

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.”

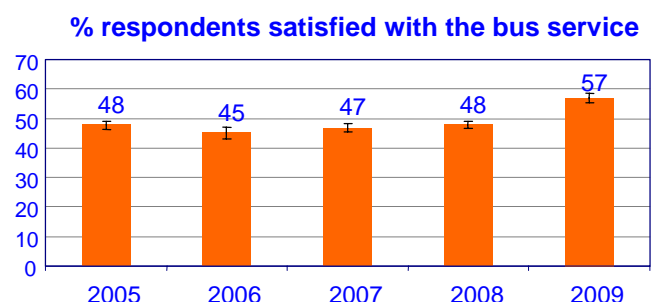
If you have any queries please phone 0117 9222936

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.

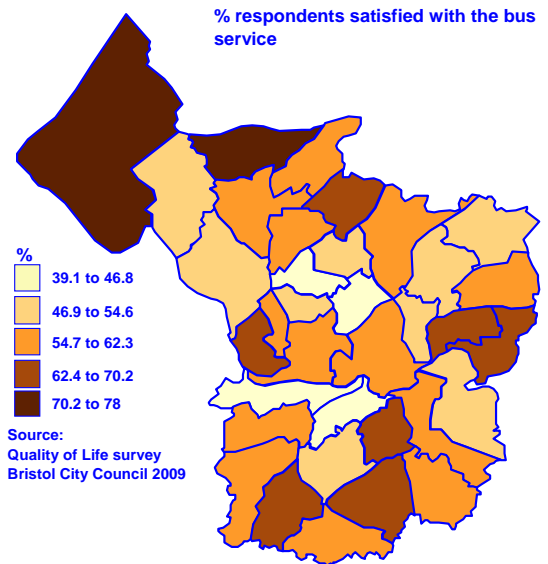


Generally satisfaction with the bus services has improved between 2005 and 2009 and now stands at 57% overall. In some wards satisfaction is improving (e.g. Avonmouth, Hartcliffe, Horfield, Henbury, St George East and West, Southmead, Lawrence Hill and Bishopsworth) whilst in Filwood it is falling.

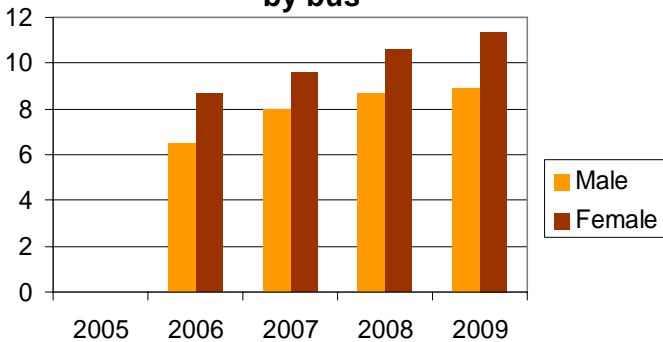
Bus usage

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

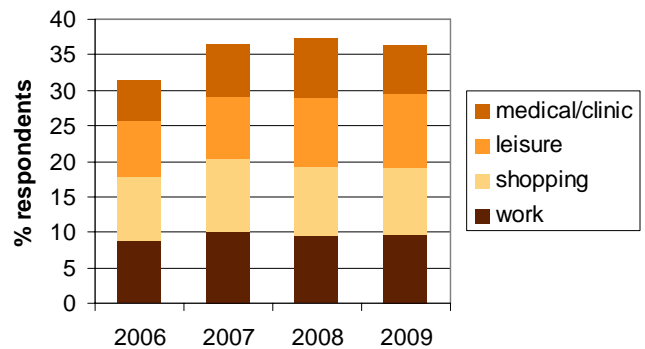
The responses from bus users (who responded to this survey) can be analysed by the different equalities groups (older people, disabled people, Black and minority ethnic groups (BME), lesbian, gay, bisexual and transgender (LGBT) and gender). The biggest group of users (for each trip type) is disabled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



% respondents who travel for leisure by bus



Bus usage by reason for trip



Community transport usage

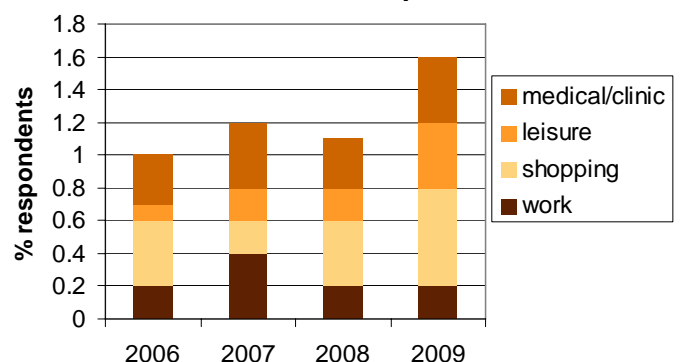
This mode of transport has increased since 2006 and most trips, although still small in number are made for shopping.

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.

Community Transport usage (2009) by equalities group



Community Transport usage by reason for trip



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	

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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, Arnos Vale, Temple Meads, Centre, Whiteladies, Westbury, Henbury, Cribbs Causeway			£38,301.00	59,500	£0.64	Some contracts part supported by SGC (~£100K) - See below
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)					37,790		
7 (Mon to Sat Evenings)				£72,322.00	27,770	£1.10	
6 (Mon to Sat Mornings)	Centre, Broadmead, Lawrence Hill, Whitehall, Hillfields-Soundwell-Kingswood-Hanham-Longwell Green/Speedwell-Soundwell-Staple Hill			£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)				£20,017.00	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	FIRST		£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		£9,663.00	7,100	£0.88	
25 (Mon to Sat Mornings)					3,900		
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	FIRST		£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		£35,508.00	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		£31,813.00	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		£34,830.00	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		£67,951.00	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	

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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 Brislington	FIRST	£2,219.00	6,130	£0.36	Part supported by SGC (~£11K) - see below
75 (Mon to Sat Evenings)	Cribbs Causeway to Hengrove Depot via Centre		£37,850.00	65,835	£0.57	
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)			£7,986.00	28,635	£0.28	
90 (Mon to Sat Evenings)	Hengrove Depot to Broadmead via Filwood Park, Bedminster and Centre		£43,574.00	27,440	£1.59	
90 (Mon to Sat Mornings)			£10,172.00	4,010	£2.54	
90 (late evenings on Sunday and BH)			£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			<i>Some services are managed such that BCC receives the ticket income?</i>
			£5,016,046.00			
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