

Appendix A Bus Network Review – Service Summaries

Introduction

This document provides additional information on the 19 services which have been reviewed as part of the Bus Network Review 2023. The document summarises each of the services which were placed under review, following the decision of the CPCA Board in September 2023. The information provided here supports the recommendations of the report presented to the Transport and Infrastructure Committee and the CPCA Board.

Services under review

The following table summarises the services which have been reviewed.

Service route	Service number
Duxford - Whittlesford - Sawston - Whittlesford - Duxford	7A
Cottenham - Chatteris - March	8A
Peterborough: City Hospital - Hampton	29
Over - St Ives	15
Cambridge - Fowlmere - Barley	31
Cambridge - Orwell - Wrestlingworth	75
Newmarket - Fulbourn - Teversham - Newmarket Road Park & Ride	18
St Neots - The Offords - Buckden	65
West Huntingdonshire Demand Responsive Transport	Ting
St Ives - Somersham - Ramsey	301
Huntingdon - Ramsey - Chatteris	305
St Neots - Kimbolton - Tilbrook	150
St Ives Town Service	22A (300)
Peterborough - Upwood	415
March Town Service	33A
Royston - Bassingbourn - Guilden Morden	17
Newmarket - Fordham - Soham - Stuntney - Ely	12
Haverhill - Linton - Burrough Green	19
Eynesbury - St Neots - Eaton Ford/Eaton Socon - St Neots - Eynesbury	61

Structure of service summaries

Each of the following summarise provides information on:

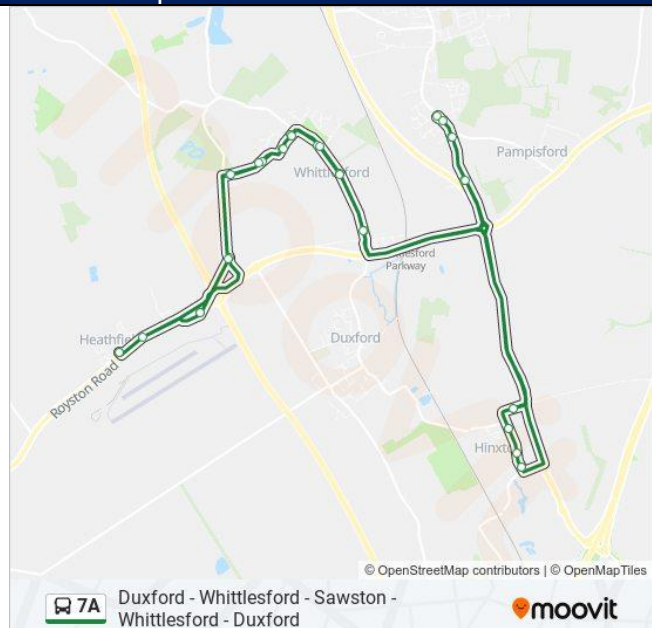
- General service information
 - *References to 'catchment' are measured as 400m from a bus stop.*
- Bus Network Review metrics
- Recommendation and proposed change
- Justification for recommendation
- Next steps for the service

Service number	7A	Patronage reported in 2022/23	771
Places service	Duxford - Whittlesford - Sawston - Whittlesford - Duxford	Contract cost bracket	50,001-100,000
Catchment served	23,000	Length of route (km)	20.3
Number of amenities in catchment	12	Cost per passenger	£124.83
Current Operator	A2B	Cost per passenger per km banding	Over £2 per passenger per km

Service description

Operates Monday to Saturday and provides four journeys to Sawston and three journeys back, with customers interchanging with commercial journeys towards Cambridge for shopping, leisure, and medical appointments.

Service Map



Reason for service to be reviewed

Over £24 per passenger and over £2 per passenger per km

Recommendation and Proposed change

Retain with improvement

Justification

This service has been reviewed as part of a package which includes 7A, 31 and 75. The 7A is recommended to be merged with a home to school service. This will provide a more cost-effective solution for both CPCA and Cambridgeshire County Council, while retaining connections for the community. A number of options have been considered for the three services, which together are intended to provide a more joined-up and integrated service, while significantly improving the value for money.

Next step

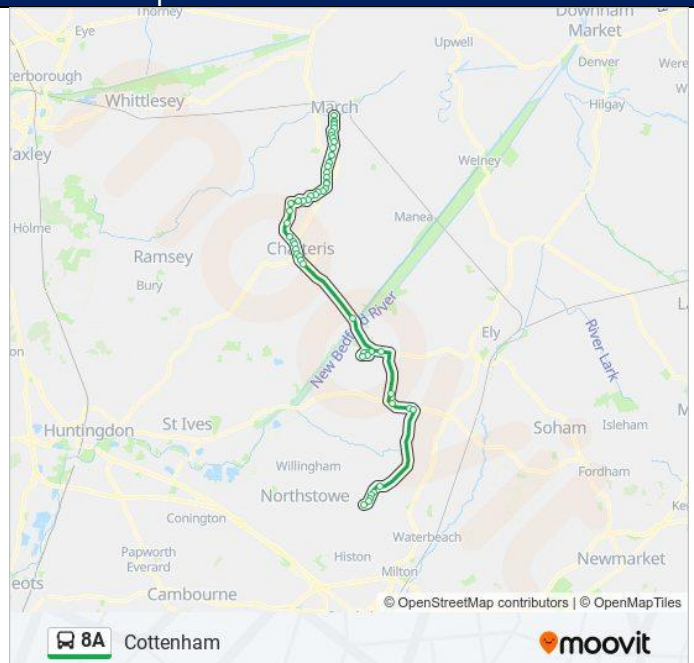
Confirm service specification for change.

Service number	8A	Patronage reported in 2022/23	2,603
Places service	Cottenham - Chatteris - March	Contract cost bracket	£150,001 - £200,000
Catchment served	13,500	Length of route (km)	41.7
Number of amenities in catchment	70	Cost per passenger	£76.35
Current Operator	Stephensons	Cost per passenger per km banding	£1-£2 per passenger per km

Service description

One return journey, Monday to Saturday, where customers can interchange with a commercial bus service at Cottenham to arrive in Cambridge before 9am and depart after 5pm for work or education.

Service Map



Reason for service to be reviewed

Over £24 per passenger and £1-£2 per passenger per km

Recommendation and Proposed change

Retain with improvement

Justification

The service historically used to travel into Cambridge City, however, the service CPCA inherited currently ends at Cottenham. This end point was determined in response to a change to commercial services which meant the 8A service could no longer travel the full journey due to the potential for competition. The current end point provides no facilities for effective interchange and therefore the service has become unattractive. The proposed change is to provide a significantly improved interchange at the Milton Park and Ride. This is intended to drive additional demand by making use of a key interchange point.

Next step

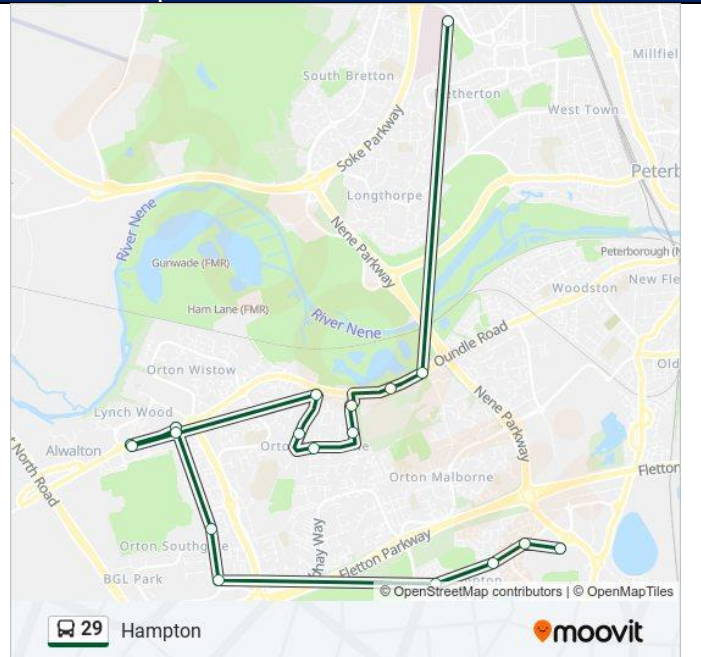
Confirm service specification for change.

Service number	29	Patronage reported in 2022/23	1,833
Places service	Peterborough: City Hospital - Hampton	Contract cost bracket	£100,001 - £150,000
Catchment served	7,530	Length of route (km)	17.2
Number of amenities in catchment	43	Cost per passenger	£74.71
Current Operator	Dews	Cost per passenger per km banding	Over £2 per passenger per km

Service description

Six return off-peak journeys linking Hampton and areas of The Ortons with Peterborough City Hospital without having to change buses in the city centre. Operates Monday to Saturday.

Service Map



Reason for service to be reviewed

Over £24 per passenger and over £2 per passenger per km

Recommendation and Proposed change

Further engagement required

Justification

This service was introduced as a trial to provide an alternative direct route to the existing interchange option which is available. The service has seen very limited take-up over a number of years and therefore it is proposed to undertake a further review to establish if the trial should end. Last year there were less than 2,000 passengers. In addition to this service, the communities have access to important destinations, including the hospital via interchange at Peterborough bus station.

Next step

Communicate proposed change

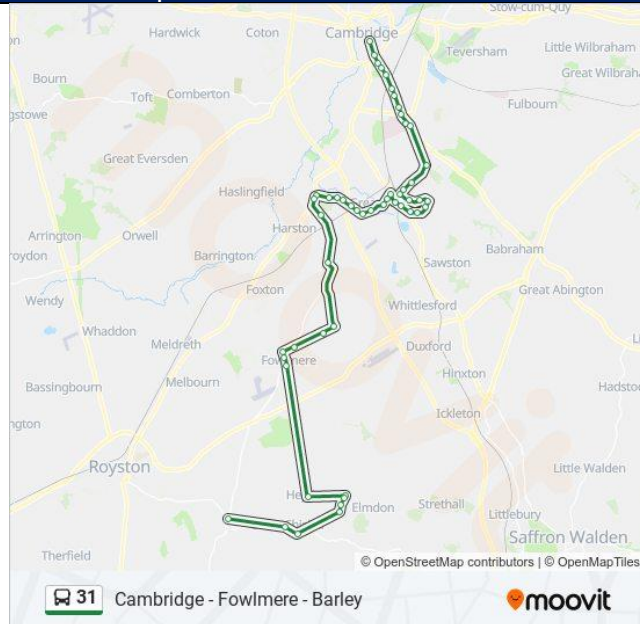
Service number	15	Patronage reported in 2022/23	312
Places service	Over - St Ives	Contract cost bracket	£10,000-£50,000
Catchment served	12,300	Length of route (km)	39.2
Number of amenities in catchment	35	Cost per passenger	£59.41
Current Operator	A2B	Cost per passenger per km banding	£1-£2 per passenger per km
Service description		Service Map	
Provides one return off-peak journey twice each week for shopping, leisure, or medical appointments.		N/A	
Reason for service to be reviewed			
Over £24 per passenger and £1-£2 per passenger per km			
Recommendation and Proposed change			
Retain with improvement			
Justification			
The service provides a short connection to local communities in the area. In the immediate term the service can be extended to serve Willingham, which will create more demand for the service and develop the catchment area and add a direct link to St Ives for Willingham residents. A further review should be undertaken which explores the options to link with the 1A and 5A, with improved connections to Sutton. This is suggested as part of the next review of bus services.			
Next step			
Confirm service specification for change and review further options over 2024/25.			

Service number	31	Patronage reported in 2022/23	3,109
Places service	Cambridge - Fowlmere - Barley	Contract cost bracket	£100,001 - £150,000
Catchment served	16,300	Length of route (km)	29.4
Number of amenities in catchment	80	Cost per passenger	£41.56
Current Operator	A2B	Cost per passenger per km banding	£1-£2 per passenger per km

Service description

One return peak journey and three return off-peak journeys, Monday to Saturday, to Cambridge (city centre or Addenbrooke's Hospital) for work, education, shopping, leisure, and medical appointments.

Service Map



Reason for service to be reviewed

Over £24 per passenger and £1-£2 per passenger per km

Recommendation and Proposed change

Retain with improvement

Justification

This service has been reviewed as part of a package which includes 7A, 31 and 75. The 31 and 75 are proposed to be recast, with revised frequency, better integration with the service 26 and a more efficient use of resources across the contracts. The Peak journeys will be retained to provide access to work and education, with the changes focused on the off peak. The changes will also extend the destinations to provide connections to Royston, timed to complement the service 26. The changes to these services will provide an overall improvement in the network and retain services to the communities currently served.

Next step

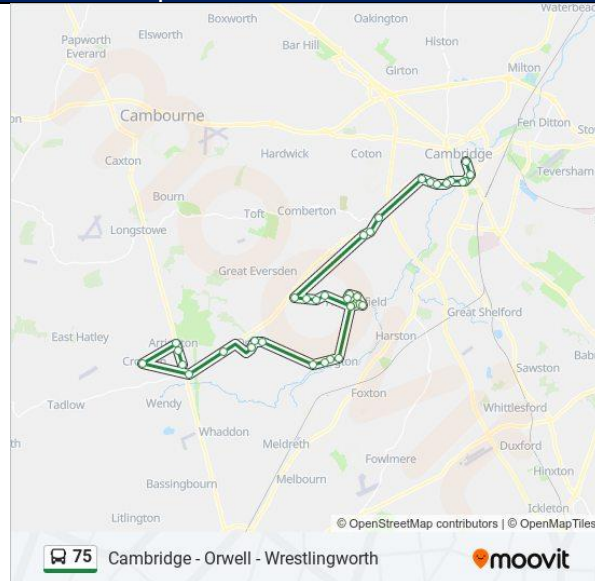
Confirm service specification for change

Service number	75	Patronage reported in 2022/23	5,198
Places service	Cambridge - Orwell - Wrestlingworth	Contract cost bracket	£100,001 - £150,000
Catchment served	21,800	Length of route (km)	31.3
Number of amenities in catchment	60	Cost per passenger	£20.36
Current Operator	A2B	Cost per passenger per km banding	Under £1 per passenger per km

Service description

One return peak journey enabling customers to arrive in Cambridge before 9am and depart after 5pm for work or education. Also, four return journeys operating between 9am and 5pm, including one calling at sixth form colleges, for shopping, medical appointments, leisure, and education. Operates Monday to Saturday.

Service Map



Reason for service to be reviewed

£13-£24 per passenger

Recommendation and Proposed change

Retain with improvement

Justification

This service has been reviewed as part of a package which includes 7A, 31 and 75. The 31 and 75 are proposed to be recast, with revised frequency, better integration with the service 26 and a more efficient use of resources across the contracts. The Peak journeys will be retained to provide access to work and education, with the changes focused on the off peak. The changes will also extend the destinations to provide connections to Royston, timed to complement the service 26. The changes to these services will provide an overall improvement in the network and retain services to the communities currently served. Note that the service has a Cost per passenger per km under £1.

Next step

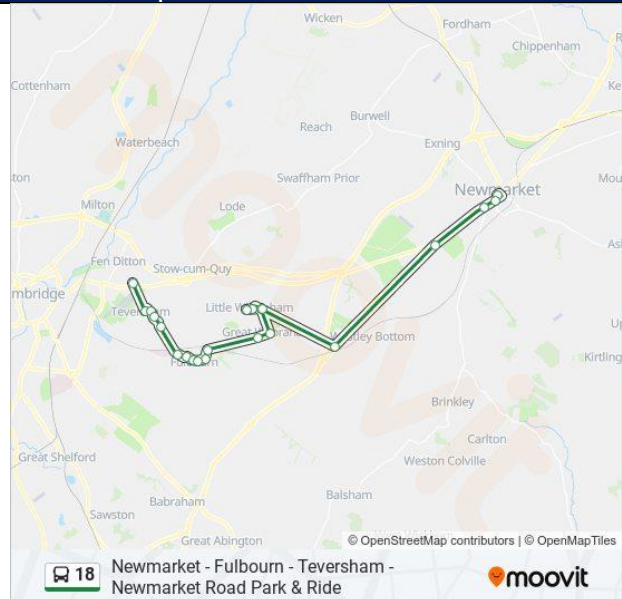
Confirm service specification for change

Service number	18	Patronage reported in 2022/23	566
Places service	Newmarket - Fulbourn - Teversham - Newmarket Road Park & Ride	Contract cost bracket	£10,000-£50,000
Catchment served	2,200	Length of route (km)	19.1
Number of amenities in catchment	25	Cost per passenger	£40.52
Current Operator	A2B	Cost per passenger per km banding	Over £2 per passenger per km

Service description

Provides one return off-peak journey twice each week between Teversham and Newmarket for shopping, leisure, or medical appointments. Also, one return off-peak journey twice each week between The Wilbrahams and Newmarket Road P&R where onward journeys can be taken to Cambridge for shopping, leisure, and medical appointments.

Service Map



Reason for service to be reviewed

Over £24 per passenger and over £2 per passenger per km

Recommendation and Proposed change

Retain with a focus on Tuesday service

Justification

This service currently provides two journeys per week to access shopping in New Market. The service levels have not recovered following Covid and reflects a wider trend for changes to travel habits, particularly for people using ENCTS passes. Is proposed to retain the Tuesday service, which provides access to the town for the main market day. This should be reviewed following changes to continue to provide a shopping service.

Next step

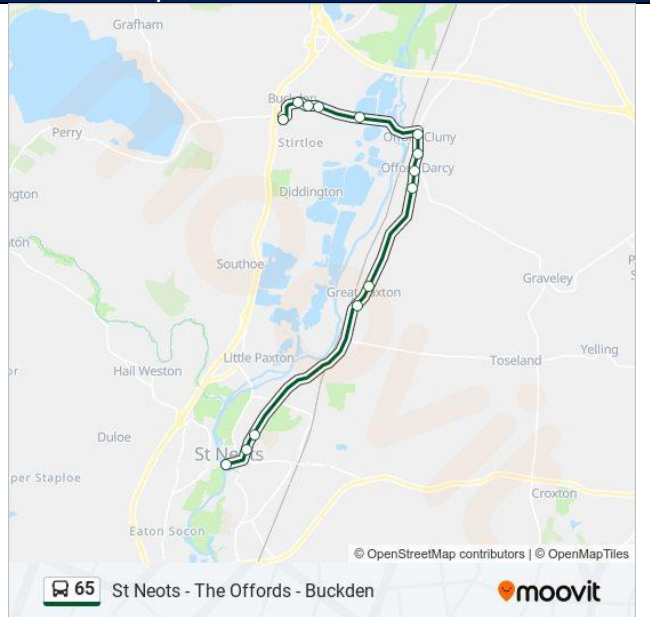
Confirm service specification for change

Service number	65	Patronage reported in 2022/23	2,987
Places service	St Neots - The Offords - Buckden	Contract cost bracket	£50,001-£100,000
Catchment served	5,300	Length of route (km)	10.2
Number of amenities in catchment	34	Cost per passenger	£19.99
Current Operator	Dews	Cost per passenger per km banding	£1-£2 per passenger per km

Service description

Provides three return off-peak journeys, Monday to Friday, to either Brampton Surgery, or St Neots Town Centre, for shopping, leisure, or medical appointments.

Service Map



Reason for service to be reviewed

£13-£24 per passenger and £1-£2 per passenger per km

Recommendation and Proposed change

Retain with improvement

Justification

The service has been an improvement in passenger numbers, which reflects the reliability of the service. Proposals have been made by community members to provide further connection to the Buckden General Practitioners which may have a slight improvement on demand and connect the bus service to important health centre. This change should be examined further to understand if there is an additional financial requirement to serve this need.

Next step

Confirm service specification for change

Service number	Ting	Patronage reported in 2022/23	10,046
Places service	West Huntingdonshire Demand Responsive Transport	Contract cost bracket	£400,000-£500,000
Catchment served	68,727	Length of route (km)	N/A
Number of amenities in catchment	74	Cost per passenger	£42.31
Current Operator	Vectare	Cost per passenger per km banding	N/A

Service description

Demand responsive travel from villages in West Huntingdonshire to nearby towns, Huntingdon and St Neots, or other villages within the designated area. Available 6am – 8pm, Monday to Saturday.

Service Map



Reason for service to be reviewed

Over £24 per passenger

Recommendation and Proposed change

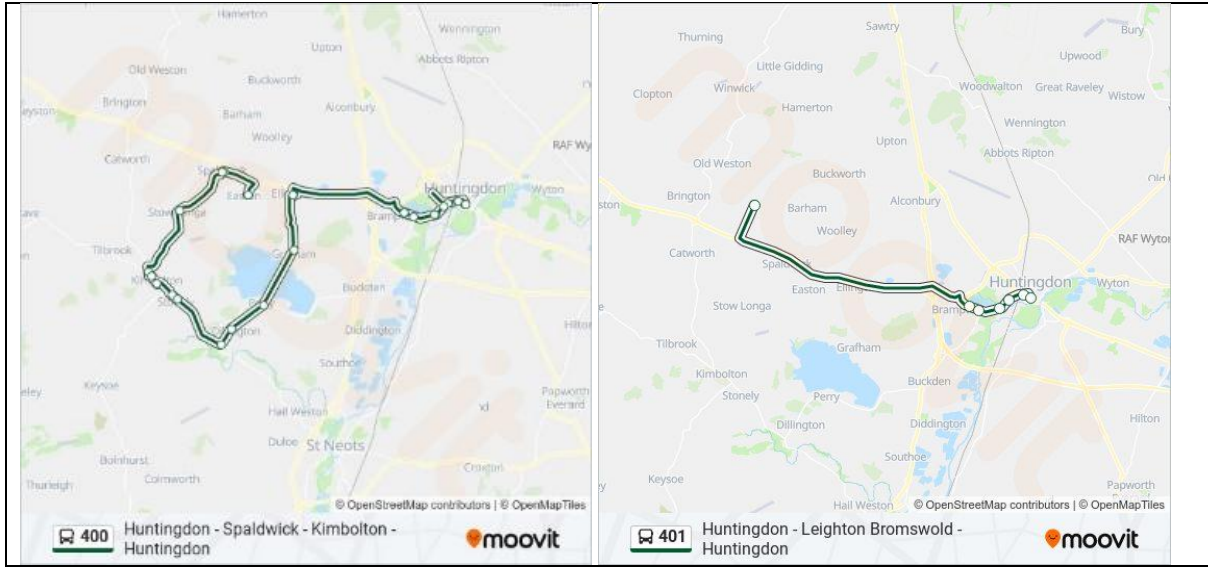
Retain with improvement

Justification

The Ting DRT service is proposed to be retained and refocused. The early trial of the service has shown that while it can meet an important need, that the coverage and purpose has been quite broad. The operating model has led to services focusing in St Neots, delivering shorter journeys within the local area which is serviced by other routes, rather than a focus on the more rural communities which are not serviced by other routes. The proposal is to better serve the communities to the West of Huntingdonshire and limit the potential for journeys to start and end within St Neots. The refocusing will remove duplication with scheduled bus services and provide more availability to the rural communities. The number of buses used to provide the service will be reviewed to ensure efficient use of resources. The review will enable the further consideration of the 400 and 401 services as all passenger journeys on those routes could be covered by Ting. These changes will be brought back to the January Board for decision.

Next step

Confirm service specification for change and consider changes to services 400 and 401 with local Councillors.

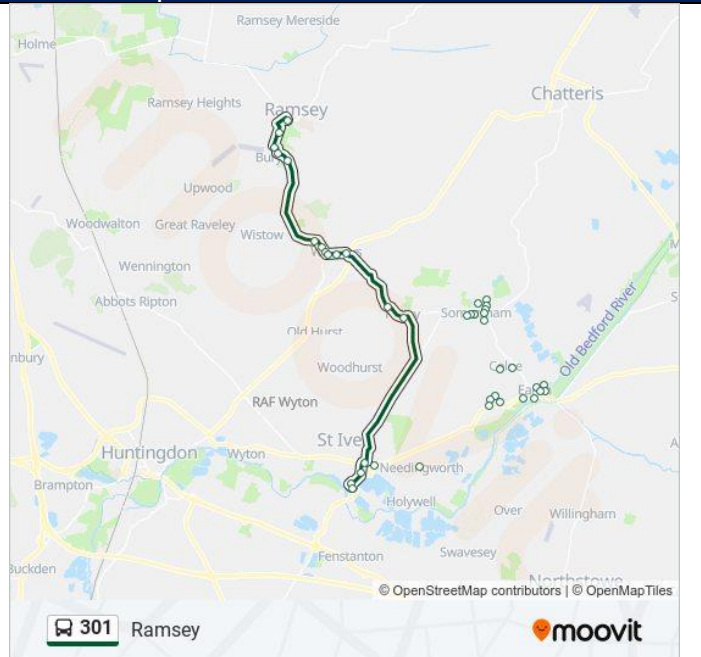


Service number	301	Patronage reported in 2022/23	5,775
Places service	St Ives - Somersham - Ramsey	Contract cost bracket	£150,001-£200,000
Catchment served	10,200	Length of route (km)	33.4
Number of amenities in catchment	65	Cost per passenger	£31.58
Current Operator	Dews	Cost per passenger per km banding	Under £1 per passenger per km

Service description

Early morning and evening journeys linking villages towns and villages in Huntingdonshire with St Ives so onward journeys can be taken to Cambridge for work and education, Monday to Saturday.

Service Map



Reason for service to be reviewed

Over £24 per passenger

Recommendation and Proposed change

Retain with improvement

Justification

It is proposed to retain the service in the current format, noting that a proposed improvement to the 305 is intended to support connectivity in the Ramsay area. Retaining the 301 in the current format and improving the 305 are intended to provide an overall improved bus service and attract more users. Note that the service has a Cost per passenger per km under £1.

Next step

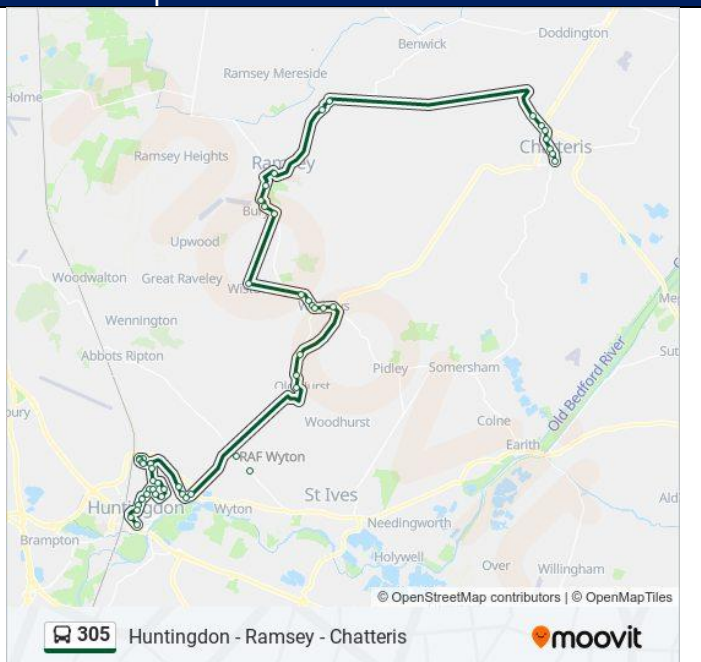
Confirm service specification for change with input from local Councillors.

Service number	305	Patronage reported in 2022/23	16,251
Places service	Huntingdon - Ramsey - Chatteris	Contract cost bracket	£200,001-£250,000
Catchment served	24,200	Length of route (km)	37.9
Number of amenities in catchment	96	Cost per passenger	£13.34
Current Operator	Dews	Cost per passenger per km banding	Under £1 per passenger per km

Service description

Service providing five return journeys, including one peak return journey, linking Huntingdonshire towns and villages with Chatteris and Huntingdon for work, education, shopping, leisure, and medical appointments. Operates Monday to Saturday.

Service Map



Reason for service to be reviewed

£13-£24 per passenger

Recommendation and Proposed change

Retain with improvement

Justification

The service will be improved to increase frequency and journey time. The approach would add one bus to the contract. After meeting with local councillors, there was clear feedback to focus on strengthening the Huntingdon – Ramsey and also connections to Chatteris. This approach will provide improved access to health, education, retail, job and entertainment facilities in Huntingdon.

Next step

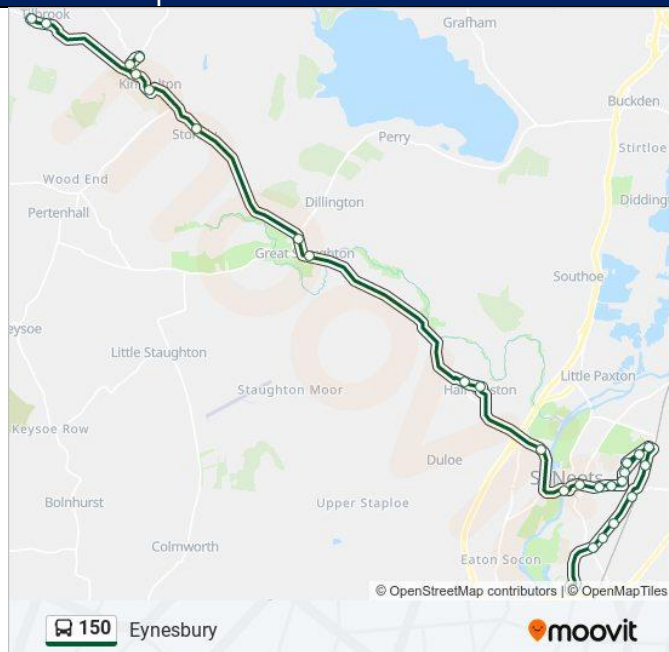
Confirm service specification for change with input from local Councillors.

Service number	150	Patronage reported in 2022/23	6,280
Places service	St Neots - Kimbolton - Tilbrook	Contract cost bracket	£50,001-£100,000
Catchment served	10,300	Length of route (km)	22.3
Number of amenities in catchment	62	Cost per passenger	£15.26
Current Operator	Dews	Cost per passenger per km banding	Under £1 per passenger per km

Service description

Service providing four return journeys, including one peak return journey, linking Huntingdonshire villages with St Neots for work, education, shopping, leisure, and medical appointments. Operates Monday to Saturday.

Service Map



Reason for service to be reviewed

£13-£24 per passenger

Recommendation and Proposed change


Retain with further review following refocusing of the Ting service

Justification

The service is proposed to be retained. Further work is required to determine the best operational and contractual approach to the service. The proposed changes to Ting are expected increase demand for this service. This will be further reviewed during 2024/25 to establish if demand has increased. Note that the service has a Cost per passenger per km under £1.

Next step

Review service performance following changes to Ting

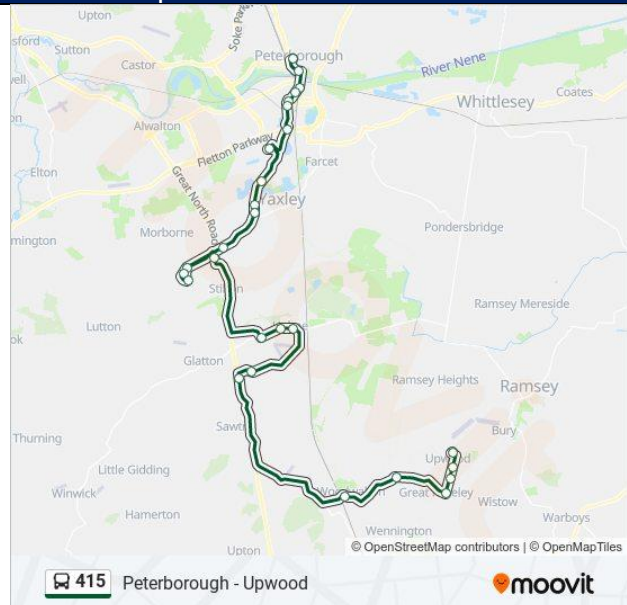
Service number	22A (300)	Patronage reported in 2022/23	3,518
Places service	St Ives Town Service	Contract cost bracket	50,001-100,000
Catchment served	9,330	Length of route (km)	23.9
Number of amenities in catchment	45	Cost per passenger	£22.11
Current Operator	Dews	Cost per passenger per km banding	Under £1 per passenger per km
Service description		Service Map	
<p>Providing five off-peak journeys which link residential areas of St Ives with the town centre and Morrisons supermarket, Monday to Saturday, for shopping, leisure, and medical appointments.</p>			
Reason for service to be reviewed			
£13-£24 per passenger			
Recommendation and Proposed change			
Retain with review of alignment following changes to commercial services			
Justification			
<p>This service, known as the 300, has seen recent increase in use following changes to the commercial service, specifically serving a gap in the network for the Morrisons superstore and local area. This change to the commercial network indicates that the 22A is now providing access to a wider community and initial evidence shows demand has increased for the services. This service should be retained but kept under review to ensure the increase in demand is retained. Note that the service has a Cost per passenger per km under £1.</p>			
Next step			
Review service performance to establish if demand uplift remains			

Service number	415	Patronage reported in 2022/23	642
Places service	Peterborough - Upwood	Contract cost bracket	10,000-50,000
Catchment served	10,500	Length of route (km)	42.6
Number of amenities in catchment	34	Cost per passenger	£20.49
Current Operator	Dews	Cost per passenger per km banding	Under £1 per passenger per km

Service description

Provides one return off-peak journey once each week between Huntingdonshire villages and Peterborough for shopping, leisure, or medical appointments.

Service Map



Reason for service to be reviewed

£13-£24 per passenger

Recommendation and Proposed change

Retain in current form with review to utilise the existing Dial-a-Ride.

Justification

The level of service provided through the tendered contract is low, therefore limited scope to recast the service, and no additional communities which could generate demand for the service. Therefore, there are limited alternatives to improve the service. The service should be retained, with further engagement on the potential to utilise a dial-a-ride service. The advantage of this option would be a more flexible service. The use of a dial-a-ride option would require people to register for the service, then pre-book. This option would need to be communicated to ensure users are able to access the service. Note that the service has a Cost per passenger per km under £1.

Next step

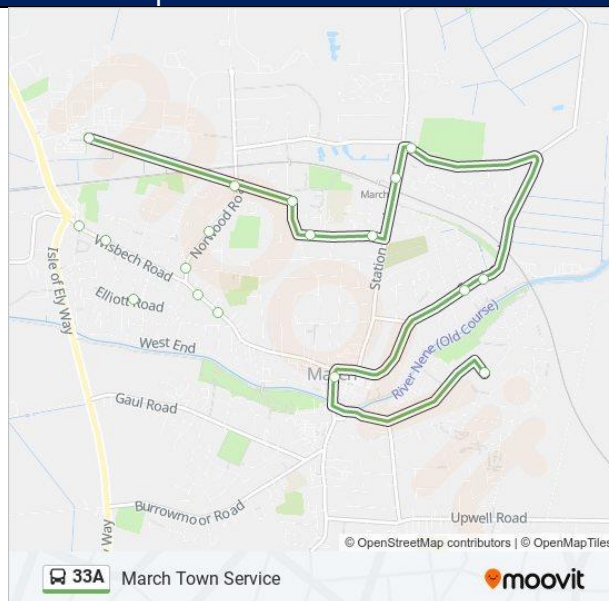
Review service performance to establish if an alternative approach is needed

Service number	33A	Patronage reported in 2022/23	4,130
Places service	March Town Service	Contract cost bracket	£50,001-£100,000
Catchment served	14,800	Length of route (km)	9.1
Number of amenities in catchment	37	Cost per passenger	£18.48
Current Operator	FACT	Cost per passenger per km banding	Over £2 per passenger per km

Service description

Eight off-peak journeys between 9am and 5pm, Monday to Saturday, linking residential areas of March with the town centre, railway station and Tesco, for shopping, leisure, and medical appointments.

Service Map



Reason for service to be reviewed

£13-£24 per passenger and Over £2 per passenger per km

Recommendation and Proposed change

Retain with improvement

Justification

This service has been taken over by a new operator and as part of this change service changes were made. Data for the service since the operator has started shows that the Cost per passenger journey has significantly decreased and is below the £12 benchmark. There is an opportunity to further improve the service with better alignment with the rail station in March, including enabling the bus to use the upgraded car park. The service is proposed to be retained, with further work between CPCA, Fenland District Council and the operators to achieve the improved access to rail services.

Next step

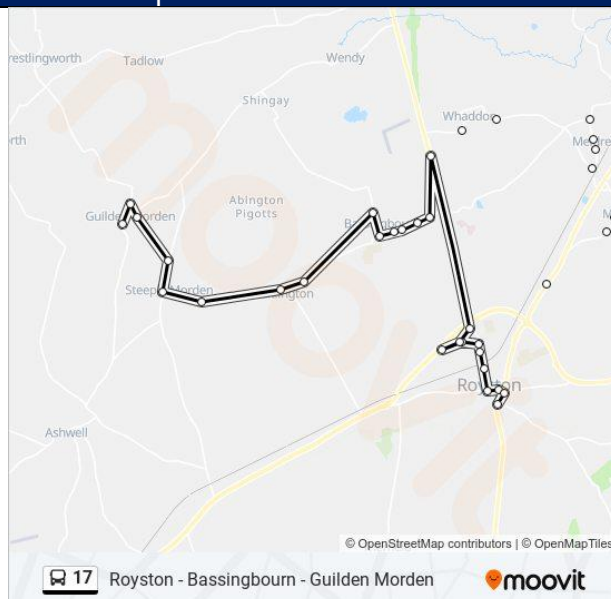
Engagement with Fenland Officers and FACT to define refined operation,

Service number	17	Patronage reported in 2022/23	6,840
Places service	Royston - Bassingbourn - Guilden Morden	Contract cost bracket	£100,001-£150,000
Catchment served	4,100	Length of route (km)	24.0
Number of amenities in catchment	33	Cost per passenger	£18.44
Current Operator	Myalls	Cost per passenger per km banding	Under £1 per passenger per km

Service description

Provides five return journeys, including one peak return journey, linking South Cambridgeshire villages with Royston for work, education, shopping, leisure, and medical appointments. Operates Monday to Saturday.

Service Map



Reason for service to be reviewed

£13-£24 per passenger

Recommendation and Proposed change

Retain with improvement

Justification

Following engagement with the operator, the service will be slightly retimed to provide a more integrated and attractive service. The current timetable is poorly aligned with the more frequency 26 bus service, which connects the communities to onward destinations, including Cambridge. The operator has also identified improvements to the route which will retain access to all current communities and also provide an improved operational route. It is expected that with the improved link to the 26 and associated re-timing, that the service will become a more attractive option for more people. There is emerging evidence of service improvements and increased passenger use, largely due to improved reliability of the service. This emerging evidence should be reviewed to understand if the improvement in the cost per passenger is sustained over the next year. Note that the service has a Cost per passenger per km under £1.

Next step

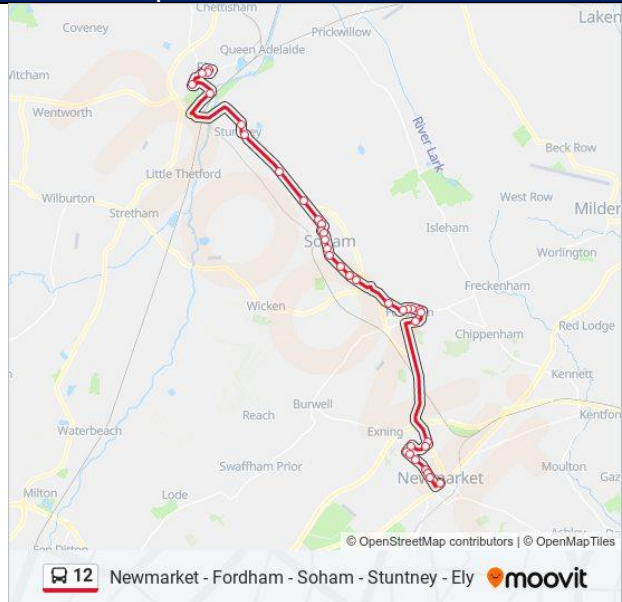
Confirm service specification for change

Service number	12	Patronage reported in 2022/23	1,103
Places service	Newmarket - Fordham - Soham - Stuntney - Ely	Contract cost bracket	£10,000-£50,000
Catchment served	11,700	Length of route (km)	26.6
Number of amenities in catchment	52	Cost per passenger banding	£15.11
Current Operator	Star Cabs	Cost per passenger per km banding	Under £1 per passenger per km

Service description

One early morning journey linking Newmarket with Ely, via East Cambridgeshire villages, Monday to Friday, for work and education.

Service Map



Reason for service to be reviewed

£13-£24 per passenger

Recommendation and Proposed change

Retain

Justification

This service is a single journey to provide an early morning peak trip to provide access for work. The contract has limited scope for change as it follows the commercial service 12, which operators for the rest of the day. This service should be retained but kept under review. Note that the service has a Cost per passenger per km under £1.

Next step

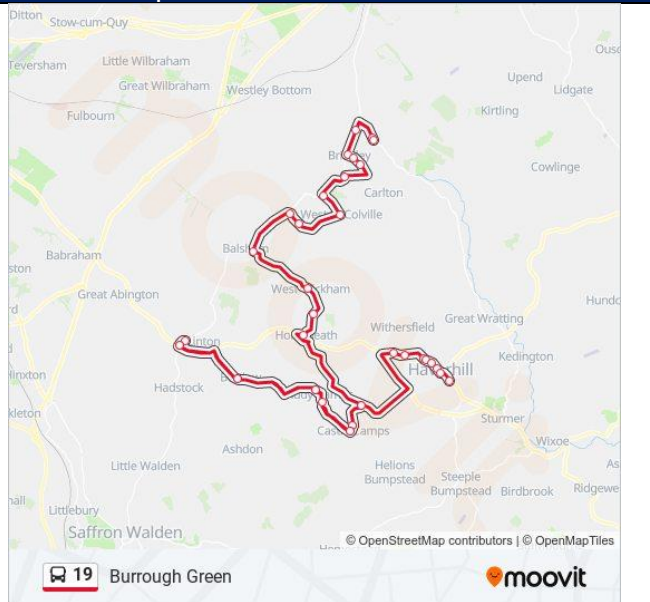
Review service performance to establish if an alternative approach is needed

Service number	19	Patronage reported in 2022/23	4,582
Places service	Haverhill - Linton - Burrough Green	Contract cost bracket	£50,001-£100,000
Catchment served	1,500	Length of route (km)	32.2
Number of amenities in catchment	34	Cost per passenger banding	£14.56
Current Operator	Star Cabs	Cost per passenger per km banding	Under £1 per passenger per km

Service description

Service providing a mixture of peak journeys to Linton for onward journeys to Cambridge via commercial bus services, and off-peak journeys to Linton and Haverhill, Monday to Friday, for work, education, shopping, leisure, and medical appointments.

Service Map



Reason for service to be reviewed

£13-£24 per passenger

Recommendation and Proposed change

Retain, with further cross-boundary review

Justification

The service provides important access to employment and services and is performing reasonably well. While over the £12 cost per passenger benchmark, when taking the distance of the service into account it performs better. There are opportunities to better integrate the service with other cross boundary services into Newmarket. This will require collaboration with neighbouring authorities to ensure the needs for communities in each authority area are met. It is proposed that CPCA continue to engage with neighbouring authorities to explore further alignment with the cross-boundary services bus services to further improve the performance. Note that the service has a Cost per passenger per km under £1.

Next step

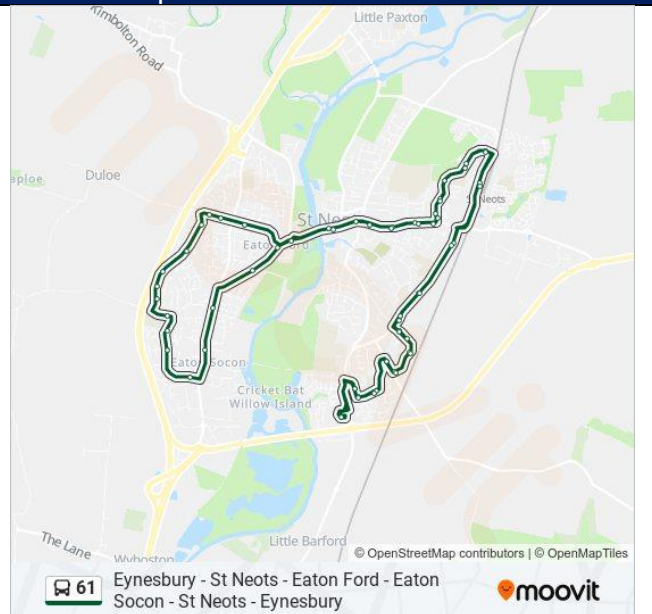
Confirm service specification for change

Service number	61	Patronage reported in 2022/23	11,180
Places service	Eynesbury - St Neots - Eaton Ford/Eaton Socon - St Neots - Eynesbury	Contract cost bracket	£100,001-£150,000
Catchment served	20,800	Length of route (km)	19.1
Number of amenities in catchment	60	Cost per passenger banding	£13.40
Current Operator	Dews	Cost per passenger per km banding	Under £1 per passenger per km

Service description

Providing four off-peak journeys, Monday to Friday, and six off-peak journeys on Saturday which link residential areas of St Neots with the town centre, railway station, and Tesco supermarket, for shopping, leisure, and medical appointments.

Service Map



Reason for service to be reviewed

£13-£24 per passenger

Recommendation and Proposed change

Retain

Justification

This service has been taken over by a new operator and as part of this retender service changes were made. The improvement in the performance is a combination of improved reliability and customer experience. The more recent cost per passenger figure, is significantly below the £12 per passenger benchmark. Note that the service has a Cost per passenger per km under £1.

Next step

Progress contracting