

## Topics raised during U1 Feedback:

### **Capacity:**

- Bus capacities during peak time, consider the use of bendys / dupes  
*Yes, we are increasing the number of bendibuses and there will be extra buses over and above the schedule*
- 100 more students moving into City Centre residences on Avon Street  
*We are ideally placed to deal with this with pick-ups at Corn Street, and drop-offs at both The Ambury and Avon Street*
- Waiting on Dorchester Street at 08:03am, 70/80 people waited till 08:25 for next bus, which then left 20/30 people  
*The new arrangements will allow us to provide a more regular service at peak times especially and to supervise things more thoroughly.*
- Huge queues on morning of open day  
*Yes. We are sorry about this. We under-estimated the demand, but reacted quickly with extra resources*
- Waited at the bottom of Bathwick Hill during peak times for 65 minutes for bus  
*This is completely unacceptable, we agree. At the busiest times, we accept that there is a need for empty buses to start at St Mary's Church*
- Long queues at the Abbey, North Parade and Bathwick Hill  
*See previous comment*
- Creating bottlenecks by reducing stops  
*But making it easier to regulate service supply and clear the queues more quickly*
- Huge queues in the centre during peaks shows that there is a demand, so why change?  
*Because the current structure of the routes makes it more difficult to supply the remote location. By concentrating the departure location we can make the most efficient use of all the available buses and supervise everything better.*

### **Timetable / Routes**

- Out of term peak time table – wait of up to 40 minutes on U1  
*Very sorry. Unacceptable, we agree. Not sure why this happened and need to investigate, Next session's timetable will be more robust as a result of experience in 2017/8.*
- Electronic timetable unreliable and often inaccurate  
*We provide the basic data but the system isn't well-adapted to high-frequency services like the U1, where buses are often doing something different on the day from what was pre-planned, due to traffic congestion, peak loads etc. The system belongs BaNES Council and they have recently re-procured the system and we are working with them to improve performance.*
- Possibility of staff bus like Wessex Water has?  
*It's possible, but not sure how it would be funded?*
- Claim that First is running same level of service as last year is questionable. Maybe on U1, but no U2 this summer.  
*There was no U2 last year either. But from 1<sup>st</sup> September there will be a basic hourly U2 service in vacations*
- U1 and U2 timetables on First website are out of date  
*Will investigate and correct as necessary.*
- Reduction in timetable and changes may lead to University not being an attractive place for students to study  
*No change is proposed to the overall level of service and the new pick-up at Corn Street is very close to the current main stop at Dorchester Street. The level of service up and down Bathwick Hill is undiminished while the catchment area of the U2 is extended to take in new areas in the south west of the city.*
- Will service 10 accept University tickets?

*Unibus tickets are valid on all Bath Inner zone local services, including the 10.*

- Service 10 only running from 09:30 to 14:30 not helpful – extend to 07:00 to later  
*From 16 September 2018 the service will continue half-hourly until 1800 from the Abbey, Mondays to Fridays.*
- Use of Rossiter Road stop?  
*Yes – this is the best stop for easy access from the railway station*
- Possible solution being an additional service from north part of the city to Corn Street  
*Something to consider – but not for the 2018/9 session.*
- Requesting a high-resolution map of current routes and proposed routes.  
*Maps will be published shortly.*
- Will the new bus stop have a decent shelter for inclement weather?  
*The Corn Street stop has a shelter. Bus stops are controlled by the local authority, but we can expect the stop to be enhanced in time.*
- Could there be an additional bus doing a loop from the campus to Bathwick hill during peak times as will be so much busier with new proposals.  
*Going up the hill we plan to do this.*

## Eco / Accessibility / Safety

- University trying to promote eco causes and sustainability, but no decent bus service  
*U1 is very frequent and all day (and night) and every day. U2 has revised scope from this term, taking in much more of the southern slopes areas of the city, including Twerton and Whiteway with additional operation on Saturdays and during vacations – as well as operating in both directions along the length of Bradford Road and Combe Down.*
- Changes will likely result in more car usage and thus more pollution and congestion  
*There is no reason to expect this, as there is still a comprehensive service serving the city centre, albeit differing slightly from the previous operation.*
- Putting the needs of staff secondary. Those not living in Twerton or Oldfield Park will have a long way to the nearest stop. Even during holidays staff still need to get to campus.  
*A regular service is maintained on U1 at all times (we will operate more services than this year in the shoulder periods, based on the experience of this year) and U2 will now operate a basic hourly service in vacations and on Saturdays all through the year.*
- Reduction in pollution on Manvers Street has been as the expense of the service provision.  
*Although the stop has moved to Corn Street, the service will be frequent and easier to regulate and will be less subject to congestion delays in the pm peak. Besides, it's not just Manvers Street, but Dorchester Street, Orange Grove, High Street, Bridge Street, Grand Parade and North Parade, as well as Gt Pulteney Street, that will see a benefit in terms of reduced bus traffic*
- New route will mean so much more traffic past Widcombe Primary School  
*Yes. Although the marginal increase on this road that already carries a lot of heavy traffic is, we are advised, not significant. Don't forget that the U1X and U2 buses were already travelling this way already.*
- Any plans of introducing electric buses  
*The Bath hills are a big challenge for electric buses, so we are concentrating our efforts on converting our buses to Euro VI standard diesel in the first place. A plan is currently being developed to do this in the next 12 months. Meanwhile we are keeping close to developments with electric vehicles and will go back to this when there is something available that can cope with the continuous climb up and down Bathwick Hill all day.*  
*Please note that we have been forced to instigate a programme to convert the diesel electric hybrid buses on the Park & Ride routes in the city from electric motors and battery sets to Euro VI diesel with conventional gearboxes.*
- Can it be enforced that drivers turn off their engines when stationary for more than a couple minutes.  
*We are keen on this and will be happy to introduce a programme to encourage this.*
- Those passengers arriving Bath Spa Train station must travel on mass to Corn Street – safety issues

*This is true, but the distance isn't great although we recognise that at the start of this operation we will need to post clear signs and assist people to find their way*

- For those passengers that are less abled to walk to Corn Street is that much further and doesn't consider mobility issues. Against equalities.

*It is true that the distances are longer but they are not great and are on the level.*

- Most pollution being done by the older buses that are being run on city routes

*This will change as the balance of the bus fleet alters over time. Some new buses are being delivered for use on city routes 2, 6, 7, 8 & 9 at the end of this month and the buses on routes 3/3A are to be converted to Euro VI. As BaNES decides how to deal with the air quality issues in the city centre we can expect further changes to local bus routes – the U1 is at the start of this process because it represents such a large part of the Bath bus operation at about 25% of our total activity. Therefore changing the Unibus operation has a disproportionate effect.*

Ends