Dear Customer

In January we consulted with our customers on Service 5. We were really encouraged that such a lot of people took part in our consultation. We received over 300 completed surveys and met countless passionate local people to discuss their views at the public meetings we held.

We are now in a position to confirm what the changes to Service 5 will be. **They will come into effect on 24 April.**

We are confident that the improvements we have devised will better suit the needs of the people using the 5 and hopefully encourage new people to use the service.

Once the changes take effect we will continue to monitor the service and implement further changes if necessary.

Yours Faithfully

Jenny MacLeod
General Manager for Bristol

What is changing and why?

Below are the main points that were raised during the consultation. Our Commercial Manager Simon Ford explains the changes we are making as a result of feedback, as well as why we are unable to make others.

A link to Downend
We had a number of responses requesting that we reinstate the link to Downend. This is clearly important to many people and is something we are able to implement. The terminus will move from Oldbury Court to Downend, Horseshoe (outside Sainsbury’s Local).

Stopping in the City Centre
From the results, it was clear that a number of people would like for the 5 to terminate further into the City Centre rather than Lewin’s Mead. The City Centre terminus will move to Broad Quay later in 2016 – Bristol City Council have requested this wait until later in the year once additional space has been cleared following City Centre re-modelling works currently under way.

Sunday Evening Services
We received many comments that the current last journey from the City Centre on a Sunday is too early. Consequently, we will be extending the Sunday service so that the new last service from the City Centre will depart at 23:20 - almost 4 hours later than at present.

Route branding and regular drivers
The overwhelming feedback we received suggested how vital a part of the community Service 5 is. Therefore we have decided to give the buses on the 5 route branding (as seen on buses on Services 1, 2, 70, 71 & 90).

Service 5 will get bottle green fronts as well as a group of drivers that are dedicated to Service 5.
Oldbury Court Loop
The results also suggested that the current one way loop around Oldbury Court did not suit a lot of people. As a result and with the changes to the terminus, Oldbury Court will now be served in both directions.

Services to the Eastgate Centre
We asked as part of the consultation how important it was that the 5 continued to serve Eastgate Centre. Of those that gave an opinion a clear majority said that it was important. Therefore we will not be changing the route around Eastgate Centre

Timetable
Almost every person we received feedback from mentioned Service 5’s poor reliability and punctuality.

As a result we have radically altered the timetable to give our buses much more time to complete their journeys. We have also allowed 15 minutes+ of ‘recovery time’ at the end of the route (off peak). This will help to ensure that even if our buses are held up in congestion, they should be able to depart their next journey on time.

Frequency
To facilitate the above changes we have taken the decision to reduce the frequency of Service 5 to every 30 minutes (this will be the same Monday – Sunday).

This allows us to make the relevant changes to the service while not increasing the number of buses required to operate the service. Each additional vehicle costs upwards of £200,000 a year, this cost would render Service 5 un-financially sustainable.

The future of Service 5
We are committed to keeping our Service 5 and this consultation is the first step towards creating customer growth on Service 5.

We will continue to monitor the service and we encourage feedback from our customers going forward. These changes will help to give Service 5 a sustainable, reliable future

Small Lane
A small number of respondents asked us about serving Small Lane. Due to issues with parked cars on an already narrow road we do not feel it is safe to operate a bus along here.

Links to South Bristol/Temple Meads
Some customers requested links to South Bristol and Temple Meads. At present we are unable to provide this with Service 5 as we need to make the service as reliable as possible along the core part of the route. This is particularly poignant with the current congestion levels across the city. Customers can change at The Haymarket stop onto services 70/71 for Temple Meads and Services 24, 75 & 76 for Bedminster.