

**Statement to B&NES Council meeting: 20th November 2025****Chew Valley CIC Sustainable Transport Partnership – 2 of 3 –  
Elaine Workman**

Thank you Jackie, moving on.

**3. Has the route's recorded growth been hampered by issues beyond its control?**

- a) The X91 travels in and out to Bristol but after Imperial Park it is not permitted to pick up passengers on the bus stops it passes because of the arrangement WECA has with FIRSTbus, so every day it passes queues of people waiting who it can't pick up.
- b) The 99 being a very rural route struggles to operate to bus stops that don't even have marker flags let alone benches or shelters or any phone signal. This also means that the Ticketer Machine is significantly underreporting footfall on the bus. Indeed this is also an issue for the X91 albeit to a lesser degree. As our careful analysis of data has recently shown, both routes have large amounts of missing data not captured on the Ticketer. Routes on the 99 have 11%, 17%, 23% and in one month 41% of data missing. When viability of a route is judged on cost per passenger how can that be accurately done with such a data shortfall? Take a look at this example month: all of the yellow slots are where the ticketer machine was not recording.
- c)

Sun 1st	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record						
Mon 2nd	0	0	0	0	0	0	0	0	0	0	0	0						
Tues 3rd	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record						
Wed 4th	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record						
Thurs 5th	0	No record	No record	0	No record	No record	No record	No record	0	No record	No record	No record						
Fri 6th	0	0	No record	No record	No record	No record	No record	No record	No record	No record	No record	0			0	0	0	0
Sat 7th	0	No record	No record	0	0	No record	No record	No record	No record	No record	No record	0	No record	No record	No record	No record	No record	No record
Sun 8th	0	0	No record	No record	0	0	No record	No record	No record	No record	0	No record	No record					
Mon 9th	No record	No record	0	0	No record	No record	No record	No record	0	No record	No record	0						
Tues 10th	No record	No record	No record	0	No record	No record	No record	No record	2	12	0	0						
Wed 11th	11	1	1	0	0	1	0	0	9	0	0	0						
Thurs 12th	0	0	0	0	2	0	3	No record	14	0	No record	No record						
Fri 13th	8	0	1	0	0	0	4	2	19	6	0	0	No record	No record	No record	No record	No record	No record
Sat 14th	2	1	3	3	0	1	4	0	0	0	2	0	No record	No record	No record	No record	No record	No record
Sun 15th	0	0	0	0	3	1	0	0	0	0	0	0						
Mon 16th	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record						
Tues 17th	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record						
Wed 18th	7	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record						
Thurs 19th	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record						
Fri 20th	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record	No record						
Sat 21st	0	0	0	0	0	2	6	0	4	0	0	0	2	0	0	0	0	0
Sun 22nd	0	2	0	0	0	No record	No record	0	1	0	0	0	1	No record				
Mon 23rd	7	1	0	0	0	0	0	0	6	0	0	0						
Tues 24th	8	1	2	8	1	2	1	0	1	0	0	6						
Wed 25th	8	0	8	8	0	8	0	0	0	2	0	7						
Thurs 26th	7	0	0	2	0	0	1	0	4	0	0	0						
Fri 27th	0	2	2	0	0	0	2	0	0	0	0	0	2	0	0	0	0	0
Sat 28th	2	2	2	0	0	0	3	0	0	0	2	0	0	0	0	0	0	0
Sun 29th	1	0	0	No record	0	0	0	0	0	2	0	0						
Mon 30th	6	0	1	0	0	0	1	0	8	0	0	0						

#### 4. What evidence is there that this route is meeting social needs?

Our Great Big Bus Survey

<https://tinyurl.com/GreatBigBusSurvey2025> shows that both of these routes are vital for the health and wellbeing of users, helping prevent rural isolation and connecting villages to each other. There are quotes on every page to show this and I would encourage you to also read the parts of the report which show how we have created a strong supportive community both on the buses and through our membership, events and social media campaigns.

#### 5. What evidence is there that these routes are helping decarbonise transport?

As we have often said, B&NES will not meet its decarbonisation of transport targets if it does not provide public transport into its most rural areas. This carbon calculation provided by a WECA officer shows the dramatic decarbonising impact of swapping to the X91 and 99 buses. Our group has developed a strong following of bus users motivated by a desire to decarbonise (as well as those drawn to buses because they are cheap, efficient and provide a supportive community on board) and we believe this will continue to grow provided these routes are allowed to continue.

Route	Trip length (km)	Vehicle	Consumption /km	Total vehicle consumption (per trip)	Emissions factors (Carbon dioxide emissions per litre of fuel burnt / kWh used)	Total emissions (kg per trip, Carbon dioxide equivalent)	Max occupancy	Avg. occupancy (all-week, for bus exc. driver)	Emissions per person per trip (Kg CO2e)	Avoided emissions per person per trip
99	24	Petrol car (2025)	0.075736135	1.81766723	2.114	3.842548524		1.15	3.341346542	2.838733992
99	24	Diesel car (2025)	0.067128743	1.611089823	2.454	3.953614426		1.15	3.437925588	2.935313038
99	24	Electric car (2025)	0.19084	4.58016	0.211	0.96641376		1.15	0.840359791	0.337747241
99	24	Electric bus (2025)	1.191025	28.5846	0.211	6.0313506	16	12	0.50261255	
X91	34	Petrol car (2025)	0.075736135	2.575028576	2.114	5.443610409		1.15	4.733574268	4.021539823
X91	34	Diesel car (2025)	0.067128743	2.28237725	2.454	5.600953771		1.15	4.870394583	4.158360137
X91	34	Electric car (2025)	0.19084	6.48856	0.211	1.36908616		1.15	1.190509704	0.712034446
X91	34	Electric bus (2025)	1.191025	40.49485	0.211	8.54441335	31	12	0.712034446	

## 6. Is there evidence of high customer satisfaction on this route?

The Great Big Bus Survey was answered by nearly 1000 people. The satisfaction ratings (recorded quantitatively and qualitatively) on both routes are incredibly high and way above other fixed route services in neighbouring areas as well as being far higher than *WESTlink*.<sup>1</sup> Do other routes have evidence of their popularity?

I'm now going to pass to my colleague, Phil Collins

<sup>1</sup> <https://tinyurl.com/GreatBigBusSurvey2025> See page 36 onwards