



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY

Agenda Item No: 2.2

Report title: Demand Responsive Transport update

To: Cambridgeshire and Peterborough Combined Authority
Transport & Infrastructure Committee

Meeting Date: 14 March 2022

Public report: Yes

Lead Member: Mayor Dr Nik Johnson

From: Oliver Howarth, Bus Strategy Manager

Key decision: No

Recommendations: The Transport and Infrastructure Committee is recommended to:

- a) Note the performance of the “Ting” Demand Responsive Transport (DRT) trial; and
- b) Approve the extension of the DRT trial by a further 3 months

Voting arrangements: a) Note only item, no vote; b) simple majority

1. Purpose

- 1.1 To inform Transport Committee of the progress of our DRT project and to seek approval to extend the length of the trial by a further three months.

2. Background

- 2.1 On October 25th 2021, CPCA started a new DRT service in west Huntingdonshire named *Ting*. The service employs 4 small single deck buses of Stagecoach East to provide bus services on demand across 360 sq kms of the county. Passenger levels have continued to increase significantly, with over 90 journeys per day before Christmas (8 weeks from commencement). This level of patronage is encouraging and therefore we are intending to extend the 6-month trial for a further 3 months (the maximum permitted on this contract). This additional time will be used to review progress and potentially tender for a revised service to commence in July 2022, upon the successful completion of the trial
- 2.2 Market research work is being performed to enable lessons learnt to be fed into the project in a dynamic way and allow for future iterations to reflect and accommodate the suggested changes. The market research is being undertaken in three ways, namely:
 - Contacting passengers who booked via the app with an on-mobile survey;
 - Contacting people who booked their journey via the call centre (if they previously agreed to participate in the survey) by ringing them back; and
 - An in-person survey of passengers riding on conventional buses in the same area, carried out by market researchers.
- 2.3 *Ting* is an experimental service, and the extended trial will look at means to improve profitability by widening the passenger base. All the ticket data and the market research will be taken into account when considering a new tendering specification for Phase Two *Ting* service. This specification will ensure alignment with our vision for bus services as captured in the Local Transport and Connectivity Plan, Bus Service Improvement Plan and associated documents, whilst widening access to a sustainable form of transport for the people of Cambridgeshire and Peterborough.

Significant Implications

3. Financial Implications

- 3.1 Funding of £1.2m was agreed at Board on 30 September 2020 to fund several trial public transport services and at current anticipated levels of expenditure, as part of the Bus Review Implementation project. Forecast spend for the current year is £0.5m, of which £0.2m relates to *Ting* demand responsive transport. The remaining £0.7m of available funding will support the trial services for the potential 3-month extension into 2022-23. There are no additional financial implications arising from this report.

4. Legal Implications

- 4.1 There are no legal implications. The existing contract (commenced 25 October 2022) is for a six-month trial, with an option to extend for three months. Extending the trial period,

allows the Combined Authority to analyse feedback and go out to the market with a product modified in the light of operational experience.

5. Other Significant Implications

5.1 Not applicable.

6. Appendices

6.1 None applicable.

7. Background Papers

7.1 [Bus reform – CPCA Board 30th September 2020](#)