

# Bristol Civic Society

## 2019 Buses

Wednesday 20th March  
2019



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# *Introduction*

- Basic facts: First West of England
- Present situation
- How it works
- 2019 Developments
  - Metrobus
  - Main network
  - Congestion & Reliability
  - Fares & Ticketing
  - Air Quality
- Looking Ahead





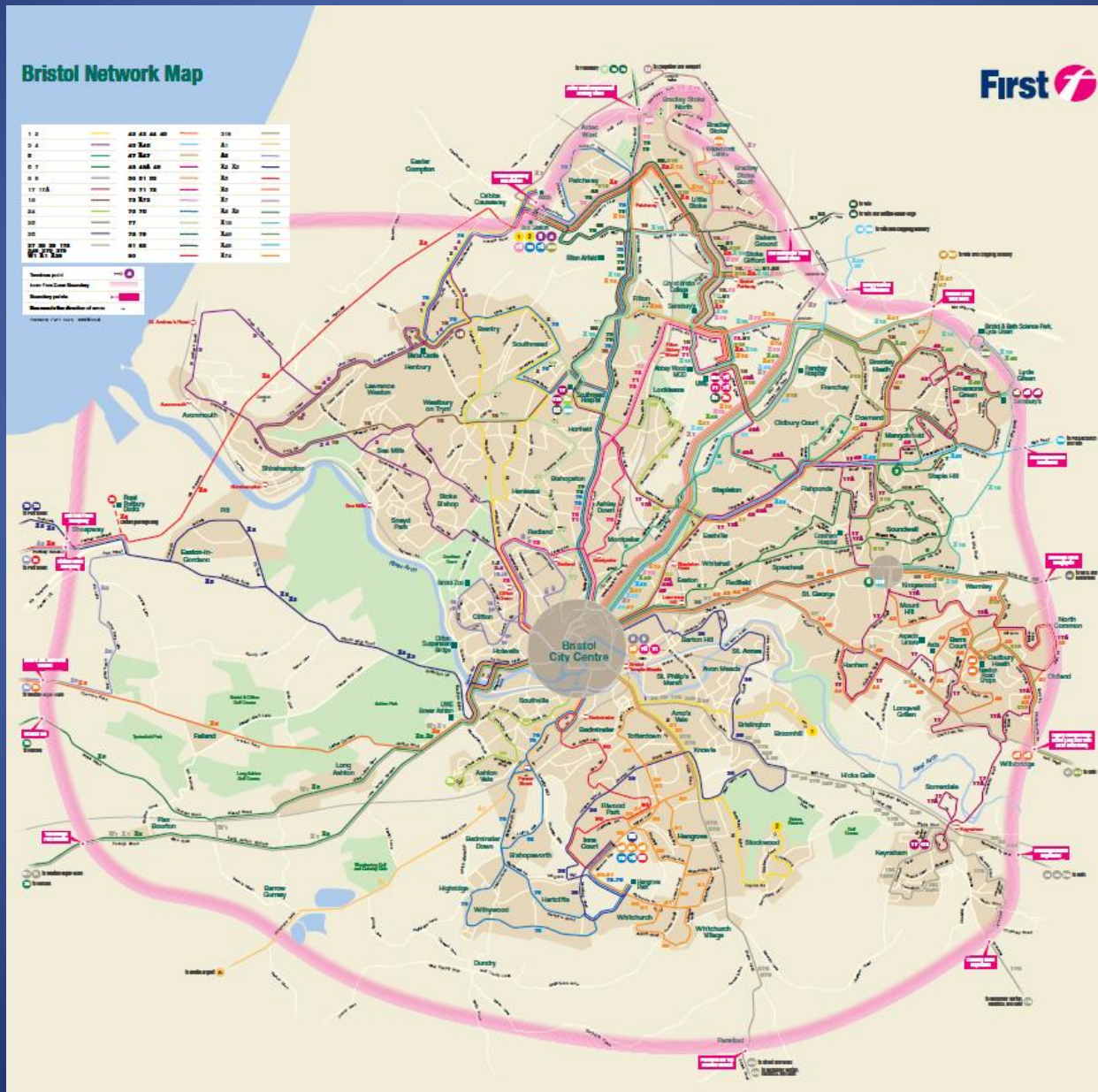


# Our Patch





# The Bristol Network



## *Some base facts*

Six depots:

- Bristol - Hengrove
  - Bristol – Lawrence Hill
  - Bath (& Westbury, Wilts)
  - Weston-s-Mare
  - Wells
- 
- 1800 staff
  - 1400 drivers
  - 600 buses
  - 60m passenger journeys per year
  - Patronage rising year on year – 7-10%

# *Present situation*

- 50% customer increase since 2013 and continuing...
- Fairer Fares to Faster Fares – the smart revolution
- The challenge of Congestion
- Environment: changing attitudes and behaviours
- New investment - £150m on Euro VI buses
- Profitability – why it's needed



# *How things work*

## De-regulated Market:

- Operators may provide the services they wish at any time and any fare on any road...
- Competition is encouraged
- Local authorities have the power to fill gaps in the network by letting tenders for subsidised operations
- Public sector finances under pressure
- Over 90% of our operation is commercial
- ENCTS is a national scheme

# *Investing in our People*



# *People*

Recruiting people who like people  
Wage levels in a competitive market  
Training to deal with customers  
Improving staff's sense of self-worth  
Giving them confidence  
Smiling...  
The “Your Mum” test

# *2019 Developments*

- Metrobus
- Main network
- Congestion & Reliability
- Fares & Ticketing
- Air Quality



# What is metrobus?



- New rapid transit network for Bristol and South Gloucestershire
- Joint project between Bristol City Council, North Somerset Council and South Gloucestershire Council
- metrobus is made up of three individual routes with infrastructure costing approximately £230m to develop:
  - M32 bus-only junction
  - 2.5km Guided Busway
  - Bristol city centre bus priority improvements
  - Over 6km of new road space (4.5km SBL; 1.6km SGTL)
- First service launched May 29<sup>th</sup> 2018
- 10 years in the making!
- m2 launched Sept 3<sup>rd</sup> 2018.

# Why is metrobus different?

- metrobus is different to conventional bus services as:
  - all tickets are sold off the bus
  - simpler fares
  - dedicated bus infrastructure such as a new Guided Busway & M32 BoJ
  - buses are high quality and environmentally friendlier
  - high standards set for punctuality and reliability and general service delivery.
- metrobus is an exciting opportunity to increase bus use in Bristol and surrounding areas by providing a faster, more customer centric, reliable and timely service to customers.

# Ways to pay


say hello to **mobile tickets**

search your app store for 'First mTickets'

Download on the App Store | GET IT ON Google Play

how to buy tickets in 6 easy steps...

- 1. Download...**  
the app. Just search your app store for 'First Bus mTickets'.
- 2. Select...**  
the area you'd like to travel in.
- 3. Select...**  
your ticket category and type and add it to your basket.
- 4. Sign up...**  
for an account and pay by card or Barclays Pingit.
- 5. Activate...**  
your ticket JUST BEFORE you get on the bus.
- 6. Scan...**  
the QR code ticket as you get on the bus.



# Bus-only infrastructure





# First m1 from Cribbs Causeway



# *Main Network*

- Development of Fast services
- T1, Y1 & now X1X
- Further roll-out of branding
- St George/Hanham/Kingswood
- Route 36





# Case Study: Service 5



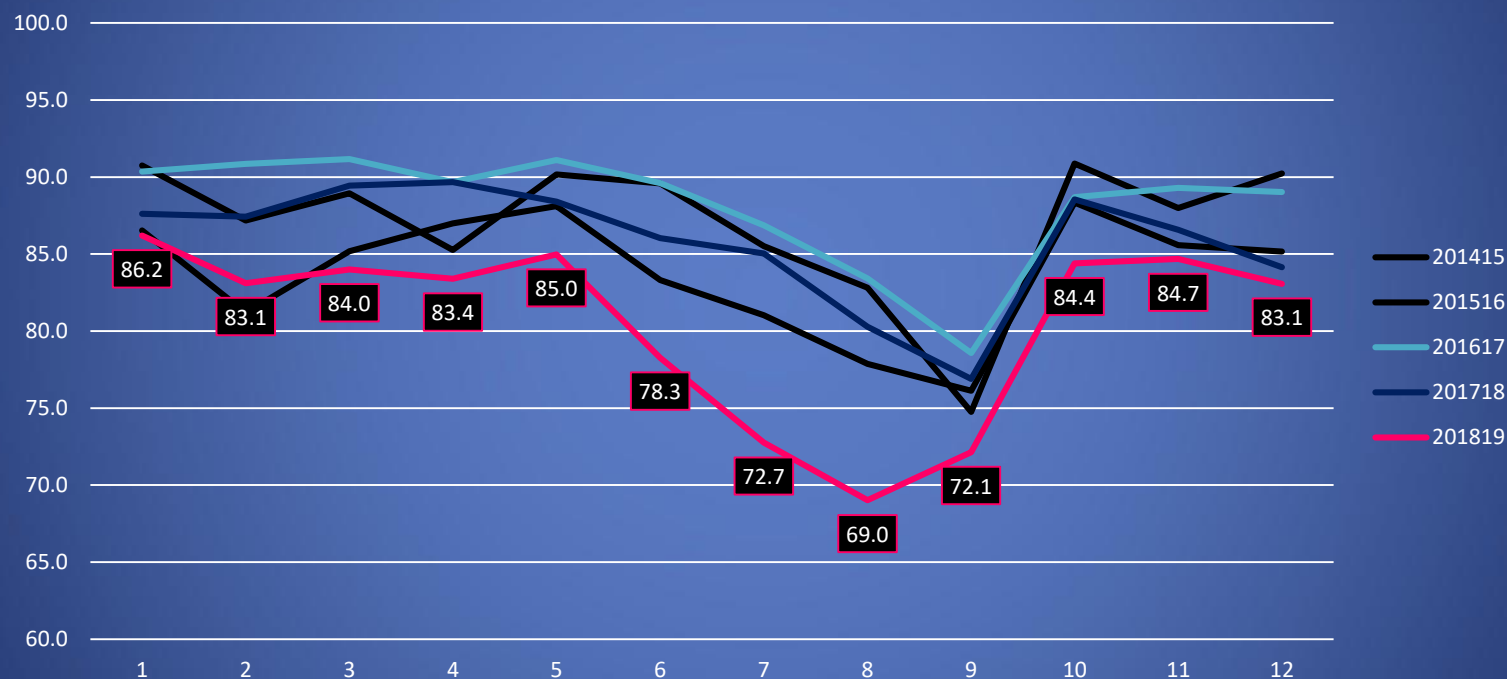
# *Congestion & Reliability*





# Punctuality Route 2

Service 2  
Lawrence Hill





# *Fares and Pricing*

- Flat fares
- mTickets
- Contactless payments
- Smart cards
- Cash

# *The mTicket Revolution*





# *Air quality*

- Rapidly growing problem
- CAZs for Bristol coming soon
- First has been investing in Euro VI buses c150 so far
- Experimenting with hybrids, Virtual Electric hybrids & Biomethane-powered buses
- LEBS grant for biomethane developments has unlocked the big change that was wanted. East Bristol Scheme and Metrobus
- Future evolution...

# *Typical Euro VI bus*







# Future Developments

- Population growth
- Priority – frequency increase
- Improving quality – Metrobus etc
- Investment and partnership with the local authorities.
- Rapid move to cleaner vehicles
- Getting closer to where people live – My**First**Mile





Thank you!