



Changes from 8 April New zones and booking changes

WESTlink has now been running for a year, helping many people who wouldn't otherwise be able to link up to other public transport. More than 110,000 trips have been made by people since it started - and it's becoming more popular.

It's a completely new concept for travel in the West of England, and as a trial, we're learning as we go along. We've discovered teething problems, and how it's not worked for everyone in the way it was originally intended.

Now changes are being introduced in April to try to fix some of the issues and make the service better. Feedback from passengers as well as community groups and local councils has helped to shape these changes.

New zones - the current zones are being replaced with nine smaller "core" zones and 12 shared zones. This will:

- Stop very long journeys blocking other people from booking and using a WESTlink - some buses have been taken out of action for up to an hour with just one person on board.
- Allow people to make shorter journeys and connect with main buses or trains for onward travel
- Keep connections between the most popular destinations eg Yate and Thornbury
- Expand to areas where bus services are poor eg Hungerford Road in Brislington
- Offer new options to travel to shopping, leisure and transport hubs - eg Cribbs Causeway, The Wave and Nailsea and Backwell Station

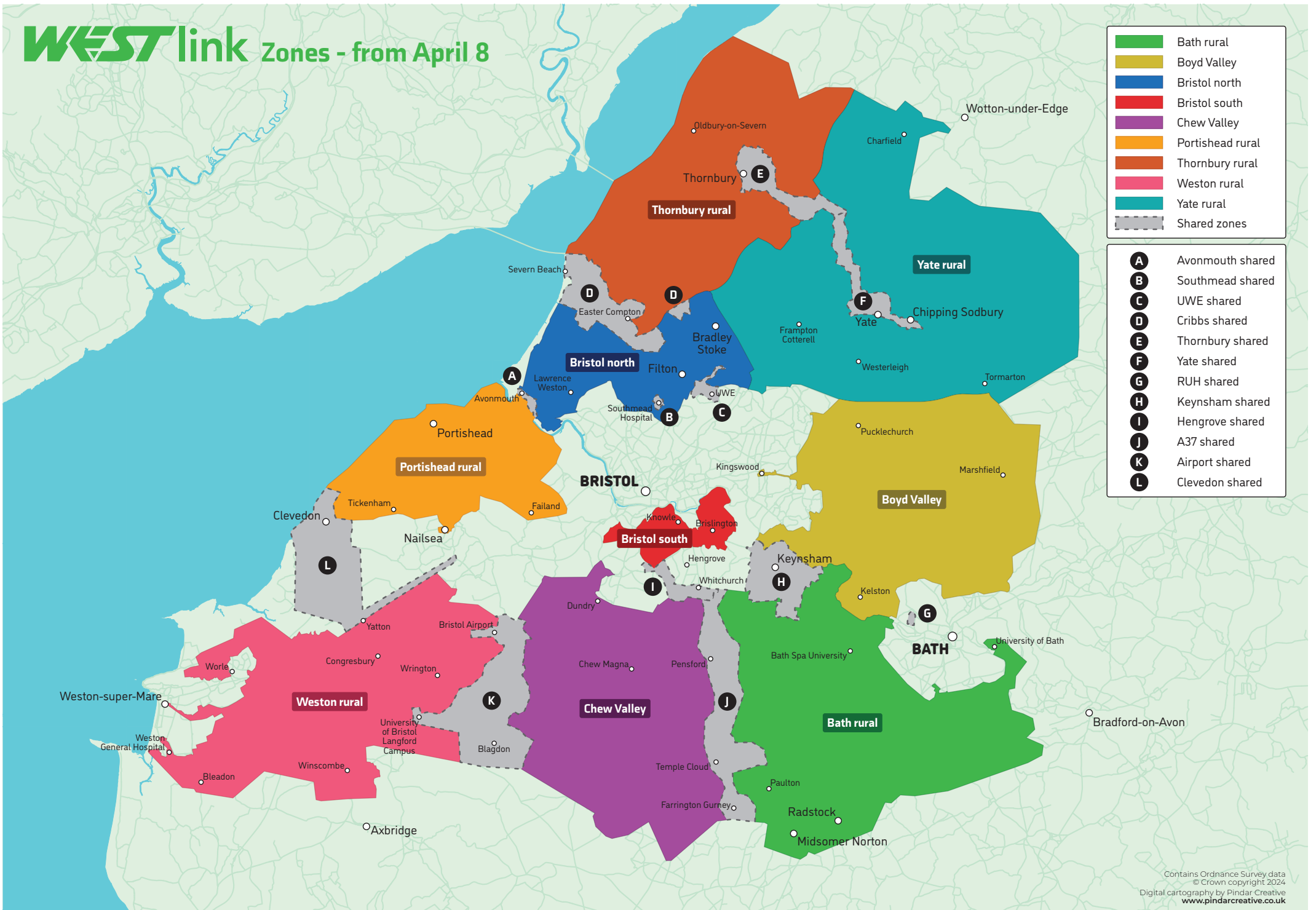
The new zones have been developed by looking at where WESTlink trips have been made over the past year, overall regional travel patterns plus feedback from residents and community groups. Officers in the Unitary Authorities have been given an opportunity to view and comment on the zones - their suggestions have been taken onboard and the zones refined accordingly.

Given the pressing need to make improvements to WESTlink sooner rather than later as the funding period is limited, these changes will be introduced in the next round of bus service changes in April. This has not allowed time for further local input, but the zones are not set in stone. We are very happy to listen to further suggestions including by parishes and community groups and make future changes in the next round of bus service changes in September.

Customer friendly detailed zone maps should be available online in the week commencing 25 March on www.westlink.app or on request by calling 0117 457 8561 or by emailing westlink@westofengland-ca.gov.uk.

Booking changes - Some current journeys on WESTlink have been mirroring existing bus routes. WESTlink was never intended to be a replacement or competition for main bus services, so changes will be made to the booking system so that people will be offered the best available option - if that's a normal bus service, then a WESTlink will not be able to be booked.

WESTlink Zones - from April 8



The zones explained...

Core zones

If you are in...	You can also travel to:	Key destinations
Bath rural	Keynsham shared RUH shared A37 shared	Keynsham town centre, Midsomer Norton & Radstock, Sulis Hospital NEW RUH, St Martins Hospital, University of Bath
Boyd Valley	Keynsham shared RUH shared	Keynsham town centre, Emersons Green NEW Kingswood High Street, RUH
Bristol north (previously known as FTZ)	Cribbs shared Avonmouth shared UWE shared Southmead shared	Bradley Stoke, Cribbs Causeway, Aztec West NEW UWE
Bristol south	Hengrove shared	Bedminster, Imperial Park, Broadwalk shopping centre NEW Ashton Vale, Ashton Gate Stadium, Hungerford Road area, Hengrove Leisure Park
Chew Valley	A37 shared Airport shared Hengrove shared	Bristol Airport, South Bristol Hospital, Hengrove Imperial Park, Langford Veterinary campus NEW Hengrove Leisure Park, Withywood

If you are in...	You can also travel to:	Key destinations
Portishead rural	Clevedon shared Avonmouth shared	Clevedon, Nailsea, Backwell Rail Station, Avonmouth, Portway Park & Ride rail station NEW Failand, Audley Care Home
Thornbury rural	Thornbury shared Cribbs shared UWE shared Southmead shared	Thornbury town centre NEW Cribbs Causeway, Aztec West, Severn Beach, The Wave & Bristol Zoo Project, Southmead Hospital, UWE, MOD & Filton Abbey Wood, Bristol Parkway
Weston rural	Airport shared Clevedon shared	Bristol Airport, Weston town centre including Rail Station, Clevedon NEW Area around Hewish and Wick St. Lawrence
Yate rural	Yate shared UWE shared Southmead shared	Yate and Chipping Sodbury town centres, KLB school NEW Southmead Hospital, UWE, MOD & Filton Abbey Wood, Bristol Parkway, Hambrook

Shared zones

If you are in...	You can also travel to:	Key destinations
J A37 shared	Bath rural Chew Valley Hengrove shared	Imperial Park, South Bristol Hospital, Chew Magna, Midsomer Norton/Radstock NEW St Martins Hospital, University of Bath
K Airport shared	Chew Valley Weston rural Hengrove shared Clevedon shared	Weston-super-Mare, Clevedon Imperial Park, South Bristol Hospital NEW Nailsea & Backwell Rail Station
A Avonmouth shared	Portishead rural Bristol north Clevedon shared Cribbs shared UWE shared Southmead shared	Aztec West, Severn Beach, Southmead, Bristol Parkway Station, The Wave & Bristol Zoo Project NEW Portishead, Nailsea
L Clevedon shared	Weston rural Portishead shared Airport shared	Weston-super-Mare, Portishead Bristol Airport, Nailsea NEW Nailsea & Backwell Rail Station
D Cribbs shared	Thornbury rural Thornbury shared Bristol north (previously FTZ) Avonmouth shared UWE shared Southmead shared	Aztec West, Severn Beach, Southmead, Bristol Parkway Station, The Wave & Bristol Zoo Project NEW Thornbury, Almondsbury, UWE
I Hengrove shared	Bristol south Chew Valley A37 shared Airport shared	Bedminster, Imperial Park, Bristol Airport NEW Hengrove Leisure Park, Ashton Vale and Hungerford Road area, Part of Withywood

If you are in...	You can also travel to:	Key destinations
H Keynsham shared	Boyd Valley Bath rural RUH shared	Midsomer Norton/Radstock, Bath Park & Ride sites NEW RUH, Kingswood High Street, St Martins Hospital
G RUH shared	Boyd Valley Bath rural Keynsham shared	NEW DESTINATION ZONE
B Southmead shared	Thornbury rural Yate rural Bristol north Thornbury shared Yate shared Cribbs shared Avonmouth shared UWE shared	Aztec West, Severn Beach, Southmead, Bristol Parkway Station, The Wave & Bristol Zoo Project NEW Thornbury, Yate
E Thornbury shared	Thornbury rural Yate shared Cribbs shared UWE shared Southmead shared	Yate (and villages enroute) NEW Cribbs Causeway, Aztec West, Severn Beach, The Wave & Bristol Zoo Project, Southmead Hospital, UWE, MOD & Filton Abbey Wood, Bristol Parkway
C UWE shared	Thornbury rural Yate rural Bristol north Thornbury shared Yate shared Cribbs shared Avonmouth shared Southmead shared	Aztec West, Severn Beach, Southmead, Bristol Parkway Station, The Wave & Bristol Zoo Project NEW Thornbury, Yate
F Yate shared	Yate rural Thornbury shared UWE shared Southmead shared	Thornbury, KLB school NEW Southmead Hospital, UWE, MOD & Filton Abbey Wood, Bristol Parkway