

Portishead Consultation

Results and upcoming service changes

excel

X3x X3 X3a

During January we consulted with our customers on ways to improve our excel services between Portishead, Pill and Bristol.

We were really pleased to have received more than 1,800 responses to our survey as well as feedback from the customers who took the time to come along to our roadshow events.

Having reviewed the results of the survey we have included a summary of the upcoming service changes within this leaflet.

The changes come into effect on 5 April 2020.

What is changing?

The main aim of the consultation was to provide faster, more reliable journeys between Portishead, Pill and Bristol; while ensuring these services have a financially sustainable future.

Our survey revealed the largest proportion of our customers (49%) use our services to commute to work, college and school.

A faster express service...

The NEW X3x service will provide express journeys between Portishead & Bristol every 30 minutes Monday-Saturday.

The new express route will operate via Down Road, Nore Road, West Hill, Avon Way, Combe Road, Harbour Road, Sainsbury's, Sheepway then non-stop to Hotwells and onwards to Bristol Bus Station. The route will take advantage of the bus lane on The Portway to beat the traffic; journey times will be up to 15 minutes quicker than the current service.



New links for Pill...

67% of the customers surveyed said that a retained service between Portishead & Pill was really important to them. In addition 51% said a retained service through Village Quarter in Portishead was vital.

Customers in Pill and on Bristol Road also fed back that they would welcome links to supermarkets in Portishead including Waitrose, Lidl and Sainsbury's as well as other local amenities in the Harbour Road area.

As a result the new Service X3 will operate from Sainsbury's in Portishead to Bristol via Village Quarter, Harbour Road, High Street (past Gordano School), Bristol Road, Sheepway, A369, Easton-in-Gordano, Pill, Ham Green, Abbots Leigh, Bower Ashton and onwards to Bristol Bus Station. Service X3 will run every 60 minutes Monday-Saturday.

What has reduced?



To ensure the service has a financially sustainable future some parts of our routes have seen a reduction in frequency. As a result services in Pill, Bristol Road and the western end of Portishead High Street reduce in frequency to every 60 minutes.

The frequency increases slightly in the morning peak to provide key commuter journeys. We are currently working with North Somerset Council to understand whether additional evening peak journeys can be provided for commuters travelling to Pill.

To minimise the regular disruption we experience within The Village Quarter, services along Phoenix Way reduce to every 60 minutes (Monday-Saturday).

The majority of customers in The Village Quarter are within a short walk to the new Express Service X3x.

Sunday journey changes...

To better reflect customer levels services on a Sunday will operate as Service X3a every 60 minutes.

What isn't changing?



Evening and early morning journeys...

Journeys currently operating as Service X3a (covering early mornings and evenings) will not change. There are minor changes to the timetable to improve reliability and punctuality but there is no change to the route of Service X3a.

Is anything else happening?



Cheaper fares for local journeys...

More than 50% of those surveyed said higher than average fares within Portishead put them off making local journeys around the town. As a result we will introduce a new lower cost single fare for journeys around Portishead.

For all stops after Conference Close within the town the Adult Single fare will be: £1.50, £1.10 for students and young people and 80p for children (aged 5-15). These fares will be valid on Services X3, X3x and X3a.

Your new bus services



A handy frequency guide...

Service	Mon-Sat daytime	Sun daytime	Evenings
X3x	every 30 mins	No service	No service
X3	every 60 mins	No service	No service
X3a	No service	every 60 mins	every 60 mins



When will these changes start?



The changes contained within this leaflet come into effect on 5 April 2020.

Timetables will be available towards the end of March from our website as well as Bristol Travel Hub and your local library.

"The overwhelming response to the survey has given us a really strong basis to make some informed decisions.

Changing bus services to ensure their continued financial sustainability is never an easy process: we have reduced the frequency on some sections of the route to more effectively meet customer demand but we are confident that these changes ensure that the service for the vast majority of our customers has been improved or retained while also providing new journey opportunities."

James Freeman, Managing Director

We would like to thank everybody who took the time to complete our survey. The feedback has been invaluable to making the forthcoming changes.

Contact us

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