X91 Chew Valley Sprint *WEST*local bus Information Pack
This information is accurate as of 22/3/2024

The most up to date information will be available on the Facebook Group 'Bus Transition in the Chew Valley' and will be circulated to people who have decided to become members of the scheme.

CORE SERVICE INFORMATION
This new fixed route service will take people from the Chew Valley to Bristol and return once a day, Monday to Friday (except Bank Holidays)

It has 3 pick ups in the Chew Valley:
Post Office Bishop Sutton
Chew Medical Centre Chew Stoke
Battle Lane Chew Magna

The timetable is as follows:

X91 Chew Valley Sprint *WEST*local service: from April 8th 2024		
Destinations and timings based on survey data about highest demand		
Morning service		
Stops at	**Exact bus stop location**	**Time**
Bishop Sutton	Post office	7:35
Chew Stoke	Medical Centre	7:40
Chew Magna	Battle Lane	7:45
Hengrove Park	Hospital	8:00
Temple Meads	T8*	8.15
Haymarket	B8	8.20
Centre (Broad Quay)	C3	8.25

**We hope to move to T2 stop outside the old Grosvenor Hotel once the demolition works are complete and the stop has reopened*

X91 Chew Valley Sprint *WEST*local Timetable: from April 8th 2024		
Destinations and timings based on survey data about highest demand		
Early Evening service		
Stops at	**Exact bus stop location**	**Time**
Centre (Broad Quay)	C6	17:40
Haymarket	B9	17:43
Temple Meads	T1	17:50
Hengrove Park	Hospital	18:05
Chew Magna	Battle Lane	18.15
Chew Stoke	Medical Centre	18.20
Bishop Sutton	Post office	18.25

Please note there were some errors on the first batch of leaflets that are corrected here.

BOOKING A RIDE

Can I book a seat in advance?

Yes, and we recommend you do this to be sure of a space. Members can book up to one week ahead.

How do I become a member?

Fill out the free membership form at https://forms.gle/jYiqjjv2gX5ngLey7
And this will invite members to complete an anonymous monitoring form https://forms.gle/YCFnr9AVFnqd5Kwf9

You will then be sent a unique membership number to use for bookings and a link and instructions for booking your ride.
The booking form will give you the option to request a wheelchair space.
Please note membership forms are only processed Monday-Friday 9-4pm.

Can I book several rides at once?

You can request a week's worth of rides at once, to help you plan for the next week. Bookings cannot be confirmed until it is at least the week before.

Bookings are processed between 9am and 4pm Monday-Friday. *Your seat on any particular ride is not booked until you receive an email confirmation.*

How do I prove I have booked a ride?
Show the driver your booking confirmation email (printed off or on your phone) and they will be able to check this against the booking list and so know if there are any spare seats for others who turn up without a booking. Pre-booked riders will be seated first.

Can I just book a bus one way or do I have to book a return?
The booking form allows you to just book the journeys you need, so if you want to travel into Bristol and won't be returning on the same day, then just book a trip to Bristol one day and then book return on a later day.

Do I have to become a member to use the bus?
No, provided there are unbooked spaces you can use the bus without booking. It is a 29 seater bus with up to 11 standing spaces. Also members don't have to book; becoming a member gives you the *option* to book in advance, but if you would like to just hop on the bus on a given day you can do this if space is available.

TRAVELLING TO THE BUS
We anticipate that people in Bishop Sutton, Chew Stoke and Chew Magna will walk, wheel, cycle or e-cycle to the bus stop.

For those who live within the Chew Valley but outside these villages we are encouraging cycling, e-cycling and using *WEST*link.

We know some people may want to be dropped off at a bus stop by a car that is then travelling on to another destination, but hope this will be kept to a minimum so that the bus is not slowed down and pedestrians and cyclists are not endangered by cars dropping off. There is no parking available near to bus stops so parking and riding is not part of the scheme.

How can we support active travel to the bus?
We all know daily exercise is good for mental and physical health, but it can be hard to find time for in our busy lives. So walking, wheeling, cycling or

e-cycling to the bus stop might be a really useful way to get in your exercise each day.

Our original bid asked for lockable bike hangars to be installed next to each bus stop, but unfortunately this was outside the scope of the funding. We made applications for CIL money in the Parish Councils within the 3 villages where the bus stops are, but none were in a position to fund bike hangars.

We are in the process of getting simple bike storage (Sheffield bike stands) installed near to each of the stops. At time of writing we have bike stands already in place at the entrance to Chew Magna Medical practice, and have now raised the funds necessary to install bike stands in Bishop Sutton. We are seeking a solution in Chew Magna and hope to have these in place as soon as possible.

We are also applying to various grants to see if we can get funding for bike hangars at a later stage to encourage more people to use e-bikes.

We are fundraising in order to subsidise 'Cycle with Confidence' courses across the Chew Valley. These are 2 hour sessions in a group of 3 with an instructor and cost around £80 per course. They will remind people of basic skills, help people negotiate junctions and travel the route from different villages to the nearest bus stop. If we don't manage to raise funds then the cost would be split between the 3 participants (about £30 per person if no subsidy is available.)

We are also fundraising to subsidise a Dr Bike session in the Chew Valley where people can bring their bikes for a mini MOT to ensure they are road worthy. The standard fee is £220 for 8 bikes plus the cost to hire a hall (so about £30 each person if no subsidy is available.)

With the Dr Bike and 'Cycling with Confidence' training we would like there to be a fee for participants (to ensure they don't cancel at the last minute) but would like to make it lower than the cost price.
Our fundraiser is open to anyone to donate money:
https://www.crowdfunder.co.uk/p/chew-valley-community-cic---cycle-rack-funding

B&NES operates a bike loan scheme which enables people to borrow a bike or ebike for 2-4 weeks in order to have a chance to try before they buy their own bike. https://www.bathnes.gov.uk/services/parking-and-travel/cycling/loan-bike-scheme

The government also run a 'Cycle to work' salary sacrifice Scheme https://www.gov.uk/government/publications/cycle-to-work-scheme-implementation-guidance
Which enables employees to buy a bike and spread the cost over 12 months. It is a very cost effective way to buy a bike or ebike.

At our Launch meeting on 16th March 2024 we invited Chew Valley Snails and Chew Valley 10K to encourage people to run to the bus stop and Lynne Joyner from Yeo fit to help people think about ways to get fit enough to use active travel to the bus stop.

Each of the destination drop offs in Bristol is close to areas where you can hire a scooter, bike or cargo bike for your onward journey.
https://travelwest.info/e-scooter-e-bike-hire/

How can you optimise the chances of getting a *WEST*link to take you to the bus stop to join the commuter route?
Changes to the *WEST*link zones will begin in April 2024, and are designed to help more bus journeys to be available in our area. As the name suggested *WEST*link is intended to link people to local places or to other bus services but in its first year of delivery the larger zones meant a few people could travel long distances but then the bus was tied up for long periods of time for that one traveller.

If you are travelling to the bus stop using *WEST*link, it might be helpful to set up a village WhatsApp booking group so that anyone travelling from your village to the bus stops can make a joint booking for any given day. You can do this on the *WEST*link app by simply adding passengers (up to 4 plus you) to your journey when you book. *WEST*link is drawn towards demand so if you have a request for 5 lifts in one go, where the pick up and the drop off are from and to the same space at the same time, you are more likely to get a lift, than if 5 individuals booked alone. If this becomes a regular arrangement over time the *WEST*link app will anticipate a demand in that

area at that time. If each person books singly it might not recognise this demand so easily (especially if there are slight variations in what is asked for in terms of pick up or drop off times.)

Bookings made at the start of the working day on the day ahead of travel are more likely to be fulfilled, so it will be useful for villages to coordinate requests in this way. We would really appreciate feedback about how well this works in different areas.

In addition, as part of our overall bid we have negotiated a 3 month trial of demand provision where a 'dummy' *WEST*link journey from Compton Martin & East Harptree to Bishop Sutton is put into the *WEST*link system each day. These villages were chosen because our surveys showed reasonable regular demand in these two villages. What this means is a bus will place itself in the southern Chew Valley area at an appropriate time for this service, to be ready for bookings from these villages to Bishop Sutton. Other nearby villages such as Ubley and West Harptree may benefit from this too, if they book a *WEST*link journey to Bishop Sutton. **You will still need to book your ride from the bus stop in your village to Bishop Sutton, and are still advised to join with others to set up a WhatsApp group in your area, and collaborate to use the app to book for extra passengers on a journey a day ahead, but a bus will predictably be in this southern chew area, which should ensure greater availability and reliability of rides.** This is a 3 month trial and if successful, extension could be considered. Other trials could also then be considered for other parts of the Chew Valley area.

More information about how to use *WEST*link can be found here: https://travelwest.info/westlink/

PAYMENT

All payment for journeys is taken on the bus at the time of the journey. The standard cost for the X91 Chew Valley Sprint *WEST*local is £2 per journey.

Platinum Travelcards are accepted on both the morning and evening journey of the X91 service.

English National Concessionary Travel Scheme passes will be accepted on the X91 evening return journey from Bristol but will not be accepted on the morning journey (as they cannot be used before 9am). Birthday month passes (the scheme operates until 31/07/2024), rider multi-operator tickets (such as AvonRider), Freedom Travel Passes and PlusBus (where the service is in a PlusBus zone) are accepted on the X91.

If you are linking a *WEST*link to the X91, each leg of the journey will be £2.

In the coming weeks it will be possible to indicate on the *WEST*link App that you have an Avonrider ticket when booking a *WEST*link to the *WEST*local service which will allow you to benefit from fare reductions. So we advise people to check this link to confirm when this change has happened. https://travelwest.info/tickets-travelcards/multi-operator-rider-tickets/

People travelling on *WEST*local and then using onward bus journeys will be able to buy a daily or weekly AvonRider ticket from April 8th for the following prices.

TICKET NAME	ADULT	STUDENT	CHILD	GROUP
AvonRider Day	£7.00	£5.30	£5.30	£14.00
AvonRider Week	£30.00	£24.00	£22.50	N/A

Please consider your seat booking as a commitment, as we do want to make sure that the maximum number of people can get on board and we need to ensure each booking does lead to a payment on board. If you repeatedly book and don't show we reserve the right to suspend your ability to book a ride.

WHO IS RUNNING THE SERVICE?

The overall management of the project is held by the Chew Valley CIC Sustainable Transport Partnership, a collaboration between Chew Valley CIC (who currently run Chew Valley Transport, coordinating volunteer car drivers to provide lifts in return for expenses, to people who need lifts to medical appointments), Chew Valley Sustainable Transport Group (which grew out of the Chew Valley Area Forum Climate & Nature Emergency Working Group with aims to reduce the carbon footprint of travel and reduce social isolation, and carries out evidence-based reporting to lobby for improvements to public transport in the Chew Valley) and Transpora Group (a national bus provider who have strong links to the Chew Valley area.)

Transpora is the bus operator delivering the day to day service and managing the bookings, with the help of volunteer input from Chew Valley Sustainable Transport Group.
The overall service email is chew.valley.sprint@gmail.com
Transpora Group administration operates from 9-4 Monday to Friday (except Bank Holidays)
If you need assistance in relation to your journey you can contact Transpora 0208 191 1437 (Mon-Fri 9-4) or Customer.services@transporagroup.co.uk
You can track your bus on Transpora's 'my trip' by passenger app

myTrip

Buses may also be tracked in real time using
https://journeyplanner.travelwest.info/

Is this a subsidised service?

The X91 Chew Valley Sprint *WEST*local service is operated on a not-for-profit basis using grant funding awarded to the Partnership by *WEST*local. The money was bid for in December 2023 and approved in February 2024. The funding lasts for a year initially, with the potential of a further year if conditions are met. It is therefore very important that the service is well used in its first year of existence.

*WEST*local is one element of funding from the Bus Service Improvement Plan (BSIP) UK Government funding, that was awarded to the Metro Mayor of the West of England Combined Authority and North Somerset Council in response to a funding bid. BSIP funding must all be spent by April 2026. At the end of the funding period *WEST*local routes have the potential to continue if they meet value for money criteria.

Why would I use a bus when I have a car?

Choosing this routine bus commute will reduce your carbon footprint, link you to your community and allow time for you to work whilst you commute.

Building in exercise to you commute time will help your physical and mental health, and the use of bus lanes on the route means that you may even get there quicker.

By removing the cost of car parking and fuel for the car, you are likely to make significant savings. You may even find that you can manage with one less car in your household.

Choosing public transport will reduce congestion and air pollution on our roads.

As well as this, travelling by bus can become a lower stress, predictable habit, where you can just close your eyes and rest, read a book, enjoy the view out of the window, or chat to someone else from your community. For some, just having that time to prepare for work by reading papers or checking emails will help them arrive ready for the day ahead. If you include some exercise on the way, just a brisk walk perhaps, the evidence is that you will also be 8% more productive when you start your working day.

Other services

The partnership is also interested to know **what other services might be wanted in the area.** Residents in the Chew valley can **complete this survey https://forms.gle/p7dC4u1x2veBWGEh7 to be returned by 8th April 2024.** Paper copies are also available from the chew.valley.sprint@gmail.com address

How can I find out more about the work of the Chew Valley CIC Sustainable Transport Partnership or the X91 Chew Valley Sprint *WEST*local?

Join Bus Transition in the Chew Valley or email chew.valley.sprint@gmail.com

Chew Valley CIC Sustainable Transport Partnership 22/3/24