

# Appendix G: Active Travel Offers and Bus Gate exemptions further info

## Bus gate exemptions

The following road users can travel through the East Bristol Liveable Neighbourhood bus gates:

- Buses
- Emergency vehicles
- Bicycles
- Solo motorcycles
- Taxis
- Residents of the East Bristol Liveable Neighbourhood area whose vehicle has a disabled tax class
- Professional carers who work in homes of people who live within the East Bristol Liveable Neighbourhood area
- Residents of the East Bristol Liveable Neighbourhood area who have a Blue Badge registered to their address can nominate one vehicle for an exemption
- Residents of the East Bristol Liveable Neighbourhood area who are on a low income, who meet the eligibility criteria, and need to drive to work
- Parents or carers who live within the East Bristol Liveable Neighbourhood area who receive a personal travel budget for their child with SEND

Following some opposition to the installation of the trial measures in early 2025, councillors instructed officers to create an improved offer to help mitigate the impacts on residents. This included:

- Additional exemptions for low income workers and blue badge holders.
- Travel offers worth up to £250 for those on low incomes or living in Barton House.
- Bus vouchers for all residents within EBLN worth £100 which followed the launch of the number 16 bus service running through the area.

Uptake of bus gate exemptions (as of the end of the public engagement period):

<b>Exemption</b>	<b>Total applicants</b>	<b>Number of active applicants</b>	<b>Number of rejected applicants</b>
Blue badge	107	90	17
Disabled tax class	47	29	18
Professional carers	308	252	56
Low income	34	8	26
SEND personal travel budget	n/a	29	n/a

A further 11 exemptions were approved under specific councillor requests for extenuating circumstances.

### **City-wide active travel offers in EBLN and surrounding areas**

<b>Offer</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Total</b>
Accompanied ride	1	1	3		1	2		8
Adult 121 cycle training	2	3	3	2	2	7	2	21
Bike maintenance training			1		2	1		4
Bristol bus voucher	17	9	17	6	5	10	1	65
Car club offer	1	1						2
Conversion bike loan	2	1		2			1	6
DrBike - event		1		2	2	1		6
DrBike - home	1	1	4	1		2	2	11
DrBike - workshop	2	3	1	1		3		10
e-bike loan	4	2	6	2		3	1	18
Folding bike loan				1		2	2	5
Park & Ride voucher				1				1
Pedal bike loan	2	3	1	1	3	4		14
Train voucher	12	5	11					28
WOE bus voucher	4	5	8	3	6	4	3	33
<b>Total</b>	<b>48</b>	<b>35</b>	<b>55</b>	<b>22</b>	<b>21</b>	<b>39</b>	<b>12</b>	<b>232</b>

*Uptake within EBLN boundary*

Offer	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
Accompanied ride		1	5		3	1	1	11
Adult 121 cycle training	3	4	3	2		1	1	14
Bike maintenance training					3	1	2	6
Bristol bus voucher	6	13	10	8	10	16	11	74
Conversion bike loan		2	1				1	4
DrBike@event		3	1	2	1	2	2	11
DrBike@home	1	1				2		4
DrBike@workshop	1		1		1	1		4
EBike loan	1	3	4	1	2	2	1	14
Folding bike loan	1	2	1			1		5
Pedal bike loan	1		5	1	2	2		11
Train voucher	2	1	5					8
WOE bus voucher		1	2	4	3	3	2	15
<b>Total</b>	<b>16</b>	<b>31</b>	<b>38</b>	<b>18</b>	<b>25</b>	<b>32</b>	<b>21</b>	<b>181</b>

*Uptake in surrounding areas*

## Low income and Barton House active travel offers

One active travel offer was available per household. With duplicates removed, the table below shows the number of applications and applications approved (as of the end of the public engagement period):

Low income active travel offer	Total applicants	Number of approved applicants
£250 of first bus tickets	85	50
£150 voucher to buy a refurbished bike	16	8
Total	101	58

Barton House active travel offer	Number of approved applicants
£250 of first bus tickets	8
£150 voucher to buy a refurbished bike	5
TOTAL	11

# First Bus vouchers mailout

June – October 2025	
New unique users	2,432
Total vouchers redeemed	16,197

## Get your 15 free tickets worth £97<sup>50</sup>

To get your free tickets just follow these 6 easy steps...

1. Search for 'first bus' in your app store and download the First Bus app.
2. Open the First Bus app and click on 'tickets' at the bottom of the screen.
3. Select 'Bristol, both & the West' area then 'Bristol'.
4. Select 'Day' and then select one 'Bristol FirstDay Adult' ticket.
5. Click 'Go to Checkout' & sign up or log in and then enter one of the codes opposite, to bring the total to £0.
6. Click 'Get your free ticket' and either use it straight away or move to the wallet to use later.

When you want to travel, activate your ticket and scan the QR code on the bus.

Ticket	Code	Used?
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		

**Code not working?**  
Check you have selected your area as Bristol in step 3. The unique code will only work if you have got the correct travel zone and ticket type.

**Don't have a smartphone?**  
Email [liveable.neighbourhoods@bristol.gov.uk](mailto:liveable.neighbourhoods@bristol.gov.uk) or call 087 903 6448 and leave your name and number to receive a call back to discuss your options.

## Are you a low income household?

If your household is within East Bristol Liveable Neighbourhood trial area and on a low income, you could be eligible to apply for one of the following offers:

- £250 First Bus tickets
- £100 towards a refurbished bike
- 12-month exemption to the trial area's three bus zones if you need to drive for work

Find out more at [bristol.gov.uk/firstbusapp](http://bristol.gov.uk/firstbusapp)

### FREE BUS TRAVEL FOR A MONTH.

Get yours at [birthdaybus.co.uk](http://birthdaybus.co.uk)

Supported by

## Get 15 free tickets worth £97<sup>50</sup>

Page 1 First bus voucher leaflet (without codes)

### Your frequent local buses

Service	Frequency in minutes		
	Monday to Friday	Saturday	Sunday
5	30	30	40
16 (New service!)	30	30	30
41	30	30 daytime 60 morning and evening	30 daytime 60 morning and evening
42	60	60	60
43	10 to 20	10 to 20	10 to 20
44	30	30	60
45	30	30	60

Other local services

Service	Frequency in minutes		
	Monday to Friday	Saturday	Sunday
6	30	30	30
7	30	30	30
26	35	35	35

Want full timetables and route maps?  
Simply scan the QR or visit [firstbus.co.uk/bristol](http://firstbus.co.uk/bristol)

### Your local bus routes

Terminus point

East Bristol Liveable Neighbourhood (ELN)

Bus runs in the direction of arrow

Page 2 First Bus voucher leaflet

OFFICIAL

## **Personalised travel planning**

One-to-one personalised travel planning sessions were a requirement for those applying for the low income active travel offers.

Sessions involved a 15-minute phone call or online meeting with one of the council's travel advisors, where bespoke route and journey planning was designed to help citizens make the most of the travel offer.

In total, 45 sessions were booked (with 39 completed as of the end of the public engagement period).

## **Business adaptation grants**

The Liveable Neighbourhood High Street Adaptation Grant was created in response to some concerns raised for businesses on Avonvale Road.

This fund is not available area-wide but is instead targeted for those who have raised concerns.

Two businesses have taken up this grant offer (as of the end of the public engagement period).