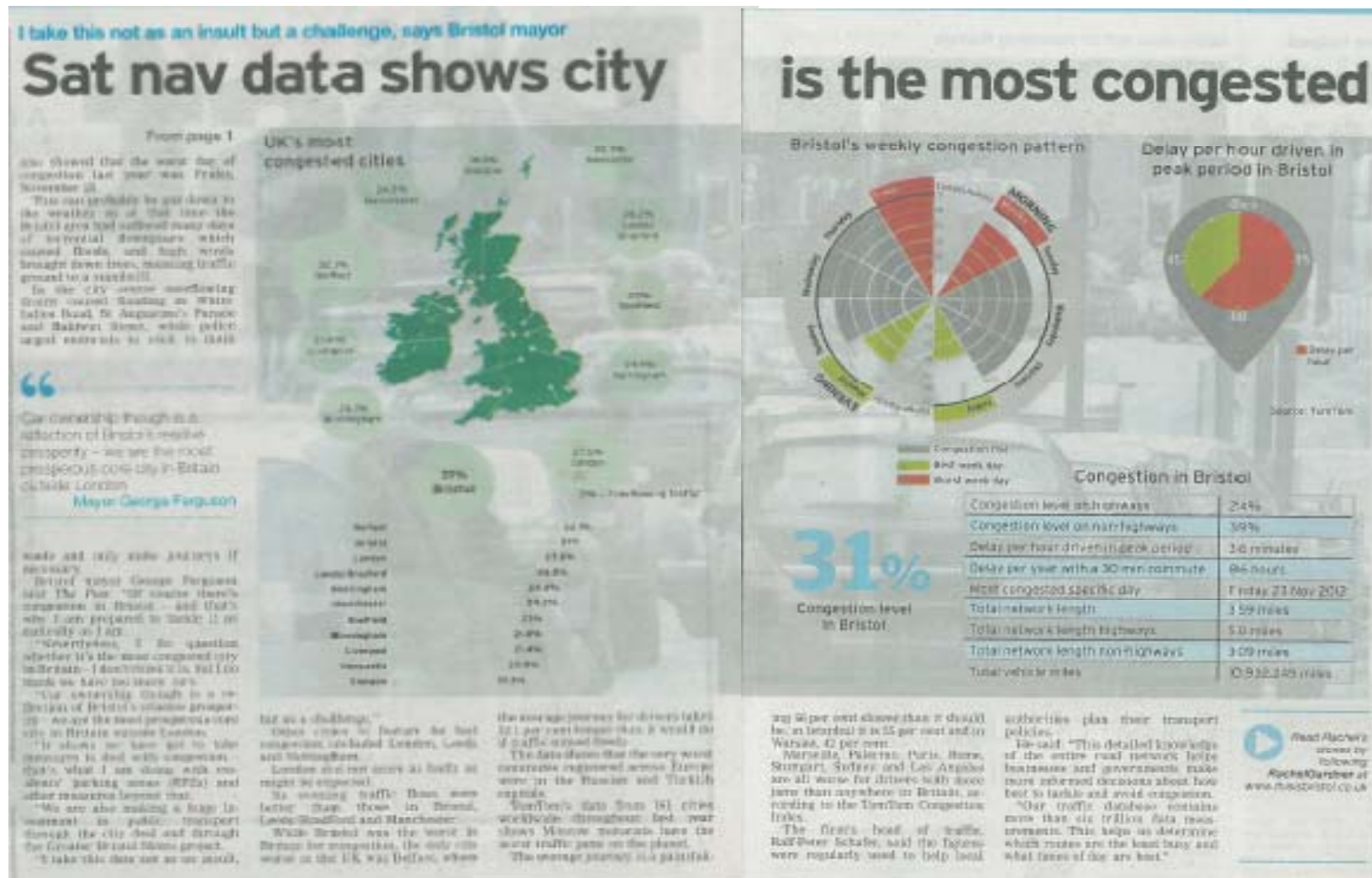
It means that a 60-minute journey in Bristol takes 90 minutes in the evening peak.

The figures also show that drivers with a 30-minute commute waste 86 hours a year stuck in traffic jams and face a delay of 36 minutes for every hour they drive in peak periods.

Unsurprisingly the worst times of congestion are Monday mornings and Friday evenings. The statistics

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.....But congestion



Service 75/76 Case Study

Hengrove to Cribbs Causeway



- Major city route - every 10 minutes
- 2003 required 31 buses and 109 drivers
- 2008 required 34 buses and 120 drivers
- 2013 required 43 buses and 151 drivers
- Over £1m per year extra to provide same service
- Why? Congestion and variable running times



- How do we take such decisions?
- Root and branch review – Real Time Information and ride on checks; full Union and driver engagement
- Review of pressures at junctions and traffic flow via City council flow data. Sunday running times reviewed
- Increase of resource to stand still on current frequency
- BUT Punctuality starting to improve. Drivers engaged on need to avoid early running

Who are we?



- First in Bristol and the West of England
- Locally-managed company
- Carrying 55 million passengers per year – a growing market
- Operating 100 local bus routes
- We directly employ 2000 staff
- Partners with West of England Partnership in the GBBN project (£42m from Government - the biggest bus priority programme in UK)
- Helped to establish the Urban Traffic Control Centre to provide better coordination of traffic signal bus priority in Bristol
- Delivering Better Bus Area 1 and bidding in partnership with authorities for BBA2 – devolution of BSOG

A *fare* HEARING FOR BRISTOL

Get on board and have your say...

- Do we have a good range of tickets available?
- What do you think of our fare offers? Are they well targeted? Are they frequent enough?
- What could we do to make journeys on different buses or different modes of transport easier?
- Do you support the introduction of smart ticketing?
- Are our ticketing zones appropriate?
- Do we do enough to inform passengers of our services / offers?
- What are the best / worst aspects of our services?
- What would make you and your constituents use buses more?

Who we are consulting



- On-line survey with hard copies available in libraries and advice centres
 - Open sessions with councillors and MPs
 - Ethnic minority communities and translated survey form
 - Our drivers
-
- Community engagement in:
 - Clifton, Knowle
 - Bristol City Centre
 - Bradley Stoke
 - Kingswood, Lockleaze
 - Frenchay, Southmead
 - East Bristol neighbourhood forums
 - Local hospitals

***£1 Three Stop Hop back
by popular demand...
and we need to simplify
the product range***

How the consultation works



- Questionnaire – Over 5000 responses; closed June 29th
- June - £1 Three-Stop-Hop fare re-introduced
- Summer - Feedback processed by MVA Consultancy and recommended new fares structure evaluated – to drive growth
- Autumn - New fares structure introduced
- Late 2012 - Consultation for Bath and Weston-super-Mare



Better Buses for Bristol: A Partnership Offer to the New Mayor



- Detailed offer of partnership to further develop bus services in the Greater Bristol area by delivering a high quality, sustainable bus network which is a credible and attractive alternative to the private car.
- Later evening services and 24 hour operation on cross-city service
- Building on Greater Bristol Bus Network, the Bus Control Centre and real time passenger information.
- Supporting Car-Free Sundays
- Bidding for central government funding for the City through sources including Better Buses Area Fund 2.
- Emphasising local management and improved passenger satisfaction

Establishment of Partnership Board:

City Council, other WEP authorities and the Local Enterprise Partnership, passenger representation, First and other local bus operators